

SzW-KE: R23 (3 of 4 in 2018) Governance Issues

August-September 2018: SPEC Assessment & Government Performance (General Development Issues and Government Performance, Respect of Rule of Law; Citizens’ Rights, Access to Information, Trust and Approval of Public Institutions/Figures, Corruption Issues and Security and Community Policing).

INTERVIEWER: Verify demographic information as it appears on the database:

- Name
- Age
- Gender
- Village [Enumeration Area]

Have you managed to reach the respondent?

1. YES > **CONTINUE**
2. NO > **GO TO Q52 INTERVIEWER: ONLY TICK THIS OPTION AFTER EXHAUSTING ALL THE TRACING STRATEGIES AND AFTER OFFICIAL COMPLETION OF THE DATA COLLECTION PROCESS**

Good Morning/Good Afternoon/Good Evening. My name isfrom Sauti Za Wananchi, a program run by an organization called Twaweza East Africa. In this round of Sauti za Wananchi, we want to ask you questions about various governance issues, public institution and officials. The information we collect continues to be published in the media and is available to all Kenyans and other people in the world. Your name will however, not be published. We’ll also share with you more information on where to access it. It is also going to be shared with other stakeholders and decision makers. Today’s interview will last for about 15 to 20 minutes. Can we start today’s interview?

1. YES > **CONTINUE**
2. NO > **TERMINATE. RECORD REASON FOR REFUSAL**

Socio-Political, Economic and Cultural (SPEC) Assessment, Government Performance, Trust and Approval Ratings of Public Institutions and Figures

[Q1] In your opinion, what is the most serious problem facing Kenya today?

[DO NOT READ OUT; SINGE RESPONSE IN EACH CASE]

[Q2] How about your household, what would you say is the most serious problem facing your household today? **[DO NOT READ OUT; SINGE RESPONSE IN EACH CASE]**

	[Q1] Most serious problem facing Kenya today [DO NOT READ OUT; SINGE RESPONSE]	[Q2] Most serious problem facing household today [DO NOT READ OUT; SINGLE RESPONSE]
1. Health facilities/diseases		
2. Roads		
3. High cost of living/inflation		
4. Lack of employment		
5. Hunger/Drought		
6. Poor leadership		
7. Corruption		
8. Tribalism/Ethnic Tensions		
9. Crime		
10. Terrorism		
11. Implementation of the Constitution		
12. Land issues		
13. Poverty/Rich-Poor gap		
14. Water		
15. Education: schools etc.		
16. Political instability		
17. Insecurity		
18. Access to electricity		
19. Alcoholism/Substance use/abuse		
20. Electoral integrity		
21. Other (specify)		
22. None		
-888 Refused To Answer		
-999 Don't know		

[Q3] Let's talk about your general view about the current direction of our country. Overall when you think about Kenya today; would you say that the country is going in the right direction or going in the wrong direction? **[READ OUT THE FIRST TWO; SINGLE RESPONSE]**

- 1. Going in the right direction >Q4
- 2. Going in the wrong direction >Q5
- 3. Neither right nor wrong direction >Q6
- 888 Refused To Answer >Q6

-999 Don't know

>Q6

[Q4] Why do you say that the country is heading in the right direction?

[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]

1. Efforts to fight corruption in government
 2. Devolution in place
 3. Bilateral/Multilateral engagements (e.g. president Uhuru in the US with president Trump, China etc., meeting with Angela Merkel, Theresa May etc.)
 4. Handshake between Uhuru and Raila/Building Bridges Initiative
 5. Peaceful co-existence
 6. Stable/improved economic conditions
 7. Big Four Agenda
- 777 Other (specify)
-888 Refused To Answer
-999 Don't know

[Q5] Why do you say that the country is heading in the wrong direction?

