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**DETERMINANTS OF PARTICIPATION OF WOMEN IN EMPLOYMENT IN
PUBLIC TRANSPORT: A CASE OF MATATU SUB-SECTOR
IN KIAMBU COUNTY, KENYA**

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**A THESIS SUBMITTED IN PARTIAL FULFILLMENT OF THE
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AND SOCIAL SCIENCES OF KENYATTA UNIVERSITY**

JULY, 2017

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DECLARATION AND APPROVAL

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I declare that this thesis is my original work and has never been presented in any other university.

Signature.......... Date.....04/07/2017.....

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DEDICATION

I wish to dedicate this piece of work to my children; Edwin and Eric.

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This study has been a long journey and I feel indebted to those who participated in their own ways to make it a success. I thank the almighty God for His special grace and protection over the entire period of my work. Special appreciation goes to my Research Supervisors: Dr. Casper Masiga and Dr. Francis Kerre for their dedication, sincere guidance, suggestions, criticisms, understanding and support as I was doing this thesis report. I appreciate the information given to me by the SACCO Managers, Matatu owners, office clerks, stage managers, drivers and conductors in Thika Township. I also acknowledge my lovely twins Edwin and Eric Irungu for their encouragement towards the completion of this work. Finally, my appreciation goes to all those who assisted me in typesetting and editing this work. Once again may God bless you all!

ABSTRACT

Today, transport sector is an equal employer incorporation of both men and women. Despite the fact that women make up almost the half of the world population, they don't have opportunity to represent the same proportion in economic activities and employment. The purpose of the study was to investigate the determinants of women's participation in Matatu sub-sector of the transport industry in Thika Township, Kenya. The specific objectives were to: examine the working conditions that influence women's participation in Matatu sub-sector of the public transport in Thika Township; identify the societies' perceptions towards women's participation in Matatu sub-sector of the public transport in Thika Township; determine the experiences of women's participation in Matatu sub-sector of the public transport in Thika Township; establish strategies that can be used to encourage women to participate in Matatu sub-sector of the public transport in Thika Township. The study was anchored by Social Dominance and Cultural Modernity Theories. The research design used for the study was descriptive survey. The study targeted 30 registered SACCOs with 100 Matatu owners and 540 matatu workers all totaling to 670 respondents. Purposive sampling was used to select 10 SACCO managers and 30 matatu owners. A total of 164 matatu workers were also selected using simple random sampling. This translated to a total sample of 204 respondents. The study used questionnaires and interview schedules as data collection tools. Piloting was done to check on suitability and the clarity of the questions on the instruments. Quantitative data were edited, entered into a computer and analyzed using descriptive statistics such as frequency and percentages with the aid of Statistical Package for Social Sciences (SPSS). Tables were used to present the data. Qualitative data from open-ended items in the questionnaires, interview guides and focused group discussions were organized into common themes, presented in direct quotes and discussed as per the objectives of the study. Findings of the study revealed that not all women working in the transport sector worked in a good condition. There was a significant association between perceptions and women's participation in transport industry. Women also experienced various forms of violence including labeling and sexual harassment. The study concluded that schedules of matatus were not affected by gender difference since the services were routine. The study also concluded that women continuously experience harassment in all places including the work places despite the efforts that have been put placed to empower them. The study recommended that stakeholders in public transport sector need to redesign work conditions such as schedules, time and flexibility challenges to enable women participate effectively to earn a living.

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LIST OF ABBREVIATIONS AND ACRONYMS

DOT	Department of Transport
EC	European Commission
ETF	European Transport Federation
ETWF	European Transport Workers' Federation
EU	European Union
GDP	Gross Domestic Product
ILO	International Labour Organization
INTP	Integrated National Transport Policy
ITF	International Transport Federation
ITWF	International Transport Workers Federation
KNBS	Kenya National Bureau of Statistics
MDG	Millennium Development Goals
NACOSTI	National Commission for Science, Technology and Innovation
OSDBU	Office of Small and Disadvantaged Business Utilization
SACCO	Savings And Credit Co-operative Organization
SDT	Social Dominance Theory
SPSS	Statistical Packages for Social Sciences
UK	United Kingdom
US	United States
WITI	Women in Transport Initiative

OPERATIONAL DEFINITION OF TERMS

- Conditions of work** : refer to the working environment and its demands in terms of schedules, remuneration, nature of work as well safety.
- Experience** : refers to knowledge or skill gained over a period of time from what one has gone through or observed.
- Matatu** : are minibuses used for public transport, Kenya. They include 14, 29, 33 and 36 seat minibuses. The name originates from when the fare on these vehicles was a flat rate of 30 cents
- Perceptions** : are ideas or views held about women in Matatu sector
- Public transport** : refers to a transport system in which passengers travel in public service at a fee.
- Women participation** : refers to women's involvement in different sectors of Matatus business

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Transportation is perceived as the movement of people, goods and services from one point to another, to incorporate expressions of power relation in the community (Transgen, 2007). The modernization of labour force became obligatory for most countries in order to improve competitiveness power. At that point, women's employment, which has excluded from labor market for many years, has been recognized as one of the driving force for economic development (Ecevit, 2010). Despite the fact that women make up almost the half of the world population, they cannot have opportunity to represent the same proportion in economic activities and employment (Asingo, 2007). There are many reasons for underemployment of women, such as lack of corporate initiatives for work-life balance of employees, lack of political strategies to increase women employment, job description and conditions that reveal "male-dominant" sectors and business environment and existing cultural aspects. Also, gender stereotypes have to be taken into account as a main reason.

According to Aduwo (1990) urban life becomes the experience of increasing number of people with the globalization and rapidly changing world. The majority of the world population had lived in rural areas that were associated with agricultural productions throughout the history. But between 2005 and 2010, urbanization gained increasing rate globally and at first the population of urban areas exceeded the population of rural areas. International Association of Public Transport reported that employment in public transport had reached to 13 million people worldwide on 2009. This employment rate is higher (12 million) than the air transport sector which is the other biggest industry in transportation (International Union of Public Transport,

2011). Despite the high rate of employment opportunities of public transportation sector, the profile of employees does not show homogeneity based on the gender.

In many respects and in many countries, transportation sectors have traditionally been regarded as 'no place for women'. According to International Union of Public Transport (2011) figures, the percentage of women employees in the public transport company serves approximately 17.5 % in European Union countries. This rate is dropped to 9.3% on the number of women who are employed as the driver. A higher share of women can be observed in the category of tram drivers. Women employees can be seen in more commercial units and rarely in driving or technical jobs. There are many reasons expressed by companies such as thoughts about the lack of technical and engineering knowledge of women, women's housework and responsibilities such as child care will not be eligible to work in shift work, social beliefs and stereotypes about women driving skills and lack of strategies that encourage the women employment. However, many studies regarding the female and male differences in driving has demonstrated that women tend to drive calmly and less risky and their accident ratios are lower than the men (Özkan & Lajunen, 2006).

Participation of women in transport industry is minimal. For example; in 2007, the European Union (EU) commissioned a study entitled 'Innovative gender equality measures in the transport industry' that shed light into the employment status of women in the transport sector in the EU. The report noted that the transport sector constituted approximately 10% of the GDP of the EU. It was found that the largest portion of employment in the transport sector came from road transport (more than 50%) compared to railway transport (11.3%), sea and air (2.1% and 4.7% respectively.) The report attempted to bridge a conspicuous lack of data relating to

women in the transport industry. According to the report, the transport sector is one of the most segregated sectors of the economy employing only 20.5% of women in the transport workforce. In Japan 20.9% of women are employed in transport industry, France 24.5%, Germany 23.2%, China 28.9% India 6.8%, South Africa 30.2%, Egypt 5.0% Morocco 9.5%, Madagascar 6.9% Tanzania 6.6% Uganda 11.9%, Kenya 19.0 % (World Economic Forum, 2012).

European Transport Workers' Federation (2007) found that it is evident that sustainable transport system forms a basic foundation that facilitates movement of goods and services in the present generation. Over the years, sustainable public transport has been viewed as not just technical issues or questions, but as an inevitable need (Cervero & Golub, 2007). This stemmed on the premise that, without adequate consideration of social, economic and political conditions of public transport service, sustainable development cannot be realized. In other words, sustainable transport cannot be said to be achieved if it is not coupled with an effective and efficient programme that enhances livelihood of people (Dreher, 2003). There is need for inclusivity and improved transport infrastructural services as components required to achieve sustainable development to take care of incoming generations. In other words, it should be affordable, efficient, available, safe, and supports economic development.

Deloitte (2010) asserts that despite these positive attributes, public transport has been patriarchal, that is, male-dominated with participation of women in the industry being very scanty due to conditions of work, societies' perceptions, experiences and attitude. At the same time, men are usually concentrated in technical jobs, which are regarded as more skilled, while women are predominantly employed in administrative

and customer services; this factor may also explain the existing pay gap, as technical jobs are usually better paid in comparison with clerical positions. According to Mungai (2013) male transport workers also work longer hours and account for most of the full-time jobs, as well as being the employers' preference for working night shifts, while women tend to opt for more flexible working arrangements. Finally, access to male-dominated jobs is still problematic, despite the fact that both men and women today have equal access to vocational training. This leads to situations whereby women are trained in technical professions but cannot get a job to match their level of qualifications (Mungai, 2013).

In most countries in Sub-Saharan Africa such as Nigeria, South Africa, Egypt and Kenya, from a gender-specific perspective, women's participation in the public transport sector is growing; nevertheless, as a whole, women's involvement can still only be regarded as minimal, in comparison with their presence in the labour market as a whole. In fact, according to Khosa (1993), transport sector is one of the most gender-segregated sectors of the economy.

In Kenya, the transport industry is dominated by motorized minibus van popularly known as the *matatu*. The term *matatu* is derived from *mang'otore matatu*, Kikuyu word for thirty cents, which was the standard charge for every trip made in the 1960, when the *matatu* appeared for the first time as a concept in urban transport in Kenya. In Kenya, a unique feature in public transport sector has been the rapid expansion of the *Matatu*, a small-scale means of transport (Opiyo, 2004).

The *Matatu* plays a significant role in the movement of people, goods and services in Kenya (Kimani, Kibua and Masinde, 2004). Ogonda (1992) notes that since 1973

when Matatus were given a presidential decree to operate, they have grown to compete and complement the public bus transport companies in towns and rural areas in medium- and long-distance passenger transport. Indirectly, it offers work to vehicle assemblers, insurance companies, garages and petrol stations. Directly, it offers work to drivers, conductors and stage workers (Khayesi, 1999). Thus, the Matatu sector contributes to employment-creation and income generation in Kenya in both direct and indirect ways. However, in many countries in the world, transport industry is one of several sectors that have traditionally been regarded as 'no place for women' in terms of employment.

However, women's involvement in the Matatu transport sector can still be regarded as limited, particularly in comparison with their presence in the labour market as a whole. In this context, women still face a number of challenges that hinder their full participation in the sector, making it an unattractive industry for female workers with Thika Sub-county not being an exception. It was against this background that the researcher sought to inquire into the determinants of women's participation in employment in Matatu sector.

1.2 Statement of the Problem

Public transport in Kenya is dominated by Matatus which greatly contributes to the economy. The transport services offered by Matatu as a subsector of public transport constitute a key component of Kenya's service sector in both their contribution to the country's employment and income generation and their role in external trade especially at the regional level. Women's economic empowerment is a prerequisite for sustainable development and proper growth. Therefore, achieving women's economic empowerment requires sound public policies, a holistic approach and long-

term commitment and gender-specific perspectives which must be integrated at the design stage of policy and programming. Thus, women employment opportunities must be improved while increasing recognition of women's vast unpaid work.

The government's effort was to mainstream the transport sector to make it gender responsive by fostering enterprise and innovation. This effort has been reflected by the growth of number of female drivers in the transport industry. However, participation of women in the sector has not been visible since the cases are countable and only common in specific regions. Apparently, little studies have been done to ascertain this phenomenon despite the expansion of opportunities for women in the transport sector. It was therefore necessary to carry out this study so as to find out the reasons why women find it difficult to participate as employees in the matatu sub-sector in Thika Township, Kiambu County.

1.3 Broad Objective

The general objective was to investigate the determinants of women's participation in Matatu sub-sector of the transport industry in Thika Township, Kenya

1.3.1 Specific Objectives

- i. To examine the working conditions that influence women's participation in Matatu sub-sector of the public transport in Thika Township;
- ii. To identify the societies' perceptions towards women's participation in Matatu sub-sector of the public transport in Thika Township;
- iii. To determine the experiences of women's participation in Matatu sub-sector of the public transport in Thika Township;

- iv. To establish strategies that can be used to encourage women to participate in Matatu sub-sector of the public transport in Thika Township.

