

UNIVERSITY OF KWAZULU-NATAL

Gender inequality within the minibus taxi industry in the Province of KwaZulu-Natal

by

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DECLARATION

I, **Nonhlanhla Pearl HLOPHE**, declare that:

- (i) The research reported in this dissertation, except where otherwise indicated, is my original research.
- (ii) This dissertation has not been submitted for any degree or examination at any other university.
- (iii) This dissertation does not contain any other person's data, pictures, graphs or other information unless specifically acknowledged as being sourced from other persons.
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ABSTRACT

Public transport is the key contributor to the economy of the Republic of South Africa. Public transport plays a key role in transporting commuters to work for them to produce goods and services as part of the gross domestic product. The aim of the study was to research and analyse the role of women in the public transport industry specifically in the Province of KwaZulu-Natal. The study used a qualitative research methodology where in-depth interviews were conducted to better understand what women experience in the industry. A total of eight participants participated in the study. Furthermore, literature was reviewed from the past five years in an effort to establish what have been the recent experiences in this industry. Thematic analysis was used to determine the themes for the responses received. The research findings revealed that there are serious issues of inequality within the taxi associations. Women are not treated in the same manner as their male counterparts. Furthermore, the government-of-the-day has policies on gender equality but they are currently not implemented. Government officials that participated in the study agreed that there are challenges with the implementation of the policies supporting what the literature review had discovered. Lack of skills for women was another challenge identified. Women are not sufficiently equipped to undertake leadership roles in this industry that is male dominated. As recommendations to the challenges identified some of the suggested low hanging fruits are that the National Taxi Task Team (NTTT) recommendations should be finalised. Furthermore, there should be policies on equality in the associations by both men and women to ensure women are given equal opportunities as their male counterparts. Safety and security of women in the taxi industry should be further researched.

Keywords: Public transport, KwaZulu-Natal, mini-bus taxi associations, women, national taxi task team.

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List of Acronyms

UN	United Nations
GEWE	Gender Equality and Women's Empowerment
SANTACO	South African National Taxi Council
NATMAP 2050	National Transport Master Plan 2050
RETPF	Radical Economic Transformation Policy Framework
NTTT	National Taxi Task Team
NDP	National Development Plan

CHAPTER ONE

INTRODUCTION AND OVERVIEW OF THE STUDY

1.1 Introduction

The public transport industry during the apartheid era was highly segregated in that the poor communities were served by the taxi industry owned by the predominantly African race residing in the outskirts of the cities. To date the spatial distribution separates commuters from their places of work and the economic hubs in general according to Khosa (2001). Government is responsible for the regulation of public transport ensuring it is provided to all the citizens who require it, as it is a basic need in terms of the Constitution of the Republic of South Africa of 1996.

Public transport is one of the key contributors to the economy of the country directly and indirectly. Public transport plays a key role in transporting commuters to work for them to produce goods and services as part of the gross domestic product. According to the Competition Commission (2019) draft report on public transport the taxi industry is approximately worth R90 billion with 150 000 owners owning approximately 200 000 to 250 000 taxis in the country. The study aims to address issues of gender inequality within this 100% black owned.

This dissertation starts with a background of the broad research problem of the study, followed by the narrow research problem. The research questions are supported by the research aims and objectives as well as literature review. The theoretical framework is followed by significance of the study and the research methodology. This is followed by ethical considerations, limitations of the study, conclusion and lastly the references and research schedule.

1.2 Background of the Study

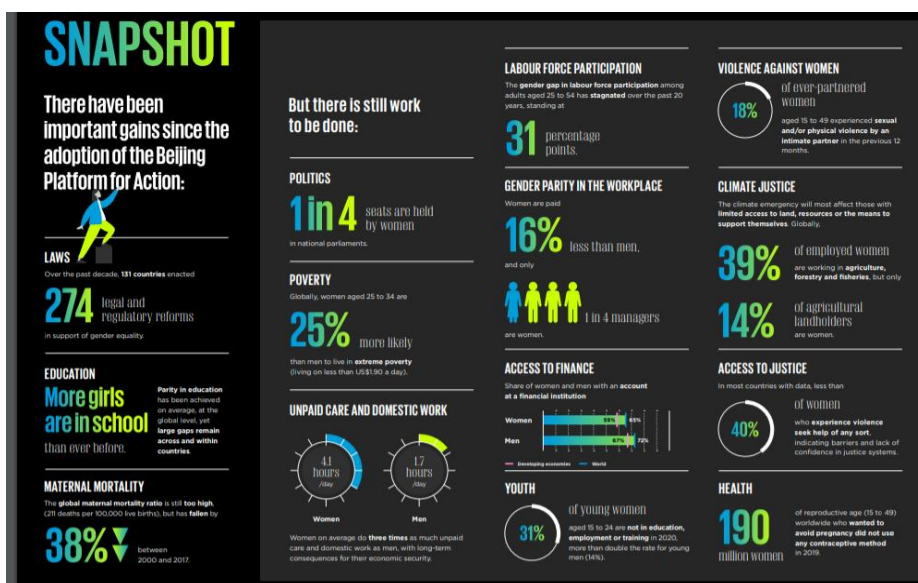
Women have multiple roles within the society, over and above their role in the economy of the country. They take care of households raising children. Nielsen (2012) argues that women in Australia have been blamed for not progressing in their careers as a result of stereotypes that surround their roles in the society. Male counterparts have been known and expected to provide for their families and play an active role in the economy.

Nielsen (2012) refers to “glass lighting” as another form of artificial barrier that preventing women from being equal partners to their male counter parts. The Gender and Transport Report (2011) addresses the gender inequalities in the transport sector in an effort to promote equal opportunities for all genders. The same report further indicates that in most countries less and less women participate in the public transport sector as it is perceived as male dominated industry.