[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]

1. High cost of living/inflation
 2. Too much debt/borrowing by the national government (KES 5 trillion)
 3. Corruption in government
 4. High unemployment rate/lack of income opportunities
 5. Rampant poverty
 6. Poor health services
 7. Poor education standards/services
 8. Inequality: rich-poor gap
 9. Insecurity
 10. Terrorism
- 777 Other (specify)
-888 Refused To Answer
-999 Don't know

[Q6] In general, are you satisfied or dissatisfied with the direction Kenya is headed in the following areas... [READ OUT ASPECT. IF SATISFIED; ASK: is that completely satisfied or somewhat satisfied? If

DISSATISFIED; ASK: is that somewhat dissatisfied or completely dissatisfied]

	Satisfied		3. Neither satisfied nor dissatisfied	Dissatisfied		Non-response	
	1. Completely satisfied	2. Somewhat satisfied		4. Somewhat dissatisfied	5. Completely dissatisfied	- 888 Refused To Answer	- 999 Don't know

a) Managing the Kenyan economy, including the cost of living and commodity prices							
b) Fighting corruption in government							
c) Improving security in the country							
d) Creating job/income opportunities							
e) Improving the living standards of the poor							

[Q7] In general, are you satisfied or dissatisfied with the direction Kenya is headed in the following areas... **[READ OUT ASPECT. IF SATISFIED; ASK: is that completely satisfied or somewhat satisfied? If DISSATISFIED; ASK: is that somewhat dissatisfied or completely dissatisfied]**

	Satisfied		Neither satisfied nor dissatisfied	Dissatisfied		Non-response	
	1. Completely satisfied	2. Somewhat satisfied		7. Somewhat dissatisfied	8. Completely dissatisfied	- 888 Refused To Answer	- 999 Don't know
a) Addressing the challenges in education (such as infrastructure/resources etc.)							
b) Adhering to the Constitution							
c) Connecting households to electricity							
d) Ensuring a regular and reliable supply of electricity							
e) Building good roads							
f) Building the railway							

[Q8] Do you approve or disapprove of the way.... [READ OUT PERSONALITY/INSTITUTION NAME; SINGLE RESPONSE IN EACH CASE: IF APPROVE; ASK: is that strongly approve or somewhat approve? If DISAPPROVE; ASK: is that somewhat disapprove or strongly disapprove?

National Government, The Executive and Political Figures	1. Strongly approve	2. Somewhat approve	3. Neither approve nor disapprove	4. Somewhat disapprove	5. Strongly disapprove	6. Have never heard of this institution/individual	-888 Refused To Answer	-999 Don't know
a) President Uhuru Kenyatta is handling his job as President of Kenya?								
b) Deputy President William Ruto is handling his job as the Deputy President of Kenya?								
c) Cabinet Secretaries are handling their jobs?								
d) Attorney General is handling his jobs as the legal adviser to the government of Kenya								
e) The national government as a whole is serving citizens?								
f) Raila Odinga is handling his job as leader of the opposition?								

[Q9] Do you approve or disapprove of the way.... **[READ OUT PERSONALITY/INSTITUTION NAME; SINGLE RESPONSE IN EACH CASE: IF APPROVE; ASK: is that strongly approve or somewhat approve? If DISAPPROVE; ASK: is that somewhat disapprove or strongly disapprove?**

	1. Strongly approve	2. Somewhat approve	3. Neither approve nor disapprove	4. Somewhat disapprove	5. Strongly disapprove	6. Have never heard of this institution/individual	-888 Refused To Answer	-999 Don't know
County Government and Political Figures								
a) The governor of your county is handling his job?								
b) The senator of your county is handling his job?								
c) Your MCA is handling is job?								
d) Your County Executive Committees (CECs) are handling their jobs?								
e) Your County government as a whole is serving citizens?								

[Q10] Do you approve or disapprove of.... **[READ OUT PERSONALITY/INSTITUTION NAME; SINGLE RESPONSE IN EACH CASE: IF APPROVE; ASK: is that strongly approve or somewhat approve? If DISAPPROVE; ASK: is that somewhat disapprove or strongly disapprove?**

	1. Strongly approve	2. Somewhat approve	3. Neither approve nor disapprove	4. Somewhat disapprove	5. Strongly disapprove	6. Have never heard of this institution/individual	-888 Refused To Answer	-999 Don't know
Non-State Actors								
The way your religious leaders play their roles								
The way Kenyan media (TV, Radio, Newspapers) handles issues of public interest								
Kenyan social media (i.e. Kenyans on Twitter-KOT) respond/address issues of public interest								

The way human rights organizations champion for citizens' rights								
The Civil society/Advocacy Groups as far as their work is concerned								
The way Non-Governmental Organizations (NGOs) in development work contribute to improved livelihoods in Kenya today								

[Q11] Do you approve or disapprove of the way.... **[READ OUT PERSONALITY/INSTITUTION NAME;**
SINGLE RESPONSE IN EACH CASE: IF APPROVE; ASK: is that strongly approve or somewhat approve? If
DISAPPROVE; ASK: is that somewhat disapprove or strongly disapprove?