1.4 Research Questions

- i. How do working conditions influence towards women's participation in Matatu sub-sector of the public transport in Thika Township?
- ii. What are the societies' perceptions towards women's participation in Matatu sub-sector of the public transport in Thika Township?
- iii. Which experiences contribute towards women's participation in Matatu sub-sector of the public transport in Thika Township?
- iv. What measures can be taken to encourage women's participation in Matatu sub-sector of the public transport in Thika Township?

1.5 Assumptions of the Study

The study was guided by the following assumptions:

- i. That working conditions contribute towards women's participation in Matatu sub-sector of the public transport
- ii. That societies' perceptions contribute towards women's participation in Matatu sub-sector of the public transport
- iii. That experiences contribute towards women's participation in Matatu sub-sector of the public transport
- iv. That measures can be taken to encourage women's participation in Matatu sub-sector of the public transport

1.6 Justification and Significance of the Study

Matatu business is one of the lucrative sectors in the country's economy today. It offers employment opportunities directly or indirectly to many Kenyan citizens. Directly, the industry offers working opportunities to drivers, conductors and stage managers. Indirectly, the industry offers vast revenue for the government in form of licenses, taxes and also from such services as insurance companies, motor vehicle dealers and gas stations. However, the participation of women as employees in this sector is minimal. This is the reason why this study may be useful since it will enable stakeholders to understand better the challenges women face in this sector and make the employment of women attractive in the Matatu sector. This study may make women to understand the demands of Matatu sector before venturing into it. The results of the study are also expected to assist the government policy makers in improving both the management and profitability of the Matatu sub-sector. This study may also act as a baseline for future studies and add to an already existing body of knowledge.

1.7 Scope of the Study

This study was conducted amongst Matatu owners, SACCOs, conductors, clerks, stage managers and drivers operating within Thika Township only. The study exclusively focused on conditions of work, societies' perceptions, experiences and as the only determinants of women's participation in Matatu sub-sector of the public transport. Thus, any other variable, though significant, was out of scope.

1.8 Limitations and delimitations of the study

Some respondents were not willing to give responses to the researcher due to working schedules and others viewed it as time wasting. Some of them wanted to give socially acceptable answers just to please the researcher. The researcher booked appointments with the respondents and also assured them that the information would be treated with confidentiality. The study was also limited by the fact that some of the required data was not forthcoming due to suspicion of its use. The researcher tried to explain the importance of the study so that the matatu industry can be gender responsive in the employment of both men and women. Nevertheless, a letter of authority from the National Council for Science and Technology was sought to counter this.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter highlights the literature of the previous studies covered related to the researcher's area of study. The researcher provides divergent views that are critical to different authors who raised various ideas and concepts related to the issues being investigated. The review is based on the concept of Matatu sub-sector of the public transport, concept of barriers to women's participation in Matatu sub-sector of the public transport, conditions of work, perceptions, and experiences in relation to women's participation in Matatu sub-sector of the public transport. It also provides a theoretical and conceptual framework and a summary of the literature showing the gaps identified during the review.

2.2 Working Conditions and Women's Participation in Public Transport Industry

In a longitudinal study conducted in Germany, Deike (2002) asserted specific occupations such as public transport continue to be male dominated because of their characteristics or the tasks they are required to undertake. Deike (2002) further asserted that some roles require heavy lifting, such as air ground crew, whilst others, such as taxi and private hire, favor men due to safety considerations. Similar assertions are made by Zeenat (2006) in a longitudinal study conducted in Pakistan to establish the effectiveness of women in transportation. She asserted that managerial positions across the public transport sector are strongly male-dominated.

Zeenat (2006) indicated that only 24 percent of managers across the public transport sector are women. This is unsurprising as managers tend to be recruited by promoting

those working in operational roles and these roles are also male-dominated. Across the public transport sector, women generally take on roles that are customer-oriented rather than technical in nature, except for those who are self-employed in driver training. Poor working conditions render the transport sector especially unappealing to women, most notably in relation to working time, shift-working (24/7), and the location of employment such as on-board a vessel at sea, driving a truck long distances from home, or assignment to foreign airport under the multi-base crewing strategy of an international airline (Duchene, 2011). In a study conducted in Australia, Watson (2009) revealed that some professions in the transport sector involve working hours that are not always family friendly, particularly in the case of certain mobile professions that require prolonged absences from home, for example, long-distance drivers or jobs on board a ship or aero plane; this can prevent women from taking up certain jobs in transport.

Moreover, unpredictable work shifts and overtime, particularly in companies involved in door-to-door delivery, can represent a considerable source of stress for female transport workers with family responsibilities. With regard to equal pay, Watson (2009) further asserted that gender segregation in transport maintains and reinforces considerable pay gaps. In Hungary, for instance, significant pay differences emerge between men and women involved in the same types of work, with male manual workers earning an average of HUF3 74,695 (about Ksh.39,713 per month as at 12 June 2007) compared with around HUF 68,582 (Ksh.36,482 per month) for female manual workers (Dreher, 2003). At the same time, Watson (2009) asserted that men are usually concentrated in technical jobs, which are regarded as more skilled, while women are predominantly employed in administrative and customer services; this

factor may also explain the existing pay gap, as technical jobs are usually better paid in comparison with clerical positions.

Male transport workers also work longer hours and account for most of the full-time jobs, as well as being the employers' preference for working night shifts, while women tend to opt for more flexible working arrangements (Moser, 1993). Finally, access to male-dominated jobs is still problematic, despite the fact that both men and women today have equal access to vocational training. This leads to situations whereby women are trained in technical professions but cannot get a job to match their level of qualifications. All of these factors contribute to deepening the gender pay gap in transport. With regard to working conditions and the working environment, workplace ergonomics in male-dominated transport subsectors usually reflect the male work environment; as a result, women working in transport often have to adjust to a male-centered organization of work, workplace culture and working conditions (Vaswani, 2012).

A similar situation exists in relation to health and safety issues at the workplace, which once again are usually male centered. Examples of these are evident in the maritime sector, where conditions on board sea vessels are usually not adapted to suit women's needs, or in urban public transport, where, despite company policies to attract women to this profession, workplace ergonomics still accommodate the needs of the predominant male workforce (ITF, 2012). Creating workplaces that are friendly to women in non-traditional trades may require public transport industry to make some changes in how it functions and operates on a day to day basis. According to McLean (2011), workplace cultures in which diversity is valued and inclusiveness is

practiced will attract and retain women with the skills and drive to succeed in the trades.

Amongst Sub-Saharan countries such as South Africa, Morocco and Kenya which have adopted policy of gender inclusivity in all sectors, women presence in public transport is still below par. This is attributed to the conditions of work. For example, late night transport services and fear of violence at transport points can expose women employees who are either drivers or conductors to risks of rape, sexual harassment, theft and even violence in line of their duties (Orero & Chitere (2004). However, reviewed literature has not indicated the qualifications and requirements women should undertake to overcome challenges attributed to the conditions of work in the public transport sector. The empirical literature review has fallen short of indicating the kind of training women should undertake to manage the conditions at the public transport sector. It was against this background that the study sought to examine how conditions of work impede women's participation in public transport in Thika Township.

2.3 Perceptions and Women's Participation in Public Transport Industry

In the words of Zeenat (2006), some sector job roles are still largely considered to be either male or female, which segregates one's particular gender. Of all the passenger transport industries, aviation is the most gender balanced industry, with women making up 44 percent of the workforce. However, within the sector there are clear gender divisions across occupations, with engineering, firefighting and airside operations employing more men, while cabin crew and roles in travel and tourist services are clearly dominated by women (Dreher, 2003). Public transport industry is

no exception. Employers rule out discrimination, but point at obvious cultural factors and at the imbalance of applications for some roles.

In the United Nations (2010), a programme dubbed People 1st developed Women 1st, a targeted intervention to promote female career progression and the development of women within the hospitality workforce. Following the merger between People 1st and GoSkills this programme is now being extended and tailored to target women employed in the passenger transport sector (DOT, 2010). The lack of attraction is reinforced by gender stereotypes, that is, prejudices about what women can do and what men can do that are perhaps most deeply embedded in male dominated sectors such as Matatu transport. Seafarers' Rights International Centre for advancing the legal protection of seafarers approximates that 1.5 million seafarers daily serve on a worldwide fleet of over 100,000 ships that transport over 90% of world trade while International Labour Organization (ILO, 2006) considers that more than 1.2 million seafarers operate ships. In this figures, seafarer women represent a very small percentage. Current statistics of International Transport Workers' Federation show that women make up only an estimated 2% of the world's maritime workforce.

As the ILO (2006) has noted, the fact that sex discrimination has not disappeared from the world of work may be due, in part, to 'a lack of political commitment and – in some contexts – legal laxity, but the underlying cause remains embedded in social and gender stereotyping and attitudes. This reflects the fact that, while the workplace may be an important site of inequality between women and men, and rightly therefore a critical arena in which to promote gender equality, it is by no means the primary source of the systemic barriers that women face in almost every aspect of work and

the life cycle. To be sure, there may be aspects of a particular job that favor one sex over the other such as physical strength, but socially constructed gender roles interact with the biological differences between women and men to produce a particular workplace milieu that in many sectors is 'unwelcoming' if not openly 'hostile' towards women. Since people in the Matatu sub-sector of the public transport and the society at large bring their beliefs about gender unthinkingly into the workplace, promoting gender equality entails shifting and redefining the boundaries between male and female in both social practices and systems of thought.

In most countries in Sub-Saharan Africa such as South Africa, Ghana, Nigeria and Kenya, women working in certain Matatu transport subsectors may be particularly at risk of aggressive or violent behaviour: this could include either external aggression from customers, to which women drivers working night shifts in urban passenger transport or airline cabin crew may be exposed; in addition, female workers may be at risk of internal bullying and harassment by work colleagues (Nzuve and Simon, 2010). These situations obviously influence women's decision to leave certain professions or eventually become a source of work-related stress, whilst also having a considerable impact on operational safety. Such problems are also aggravated by the lack of information among the majority of female transport workers about the existence of anti-harassment policies at their workplace and by the tendency not to report such situations; these issues also reflect the traditionally limited participation of women in trade-union activities compared with their male counterparts. Finally, it is worth emphasizing that women have been, and to some extent still are, associated with certain roles and tasks within the transport sector.

For instance, in Nigeria, in the air transport sector, Mills (1999) underlines the occupational divide that has been in existence since the early days of air passenger transport, which reflects the stereotype of the courageous male captain alongside the female cabin crew who care for passengers' needs. In a seminal analysis of this role, in South Africa Hochschild (2009) introduced the notion of 'emotional labour' in her book *The managed heart*, using female cabin crew as an example. These women had to meet normative standards of sexual attractiveness, as the majority of passengers, prior to the expansion of air travel in the late 1990s, were businessmen and the key role of the female cabin crew was to offer care and comfort. To some extent, this role has been partially diluted as air transport has become a more affordable and popular means of transport.

Nowadays, the problem of equal chances in the maritime field represents a challenge for obtaining human progress, respect and recognition of human rights. In a specific area like the maritime one, the gender equality has always been an issue due to the differences that exist among enrolments per gender at maritime engineering universities. Women had for years the false impression that the maritime and Matatu business is forbidden for them (Corral, 2007).

Men were the ones conducting this business and they've never allowed women's access as this would have looked like an intrusion in a passenger transport sector that for centuries has been exclusively under men's control. In Kenya, women are still restrained from accessing the maritime business. There may also be some cultural resistance to women working outside the home, but the principal objections to employing women at sea appear to centre on lack of adequate separate facilities for

women on board and stringent physical requirements. In Thika Township, women constitute a very small proportion of the public transport sector.

According to the Illes (2005), in the Matatu line sector, women represent 10-15% of the workforce. Few women are employed as clerks, drivers, conductors and stage-managers. However, shortages are still salient and there is an underlying concern about the current and future availability of women staff in public transport sector (Republic of Kenya, 2013). Despite these observations, reviewed literature does not indicate how mere participation of women improves the economic viability of the sector. Reviewed literature does not factor in the requirements of public sector and ability of women to withstand the demands of public transport sector. The current study sought to fill the gap looking at how perception influences women's participation in public transport in Thika Township.