Global standards require that women empowerment is implemented by countries to ensure there is gender equality. The United Nations sustainable development goal number five calls for gender equality and women empowerment in strengthening policies and legislations for promotion of gender equality. The United Nations report (2019) as per figure 1 below indicates that of the 69 countries only 19% complied with gender equality standards set. Then again, the establishment of budget allocations does not mean implementation because the same report reflects 1% margins in changes on women representation in management positions.

According to the United Nations (2019) the Covid-19 pandemic has globally reversed the strides made by the United Nations. The women have become full time caregivers as schools closed and most businesses operated from home. The snapshot below is a summary of the progress made on women globally.

Figure 1.1: United Nations report for 2019



Source: UN 2019 Progress Snapshot

1.3 Research Problem/Statement of the Problem for the Study

Qwebani (2018) defines transformation in simple terms as inclusion, restructuring and growth. He further argues that according to the KwaZulu-Natal Department of Transport transformation cannot be successful if you exclude taxi operators from the transformation deals. Another priority supporting this argument for the master plan is that there is a need to provide opportunities for empowerment in public transport provision.

The medium-term strategic framework for 2019-2024 calls for all departments in South Africa to focus on prioritising women's role in the South African economy by addressing issues of gender inequality that exist and ensure inclusion of women in all industries aligning to the global standards as prescribed above. This priority has been cascaded down to the Provincial Growth Development Plan of the Province of KwaZulu-Natal (PGDP 2019) where women are prioritised and included in all sectors of the provincial economy but by a small margin of 30%.

The findings on the research conducted attempted to influence government to create a framework that can be used when regulating public transport. It is suggested that the regulations include a percentage on vehicle ownership and leadership positions within taxi associations for women to ensure equality at an operational level. Furthermore, the framework can guide government during procurement processes to impose up to 50% women ownership when procuring public transport related services. This will ensure that gender inequality is addressed by the province.

1.4 Research questions

The broad research questions based on literature reviewed are the following:

- What are the challenges faced by women in the taxi industry in KwaZulu-Natal?
- What are the opportunities for women in the taxi industry in KwaZulu-Natal?
- What leadership roles are available to the women operators in the taxi industry in KwaZulu-Natal?
- What policy framework can be developed to address gender mainstreaming in the taxi industry in KwaZulu-Natal?

1.5 Research Objectives

The research objectives are to broadly establish to:

- Identify ways of addressing challenges faced by women operators in the taxi industry within KwaZulu-Natal;
- Explore opportunities for women in the taxi industry in KwaZulu-Natal;
- Analyse leadership roles available to the women operators in the taxi industry in KwaZulu-Natal; and
- Design a policy framework that will address women empowerment in the taxi industry in KwaZulu-Natal.

1.6 Literature Review

Tracy (2013) defines the literature review as primary concepts and theories that frame the study over a period of time. This definition is supported by Leavy (2017) who confirms and adds on that the researcher can create information based on information you have read and understood.

Public Transport is one of the basic needs in communities that is used to transport workers, learners and the elderly to various destinations according to their needs. It is not everyone who can afford to have a private vehicle for movement from point A to point B. The public transport industry is divided into various modes namely, air, rail and road. For purposes of this research the researcher will focus on road public transport namely the taxi industry. This industry is mainly male dominated and is notorious for its violence and *izinkabi* (hit men).

Various scholars have researched on the regulation of public transport, reviewing the legislations and policies implemented by government in an effort to improve and properly regulate public transport. Some of the scholars are Thomas (2016), Cheborateva (2018) and Bosman (2016).

Pre-1994 public transport was highly regulated and highly segregated. The taxi industry operators could not operate without road carrier permits. Khosa (2001) argues that the Constitution mandates provinces to regulate on public transport based on a national framework. This was done when drafting the White Paper on transport policy responding to

the mandate of the constitution. Khosa further argues that this white paper aimed at empowering the taxi industry in terms of funding and transformation of this industry corporatizing it for purposes of growth and better contribution into the economy of the country. The National Taxi Task Team (NTTT) was convened around the same time when the white paper was being drafted and its recommendations included in the policy paper. It looked into issues of taxi violence, taxi routes, empowerment and leadership and how government can better regulate public transport. Recommendations made gave birth to various policies and legislations as per table 1 below.

Table 1.1: Public Transport Legislation

Legislation Framework	Status	Relevance to study
KwaZulu-Natal Interim Taxi Act	Repealed	Establishment of the minibus taxi industry
National Land Transport Transition Act 22 of 2000	Repealed	Regulation of the taxi industry
KwaZulu-Natal Public transport act	Repealed	Regulation of the taxi industry
National Land Transport Act 5 of 2009	Current	Regulation of the taxi industry
KwaZulu-Natal Public Transport regulations, 2019	Current	Regulation of the taxi industry

The NTTT made recommendations to establish cooperatives, training on business skills and providing financial support. These recommendations have not been fully implemented because Cirella (2018) found that the policies are not well crafted to support the intentions of government. Fobosi (2019) argues that there is an increasing number of illegal operators and the government is failing to implement the taxi subsidy as part of financial support.

The Department of Transport drafted the National Transport Master Plan (NATMAP) 2050, and Morapedi (2017) argues that it provides a sustainable framework. He admits that public transport is the heartbeat of the economy, without it the economy can collapse. This is evident in our daily experiences when there is a taxi industry strike the economy in the province impacts the gross domestic product negatively. This is affected by the low production as workers cannot reach their places of work and businesses suffer. This has resulted in government having a back foot and the taxi industry having an upper hand in that communities

suffer when public transport is not available. This has also been recently experienced during the COVID-19 national lockdown when pensioners needed public transport for them to receive their pension pay-outs, the taxi industry had demands for government relief fund and threatened to have a strike.