	1. Strongly approve	2. Somewhat approve	3. Neither approve nor disapprove	4. Somewhat disapprove	5. Strongly disapprove	6. Have never heard of this institution/individual	-888 Refused To Answer	-999 Don't know
Accountability Institutions								
The Judiciary/Courts in general handle legal issues/cases before them								
Ethics and Anti-Corruption Commission (EACC) handles its mandate of fighting corruption in government and prosecution suspected individuals								
Director of Public Prosecution's (DPP's) office handles cases brought to its attention for prosecution								
Members of Parliament handle their legislative and oversight role								
Speaker leads house business in the National Assembly/Parliament								
National Cohesion and Integration Commission (NCIC) handles its mandate of addressing and reduce inter-ethnic conflicts and hate speech								

[Q12] Do you approve or disapprove of the handshake between President Uhuru Kenyatta and Raila Odinga? **[READ OUT; SINGLE RESPONSE: IF APPROVE; ASK: is that strongly approve or somewhat approve? If DISAPPROVE; ASK: is that somewhat disapprove or strongly disapprove?**

- | | |
|------------------------------------|------|
| 1. Strongly approve | >Q13 |
| 2. Somewhat approve | >Q13 |
| 3. Neither approve nor disapprove | >Q14 |
| 4. Somewhat disapprove | >Q15 |
| 5. Strongly disapprove | >Q15 |
| 6. I am not aware of the handshake | >Q16 |
| -888 Refused To Answer | >Q16 |
| -999 Don't know | >Q16 |

[Q13] Why do you approve of the handshake between President Uhuru Kenyatta and Raila Odinga?

[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]

1. Has brought peace/peaceful co-existence
 2. The handshake agenda is good for the country's growth/development
 3. The business environment has improved
- 777 Other (specify)
-888 Refused To Answer

[Q14] Why do you say neither approve nor disapprove of the handshake between President Uhuru Kenyatta and Raila Odinga? **[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

1. I do not care
 2. Does not affect my life
- 777 Other (specify)
-888 Refused To Answer

[Q15] Why don't you approve of the handshake between President Uhuru Kenyatta and Raila Odinga?

[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]

1. Lack of public participation
 2. It's political
 3. Benefits only Uhuru and Raila
 4. Takes on the role of the TJRC report
- 777 Other (specify)
-888 Refused To Answer

[Q16] Do you approve or disapprove of the "Building Bridges Initiative"? **[READ OUT; SINGLE RESPONSE: IF APPROVE; ASK: is that strongly approve or somewhat approve? IF DISAPPROVE; ASK: is that somewhat disapprove or strongly disapprove?**

[READ OUT THE FIRST FIVE; SINGLE RESPONSE]

- | | |
|---------------------|------|
| 1. Strongly approve | >Q17 |
| 2. Somewhat approve | >Q17 |

- 3. Neither approve nor disapprove >Q18
- 4. Somewhat disapprove >Q19
- 5. Strongly disapprove >Q19
- 6. Have not heard of it >Q20
- 888 Refused To Answer >Q20
- 999 Don't know >Q20

[Q17] Why do you approve of "Building Bridges Initiative"? [READ OUT; SINGLE RESPONSE]

- 1. Will contribute to the country's development
- 2. Will promote peaceful co-existence
- 777 Other (specify)
- 888 Refused To Answer

[Q18] Why do you say neither approve nor disapprove of the "Building Bridges Initiative"?

[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]

- 1. I do not care
- 2. Does not affect my life
- 777 Other (specify)
- 888 Refused To Answer

[Q19] Why don't you approve of the "Building Bridges Initiative"?