2.4 Women's Experiences in Participation in Public Transport Industry

According to Moser (1993), men's treatment of women in the skilled trades may be due to a perceived notion that women are barging into an area where they 'don't belong' and should not be in competition with men for jobs. These notions can lead to the persecution of women to the point they develop serious health issues (ETF, 2005), even though these types of behaviors seem unfathomable, it's a continual problem in the trades. Bergman and Hallberg (2011) cited a correlation in their study between women who experienced workplace stressors, that is, harassment and unfair treatment, and those who developed unhealthy symptoms such as gastrointestinal symptoms, psychological consequences, worry about health hazards and cardiovascular symptoms, as well as correlations in quality of work variables, such as psychological stress and job satisfaction. Bergman and Hallberg (2011) reiterated that

gender related harassment is also a serious stressor and warrants serious attention. According to the authors, this problem faced by women in the workplace needs to be viewed in the context of institutional male power, the chilly climate. They claim that gender harassment is the abuse of power and status and is solely brought about by unwelcoming sexual invitations. This can lead to serious psychological consequences as well as impaired work performance.

In Saskatchewan, harassment is illegal under the Saskatchewan Human Rights Code (2007) and the Occupational Health and Safety Regulation (1996), and is defined as a course of vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome. However, unless enforced, policies won't stop remarks like "nice ass," or "let's go for drinks on Friday and then get crazy afterwards". In a longitudinal study conducted in Indonesia to establish the experiences of women in male-dominated train-service jobs, Vaswani (2012) indicated that women encounter numerous experiences in attempting to venture into such trades. During an interview of a woman on a job site with 75 men, Vaswani (2012) found that one thing that has kept women in the trade was the fact that they developed "thick skin".

Similar assertions were reported by Zeenat (2006) in his study in Pakistan in which he indicated that approximately half of all working women have experienced sexual harassment but less than one quarter of those harassed report the incident to an authority and fewer than one in ten file a formal complaint. Zeenat (2006) also indicated that women often prefer not using gender equity or sexual harassment policies at work as they want to be able to resolve things on their own and to be seen as an individual who can take care of themselves. Women working in a predominantly

male, and often hostile, environment have to confront discrimination, sexual harassment, bullying and violence in their workplace on board ship.

According to a study made by Magramo and Eler (2012) on seafarer women in Philippines, companies hiring these women are actually preparing them for office positions. Women are more organized and are more appropriate to work in the office after they have acquired the necessary training and knowledge of running a ship. Seafarer women must be physically, emotionally and spiritually tough in order to overcome all kinds of obstacles and challenges that may come in this male-dominated profession (Magramo and Eler, 2012) and work mainly in the cruise and ferries sector.

In a study conducted in Mexico, Llana (2005) indicated that social attitude to the role of women lags much behind the law. This attitude which considers women fit for certain jobs and not others colors those who recruit employees. Llana (2005) further posited that women find employment easily as nurses, doctors, teachers the caring and nurturing sectors, secretaries or in assembling jobs-the routine submissive sectors. But even if well qualified women engineers or managers or geologists are available, preference will be given to a male of equal qualification. Similar assertions were intimated by Moser (1993) in United Kingdom in which they indicated that gender bias creates an obstacle at the recruitment stage itself. When it comes to remuneration the law proclaims equality but it is seldom put into practice. The social construct that women are capable of less work than men or less efficient than men governs this injustice of unequal salaries and wages for the same job. Moser (1993) revealed that the age old belief of male superiority over women creates several hurdles for women at their place of work in public transport sector.

In most Sub-Saharan countries such as Morocco, South Africa, Nigeria and Kenya, even though the majority of employers of tradespersons have harassment policies, it seems little emphasis is placed on regulation and enforcement (Graeff, 2009). Harassment, discrimination and stereotyping exist in every workplace whether traditional or nontraditional (United Nations, 2010). But as the number of jobs continues to outpace the number of applicants in the trades, there is a need for public transport industry associations and individual employers and employees to find solutions to overcome these barriers. In Nigeria and Niger, maritime education and training institutions are not allowed to recruit women to nautical courses (Mills, 1999). In other cases, owners pay less even though women are doing equivalent work to that of male colleagues. Women may also be denied the facilities or equipment available to male workers. In Kenya, over the years, men who work in the trades have become accustomed to an all-male working environment (Omolo, 2012). This was accepted practice in the past but if firms want to continue to be successful, they must recognize the need for skilled laborers from both genders who will help them keep up with workloads.

In Thika Township, the scenario is similar with very few women serving in Matatu transport industry. Public transport with poor conditions of work usually does not have women working on board Khayesi, (1999) and Mutongi (2006) and despite these observations, little has been done to assess the extent to which women's experiences hamper their participation in Matatu transport industry. However, the empirical literature reviewed have not indicated how social attitude replaces women's view of public transport as a source of income and economic development and empowerment and this was what the study sought to ascertain.

2.5 Gender-Based Interventions in Public Sector in Enhancing Women's

Participation

Various Acts have been established and implemented to protect the rights of women all over the world. Article 23 of the Universal Declaration of Human Rights (UDHR, 1948) declares that everyone has the right to work, to free choice of employment, to just and favourable condition of work and to protection against unemployment (United Nations, 1948). It further advocates that everyone, regardless of gender, has the right to equal pay for equal work. However, this article fails to specify the equality of rights between men and women which is envisaged as indicated by the preamble which provides for "equal rights of men and women to promote social progress and better living standards."

The Convention on Elimination of All Forms of Discrimination against Women (CEDAW) 1979 elaborate in providing for the women's rights in many facets of life. In article 11 (2) (a)-(c) protects women against discrimination on grounds of marriage and to ensure their effective right to work. Employers are to be prohibited from dismissing women on the (United Nations, 1979).

Various scholars have also identified various forms of violence against women that are likely to occur in Transport sector. Chesney (2013) reports that leering looking, offensive gestures, unnecessary leaning or pressing against women, unexpected touching of breasts, brushing of thighs and bottoms, and pinching of the hips are the major common harassments in transport industry. According to Harrison (2012) violence has been utilized as a tool to propagate masculine domination against women by preventing them from seeking employment in public transport sector. He further revealed in an interview that if a woman was employed as a driver, she would be

forced to seek for accommodation close to the place where the vehicle is parked at night after work.

Safeguarding the welfare of women in the transport sector has been one of the most effective interventions. This method has been applied in Brazil, Egypt, Belarus, India and in Japan where a goal of protecting women from being harassed by male passengers in line of the woman's job (Duchene, 2011). Another form of intervention involves the deigning of the bus coaches and seats to take into consideration women's more sophisticated transport needs.

In France, employment of women work in the transport sector has also been considered as an effective way of promoting the welfare of women in public transport. A video entitled "public transport, job for women!" which was used by the ministry of education and employment in France to raise the awareness of young women towards transport-related jobs (Golden, 2010).

2.6 Theoretical Framework: The Theory of Cultural Modernity

This study was guided by the theory of Cultural Modernity which was postulated by Hans & Neil (1992). The theory highlights changes in modern societies particularly conducive to women's empowerment. This theory concentrates on the cultural change towards the culturally and socially set roles that define men and women. These roles constrain the women from their self-autonomy over their own lives. This theory calls upon women to emancipate them from the private sphere and join the public sphere for human and economic development. Therefore, participation of women in the Matatu sub-sector of the public transport as conductors can only be improved once

society changes its perceptions on female workers so that more females can be motivated to seek employment in the Matatu sub-sector of the public transport.

The major aspect of Cultural Modernity Theory (CMT) is human development which is based on the ideology of modernism and culture. Based on the context of this study, the theory implies that a woman breaks from the culture and unites with another group in the environment from where she embraces the new culture of contemporary surrounding. At this state, the position of the women remains full of empowerment and is not affected by any external force. However, it is very rare for such empowerment to grow with any external force which is brought about by the social dominance. Therefore the Cultural Modernity Theory is linked to the Social Dominance Theory (SDT).

Social Dominance Theory was developed by Sidanius and Pratto (1999). The SDT postulates that group-based inequalities are maintained by a legitimizing myth of hierarchy-attenuating ideologies whose component is patriarchy. Patriarchy is the structural and ideological system that perpetuates the privileging of masculinity. The SDT explains why men wield more political and social power over women in the society. According to SDT, dominance is a social construct formed and enhanced by cultural legitimizing ideologies of patriarchy and disproportionate division of labour. SDT observes that men generally tend to seek and occupy dominant social roles, hold most privileged and high-power positions in the society.

The two theories are relevant to this study since they both define the position of a woman in the employment sector when they are interrelated. For instance, Cultural Modernity Theory places the female in an equal position with her male counterpart in

all aspects of life especially in employment sector. However, Social Dominance Theory builds resistance forces which limit the interest of women in the employment field such as transport sector. The SDT is therefore associated with the intervening forces that play a role in transformative changes to ideologies and prejudices that contribute to inequalities in the employment of women as conductors in the Matatu sub-sector. These forces are related to conditions of work, perceptions, experiences and social attitude.

2.7 The Conceptual Framework

The conceptual framework explains the relationship between the independent variables and the dependent variables in a study. In the present study, the participation of women in the Matatu sector whether as owners or workers is the dependent variable. Factors that lead to employment patterns that segregate and hinder women's participation are considered the independent variables of the study. A section of the study focused on the intervening variables to make the sector favorable for women to participate in employment in the Matatu sector. These relationships are represented in the Figure 1:

Independent variables

Dependent variables

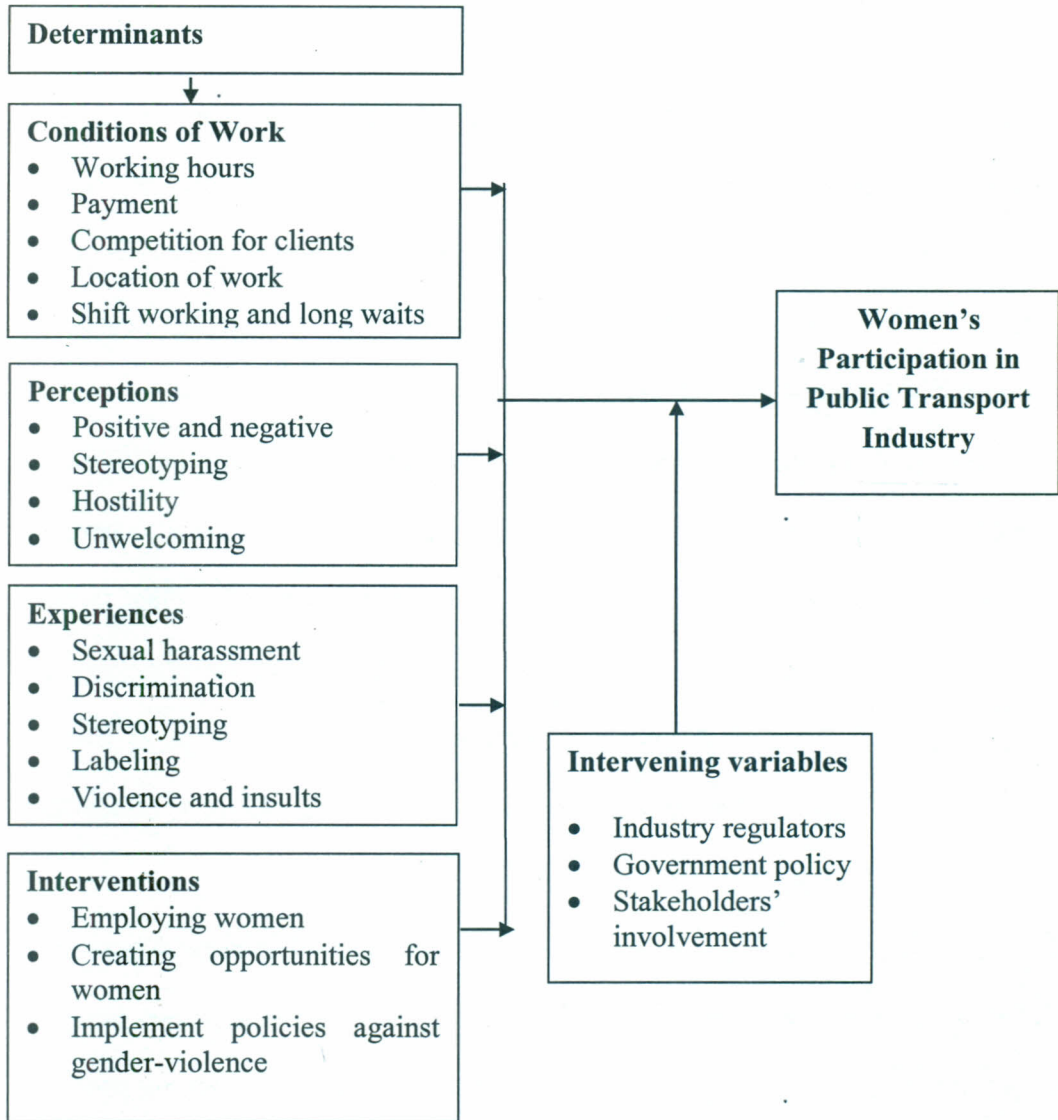


Figure 1: The Conceptual Framework of the Present Study

Source: Researcher (2016)

From Figure 1 above, the conceptual framework for this study was based on assessment of barriers to women's participation in Matatu transport industry reflected through conditions of work, perceptions, and experiences which constituted the independent variables whereas women's participation in public transport industry

constituted the dependent variables. Government policy and stakeholders' involvement constituted the intervening variables.