Morapedi (2017) also finds similar challenges on the NATMAP of lack of funding and failure to implement policies. Thomas (2016) on the other hand as he reviews all the legislations and policies as much as there is failure to implement policies and lack funding, he identifies gaps that require further exploration by researchers on the lack of involving women in the transportation sector and this view is supported by the World Bank report on gender concerns and transport sector. The gaps identified are on reluctance by government in involving females in the transportation sector specifically public transport sector.

Public transport, specifically the taxi industry generates approximately R90 million per annum in the country on their daily operations transporting passengers to and from work including schools according to the draft report for 2019 of the Competition Commission. On public transport. This contribution is important to the economy of the Province and that of the country as this industry is active in economic growth and job creation which is one of the priorities of the government-of-the-day.

From the literature reviewed the researcher has discovered three areas that scholars have touched on and have illustrated them on the literature map above as funding, policy implementation and women participation. The latter has not been explored in detail and requires further research.

1.7 Conceptual Framework

1.7 Women Empowerment

The end product once the regulatory framework, entrepreneurship and an enabling environment are in place women empowerment can be achieved. Okon and Richard (2017) argue that for women empowerment to be a success government should be leading in ensuring the transformation agenda is implemented. The transportation has been for the longest time been male dominated and the narrative needs to be changed through programmes that will empower women.

1.8 Significance/Importance of the Study

The study is providing knowledge on gender mainstreaming when it comes to the taxi industry. The findings of the study can assist government to draft a regulatory framework on gender equality within the taxi industry when regulating public transport and addressing issues of economic empowerment and leadership roles. Leavy (2017) challenges the researcher to verify within whether the research study about to be undertaken aligns to the ethics and values of the researcher.

1.9 Justification / Rationale of the Study

Thomas (2016) and Morapedi (2017) argue that the lack of inclusion of women in the public transport industry and lack of funding are challenges facing this industry. The study assists women who wish to find solutions in securing their participation in the taxi industry. Furthermore, the study identified areas where there can be improvements in policies to empower women to have an active role in operations and leadership in the Province. The results of the study will be handed over to the Department of Transport for consideration for implementation once approved by the University.

1.10 Research Methodology

Merriam (2009) defines qualitative research as an understanding of the people's perspectives on the phenomenon being researched. The research problem at hand used qualitative research methodology to establish new theories on why women are not equal participators in the taxi industry, what are their challenges and moreover what government can do to change this inequality through policies which will be the enabler.

1.10.1 Research design

Creswell (2015) defines research designs as types of enquiry within research methods. Having selected qualitative research methods as the main method of research for this study and exploratory in nature. The study explored the experiences of women operators in the public transport industry, specifically the taxi industry in the Province of KwaZulu- Natal. Rahi (2017) argues that exploratory research aims to establish new information and content on an unknown phenomenon. The in-depth interview questions are exploratory in nature delving deep and allowing for follow up questions so that the phenomenon is clearly understood and recorded.

1.10.2. Research Approaches/Paradigms

This study takes the position of the transformative and constructivists paradigms. Transformative worldview is defined by Creswell (2015) as a worldview focusing on the needs of groups and individuals in a society that may be marginalised. In this case women have been experiencing inequality within the taxi industry. Mostly these women it is not by choice but by default because they take over the businesses of their deceased spouses. The transformative worldview has several elements to it that make it an agenda for reform, namely, promoting social change and justice amongst others according to Phelps (2020).

The constructivist paradigm according to Rahi (2017) assumes understanding of lived experiences. These lived experiences were explored during in-depth interviews with the participants to understand their lived experiences in the taxi industry.

In the literature review Thomas (2016) indicated that there is little or no literature on women participation in the public transport industry. With this said there are areas that require to be addressed during the research process and Creswell (2015) supports this namely empowerment, inequality, oppression, domination, suppression and alienation. The research aims to advance the agenda for change, calling for transformation of the taxi industry but more over transformation of the public transport legislations and policies issued by government when it comes to women empowerment programmes within the industry.

The political space plays a crucial role in ensuring the agenda for change happens through development and implementation of policies and legislations. The government-of-the-day needs to create an allowing environment for women to actively participate in this lucrative

industry by setting quotas on ownership as an example compelling women participation not only as a front but active participation ensuring the challenges experienced in the broad-based black empowerment programs are not experienced in this transformation programme.

Morrow (2005) argues that the constructivist paradigm is grounded on the contextual and understanding by the researcher of the participants lived experience. The study understood the lived experiences of multiple participants as identified in the sample selected. Observation of behaviour during data collection process was used as one of the tools of data collection.

1.10.3 Research strategies

De Fries (2018) argues that narrative research strategy focuses on the oral stories from the participants on their lived experiences. This type of research involves interviewing participants on their lived experiences in the taxi industry. Additional interviews included government officials and other stakeholders on their experiences in attempting to address the challenges in this industry. All experiences collected in this phenomenon are compiled to establish themes. Denzin and Lincoln (2019) argue that the “narrative inquiry can advance a social change agenda.” It allowed participants to tell stories on their lived experiences on issues others were afraid to talk about.

11. Study Site

The study was conducted in the province of KwaZulu-Natal. It focuses in the three towns namely Richards Bay, Durban and Pietermaritzburg. The locations selected have the highest number of the population size selected allowing for enough participants with varied responses and experiences.

12. Sampling

This is an empirical study and a qualitative method has been selected for the study. Yin (2011) explains empirical research as the one that has its findings and conclusions based on data collected and analysed in the correct method. The researcher collected data from an identified sample using the non-probability sampling strategies relevant to the research strategies used namely phenomenological research strategy. The individual identified in the target population was the unit of analysis and data was collected over a period of two months.