[READ OUT; SINGLE RESPONSE]

- 1. Expensive
- 2. -777 Other (specify)
- 3. -888 Refused To Answer

Bribery, Theft of Public Funds and Resources

[Q20] In the last one year, have you been asked for a bribe (in cash or other form) anywhere or by anyone?

- 1. YES >Q21
- 2. NO >Q22
- 888 Refused To Answer >Q22

[Q21] Where or who asked you for a bribe?

[PROBE: MULTIPLE ANSWERS ALLOWED; DO NOT READ OUT]

1) The police/ police station
2) The chief / worker at chief's office
3) The city/county council
4) 777 Other (specify)

[Q22] In the last one year, have you paid a bribe in cash or other form to any institution or individual?

- 1. YES >Q23
- 2. NO >Q24
- 888 Refused To Answer >Q24

[Q23] Where or to who did you pay a bribe?

[PROBE: MULTIPLE ANSWERS ALLOWED; DO NOT READ OUT]

1) The chief / Worker at chief's office
2) Police/ police station
3) The city/county council
4) 777 Other (specify)

[Q24] President Kenyatta has stated that fighting corruption in government is going to be focus of his last five years in government. Do you think he will succeed?

- 1. YES >Q25
- 2. NO >Q26
- 888 Refused To Answer >Q27
- 999 Don't know >Q27

[Q25] Why do you think that he will succeed?

[PROBE: MULTIPLE ANSWERS ALLOWED; DO NOT READ OUT]

[Q26] Why do you think that he will not succeed?

[PROBE: MULTIPLE ANSWERS ALLOWED; DO NOT READ OUT]

1) Many have been convicted but freed
2) Cannot change easily because Kenya has been corrupt for a very long time
3) The president promotes corruption
4) Corruption has been there and to fight it is not that easy since the criminals are still in the government
5) The majority of government officials are corrupt
6) 777 Other (specify)

[Q27] In the last 12 months, which corruption scandal have you heard about in your COUNTY?

[PROBE: MULTIPLE ANSWERS ALLOWED; DO NOT READ OUT]

1) Pumwani Maternity Hospital scandal

2) National Youth Service (NYS) Scandal
3) Kenya Power and Lightning Company (KPLC) scandal
4) Migori's Governor Obado corruption scandal
5) 777 Other (specify)
6) None

[Q28] In the last 12 months, which corruption scandal have you heard about affecting the national government?

[PROBE: MULTIPLE ANSWERS ALLOWED; DO NOT READ OUT]

1) National Youth Service (NYS) Scandal
2) Kenya Power and Lightning Company (KPLC) scandal
3) Migori's Governor Obado corruption scandal
4) Sugar industry scandal
5) National Cereals and Produce Board (NCPB)/maize scandal
6) 777 Other (specify)
7) None

[Q29] Of the corruption scandals heard about in last 12 months, which one(s) do you think are/were true? **ITERATE TO ASK FOR EACH CORRUPTION SCANDAL MENTIONED AT Q27 AND Q28**

	Yes	No
Corruption scandals mentioned at Q27	1	1
	2	2
	3	3
	4	4
	5	5
Corruption scandals mentioned at Q28	6	6
	7	7
	8	8
	9	9
	10	10

Access to Information

[Q30] When was the last time you.....?

[READ OUT EACH MEDIA/ACTIVITY; SINGLE RESPONSE IN EACH CASE]

	1. Today	2. Two to seven days ago	3. Past 4 weeks	4. Past 12 months	5. More than 12 months ago	6. Never	-999 Don't know	-888 Refused to answer
a) Listened to the radio?								
b) Read a newspaper?								
c) Watched TV?								
d) Used the Internet?								
e) Used a mobile phone?								
f) Attended a religious gathering?								
g) Attended a political gathering?								
h) Attended a social gathering?								

[Q31] I am going to read out to you sources of information. Please tell me how much you trust each of them. Would you say very much, somewhat, trust a little or not at all trust? How much do you trust....?