2.8 Summary of Literature Review and Research Gaps

Review has established that there are numerous barriers which impede women's participation in public / Matatu transport industry which include conditions of work, perceptions, experiences and social attitude. However, the review has equally revealed numerous research gaps. On the conditions of work, reviewed literature has not clearly indicated the qualifications and requirements women should undertake to overcome challenges attributed to the conditions of work in the public/Matatu transport sector. The empirical literature review has fallen short of indicating the kind of training women should undertake to manage the conditions at the public/Matatu transport sector. On perceptions, reviewed literature does not indicate how mere participation of women improves the economic viability of the sector.

Reviewed literature does not factor in the requirements of public sector and ability of women to withstand the demands of public transport sector. On experience, little has been done to assess the extent to which women experiences hamper their participation in Matatu transport industry. These research and knowledge gaps sustained the curiosity of the researcher and thus sought to fill.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the methodology that the study followed. It explains the design; location of study; target population; sample size, sampling techniques and procedure; data collection instruments; methods of testing the validity and reliability of instruments; the research procedure followed; and the data management and analysis techniques that were used during the study.

3.2 Research Design

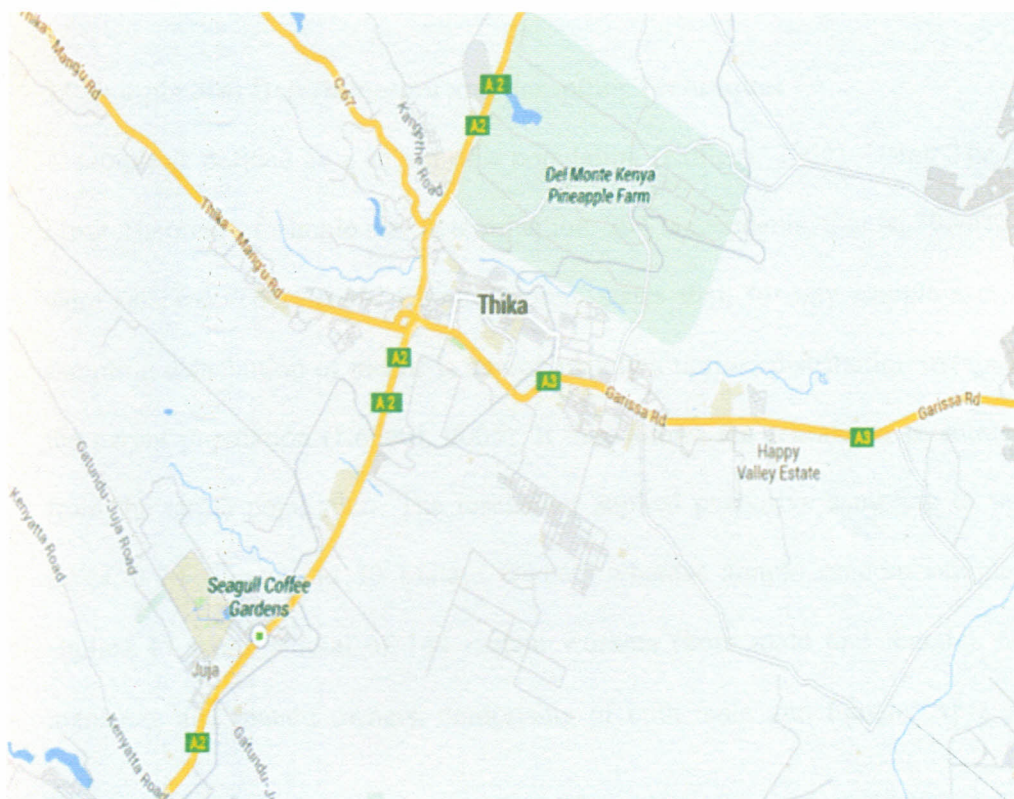
The research design used for the study was descriptive survey. This is because it focuses on the large population and it gives explanation on the state of affairs as they exists at present (Kothari, 2005). Mugenda and Mugenda (2008) define a descriptive survey as a method which enables the researcher to summarize and organize data in an effective and meaningful way. The descriptive method was adopted since it helped to collect data from the population and to get the description of existing phenomena by asking individuals about their perceptions, attitudes, behaviors or values. The design also allowed the researcher to generate both numerical and descriptive data that were used in measuring correlation coefficient between the variables.

3.3 Locale of Study

The research study was carried out in Thika Township in Kiambu County. It is the headquarters of Thika Sub-county with approximate population of 211,090 persons and covers an area of 278 km², that is, a population density of 759 persons per km² (KNBS, 2009). The site was suitable for the study because of its rapid expansion in

industries and business ventures with a lot of movement of goods and people in demand for Matatu as means of transport. Thika Sub-County is an industrial town known for pineapple canning and coffee exporting, Tobacco Fresh Leaf Threshing, Leather Processing, Bidco company for oil and soap processing among many others (Strategic Plan, Thika.2012). There are about 3290 Matatus operating in this sub-county and they are owned by individuals as well as SACCOs. Matatu sub-sector, just like any other industry, employs many people in Thika. Similarly, Thika prides itself of having the most modern superhighway and is thus accessed by many public transports (Thika District Strategic Plan, 2012-2015). Despite these observations, participation of women in employment in Matatu transport industry is minimal. This situation sustained the curiosity of the researcher and informed the researcher's choice of Thika Township as the locale of study indicated in Figure 2:

The Map of Thika Township



Source: Strategic Plan, Thika, 2012

3.4 Target Population

A target population is the total number of items or people to be researched on. According to County Government of Kiambu (2014), Thika Township had 30 registered SACCOs with 100 Matatu owners and 540 matatu workers all totaling to 670 respondents. Table 1 shows the distribution of the target population.

Table 1: Distribution of the Target Population

Categories	Target Population
SACCOs Managers	30
Matatu Owners	100
Matatu workers	540
Total	670

3.5 Sample Size Determination and Sampling Techniques

A sample is defined as a subset of a population (Kothari, 2005). Using The Central Limit Theorem of sample size determination, 204 respondents, that is, 30.45% of 670 were selected. The Central Limit Theorem states that, for any sample size, $N \geq 30$, sampling distribution of means is approximately a normal distribution irrespective of the parent population (Kothari, 2005). It thus allows the researcher to select, $N \geq 30$ from the target population. The researcher applied purposive sampling to select 10 SACCO Managers and 30 Matatu Owners whereas simple random sampling was applied to select a total of 164 matatu workers (both male and female). SACCO managers and matatu owners, comprising of both male and female, were selected

because they were the key respondents in the transport sector. Female matatu workers were selected for the study because this study focused the position of women in transport sector who were directly influenced with regards to their participation. The workers comprised of office clerks, stage managers, drivers and conductors. This sampling procedure enabled the researcher to realize a sample of 204 respondents as shown in Table 2.

Table: 2: Sample Size Grid

Categories	Sample Size	
	F	M
SACCOs Managers	3	7
Matatu Owners	3	27
Matatu workers	82	82
Total	88	116

Source: Thika Sub-county Report (2015)

3.6 Data Collection Instruments

The study used questionnaires and interview schedules as data collection tools.

3.6.1 Questionnaire

The researcher used a self- administered questionnaire to collect data from SACCO managers and matatu owners. This was because the respondents worked in offices and had time to fill in the questionnaires. They could also read and understand the questions appropriately. The questionnaire was divided into two parts. The first part consisted of information on respondents' demography, while the second part

contained Likert type of questions on the research objectives. Questionnaires were utilized because they were cost effective and easy to administer.

3.6.2 Interview Schedules

The researcher used structured interviews to collect data from female matatu workers. During the process the researcher developed an interview guide with a set of questions on the research objectives. Interviews were important for this study since it enabled the researcher to ask probing and supplementary questions and develop a good rapport with the respondents and a goal-directed attempt by the interviewer to obtain reliable and valid measures in the form of verbal responses from one or more interviewees. The use of interview provides access to what is inside a person's head and makes it possible to measure what a person knows, his/her attitudes and experience hence was appropriate for the matatu workers. The use of interview is always helpful in gathering classified information and of personal nature about the respondents (Kothari, 2005; Mugenda & Mugenda, 2008).

3.7 Piloting of Research Instruments

Piloting of research instruments was conducted amongst 2 SACCO Managers and 2 Office Clerks in Matatu transport operating within Thika Township. The purpose of conducting the pilot study was to check on suitability and the clarity of the questions on the instruments designed, relevance of the information being sought and the language used and to test the reliability and validity of the instrument. The respondents who participated in the piloting were not included during the actual data collection.

3.7.1 Validity of the Instruments

Kombo and Tromp (2006) define validity as the degree to which a test measures what it purports to measure. Content validity of an instrument was improved through opinions and judgment from the supervisors from the university in order to help improve content validity of the instrument.

3.7.2 Reliability of the Instruments

Creswell (2009) define reliability as a measure of the degree to which a research instrument yields consistent results or data after repeated trial. In order to improve the reliability of the instrument, the researcher, with the help of the supervisors, critically assessed the consistency of the responses on the piloted instruments to make a judgement on their reliability. Test-retest technique of reliability testing was applied; whereby the pilot questionnaires were administered twice to the respondents, with a one week interval, to allow for reliability testing. Then the researcher examined the research instruments for appropriateness of items so as to identify any ambiguous and/or unclear items. Such items were restated to ensure that the respondents clearly understood them. Computation of reliability coefficient between the scores of the two sets was obtained using Pearson's Product Moment Correlation which yielded a reliability coefficient, $r = 0.725$ indicating the test items were consistent.

3.8 Data Collection Procedure

Administration of Questionnaires to SACCO Managers

Upon seeking permission from the relevant authorities, the researcher administered the questionnaires to the SACCO Managers through a drop-and-pick-later technique. Completed questionnaires were collected on the same day.

Administration of Interview Guides to Matatu Workers

Interviews were conducted on the matatu workers, which involved probing the interviewees by asking open questions to obtain in-depth information. The exercise took an approximate of 25 minutes per session. The data were recorded through note taking.

3.9 Data Analysis and Presentation

Analysis of data is a process of inspecting, cleaning, transforming, and modeling data with the goal of discovering useful information, suggesting conclusions, and supporting decision making (Creswell, 2009). Data analysis has multiple facets and approaches, encompassing diverse techniques under a variety of names, in different business, science, and social science domains. In this study, data analysis began by identifying common themes. Frequency counts of the responses were then obtained and coded so as to generate descriptive information about the respondents and to illustrate the general trend of findings on the various variables that were under investigation. The analyzed data were presented using tables. Qualitative data was analyzed thematically based on the research objectives whereas the basic quantitative data was analyzed using descriptive statistics in Statistical Packages for Social Science (SPSS Version 21). The findings of the study were presented using tables.

3.10 Logistical and Ethical Considerations

Orodho and Kombo (2002) observe that ethical considerations in research involve outlining the content of research and what was required of participants, how informed consent was obtained and confidentiality ensured. The researcher sought for an introductory letter from The School of Humanities and Social Sciences of Kenyatta University and Authorization Letter and Research Permit from National Commission

for Science, Technology and Innovation. The researcher also sought for an authorization letter from The County commissioner and County Director of Education, Kiambu. These letters introduced the researcher to the respondents. The researcher then booked appointments with the respondents to administer questionnaires and conduct interviews to collect prerequisite data for the study. The participants were assured of confidentiality.

The selected respondents were assured of confidentiality of information by purposefully using it for academics. The researcher sought consent from all the respondents. This was done by asking each respondent to sign the consent form which consequently gave the respondents opportunity to make decision on whether to participate or not. All knowledge material used for this study was referenced appropriately. Anonymity of the respondents was guaranteed throughout the research by asking the respondents not to include their names or identity in the questionnaire.

CHAPTER FOUR

DATA ANALYSIS, RESULTS AND DISCUSSION

4.1 Introduction

This chapter presents the findings of the study. For clarity and chronology, it is arranged according to the four research questions that the study sought to answer. In the first section, however, background information about the respondents is presented, because it might be pertinent in interpreting the data that they provided. Thus, the chapter is divided into three subsections namely, introduction, background information about the respondents and the research questions that the study sought to answer.

4.2 Return Rate

The distribution of the response rate was presented in Table 3.