12.1 Target Population

Rahi (2017) argues that a population is made up of the complete collection of people you wish to study that has lived the phenomenon you wish to study. The target population selected for this study included men and women operators in the taxi industry. Departmental (provincial and municipality) officials were also part of the target population. The policy and legislative backgrounds provide lived experiences in their interactions with the public transport operators in the taxi industry.

12.2 Sampling strategies

Non-probability sampling was used as part of sampling strategies under qualitative methods. Baker *et al* (1992) argue that when using phenomenological research as your research strategy, non-probability sampling procedures must be used. Etikan *et al* (2016) argue that non-probability sampling is used by researchers for various reasons mainly accessibility of the participants and convenience to the researcher when conducting the research.

12.3 Types of sampling strategies that were used for the study under non-probability sampling were the following:

- Purposive sampling- Participants were enrolled to the study because of their experience of the phenomenon in question. The women identified are already operating in the industry in the districts identified namely Richards Bay, Pietermaritzburg and Durban. This ensured that all four corners of the province are covered.
- Convenience sampling – the identified participants were conveniently available for interviews for purposes of the research, i.e. geographical proximity. The identified participants were conveniently available in terms of geographical proximity as their locations are within reach during the research period.
- Accidental sampling – the identified participants were readily available for interviews. The identified participants were readily available as they are located and reside within the province of KwaZulu-Natal.
- Volunteer sampling- This is used in a delicate research when it is essential to depend on those who are prepared to respond to requests to provide information. The study touched on gender related issues and there were women participants willing to provide

the details of their experiences that can have an impact and lead to transformation in the industry.

12.4 Sample and sample size

Morrow (2005) argues that a sample selected in qualitative research methods is not only about the size but about the quality and detail entailed in the in-depth interviews to obtain the most available information possible from the participants. Etikan *et al* (2016) defines a sample as a carefully chosen set of participants of the entire population that one wishes to study.

Table 1.2: Sample Size

Stakeholder segment	Target population	Sample population	Role
KZN DOT	55	2	Public transport management
EThekweni Transport Authority	20	1	Deputy Head: Public Transport
Umhlathuze local municipality	10	1	Head: Public Transport
KZN SANTACO (Provincial leadership)	24	2	Provincial leadership
KZN SANTACO (Women's Desk)	24	2	Regional leadership
Total	133	8	

13. Data collection methods and instruments

13.1 Data collection methods and tools:

Denzin and Lincoln (2018) suggest that you can use multiple method to collect data and that is called methodological triangulation. The same method will be used to collect data for this study as the following tools will be used to collect data:

- Semi-structured in-depth interviews will be conducted with open ended questions that allowed for follow-up questions where necessary;
- Observation during interviews and meetings during meetings were done in order to pick up the expressions during interviews on issues discussed;
- Documents and archives were reviewed; and

- Historical research.

Semi-structured in-depth interviews were conducted which open ended questions allowed for follow-up questions where necessary. The interviews sessions were recorded, and notes taken to ensure an accurate record of the deliberations kept for correct analysis afterwards. This assisted in identifying the phenomenon as defined by Baker *et al* (1992). During the interviews the concepts were based on the answers provided by the participants. Observation during interviews and meetings during meetings were done in order to pick up the expressions during interviews on issues discussed.

14. Data Quality Control

Morrow (2005) argues that trustworthiness criteria is linked to the paradigm the study is following. As indicated under research paradigms that the constructivist and transformative research paradigms are relevant for this study.

Trustworthiness

Morrow (2005) suggests that during the data gathering process as the researcher one must take the position of a novice ask clarity seeking questions. This approach ensured ambiguity was avoided even if as a researcher you know the area being researched. This further assisted to deal with issues of bias clearing any ethical issues at the same time.

Credibility

Korstjens and Moser (2017) define credibility as a way in which the researcher can measure the truth being told by the participant on questions asked. This was done through follow up questions on the questions asked and observing the behaviour of the participant when responding. The study ensured credibility was maintained when engaging further on questions asked to establish additional information and simultaneously observe participants behaviour during the process and note those as part of data collection.

Dependability

Dependability is measured by providing a complete audit record of all data collected during the research period for audit purposes as guided by Korstjens and Moser (2017) and Merriam (2009). During the study a complete record of all data collected including voice recordings,

journal notes, and articles was kept for review by the supervisor when required to ensure the information collected complies with this data control requirement.

Conformability

Korstjens and Moser (2017) use dependability and conformability interchangeably as a process where data collected can be verified when audited to ensure completeness.

Transferability

Merriam (2009) argues that for data to be valid it must be able to be applicable in other areas outside the study area. The results of the study will be usable by other parties outside the research area of field when they peruse the findings to identify similarities in their environments.

15. Measurements

The data collection tools used during the study are in-depth semi structured interviews, observation and historical data on journals and departmental reports.

16. Data analysis

Qualitative research methodology evolves with time and required that the data collected is analysed as it is collected in order to establish themes and concepts. Moser and Korstjens (2018) argue that for phenomenological research the themes are important on data collected. Both these scholars agree that this is in line with the research strategy selected being phenomenological research strategy. The following analysis methods were used to analyse data collected:

Thematic analysis is defined by Denzin and Lincoln (2018) as a concept of categorising your findings according to themes. During literature review there are three themes already identified based on literature already in circulation namely funding, policy implementation and women participation. These pre-populated themes have assisted to draft the interview guide. Furthermore, during the interviews additional themes were identified and used to come up with the results of the study. Moser and Korstjens (2018) argue that when a researcher has selected phenomenological research strategy there should be less than 10 interviews as part of the sample selected.

Content analysis was also be used to ensure completeness of data collected and is defined by Merriam (2009) as the analysis of all data collected during data collection processes. Common occurrences during the data collection process amongst participants were also identified. Even though Moser and Korstjens (2018) recommend it is used for samples of 15-20 participants, it can be used to test completeness of data collected.