[READ OUT THE INFORMATION SOURCE AND SCALE; SINGLE RESPONSE IN EACH CASE]

	1. Very much trust	2. Somewhat trust	3. Neither trust nor mistrust	4. Trust a little	5. Not at all trust	6. Do not use this source of information	-888 Refused To Answer	-999 Don't know
a) What you read in the newspapers?								
b) What you hear on the radio?								
c) What you see on TV?								
d) What you read on social media such as WhatsApp, Instagram, and Facebook?								
e) When you hear during a public meeting or forum?								
f) When a close family member; relative; friend; neighbor or work mate tells you?								

[GQ32] I will now read you a number of statements. Please tell me if they are true or false:-

	1. True	2. False	-888 Refused To Answer	-999 Don't know
a) It is easy to access government information and documents				
b) Public authorities periodically publish key information as well as provide clear channels on how citizens can get the information.				
c) Whistleblowers – that is, people who report cases of corruption or wrong doing are protected by law and government.				
d) There are clear procedures and processes by which citizens can follow up on information held by public authorities.				
e) All public information/documents show the time limit for getting the information requested.				
f) Public officials who do not provide public information as requested by citizens are punishable by law				

[Q33] Which Constitutional/human rights are you aware of?

[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]

1. Right to Life
2. Freedom from torture, cruel, inhuman treatment
3. Freedom of association
4. Freedom of conscience, religion, belief, opinion
5. Freedom of expression and media
6. Fair trial in Court
7. Respect for one's dignity
8. Right to privacy
9. Not to be held in slavery, servitude, forced labour
10. Freedom of assembly picketing, petition
11. Economic and social rights e.g. health, education, housing, social security, medical care etc.
12. Non-discrimination on sexual orientation basis

-777 Other (specify)

-888 Refused To Answer

-999 Don't know

Respect of Rule of Law and Human Rights

[Q34] Are you satisfied or dissatisfied with the way human rights are respected in Kenya?

[DO NOT READ OUT; SINGLE RESPONSE] IF SATISFIED; ASK: is that completely satisfied or somewhat satisfied? **IF DISSATISFIED; ASK:** is that somewhat dissatisfied or completely dissatisfied]

Satisfied: Is that very satisfied or somewhat satisfied?	1. Very satisfied
	2. Somewhat satisfied
Neutral	3. Neither satisfied nor dissatisfied
Dissatisfied: Is that somewhat dissatisfied or very dissatisfied?	4. Somewhat dissatisfied
	5. Very dissatisfied
	-888 Refused To Answer
	-999 Don't know

Security and Community Policing

[Q35] Over the past one year, has the security situation in your neighborhood improved, remained the same or deteriorated? **[READ OUT; SINGLE RESPONSE]**

- | | |
|------------------------|------|
| 1. Improved | >Q36 |
| 2. Remained the same | >Q38 |
| 3. Deteriorated | >Q37 |
| -888 Refused To Answer | >Q38 |
| -999 Don't know | >Q38 |

[Q36] Why do you say that there has been an improvement?

[PROBE: MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]

1) The issues of theft and crime have reduced
2) It is safe to walk at night
3) No insecurity cases heard of late
4) Leaders take more action than before
5) Employment of security guard jobs by the governor's office
6) 777 other specify

[Q37] Why do you say that it has deteriorated?

[PROBE: MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]

[Q38] Over the past one year, how often, if ever, have you...?

[READ OUT; SINGLE RESPONSE IN EACH CASE]

	1. Just once or twice	2. Several times	3. Most of the time	4. Never	-888 Refused to answer	-999 Don't Know
a) Felt unsafe walking in your neighborhood						
b) Feared crime in your own home						
c) Stayed home due to potential violence outside						

[Q39] Overall, are you satisfied are dissatisfied with the services offered by the police force?

IF SATISFIED; ASK: is that very satisfied or somewhat satisfied? **IF DISSATISFIED; ASK:** is that somewhat dissatisfied or very dissatisfied?

