**PROVISION OF HUDUMA SERVICES IN THE DIASPORA**

**QUESTIONNAIRE**

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1. Name (optional)

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1. Contact(Email address)

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1. Country of residence

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1. Length of stay (if Kenyan)
2. What services do you as a Kenyan citizen living abroad require from the Government of Kenya (for Kenyan citizens only)

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

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1. Did you/have you received all the services listed above? Yes No
2. If not, which services have you not received to date and why?

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|  | Services not received | Why |
| 1. |  |  |
| 2. |  |  |
| 3. |  |  |

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

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

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

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

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