Literature interrogation was conducted to ensure there was proper alignment with the findings and the study to have conclusive results.

17. Ethical Considerations

Yin (2011) argues that integrity is very important when one is conducting qualitative research due to the nature of the methods used being reliant on the interpretation of facts by the researcher. Ethics are very important for the researchers' character and to ensure the information collected can be reliable and transferrable at a later stage. Permission from the gatekeepers were requested in writing prior to the study. The identified gatekeepers are the KZN Department of Transport and the KZN SANTACO. The identified participants were issued with written consent forms attached to the invitation to participate in the study.

The discretion throughout the interview sessions and confidentiality of all participants who agree to partake in the study was always be maintained. Townsend *et al* (2010) argue that when conducting a study that is qualitative in nature, concepts of autonomy, justice and beneficence should be applied. The concept assists in ensuring that the participants are protected during the study. The participants' details were not be exposed on the research findings they were always kept anonymous. Furthermore, the identity of participants were not be used but pseudomonades.

18. Limitations of the study

The study was conducted within the employers' environment including the stakeholders, in particular the taxi industry. Bias was managed in such a way that the researcher recorded all proceedings of interviews to ensure all proceedings were accurate.

19. STRUCTURE OF THE DISSERTATION

The structure of the dissertation as follows:

Chapter 1: Introduction and overview of the study

This chapter introduces the study and its objectives to the reader.

Chapter 2: Literature review

This chapter reviews all previous literature on the study and identifying gaps in the literature.

Chapter 3: Research methodology

This chapter discusses the research methodology used in the study.

Chapter 4: Discussion of findings and interpretation of results

This chapter discusses the actual findings of the study.

Chapter 5: Conclusions and recommendations

This chapter discusses the recommendations and possibilities of future research on the study.

20. Conclusion

The study is relevant to increase literature in the public transport sector. The study assists to develop policies that will allow government to better understand the inequalities and how better to include women when implementing empowerment programmes.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The medium-term strategic framework for 2019-2024 calls for all departments in South Africa to focus on prioritising on the role of women in the south African economy by addressing issues of gender inequality that exist and ensure inclusion of women in all industries aligning to the global standards as prescribed above. In this case, various key theories depicted from work on gender differences in transportation industry behaviour will be discussed in this chapter to explain behaviour differences between men and women. Despite a certain amount of connection, these theories are allied with numerous disciplines and hypothetical perspectives. Even though the theories to be discussed are mainly based on international research, they nonetheless provide a context under which the results of the current report can be understood. Further to this, this chapter will explore the opportunities for women in the taxi industry in KwaZulu-Natal; identify ways of addressing challenges faced by women operators in the taxi industry within KwaZulu-Natal; analyse leadership roles available to the women operators in the taxi industry in KwaZulu-Natal; and look at frameworks that can address women empowerment in the taxi industry in KwaZulu-Natal.

2.2 Global perspective gender mainstreaming

Ismailova *et al* (2021) argue that gender policy aims to create equal opportunities for females as males in decision making and business opportunities. They further argue that the gender mainstreaming drive worldwide has political, cultural and socio-economic impact. The United Nations drive to gender equality across the world aims to achieve this. This is supported by Sen (2019) who argues that the United Nations sustainable development goal five aims to bring equality and empowerment for women and children. This goal is attempting to ensure there is gender equality across all countries. Sen (2019) further argues that gender equity is not new but has been a point of discussion for years. Equality emanates from the household to the economic and political spaces. Women participation is key to ensure there is equality in all sectors. This argument is supported by Onditi and Odera (2016) that gender equality and women empowerment are linked and cannot be separated. This means that for gender equality to be realised there should be women empowerment.

Onditi and Odera (2016) suggest a bottom-up approach when implementing gender equality and women empowerment. Gender mainstreaming is politicised across the world and implementation has been slow. The United Nations millennium development goals were not successful in implementing gender mainstreaming and were later changed to sustainable development goals. Setting goals is one thing but implementation is what is important. The United Nations 2019 progress report on sustainable development goal 5 have not reached 50%. Countries affiliating to the United Nations are measured on the sustainable development goals and South Africa is one of them.

The Beijing Platform for Action adopted in September 1995 states that to the Beijing Platform for action report (2019) the programme of action focusses solely on the empowerment of women and progress is monitored. The 2019 statistics from the report have displayed progress especially in the government sector as women representation in leadership positions has increased close to 50%. Unfortunately, in the private sector the same cannot be said. Satpayeva et al (2020) argue that the gender related entrepreneurial studies are based on the feminist theories. It is common cause that feminist theories are aimed at addressing discriminatory practises at large. The question is are those discriminatory practises dealt with or are they still a challenge.

South African women for the longest time, have been established as crucial change agents during the apartheid regime including the taxi industry. The effects of apartheid alluded to above have never deterred women in achieving their goal to economic empowerment. It is clear that change cannot be achieved through total abolition of the apartheid system. There is one common goal by both men and women that is the eradication of the apartheid system more than the women emancipation. (SAHO, 2019). As much as women wish for their personal freedom, total liberation is more important, this was demonstrated through the anti-pass campaign, the Women of Cross-Roads etc. This shows that women have a significant impact in the struggle and fighting for equality in leadership roles to a variety of industry including Taxi industry. Women have commonly been the ones who were strong to advance the key problems and to organise and involve individuals everywhere.

Public transport is one of the main key contributors to the economy of the country directly and indirectly. Public transport plays a key role in transporting commuters to work for them to produce goods and services as part of the gross domestic product. According to the

Competition Commission 2019 draft report on public transport the taxi industry is approximately worth R90 billion with 150 000 owners owning approximately 200 000 to 250 000 minibus taxis in the country. The study intends to address issues of gender inequality within this 100% black owned industry. Women have multiple roles in the society, over and above their role in the economy of the country.