[READ OUT THE FIRST FIVE; SINGLE RESPONSE]

- 1. Very satisfied >Q40
- 2. Somewhat satisfied >Q40
- 3. Neither satisfied nor satisfied >Q39
- 4. Somewhat dissatisfied >Q41
- 5. Very dissatisfied >Q41
- 888 Refused To Answer >Q42
- 999 Don't know >Q42

[Q40] Why do you say satisfied? **[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

- 1. The police make fair and impartial decisions in the cases they deal with
- 2. If the police wrongly kill or injure someone while on duty, they will be held accountable
- 3. The police usually act in ways consistent with your own ideas about what is right and wrong
- 4. The police stand up for values that are important to me
- 5. The police treat people with dignity and respect
- 777 Other (specify)
- 888 Refused To Answer

[Q41] Why do you say dissatisfied? **[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

- 1. The police act violently and are intimidating

2. The police are not doing a good job in preventing crime in my community
 3. Ask for bribes
 4. Harass citizens
 5. Take too long to respond
 6. Abuse their powers
 7. Police brutality cases
- 777 Other (specify)
-888 Refused To Answer

[Q42] Have you or any household members/close relative/ friend/neighbor been a victim of (police violence/brutality)?

1. YES
 2. NO
- 888 Refused To Answer
-999 Don't know

[Q43] Based on what you have heard or your own experience with the police in Kenya, how much do you agree with the following statements?

[READ OUT EACH STATEMENT; SINGLE RESPONSE IN EACH CASE]

Statement	1. Agree	2. Neither Agree nor Disagree	3. Disagree	-888 Refused to answer	-999 Don't Know
a) The police in your community are legitimate authorities and should not be challenged/questioned					
b) You should do what the police tell you even if you do not understand or agree with the reasons					
c) If I witnessed a crime happening, I would report it to the police					
d) The police are not doing a good job in preventing crime in my community					
e) The police treat people with dignity and respect					
f) The police make fair and impartial decisions in the cases they deal with					
g) The police stand up for values that are important to you					
h) The police usually act in ways consistent with your own ideas about what is right and wrong					
i) The police act violently and are intimidating					

j) If the police wrongly kill or injure someone while on duty, they will be held accountable					
--	--	--	--	--	--

[Q44] Finally, before we close, please confirm the number we can use to send you airtime/credit as a token for our appreciation for your participation.

THANK THE RESPONDENT AND CLOSE THE INTERVIEW

METAVARIABLES [INTERVIEWER TO GIVE RESPONSES TO THESE QUESTIONS BASED ON THE INTERVIEW]

[Q45] How did you reach respondent?

1. Called his or her number >**Q46**
2. Tracing strategy>**Q47**
3. By tracing, but we use his or her number>**Q47**

[Q46] After how many number of phone calls did you get the respondent?

1. Once> **END**
2. Twice> **END**
3. More than two times > **Q50**

[Q47] How did you get the respondent?

1. Through a neighbor
2. Head of the group
3. Group partner
4. Other group member
5. Husband or wife
6. Other household member
7. Citizen monitor
8. Community leader

[Q48] Please state the name of the person above, **[Q47]**

[Q49] Please write the telephone of the person above, **[Q47]**

[Q50] Why was the respondent not easily reachable?

1. He/she has changed his/her telephone number >**Q51**
2. He/she doesn't have a phone charging equipment > **END**
3. His/her phone has broken down> **END**
4. He/she has lost his/her phone > **END**
5. Poor network > **END**

6. He/she has travelled > **END**
 7. He/she was on the farm and there was no network > **END**
 8. He/she was at work the whole day and did not have access to his/her phone > **END**
- 777 Other (specify) > **END**

[Q51] Write his/her new number (if there is one) > **END**

[Q52] How many days have you looked for him/her?

1. One
2. Two
3. Three
4. Four
5. Five
6. More than five days

[Q53] What challenge does the respondent have for not finding him/her?

1. He/she has changed his/her phone number
 2. He/she doesn't have a phone charging equipment
 3. His/her phone has broken down
 4. He/she has lost his/her phone
 5. Poor network
 6. He/she has travelled
 7. He/she was on the farm and there was no network
 8. Doesn't want to participate in the survey
 9. The respondent has passed away
 10. Does not have access to his/her phone during the day/ while at work
 11. He/she has relocated from the EA
 12. Whereabouts of the respondent not known in the EA
 13. All appointments have been unsuccessful
- 777 Other (specify)

[Q54] Please give the name of the person who gave you this information, [Q53]

[Q55] Please give the telephone number of the person who gave you this information, [Q53]