Team Ng’ara

Households interview question

1. When do you do your cleaning services?

* Weekends (5)
* Every day (3)

1. Which means do you use to do your cleaning (Self or hire someone)?

* Hire someone and personal (5)
* Permanent cleaners(2)

1. How do you get someone to do your cleaning?

* Friends (8)
* Neighbor(1)
* For permanent cleaners they are from rural areas or friends (2).

1. How do you feel about your cleaning method you use?

* Satisfied (8):depending on the means used, if the person has permanent house help they would like to stay with them because of the trust they have o them

: Others love the way they do their house work themselves because they do it in way that they want

* Unsatisfied (23): Some want to do cleaning for them but they just have to find someone for help sometimes due to tiresome from job or too much work in the house?
* It depends(1):if the person who do cleaning in their house is good enough they will prefer continuing to call the person for cleaning if not they either do it for themselves though not okay with them.

1. What is your expectation from cleaners?

* Do as instructed by the house owners/satisfactory (10)
* Trustworthy hardworking (9)

1. If you had a good cleaner would you refer her to a friend?

* For the people who hire someone ( yes)-8

1. What range does the payment range?\*

* 300 – 500 (6)(depending on the work done )
* 5000-10000 for Permanent cleaners(2)

1. Which means of payment do you use to pay your cleaners?

* Cash (9)
* M-pesa or cash (4)