2.3 Defining Concepts

According to Buehler (2018), public transport systems includes a number of transportation opportunities such as buses, light rail, and subways. These opportunities are accessible to the everyone and fares are payable for the services rendered. Dziekan (2008) on the other hand stated that public transportation “the Swedish term “kollektivtrafik” indicates that it means travelling together and bundling individual journeys. Concentrating on the characteristic of being available to the public and often funded by public bodies, and on the passive transport of people”. White (2002) argues that “including all modes available to the public, irrespective of ownership. In addition to the scheduled services of bus, coach and rail operators, including taxis, private hire buses and coaches and even the provision of school services”.

Kurzman *et al.*, (2019) defined gender mainstreaming through indicators that apply to all societies, such as gender variances in various sectors (health, education, political representation, various business industries and paid labour). UNICEF (2017) defined the concept of gender mainstreaming “that women and men, girls and boys have equal conditions, treatment and opportunities for realizing their full potential, human rights and dignity, and for contributing to (and benefitting from) economic, social, cultural and political development. Gender equality is, therefore, the equal valuing by society of the similarities and the differences of men and women, and the roles they play. It is based on women and men being full partners in the home, community and society. Equality does not mean that women and men will become the same but that women’s and men’s rights, responsibilities and opportunities will not depend on whether they are born male or female”.

ILO (2000) explored the definition of gender mainstreaming refers to “fairness of treatment for women and men, according to their respective needs. This may include equal treatment or treatment that is different but which is considered equivalent in terms of rights, benefits, obligations and opportunities”

Gender mainstreaming is “is the process of assessing the implications for men and women of any planned action, including laws, policies, programmes or interventions. These are based on the recognition that gender equality and equity are central to national development; a human rights issue that speaks fairness and social justice for men and women in society; a contributor to good governance in respect of people oriented participatory management and an enabling factor in current efforts of poverty alleviation” (Commonwealth, 1999).

Empowerment refers to “increasing the personal, political, social or economic strength of individuals and communities. Empowerment of women and girls concerns women and girls gaining power and control over their own lives. It involves awareness-raising, building self-confidence, expansion of choices, increased access to and control over resources and actions to transform the structures and institutions which reinforce and perpetuate gender discrimination and inequality” (UNICEF, 2017).

Tracy (2013) defines the literature review as primary concepts and theories that frame the study over a period of time. This definition is supported by Leavy (2017) who confirms and adds on that the researcher can create information based on information you have read and understood.

2.4 History of Taxi Industry

The “taxi” in South Africa has a history that is meticulously associated to the African communities. It is one of the only businesses that were established in the apartheid era by the then black african people. The regulation of this industry in obtaining permits was nearly impossible due to red tape and laws of the time namely the National Road Transportation Act of 1977. The public transport was operated using sedan cars, as the only vehicles recognized for taxi purposes. The public transport including busses and the rail system were entirely owned and controlled by the state.

Various legislation frameworks were developed including taxi industry structures or bodies such as SANTACO to regulate and provide support to the taxi industry. The current size and economic importance has resulted in the total value of the taxi industry not being clearly known in terms of contribution to GDP. The majority of operators are not registered tax payers and their turnover is not recorded anywhere. Passenger numbers and turnover has been

estimated at eleven million Rands a day (Barrett, 2003). Public Transport is one of the basic needs in communities that is used to transport workers, learners and the elderly to various destinations according to their needs. It is not everyone who can afford to have a private vehicle for movement from point A to point B. The public transport industry is divided into various modes namely, air, rail and road. For purposes of this research focused on road public transport namely the taxi industry. This industry is mainly male dominated and is notorious for its violence and *izinkabi* (hit men).

2.5 Conceptual Framework

Kivunja (2018) argues that a conceptual framework is the rational alignment of all that forms the “fundamental thinking, structures, plans and practices” and application of the entire study. The conceptual framework encompasses the opinions on identification of the research topic, the research problem to be explored, the questions to be investigated, the literature to be studied, the theories and methodology to be applied as well as instruments, data analysis, interpretation of findings and recommendations as well as conclusions to be made by the researcher (Ravitch & Riggan, 2017). In this case, the conceptual framework discussed are as follows:

Economic power theories: Gender variances in economic resources and linked gendered power structures are emphasised in gender mainstreaming research and economics. Inequality can also be seen between partners who share a household budget or bank account through inequality in economic power because of unequal contributions to the household income. Economic power theory can be regarded as 'access to resources' among which money in its physical form is only the most prominent.

