

## PROVISION OF HUDUMA SERVICES IN THE DIASPORA

### QUESTIONNAIRE

1. Name   
(optional)
2. Contact(Email address)
3. Country of residence
4. Length of stay (if Kenyan)

5. What services do you as a Kenyan citizen living abroad require from the Government of Kenya (for Kenyan citizens only)

I.	
II.	
III.	
IV.	
V.	
VI.	
VII.	

6. What services do you as a foreign national require from the Kenyan Government?

I.	
II.	
III.	
IV.	
V.	
VI.	
VII.	

7. Did you/have you received all the services listed above? Yes  No

8. If not, which services have you not received to date and why?

	Services not received	Why
1.		
2.		
3.		

9. Describe your (customer) journey/steps you went through for each service you received.

	Name of Service	Customer Journey
1.		
2.		
3.		
4.		

10. What are the challenges you face(d) in accessing these services?

I.	
II.	
III.	
IV.	
V.	

11. How else/ better would you like the service(s) to be provided to you

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