Table 3: Questionnaire Return Rate

Respondent Categories	Sampled Respondents	Returned Questionnaires	Achieved Return Rate
SACCO Managers	10	9	90.00%
Matatu owners	30	28	93.30%
Matatu workers	164	135	82.30%
Total	204	172	84.3%

During the study, out of the 10 SACCO managers 9 returned their questionnaires; 28 matatu owners and 135 matatu workers were interviewed. Respondents who were sampled for the interview but missed were found committed in the transport services and could not be accessed. The above information shows that the average response

rate was 84.3% hence the return rate was considered good. Creswell (2009) affirms that a response rate of above 75% of the acceptable levels to enable generalization of the results to the target population.

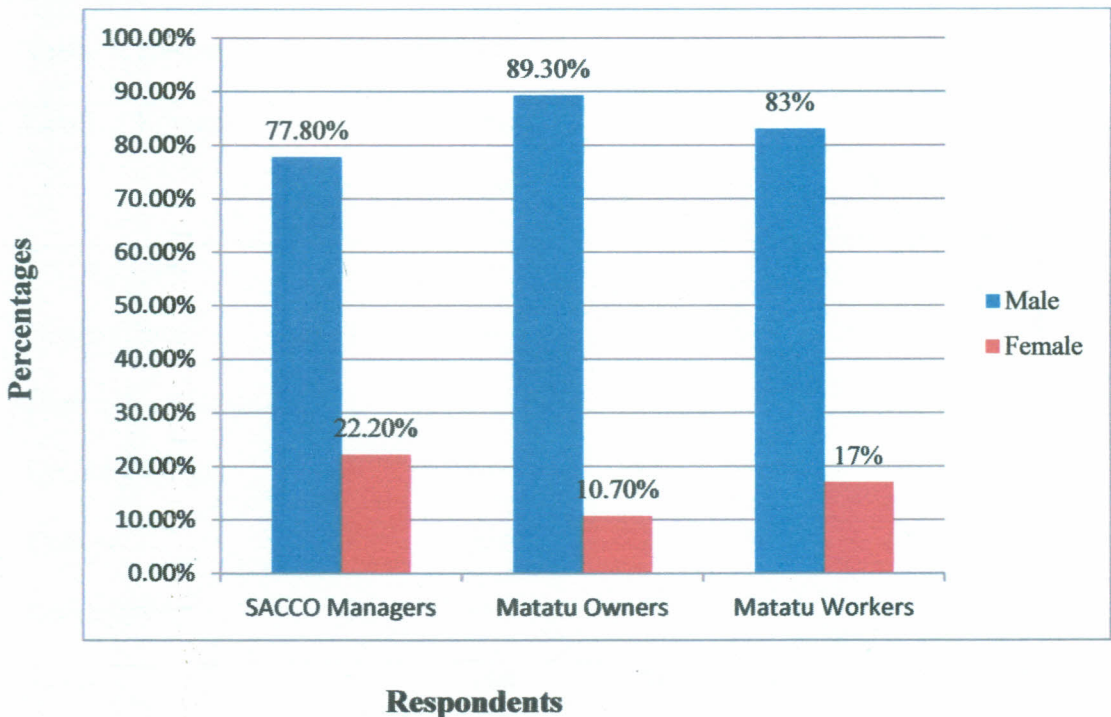
4.3 Respondents' Demographic Information

The research instruments solicited demographic information of the respondents. These included' gender and level of education.

4.3.1 Gender of the Respondents

Information about the distribution of the respondents by gender was collected and the results were as indicated in Figure 2:

Figure 2: Distribution of the Respondents by Gender



The data on the Figure 2 above indicate that majority (77.8%) of the sampled SACCO Managers were male whereas female SACCO Managers constituted 22.2%. At the

same time, majority (89.3%) of the sampled Matatu Owners were male whereas their female counterparts constituted a paltry 10.7%. Out of 135 matatu workers that were sampled, majority 112(83%) were male while only 23(17%) were female. Based on the focus of this study, the findings revealed that there was still a very big gap between genders with regards to employment in transport sector. These findings comply with the report by the World Economic Forum (2012) which advocates that women constitutes the lowest proportion in transport sector in both developed and developing countries.

4.3.2 Respondents' Level of Education

The research instruments also elicited information on respondents' level of education since this variable could influence their ability to supply credible information about the research objectives. The results were as indicated as shown in Table 4.

Table 4: Respondents' Level of Education

Level of Education	SACCO Managers		Matatu Owners		Matatu Workers	
	F	%	F	%	F	%
Lower Primary	0	0	0	0	51	37.7
Upper Primary	0	0	0	0	38	28.1
High School Dropout	1	11.1	3	10.7	32	23.7
Ordinary Levels	4	44.4	12	42.9	10	7.4
College	3	33.4	7	25.0	4	3.0
University	1	11.1	6	21.4	0	0
Total	9	100	28	100	135	100

The data shown on Table 4 indicates that 44.4% of the SACCO Managers had ordinary levels of education, 33.4% had college education whereas an equal proportion (11.1%) were high school dropouts or had university education. A fair proportion (42.9%) of the Matatu Owners had ordinary levels of education, a quarter (25%) of them had college education, 21.4% had university education, whereas a paltry 10.7% were high school dropouts. Majority (60%) of the sampled office Clerks were high school dropouts, a third (33.3%) had ordinary levels of education and a paltry 6.7% had college education. The study findings further indicated that majority 51(37.7%) of the matatu workers had lower primary education. This information reveals that the respondents in the study had some form of education which could enable them to answer the research questions.

4.3.3 Respondents' Length of Service in the Transport Industry

Information was also collected about respondents' length of service in the transport industry and the results were as indicated in Table 5.

Table 5: Distribution of Respondents by Length of Service in the Transport

Industry

Length of Service in years	SACCO Managers		Matatu Owners		Matatu Workers	
	F	%	F	%	F	%
Below 1	0	0	0	0	51	37.7
1-5	0	0	0	0	38	28.1
6-10	1	11.1	3	10.7	32	23.7
11-15	4	44.4	12	42.9	10	7.4
Over 15	3	33.4	7	25.0	4	3.0
Total	9	100	28	100	135	100

These results in Table 5 show that a fair majority (44.4%) of SACCO Managers and (42.9%) of Office clerks had 11-15 years in the matatu industry. An equal proportion of (30%) of drivers and conductors had served in the matatu industry for 1-5 years. Most significant is the length of stay in the matatu industry of conductors who had served below 1 year with a record of (60%) compared to the drivers (10%). These findings corroborate the assertions of IPAR Discussion Paper No.055, (October 2004) that in relation to permanency of work, most workers in the matatu industry had temporal or irregular assignments or on casual contracts with the matatu owners. The workers were not offered any pension or leave because the Employment policy does not cover matatu workers. These unpredictable work assignments were found to impede the participation of women SACCO Managers and matatu workers.

4.4 Working Conditions and Women's Participation in Matatu Transport

Industry

The research objective intended to establish how conditions of work at the matatu transport industry determines women's participation in the industry. Data was collected Matatu Owners organized and summarized using mean and standard deviation. The results were as indicated in Table 6.

Table 6: Certain Aspects of Work Conditions of the matatu sector according to SACCO managers

Working condition	Mean	Std Deviation
Shifting of work is done	1.85	1.423
Working hours are prolonged up to late	4.01	1.962
Work in the matatu sector is so difficult that many women cannot cope with it	3.15	1.354
The work of matatu workers is too dangerous for women	1.92	1.876
Payment to matatu workers is made on time	3.00	1.294
Women workers are not aggressive to secure enough profits daily due to stiff competition	4.15	.368
The long working hours associated with the work in the transport sector is not suitable for women's health	4.82	1.644
Banks and other financial institution would prefer to loan money to male matatu owners than to women matatu owners	4.07	.368

From the response in Table 6, it is clear that women are still more vulnerable in transport sector since they are exposed to risks related to health and harassment. This can be seen in a statement: *'The long working hours associated with the work in the transport sector is not suitable for women's health'* which scored the highest mean. Women are also exposed to challenges of stiff competition in the transport sector as reflected in statement: *'Women workers are not aggressive to secure enough profits*

daily due to stiff competition' where the respondents scored a mean of 4.15. The working condition was also not conducive to women with regards to seeking financial aids irrespective of whether she owns the matatu or not. This is reflected in the statement: *'Banks and other financial institution would prefer to loan money to male matatu owners than to women matatu owners'* where the respondents scored a mean of 4.07.

These findings corroborate the assertions of Vaswani (2012) that, with regard to working conditions and the working environment, workplace ergonomics in male-dominated transport subsectors usually reflect the male work environment; as a result, women working in transport often have to adjust to a male-centered organization of work, workplace culture and working conditions. SACCO Managers were required to give their views on conditions of work and women' participation in public transport industry and the findings are as presented in Table 7.

Table 7: SACCO Managers' and Officer Clerks' Views on Conditions of work and Women's Participation in Public Transport Industry

Test Items	Ratings				
	SA	A	U	D	SD
	%	%	%	%	%
The kind of work shifts enhances women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers	72.9	10.4	1.3	10.9	4.5
	81.7	7.4	2.7	5.1	3.1
Working schedules and time hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers	59.3	16.7	3.9	11.4	8.7
	71.7	17.1	1.2	6.1	3.9
Number of working hours hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers	79.2	13.8	2.6	3.1	1.3
	73.5	12.8	2.8	3.7	7.2
Distance of work does not hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers	70.3	10.4	3.7	9.1	6.5
	63.9	10.3	3.4	13.7	8.7
The kind of payment offered impedes women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers	64.5	13.7	2.9	14.1	4.8
	71.4	14.9	4.4	4.1	5.2
Flexibility in the public transport sector does not impede women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers	69.3	10.8	5.6	10.5	3.8
	70.9	11.5	4.7	7.1	5.8
The long waits for clients and customers is tiresome and hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers	59.9	23.8	6.8	5.3	4.2
	60.5	16.1	3.4	16.2	3.8

Key: SACCOM-SACCO Managers; OC-Office Clerks; F-Frequency

The data on the Table 7 above reveals that majority (72.9% SACCOM; 81.7% OC) of the sampled SACCO Managers strongly agreed with the view that the kind of work shifts enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers. According to one respondent, a SACCO Manager, the reason why there were few women workers in public transport industry was because most male workers got better pay in terms of remuneration due to working for long shifts. Male workers were flexible in terms of working schedules and long hours. Women tended to leave work early to attend to house chores and take care of children.

These findings corroborate the findings of a study conducted in Australia in which Watson (2009) revealed that transport sector involve working hours that are not always family friendly, particularly in the case of certain mobile professions that require prolonged absences from home, for example, long-distance drivers or jobs on board a ship or aero plane; this can prevent women from taking up certain jobs in transport. Watson (2009) further revealed that unpredictable work shifts and overtime, particularly in transport sector involved in door-to-door delivery, can represent a considerable source of stress for female transport workers with family responsibilities.

In the same vein, these findings also lend credence to the assertions of Duchene (2011) that poor working conditions render the transport sector especially unappealing to women, most notably in relation to working time, shift-working (24/7), and the location of employment such as on-board a vessel at sea, driving a truck long distances from home, or assignment to foreign airport under the multi-base crewing strategy of an international airline. In other words, female transport workers work

longer hours and account for few of the full-time jobs, as well as being not the employers' preference for working night shifts.

On the same breath, majority of the respondents (59.3% SACCOM and 71.7% OC) strongly agreed with the view that working schedules and time hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers.

These findings are also consistent with the assertions of Watson (2009) who revealed that transport sector involve working hours that are not always family friendly for women.

This view was also supported by the majority of the respondents (79.2% SACCOM and 73.5% OC) strongly agreed with the view that number of working hours hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers.

These findings were consistent with the assertions of Dreher (2003) that, in Hungary, significant pay differences emerge between men and women involved in the same types of work, with male manual workers earning higher as compared with the female manual workers. The researcher also conducted interviews amongst Matatu Owners, stage managers, drivers and conductors. The interviewees too indicated that the kind of work shifts which characterize public transport does not enhance women's participation in the sector either as clerks, engineers, technicians, stage managers, conductors, matatu owners or SACCO Managers. They indicated that working schedules and time hamper women's participation in public transport industry. One

female respondent, in an interview concurred with the statement that the working conditions in the matatu industry do not favour women. Also the pay gap contributes to women quitting the job due to frustration. Another interviewee remarked, '*work situations are hard my friend in this transport industry*'. These views indicate there is a consonance amongst the respondents that the conditions of work conditions in the public transport sector are an impediment to women's participation in the sector.

4.5 Perceptions and Women's Participation in Public Transport Industry

The study objective two intended to find out how public perceptions influence women's participation in public transport. Data was collected from SACCO Managers and Office Clerks and organized into specific thoughts and results were indicated as shown in Table 8.