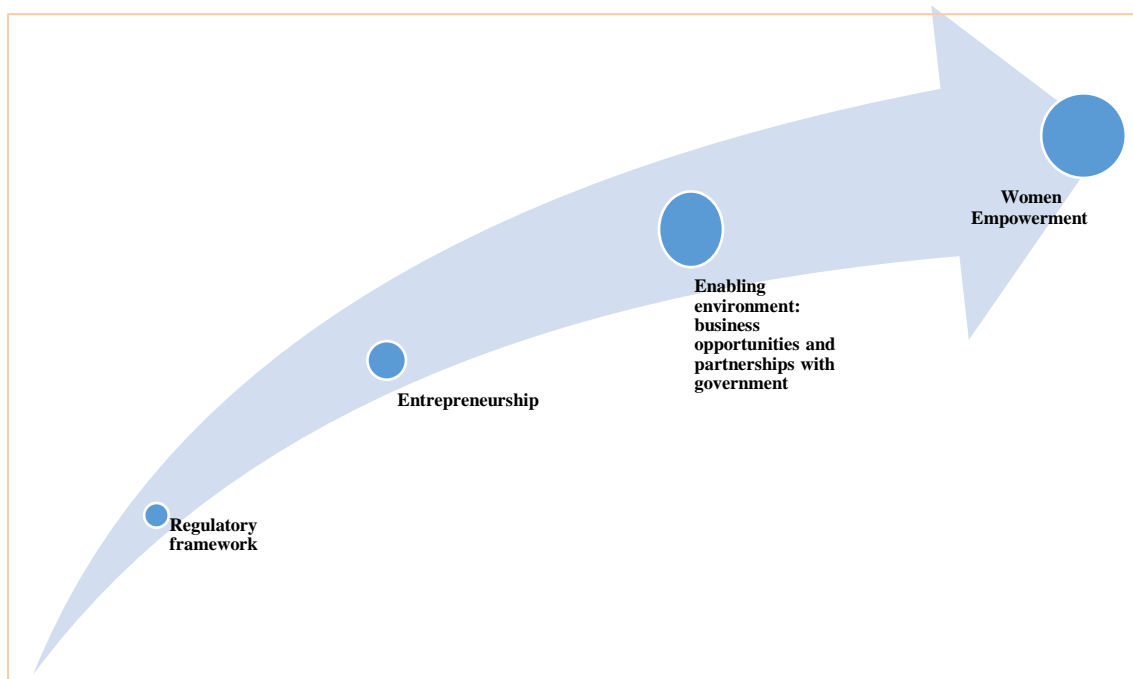
Social roles theories: Sociological theories highlight social roles that not only obligate women to take on household and family responsibilities limiting their economic participation and independence. In transportation studies this theory was established largely in the 1980s. Wen & Koppelman (2000) supported this framework by arguing that in families with lesser vehicles than drivers, the distribution of these vehicles is reliant on activity distribution. In the same effect males as well as female play different roles in the employment as well as maintenance that can increase access to the household vehicles. In order for women to

overcome poverty and inequality they need to organize themselves into networks in order to achieve and access economic empowerment (Majokweni & Molnar, 2021).

Patriarchy theories: Feminist theory depicts the power where males hold all the powers over females including economic inequalities. This oppressive system created by capitalism and male-domination have influenced society roles and resources available. Pragmatic gender differences in transportation choice and activities are influenced by the powers that be (Walby, 1990).

These theories should not be implicit as being independent of each other. Gender inequality starts in a household where roles are defined by the mere fact that there are roles assigned to males and females. Patriarchy is a main driver of economic inequality. The concept of preference undertakes individual freedom of choice, but these preferences may have their origins in societal backgrounds and be of patriarchal origins. Preferences may reflect social power relations rather than having much clarifying authority in themselves. Further to these theories, Figure 2.1 also illustrate some conceptual frameworks that were used in this chapter to illustrate and support the need for women in various industries including taxi industry. These concepts further examine the need to empower women in leadership roles and opportunities available for black women through Broad Based Black Economic Empowerment which is a government policy that advances economic transformation and augments the economic involvement of Black people in the South African economy. Not all South Africans are born to equal circumstances despite the right to equality, as per the Constitution of the Republic of South Africa. The South Africa history has resulted in inequality for the majority of black people in South Africa not enjoying the same opportunities through available opportunities in the economy. The BEE is aimed to conduit the available economic opportunities for the previously disadvantaged and ensure the right to equality (Norton, 2018).

Figure 2.1: Conceptual Framework - Women empowerment in the taxi industry



Source: Own elaboration

2.5.1 Regulatory Framework

Thomas (2016) argues that the current regulatory framework does not respond to the issues of gender equality in the public transport industry. This is supported by Morapedi (2017), where he also agrees that the current regulatory frameworks are not addressing the challenges of the day especially gender mainstreaming in the public transport industry. The general regulatory framework comprises of various acts that affect public transport, such as the legal relationships between the transport operators and government. The public transportation frameworks include but not limited to National Land Transport Act (2009), South African Transport Services Conditions and Service Act, 1988 (Act 41 of 1998) and Transport Appeal Tribunal Act (1998).

2.5.2 Entrepreneurship

New public governance reforms call for entrepreneurship and South Africa is implementing this type of reform as it is evident through implementation of all its characteristics. Patapas *et*

al. (2014) argue that the theoretical constructs of new public governance involve the citizens' ability to participate in the public administration processes. This is evident on the medium-term strategic framework's opening remarks by the President of the Republic of South Africa where he states that there are challenges in implementing the transformation agenda and it requires the citizens to partake and be active by having a "participatory democracy" for the policies to be successful.

The South African government has a responsibility to ensure the economy of the country is thriving and globally competitive. Public transport has an important role in this as briefly outlined in the introduction. More over economic transformation in the public transport industry goes beyond the transportation of commuters to and from work, schools, clinics or from receiving a social grant. Khosa (2001) argues that the participation of the public transport industry involves establishment of small and medium enterprises (SMMEs) that will conduct business with the government as one of the principles of new public governance to enable empowerment.

McQuaid (2010) defines partnerships under the concept of new public governance as a cooperation between government and the private sector in return creating employment contributing to socio-economic transformation. Employment is one of the key challenges in South Africa. The NDP has set targets on how many jobs should be created by 2030 but the slow economic growth tells different story. The public transport industry is directly affected as well in that jobs created by the industry directly and indirectly are as a result of economic growth. There is no clear multi skilling of this industry at the moment. Government has been promoting the corporatization of the taxi industry as one of the ways to create entrepreneurship and create more jobs on other businesses linked to public transport services, this is part of the new growth path plan which was aiming to identify areas where employment is possible within existing industries. This also aligns to the new public governance model in that government collaborates with the private sector for economic growth.