Table 8: SACCO Managers' and Officer Clerks' Views on Perceptions and Women's Participation in Public Transport Industry

Test Items	RESP	Ratings				
		SA	A	U	D	SD
		%	%	%	%	%
Negative beliefs held by members of the society do not enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	72.9	10.4	1.3	10.9	4.5
	OC	81.7	7.4	2.7	5.1	3.1
Positive beliefs held by people enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	59.3	16.7	3.9	11.4	8.7
	OC	71.7	17.1	1.2	6.1	3.9

Gender stereotypes hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	79.2	13.8	2.6	3.1	1.3
	OC	73.5	12.8	2.8	3.7	7.2
Unwelcoming beliefs held by the society make women not participate in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	70.3	10.4	3.7	9.1	6.5
	OC	63.9	10.3	3.4	13.7	8.7
Hostility meted towards women in public transport sector hamper their participation as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	80.1	10.4	2.9	5.1	1.5
	OC	76.3	17.1	3.1	2.4	1.1

Key: RESP-Respondents; SACCOM-SACCO Managers; OC-Office Clerks

From the responses above, it is clear that participation of women in the matatu sector as employees remains quite a formidable challenge. This can be seen when one considers the relatively high percentage of the responses that refer to the entry into the matatu sector. It was found that majority of the respondents as SACCO managers and office clerks strongly agreed that gender stereotypes and hostility towards women hampered their participation in this industry. Most respondents said that these were beliefs that women workers were not aggressive enough to secure enough profits daily as required and that work in the matatu industry was too dangerous for women. Other respondents said that women could not stand the hostility from their male colleagues at work. Female respondents said that they faced stiff competition for passengers, intimidation and sexual harassment in terms of indecent touching of breasts, shoulders, groping teasing whistling verbal humiliation and vulgar comments.

The Matatu Owners, stage managers, drivers and conductors who were interviewed echoed similar views. They indicated that negative beliefs held by members of the society do not enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers. In other words, the interviewees were of the view that positive beliefs held by people enhance women's participation in public transport industry. One interviewee noted, "*We are always discriminated against due to gender stereotypes which have been a problem to our participation in public transport industry*". This is coupled with unwelcoming beliefs and hostility meted against women in the public transport industry. These findings affirm the fact that there may be aspects of a particular job that favor men against women such as physical strength, but socially constructed gender roles interact with the biological differences between women and men to produce a particular workplace milieu that in many sectors is 'unwelcoming' if not openly 'hostile' towards women.

These findings were consistent with the assertions of the ILO (2006) which noted that the fact that sex discrimination has not disappeared from the world of work and the underlying cause remains embedded in social and gender stereotyping and attitudes. These findings affirm the fact that, while the workplace may be an important site of inequality between women and men, and rightly therefore a critical arena in which to promote gender equality, it is by no means the primary source of the systemic barriers that women face in almost every aspect of work and the life cycle.

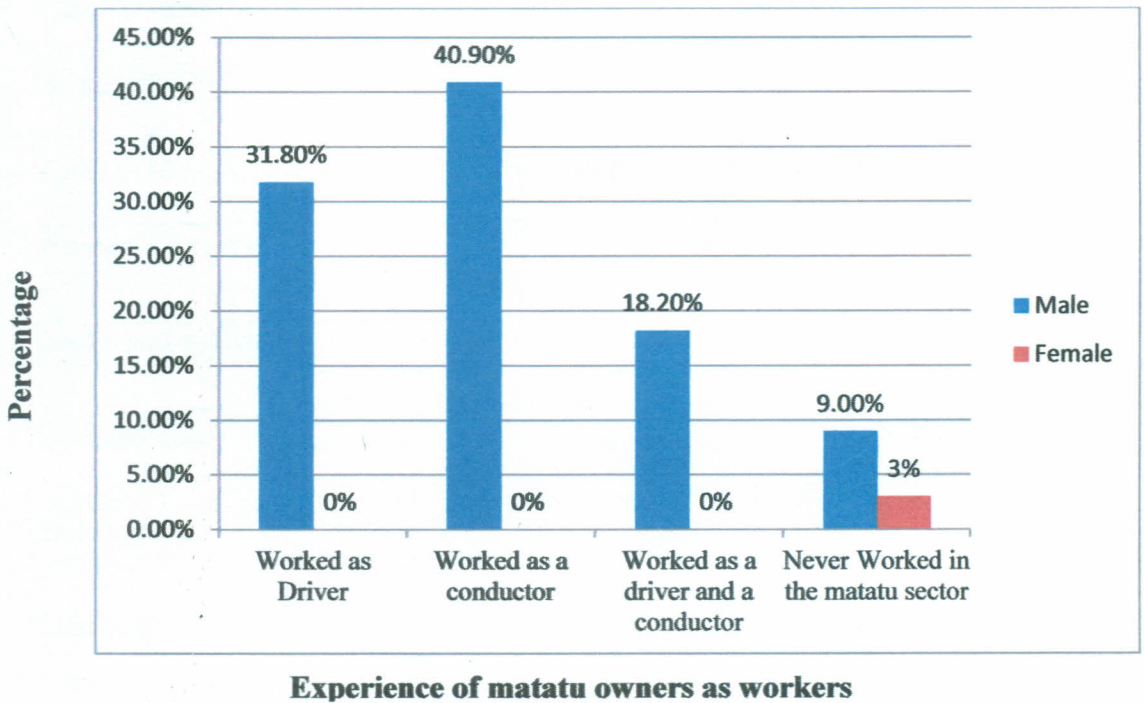
The assertions of ILO (2006) that the lack of attraction in public transport to women is reinforced by gender stereotypes, that is, prejudices about what women can do and

what men can do that are perhaps most deeply embedded in male dominated sectors such as matatu transport.

4.6 Experiences and Women’s Participation in Public Transport Industry

As per objective three, the study sought to establish the experiences women undergo in public transport sector and how such experience affect their participation in such industry. Experience of matatu owners and workers were assessed. Responses by matatu owners were presented in Figure 3.

Figure 3: Experience of matatu owners as workers in the sector



These findings found that there is a positive association between previous experiences as *matatu* worker with the future ownership of matatus. It was found that 91% of the male who owned matatus had some previous experience as workers in the matatu sector. Female matatu owners were only 3% in the transport sector. However, this did not apply to the female matatu owners in which all female who owned matatus had never worked in the matatu sector. This then means that when structural barriers are

placed to limit the entry of women to work in the matatu sector, such discrimination amounts to limitation of women to take part in entrepreneurial opportunities that such a sector may offer.

The finding confirms the views of Winn (2005) who argues that the gender discrimination of women from opportunities of entrepreneurship is propagated through informal networks of men where the secrets of trade are shared. Brush (1992) says that women's social networks are frequently a function of their children and that woman are frequently excluded from business and professional business clubs. SACCO managers were asked to give what the matatu workers experienced in in transport industry. The findings were summarized using standard deviation and mean as presented in Table 9.

Table 9: Kinds of Experiences Women Undergo in Public Transport Industry

Women's Experience	Mean	Std Deviation
Sexual harassment	4.82	1.644
Discrimination	4.15	.368
Stereotyping	4.11	.323
Labeling	3.92	1.876
Violence and insults	4.95	1.994

Findings in Table 9 indicated that all items had high scores; sexual harassment (mean=4.82), discrimination (mean=4.15), stereotyping (mean=4.11), labeling

(mean=3.92) and violence and insults (mean=3.0). This explains why most women do not have interest to work in transport sector. Violence has also been used as a tool to propagate patriarchal domination against women by preventing them from seeking employment in the public transport sector. One respondent explained that if a woman is employed as a driver, she would be forced to seek for accommodation close to the place where the vehicle is parked at night after work. This is because matatu workers begin their work as early as 4 a.m. If the driver had to walk a long distance, she might be attacked along the way. This is not normally the case with male workers. These findings were also confirmed in an interview with one of the matatu workers. The respondent explained: *“Here in this job, you have to comply with sexual demands from male colleagues to cover up on small mistakes so that we can make at work.”*

These findings corroborate the assertions of Bergman and Hallberg (2011) who cited a correlation in their study between women who experienced workplace stressors, that is, harassment and unfair treatment, and those who developed unhealthy symptoms such as gastrointestinal symptoms, psychological consequences, worry about health hazards and cardiovascular symptoms, as well as correlations in quality of work variables, such as psychological stress and job satisfaction. The findings also lend credence to the findings of a study conducted in Pakistan by Zeenat (2006) who indicated that approximately half of all working women in public transport sector have experienced sexual harassment but less than one quarter of those harassed report the incident to an authority and fewer than one in ten file a formal complaint. Zeenat (2006) also indicated that women often prefer not using gender equity or sexual harassment policies at work as they want to be able to resolve things on their own and to be seen as an individual who can take care of themselves.

Women working in a predominantly male, and often hostile, environment have to confront discrimination, sexual harassment, bullying and violence in their workplace on board ship. These findings, thus attest to the fact that, in public transport industry, gender related harassment is a serious stressor faced by women in the workplace needs to be viewed in the context of institutional male power. Gender - based harassment is the abuse of power and status and is solely brought about by unwelcoming sexual invitations which lead to serious psychological consequences as well as impaired work performance amongst women.

Table 10: SACCO Managers' and Officer Clerks' Views on Experiences and Women's Participation in Public Transport Industry

Test Items	RESP	Ratings				
		SA	A	U	D	SD
		%	%	%	%	%
Sexual harassment women undergo hampers their participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	80.4	8.4	1.7	5.3	4.2
	OC	88.3	5.4	1.9	2.3	2.1
Gender discrimination hampers women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	78.7	14.7	2.4	3.1	1.1
	OC	77.2	13.3	1.5	6.3	1.7
Stereotyping does hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	69.7	12.1	2.1	10.3	5.8
	OC	75.3	20.1	1.4	1.3	1.9
Labeling of women does impede their participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	74.9	17.3	2.6	3.4	1.8
	OC	59.9	27.4	3.3	5.7	3.7
Violence and insults meted against do deter them from participating in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers	SACCOM	66.5	21.9	4.1	4.3	3.2
	OC	67.9	19.8	2.8	6.1	3.4

Key: RESP-Respondents; SACCOM-SACCO Managers; OC-Office Clerks

The data on the Table 10 above reveals that majority of the sampled SACCO Managers and Office Clerks strongly agreed with the view that sexual harassment women undergo hampers their participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners. One respondent said that women often faced challenges such as labeling and violence. For example he said that if a vehicle stalled on the way, it was believed that the woman conductor or driver had menses and it was the cause of the bad omen. Also, women faced sexual harassment from passengers or from male counterparts. This was in form of indecent touching of body parts, teasing, intimidation and even rape.

These statements support the findings of a study conducted in Pakistan by Zeenat (2006) who indicated that approximately half of all working women in public transport sector have experienced sexual harassment. Zeenat (2006) also indicated that women often prefer not using gender equity or sexual harassment policies at work as they want to be able to resolve things on their own and to be seen as an individual who can take care of themselves. In other words, women working in a predominantly male, and often hostile, environment have to confront discrimination, sexual harassment, bullying and violence in their workplace.

At the same time, the study revealed that majority of the respondents (78.7% SACCOM and 77.2% OC) strongly agreed with the view that unequal treatment hampers women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers. Male respondents explained that they did not see the need for women to be accorded special treatment in the matatu industry. Due to patriarchal conditioning, male respondents

did not see the inadequacies of the matatu sector. These differential gender attitudes are indicative of a structural society that favoured men in terms of division of labour.

These findings lend credence to the assertions of Kimani, Kibua and Masinde (2004) that harassment, discrimination and stereotyping exist in every workplace whether traditional or nontraditional. The study also revealed that majority of the respondents (69.7% SACCOM and 75.3% OC) strongly agreed with the view that stereotyping does hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers.

These findings are consistent with the assertions of Omolo (2012) that, in Kenya, gender stereotypes held by many have prevented women from participating in public transport and gender division of labour between men and women is not specific to one country. Omolo (2012) indicated that in the public transport industry, there is a high level of occupational segregation with men having access to a larger number of jobs than women. These findings attest to the fact that, although more women are now working in the transport industry, they still only make up approximately ten per cent of the total workforce. That is, women are concentrated in those occupations stereotyped as women's work and in some instances; women are banned from non-traditional jobs.

These findings too corroborate the assertions that amongst the Indians for example, women are socialized to plan for and enter occupations that society considers appropriate for women (Rosenfeld, 2011).

In some cases, occupations in public transport have already been labelled as male or female and strong forces act to keep those gender assignments. Rosenfeld (2011) states that once men work in an occupation and start to identify with it they act together to keep its gender designation. Thus, these labels act as a mechanism for members/groups in society to steer women to avoid jobs that are typed as male by not providing the right sort of information or communications about careers. The interviews conducted on matatu owners revealed similar findings. One interviewee remarked: *“We always experience instances of sexual harassment and this has been a challenge for our participation in public transport industry”*.

Similar sentiments were expressed about gender discrimination, stereotyping, labeling and violence towards women as deterrents towards their participation in public transport industry. These findings indicate that women encounter numerous experiences in attempting to venture into such male-dominated trades.

4.7 Gender-Based Interventions Taken to Encourage Women’s Participation in Transport Industry.

The fourth objective of this study sought to establish strategies that can be used to encourage women to participate in Matatu sub-sector of the public transport in Thika Township. To achieve this objective, SACCO managers were asked to suggest measures that could be taken into consideration towards making the matatu more hospitable to women. Findings are presented in Table 11.

Table 11: Interventions to make the matatu more hospitable to women

Intervention	Frequency	Percentage
Employ more women staff in the matatu sector	9	100
Put in place tougher penalties to avert women's harassment at work	8	88.9
Give special treatment based on the working hours	7	77.8
Involve women in decision making within the sector	8	88.9
Create opportunities for women to access financial aids	6	66.7

N=9

Findings in Table 11 revealed that majority (100%) of the SACCO managers suggested that more women should be employed in the matatu sector, 8(88.9%) suggested that rigid penalties should be enacted to avert women's harassment at work and that women in the transport sector to be full involved in decision making and 7(77.8%) proposed that special treatment to be given to women with regards to working hours by releasing them off earlier from work. Finally, 6(66.7%) were of the opinion that opportunities should be created to facilitate access to financial aids among women who have been ignored in the sector.

Interviews with matatu workers revealed that CCTV cameras had been fitted in most buses to take care of the general security during transport service. However, this effort was not gender sensitive since the gadgets were fixed at random without considering the gender of the specific driver. In another statement from one of the female matatu workers, she suggested:

“Bus stops should be located in well-lit places where there are a lot of people and activities. This can help reduce the chances of hijacking and robbery cases.”

These findings are in line with Golden (2010) who found that women are being employed in the transport sector as an effective way of promoting the welfare of women in public transport in France. Golden (2006) recommends an introduction of more bus routes in the city to expand opportunities for women with regards to meeting household duties.

From these findings, it was clear that there were causal factors into the low participation of women in the matatu industry. The findings showed that the matatu industry is a male dominated field characterized by structural barriers along the way. These barriers favoured men. For example, the working conditions rendered this industry unfavourable to women due to long working hours, working schedules, and pay gaps. Women had to tend to family duties and were not flexible to working shifts and long hours. The findings also revealed the prevalence of sexual harassment in public transport. Women feared for their lives in terms of violence being meted towards them by the ‘old boys network’. These were male counterparts who used violence to drive away women from participating in this industry either as conductors, drivers, managers, office clerks, and stage managers. The perception from male colleagues in the matatu industry was that women should occupy the jobs designed for them by the society. The use of misogynistic language in terms of labeling and insults revealed the low entrance of women in the matatu industry as they are seen as a bad omen.

However, there were measures that were put in place to restore order in the matatu industry. These were meant to create a more conducive environment for women to participate in this industry. For example, in Kenya, there was the reinforcement of Legal Notice 161 of 2003 that streamlined the operations of the matatu sector in the country and this was meant to increase the access of women in the matatu industry as employees. Thus, despite the Kenyan government's measures to streamline the matatu industry, the findings justify the low participation of women as employees in the matatu industry.

5.0 CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents summary of main research findings, conclusions, recommendations and suggestions for further research as discussed under the research objectives.

5.2 Summary of Research Findings

This section provides detailed summary of the research findings based on the objectives of the study which included; conditions of work, perceptions, experiences and social attitude in relation women's participation in public transport industry.

5.2.1 Conditions of work and Women's Participation in Public Transport

Industry

The study has revealed that there are different conditions which characterize transport sector. These include; shift working, working hours and time, location of workplace, payment, long waits for clients and competition for clients with an impressive majority of the respondents being in favor. These findings corroborate the assertions that, with regard to working conditions and the working environment, workplace ergonomics in male-dominated transport subsectors usually reflect the male work environment; as a result, women working in transport often have to adjust to a male-centered organization of work, workplace culture and working conditions.

In other words, public transport industry is characterized by the long waits; frustration and competition focused around limited transport facilities mean public transport ranks and bus stops can be hotspots for violence which hamper women's participation

in the sector. Poor late night transport services and fear of violence at transport points can also cause people to adopt risky methods of getting home, including accepting lifts from strangers, driving under the influence of alcohol or drugs, or walking through unfamiliar areas. Those opting to walk home or searching for transport pass through areas that are poorly lit and have limited security measures, increasing their vulnerability to assaults, rape and road traffic crashes, especially when intoxicated. The study has revealed that the kind of work shifts hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers. These findings point to the fact that transport sector involve working hours that are not always family friendly, particularly in the case of certain mobile professions that require prolonged absences from home, for example, long-distance drivers or jobs on board a ship or aero plane; this can prevent women from taking up certain jobs in transport.

Unpredictable work shifts and overtime represent a considerable source of stress for female transport workers with family responsibilities. In the same vein, these findings also lend credence to the fact that poor working conditions render the transport sector especially unappealing to women, most notably in relation to working time, shift-working (24/7), and the location of employment. In other words, female transport workers work longer hours and account for few of the full-time jobs, as well as being not the employers' preference for working night shifts. On the same breath, working schedules, time and number of working hours hamper women's participation in public transport industry due to the fact that transport sector involve working hours that are not always family friendly for women.

Payment is another condition which inhibits women's participation in public transport sector, that is, the kind of payment offered impedes women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers. That is, significant pay differences emerge between men and women involved in the same type of work, with male manual workers earning more than their female counterparts in the same job. The study also established that long waits and competition for clients in the public transport sector impede women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO Managers.

5.2.2 Perceptions and Women's Participation in Public Transport Industry

The study also established that public perceptions influence women's participation in public transport. Negative beliefs held by members of the society enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers. In other words, sex discrimination has not disappeared from the world of work and the underlying cause remains embedded in social and gender stereotyping and attitudes. These findings affirm the fact that, while the workplace may be an important site of inequality between women and men, and rightly therefore a critical arena in which to promote gender equality, it is by no means the primary source of the systemic barriers that women face in almost every aspect of work and the life cycle.

In other words, positive beliefs held by people are scanty and they do not enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers. That is, gender stereotypes are a barrier to the participation of women in public transport industry.

This lends credence to the assertions that the lack of attraction in public transport to women is reinforced by gender stereotypes. Moreover, prejudices about what women can do and what men can do that are perhaps most deeply embedded in male dominated sectors such as matatu transport. Unwelcoming beliefs held by the society, hostility meted towards women in public transport sector hinder their participation as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers.

5.2.3 Experiences and Women's Participation in Public Transport Industry

The study established that women in public transport sector undergo numerous experiences which affect their participation in such industry. These include; sexual harassment, discrimination, stereotyping, labeling, violence and insults. These findings corroborate the assertions that women who experienced workplace stressors, that is, harassment and unfair treatment, and those who developed unhealthy symptoms such as gastrointestinal symptoms, psychological consequences, worry about health hazards and cardiovascular symptoms, as well as correlations in quality of work variables, such as psychological stress and job satisfaction.

The findings also lend credence to the assertions that approximately half of all working women in public transport sector have experienced sexual harassment but less than one quarter of those harassed report the incident to an authority and fewer than one in ten file a formal complaint. That is, women often prefer not using gender equity or sexual harassment policies at work as they want to be able to resolve things on their own and to be seen as an individual who can take care of themselves. In other words, women working in a predominantly male, and often hostile, environment have to confront discrimination, sexual harassment, bullying and violence in their

workplace on board ship. These findings, thus attest to the fact that, in public transport industry, gender related harassment is a serious stressor faced by women in the workplace needs to be viewed in the context of institutional male power.

Gender harassment is the abuse of power and status and is solely brought about by unwelcoming sexual invitations which leads to serious psychological consequences as well as impaired work performance amongst women. Sexual harassment, discrimination, stereotyping, labeling, violence and insults women experience in in public transport industry hamper their participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, matatu owners and SACCO managers. These findings affirm the fact that all working women in public transport sector have experienced sexual harassment. Women often prefer not using gender equity or sexual harassment policies at work as they want to be able to resolve things on their own and to be seen as an individual who can take care of themselves. That is, women working in a predominantly male, and often hostile, environment have to confront discrimination, sexual harassment, bullying and violence in their workplace.

Harassment, discrimination and stereotyping exist in every workplace whether traditional or nontraditional. These findings affirm that the stereotype and social attitude held by many has prevented women from participating in public transport and gender division of labour between men and women is not specific to any one country. In the public transport industry, there is a high level of occupational segregation with men having access to a larger number of jobs than women. These findings attest to the fact that, although more women are now working in the transport industry, they still only make up approximately ten per cent of the total workforce. That is, women are

concentrated in those occupations stereotyped as women's work and in some instances; women are banned from non-traditional jobs. In a nutshell, women are socialized to plan for and enter occupations that society considers appropriate for women.

In some cases, occupations in public transport have already been labelled as male or female and strong forces act to keep those gender assignments. Once men work in an occupation and start to identify with it they act together to keep its gender designation. Thus, these labels act as a mechanism for members/groups in society to steer women to avoid jobs that are typed as male by not providing the right sort of information or communications about careers.

5.2.4 Interventions which aim at encouraging Women's Participation in Public Transport Industry

The following were the major measures that were proposed by the respondents: that more women should be employed in the matatu sector; rigid penalties should be enacted to avert women's harassment at work and that women in the transport sector to be full involved in decision making; special treatment to be given to women with regards to working hours by releasing them off earlier from work and opportunities to be created to facilitate access to financial aids to women who have been ignored in the sector. Matatu workers also suggested that bus stops should be located in well-lit places where there are a lot of people and activities so as to curb gender related harassment.

5.3 Conclusions

The following conclusions were drawn from the findings of the study: The study concludes that schedules of matatus are not affected by gender difference since the services are routine. Therefore, it is the role of the woman in transport sector to adjust to the conditions in transport industry in order to fully participate and adhere to the demands in order to make a living. This means that the conditions of the work may only be severe at early stages of employment. However, the conditions which appeared worse condense as the female worker gets familiar with the duties.

Perception has been noted to significantly influence the level of involvement among women in public transport sector. This notion has been previously proven since girl-child has been dominated by the male character till late 20th century. Nevertheless, following the rapid change of technology, women tend to replace men in positions with regards to employment.

The study concludes that women continuously experience harassment in all places including the work places despite the effort that have been put placed to empower them. Harassment of women in the transport sector has taken many forms including sexual harassment, discrimination, stereotyping, labeling, violence and insults which are difficult to curb today. In response to the situation of women in the transport sector, many measures have been proposed. However, some of these forms of discriminations are somehow invisible and only felt by the women themselves, hence difficult to fight against.

5.4 Recommendations

- i) Objective one of the study sought to examine the working conditions which contribute towards women's participation in matatu industry. The study recommends that stakeholders in public transport sector need to redesign work conditions such as schedules, time and flexibility challenges to enable women participate effectively to earn a living.
- ii) Objective two of the study sought to identify how societies' perceptions towards women's participation in matatu industry. Therefore, the study recommends members of the public should be made aware that any kind of job can be done by gender and thus, must change their perceptions of public transport industry as only male-dominated and a preserve of men only.
- iii) Objective three of the study sought to determine the experiences which influence women's participation in matatu industry. The study concurs with the finding that sexual harassment, discrimination, stereotyping, labeling, violence and insults are some of the experiences women encounter when participating in matatu industry. Thus, the study recommends that the experiences which make public transport sector less attractive for women need to be addressed. In this regard, the Government and stakeholders should pass laws which eliminate discrimination on the basis of gender.
- iv) Objective four of the study sought to establish interventions for encouraging women's participation in transport sector. Therefore, the study recommends that a strong body to be established in the transport sector that enacts policies which aim at fighting against gender violence.

5.5 Suggestions for Further Research

- i) A study could be conducted to find out the application of Gender Laws in Public Transport Industry.
- ii) A study could be conducted to examine how gender triple roles hinder women's participation in public transport industry.

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APPENDICES

APPENDIX I: LETTER OF INTRODUCTION

November, 2014.

Dear Sir/Madam,

RE: PERMISSION TO CARRY OUT RESEARCH

I am a student undertaking a course in Master of Arts in Gender Development Studies at Kenyatta University. I am required to submit, as part of my research work assessment, a research thesis on “**Barriers facing Participation of Women in Public Transport Industry in Thika Township, Kiambu County, Kenya**”. To achieve this, you have been selected to participate in the study. I kindly request the respondents to, fully, participate in the study. This information will be used purely for academic purpose and your name will not be mentioned in the report. Findings of the study, shall upon request, be availed to you.

Your assistance and cooperation will be highly appreciated.

Thank you in advance.

Yours faithfully,

Nancy Kariuki

APPENDIX II: QUESTIONNAIRE FOR SACCO MANAGERS AND OFFICE CLERKS

Dear Respondent,

The researcher is a student undertaking a course in Master in Gender and Development Studies at Kenyatta University. She is carrying out a research on barriers facing participation of women in public transport in Thika Township, Kiambu County, Kenya. The information you provide will be treated with confidentiality and entirely used for purposes of this study.

Section A: General and Background Information

1. Level of Educational Attainment

- Lower Primary []
Upper Primary []
High School Dropouts []
Ordinary Levels []
College []
University []

2. Position in the sector

- SACCO Manager [] Matatu Owner [] Office Clerk []

3. Length of service in the industry

- Below 1 year [] 1-5 years [] 6-10 years [] 11-15 years []
Over 15 years []

Section B: Conditions of Work and Women's Participation in Public Transport Industry

1. Tick some of the conditions and conditions of work in public transport sector

- Shift working []
Working hours and time []
Location of work place []
Payment []

Flexibility []

Long waits []

Competition for clients []

2. Rate to what extent you agree with the following statements on conditions of work and women's participation in public transport industry

Key: SA--Strongly Agree A--Agree U--Undecided D--Disagree SD--Strongly Disagree

Test Items	SA	A	U	D	SD
	5	4	3	2	1
The kind of work shifts enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Working schedules and time hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Number of working hours hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Distance of work does not hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
The kind of payment offered impedes women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Flexibility in the public transport sector does not impede women's participation in public					

transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
The long waits for clients and customers is tiresome and hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Competition for clients or passengers does not impede women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					

3. In your opinion, suggest what measures should be undertaken to increase women's participation in public transport industry

Section C: Perceptions and Women's Participation in Public Transport Industry

1. Tick some of the perceptions held by the society about women's participation in public transport sector
- Negative []
- Positive []
- Stereotypical []
- Hostile []
- Unwelcoming []
2. Rate to what extent you agree with the following statements on society's perceptions and women's participation in public transport industry
- Key: SA--Strongly Agree A--Agree U--Undecided D--Disagree SD--Strongly Disagree

Test Items	SA	A	U	D	SD
	5	4	3	2	1
Negative beliefs held by members of the society enhance women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Positive beliefs held by people hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Gender stereotypes hamper women's participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Unwelcoming beliefs held by the society make women not participate in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Hostility meted towards women in public transport sector hamper their participation as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					

3. In your opinion, suggest what measures should be undertaken to change perceptions of the society about women's participation in public transport industry

Section D: Experiences and Women's Participation in Public Transport Industry

1. Mark some of the experiences women undergo in participating in public transport sector

Sexual harassment []

Discrimination []

Stereotyping []

Labeling []

2. Rate to what extent you agree with the following statements on experiences and women’s participation in public transport industry
 Key: SA--Strongly Agree A--Agree U--Undecided D--Disagree SD--Strongly Disagree

Test Items	SA	A	U	D	SD
	5	4	3	2	1
Sexual harassment women undergo hampers their participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Gender discrimination hampers women’s participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Stereotyping does hamper women’s participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Labeling of women does not impede their participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Violence and insults meted against do not deter them from participating in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					

3. In your opinion, suggest what measures should be undertaken to ensure that women’s experiences in the public transport do not hamper their participation

Section E: Social Attitude and Women’s Participation in Public Transport Industry

1. Tick some of the social attitudes held by the society about women in public transport industry

- Negative beliefs []
- Gender division of labor []
- Occupational segregation []
- Trustworthiness []
- Job designation []

2. Rate to what extent you agree with the following statements on social attitudes and women’s participation in public transport industry

Key: SA--Strongly Agree A--Agree U--Undecided D--Disagree SD--Strongly Disagree

Test Items	SA	A	U	D	SD
	5	4	3	2	1
People believe that women are not designed to participate in the public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Most employers do not trust women to participate in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Gender division of labor hampers women’s participation in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					
Women are segregated to participate in public transport industry as clerks, engineers, technicians, stage managers, conductors, Matatu owners and SACCO Managers					

3. In your opinion, suggest what measures should be undertaken to change social attitude to allow women to undertake male-dominated responsibilities

Thank you

**APPENDIX III: INTERVIEW SCHEDULES FOR MATATU OWNERS,
DRIVERS, CONDUCTORS AND STAGE MANAGERS**

Dear Respondent;

The researcher is a student undertaking a course in Master in Gender Development Studies at Kenyatta University. She is carrying out a research on barriers facing participation of women in public transport in Thika Township, Kiambu County, Kenya. The information you provide will be treated with confidentiality and entirely used for purposes of this study.

Section A: General and Background Information

1. Level of Educational Attainment.....
2. Length of service in the industry.....

Section B: Conditions of work and Women’s Participation in Public Transport Industry

1. What are some of the some of the conditions and conditions of work in public transport sector?

.....

.....

.....

.....

.....

2. Explain how the listed conditions affect women’s participation in public transport industry as clerks, drivers, conductors, stage managers and SACCO Managers
Shift working

.....

.....

.....

Working hours and time

.....
.....
.....

Location of work place

.....
.....

Payment

.....
.....
.....

Flexibility

.....
.....
.....

Long waits

.....
.....
.....

Competition for clients

.....

.....I
n your opinion, suggest what measures should be undertaken to increase
women's participation in public transport industry

Section C: Perceptions and Women’s Participation in Public Transport Industry

1. What are some of perceptions held by the society about women’s participation in public transport sector?

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.....
.....

.....E
xplain how the following perceptions held by the society about women in public transport impact on their participation in the sector as clerks, drivers, conductors, engineers, SACCO Managers and stage mangers

Negative beliefs

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Positive beliefs

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Gender stereotyping

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Unwelcome beliefs

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.....

Hostility

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.....

.....I
n your opinion, suggest what measures should be undertaken to change
perceptions of the society about women's participation in public transport
industry

Section D: Experiences and Women's Participation in Public Transport Industry

1. State some of the experiences women undergo in participating in public transport sector

.....
.....
.....

.....E
xplain the following experiences women undergo impacts on their
participation in public transport industry

Sexual harassment

.....
.....
.....

Discrimination

.....
.....
.....

Stereotyping

.....
.....

.....
Labeling
.....
.....
.....

Violence and insults
.....
.....

.....I
n your opinion, suggest what measures should be undertaken to ensure that
women's experiences in the public transport do not hamper their participation

Section E: Social Attitude and Women's Participation in Public Transport Industry

1. State some of the social attitudes held by the society about women in public transport industry

.....
.....

2. Explain how the following social attitudes held by people impact on women's participation in public transport industry
Negative beliefs

.....
.....

Gender division of labor

.....
.....
.....

Occupational segregation

.....
.....
.....
Trustworthiness

.....
.....
.....
Job designation

.....
.....
.....
In your opinion, suggest what measures should be undertaken to change social attitude to allow women to undertake male-dominated responsibilities

Thank you

Nancy Mukami Kariuki

Appendix IV: Introduction Letter From The School Of Postgraduate Studies Of
Kenyatta University



KENYATTA UNIVERSITY
GRADUATE SCHOOL

E-mail: kubps@yahoo.com
dean-graduate@ku.ac.ke
Website: www.ku.ac.ke

P.O. Box 43844, 00100
NAIROBI, KENYA
Tel. 810901 Ext. 57530

Internal Memo

FROM: Dean, Graduate School

DATE: 15th March, 2015

TO: Ms. Nancy Mukami Kariuki
C/o Gender & Development Studies Dept.
KENYATTA UNIVERSITY

REF: C50/CE/22706/2010

SUBJECT: APPROVAL OF RESEARCH PROPOSAL

This is to inform you that the Graduate School Board at its meeting of 11th March, 2015 approved your M.A. Research Proposal entitled "Barriers Facing Participation of Women in Matatu Industry In Thika Township, Kiambu County, Kenya".

You may now proceed with your Data collection, subject to clearance with the Principal Secretary, Higher Education, Science and Technology.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed supervision Tracking Forms per semester. The form has been developed to replace the progress Report Forms. The Supervision Tracking Forms are available at the University's Website under Graduate School webpage downloads.

Thank you.


ANNBELL MWANIKI
FOR: DEAN, GRADUATE SCHOOL

c.c. Chairman, Gender & Development Studies Dept.

Supervisors:

1. Dr. Casper Masiga
C/o Gender & Development Studies Dept.
KENYATTA UNIVERSITY
2. Dr. Francis Kerre
C/o Gender & Development Studies Dept.
KENYATTA UNIVERSITY

AM/nn

Appendix V: Authorization Letter (NACOSTI)



NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY AND INNOVATION

Telephone: +254-20-2213471,
2241349, 310571, 2219420
Fax: +254-20-318245, 318249
Email: secretary@nacosti.go.ke
Website: www.nacosti.go.ke
When replying please quote

9th Floor, Utalii House
Uhuru Highway
P.O. Box 30623-00100
NAIROBI-KENYA

Ref: No.

Date:

14th July, 2015

NACOSTI/P/15/1955/6237

Nancy Mukami Kariuki
Kenyatta University
P.O. Box 43844-00100
NAIROBI.

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on "*Barriers facing participation of Women in public transport industry in Thika Township, Kiambu County, Kenya,*" I am pleased to inform you that you have been authorized to undertake research in **Kiambu County** for a period ending **6th November, 2015**.

You are advised to report to **the County Commissioner and the County Director of Education, Kiambu County** before embarking on the research project.

On completion of the research, you are expected to submit **two hard copies and one soft copy in pdf** of the research report/thesis to our office.


DR. M. K. RUGUTT, PhD, HSC.
DIRECTOR-GENERAL/CEO

Copy to:

The County Commissioner
Kiambu County.

The County Director of Education
Kiambu County.

National Commission for Science, Technology and Innovation is ISO 9001:2008 Certified

KENYATTA UNIVERSITY LIBRARY

Appendix VI: Research Permit From Nacosti, Front Page

**THIS IS TO CERTIFY THAT:
MS. NANCY MUKAMI KARIUKI
of KENYATTA UNIVERSITY, 0-1020
KENOL, has been permitted to conduct
research in Kiambu County**

**on the topic: BARRIERS FACING
PARTICIPATION OF WOMEN IN PUBLIC
TRANSPORT INDUSTRY IN THIKA
TOWNSHIP, KIAMBU COUNTY, KENYA**

**for the period ending:
6th November, 2015**

[Handwritten Signature]
.....
**Applicant's
Signature**

**Permit No : NACOSTI/P/15/1955/6237
Date Of Issue : 14th July, 2015
Fee Received :Ksh 1,000**



[Handwritten Signature]
.....
**Director General
National Commission for Science,
Technology & Innovation**

CONDITIONS

- 1. You must report to the County Commissioner and the County 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 without 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) hard copies and one(1) soft copy of your final report.**
- 6. The Government of Kenya reserves the right to modify the conditions of this permit including its cancellation without notice.**



REPUBLIC OF KENYA



**National Commission for Science,
Technology and Innovation**

**RESEARCH CLEARANCE
PERMIT**

Serial No. A

5797

CONDITIONS: see back page

**Appendix VII: Research Authorization Letter from County Director of
Education, Kiambu**

**MINISTRY OF EDUCATION SCIENCE & TECHNOLOGY
State Department of Education**

Telephone: Kiambu (office) 020-2044686
FAX NO. 020-2090948
Email: directoreducationkiambu@yahoo.com
When replying please quote
KBU/CDE/HR/4/1/ (142)



COUNTY DIRECTOR OF EDUCATION
KIAMBU COUNTY
P. O. Box 2300
KIAMBU
7th August, 2015

M/s Nancy Mukami Kariuki
Kenyatta University
P.O. Box 43844-00100
NAIROBI

RE: RESEARCH AUTHORIZATION

Reference is made to the National Commission for Science, Technology and Innovation letter Ref. No. NACOSTI/P/15/1955/6237 dated 14th July, 2015.

Authority has been granted to you to do research on "*Barriers facing participation of Women in Public transport industry in Thika Township*" for a period ending 6th November 2015.

Please accord her the necessary assistance.

A handwritten signature in blue ink, appearing to read 'For Harrison Muriuki'.

HARRISON MURIUKI
COUNTY DIRECTOR OF EDUCATION
KIAMBU COUNTY