2.5.3 Enabling environment to conduct business

Government is calling for radical economic transformation in all sectors of the economy. The public transport sector is no exception. The opportunities through government tenders and empowerment programmes are examples of enabling environments for entrepreneurs to conduct business with the state.

Public transport is one of the most unequal industries when it comes to transformation. The industry is divided into various modes and the lucrative mode subsidised by government is only benefiting the few families who have political connections according to Qwebani (2018). National Transport Master Plan 2050 (NATMAP2050) further highlights the challenges hindering transformation in the public transport industry as due to the injustices of the past namely spatial distribution, rural road conditions limiting access to the economy for those living in these areas. This is also supported by Khosa (2001) when he states that that is where it should all start to be corrected. The spatial planning must be corrected to be inclusive for all.

According to BGI (2011), the business enabling environment (BEE) is the set of policy, institutional, regulatory, infrastructure and cultural conditions that govern formal and informal business activities. It includes the administration and enforcement of government policy, and national and local institutional arrangements that affect the behaviour of relevant actors who, together, comprise many of the important players in the business enabling environment. There are mechanisms of local government finance including funding and credit as well as business regulatory requirements. Government is offering business development services, but they are poor, and the majority of the women entrepreneurs don't have the skills and education to grow their businesses. This is part of the challenges that women are facing in the taxi industry as indicated in below discussions.

Figure 2.2: PESTLE Analysis



Source: Strzelcyk (2018)

According to Strzelcyk (2018), PESTLE analysis covers components that influence the business environment:

- **Political factors:** These factors determine the magnitude to which the state may impact the economy or a certain industry. For instance, a government institution may enforce a new tax or duty due to which entire revenue generating structures of organisations might change. Political factors include tax policies, Fiscal policy, and trade tariffs that a Treasury department may levy around the fiscal year and it may directly affect the business environment.

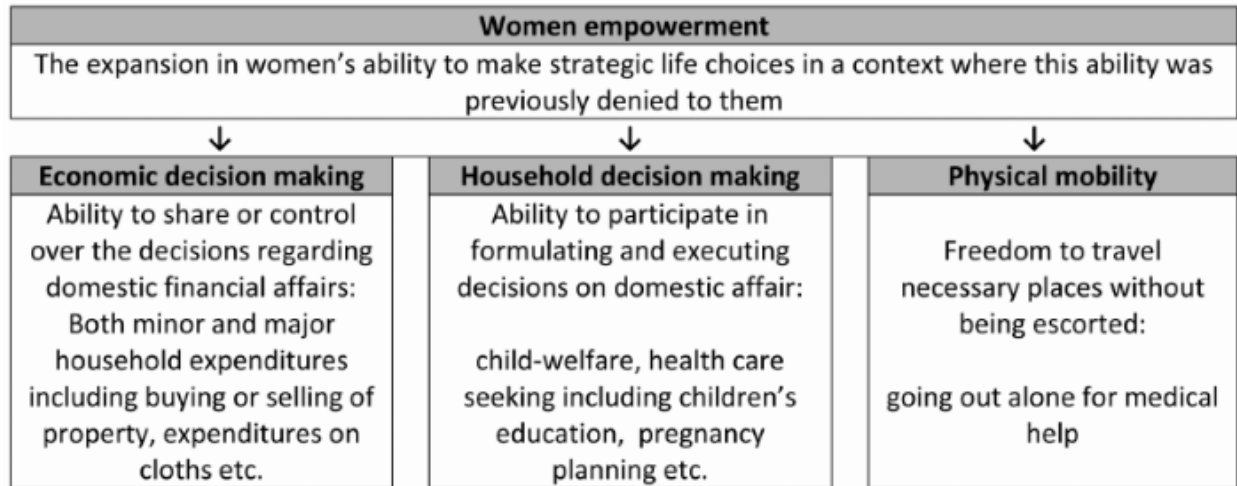
- **Economic factors:** These factors determine an economy's performance that directly impacts a company and have resonating long term effects. For instance, a rise in the inflation rate of any economy would affect the way companies' price their products and services. Further to that, it would affect the buying power of a consumer and change demand/supply models for that economy. Economic factors include inflation rate, interest rates, foreign exchange rates, and economic growth patterns.
- **Social factors:** These factors examine the social environment and measure factors such as social trends and demographics.
- **Technological factors:** These factors relate to new inventions in technology that may affect the operations of the industry and the market positively or negatively. This includes automation, research and development and any technological advancements that the industry has in the pipeline as part of development.
- **Legal factors:** These factors have both external and internal influences. There are laws that have a bearing in the business environment in one country while this does not affect companies in other countries.
- **Environmental factors:** These factors include all the influences determined by the surrounding environment. The transportation sector is affected by the factor as transportation services cannot operate if there are adverse weather conditions etc.

2.5.4 Women Empowerment

According to Dandona (2015), empowerment is defined as the process of enabling or authorizing individual to think, take action and control work in an autonomous way. It is the process by which one can access the required resources as planned for purposes of growth of development. Empowerment includes total management over resources. The end product once the regulatory framework, entrepreneurship and an enabling environment are in place women empowerment can be achieved. Okon and Richard (2017) argue that for women empowerment to be a success government should be leading in ensuring the transformation agenda is implemented. The transportation has been for the longest time been male dominated and the narrative needs to be changed through programmes that will empower women. Figure 2.3 below depicts the conceptual framework for women empowerment. The framework is illustrative of empowerment itself has been measured by a woman 's total participation from domestic to education and economic participation. Education and work are the determinants of women empowerment. Knowledge is power and lack thereof for women leads to inequality

and poverty. Gaining the required knowledge, skills and power, enables women to have psychological strength over the current inequalities (Dandona, 2015).

Figure 2.3: Conceptual Framework for Women Empowerment



Source: Azmat (2018)

2.6 Reviewing Public Transportation and its Legislations

Various scholars have researched on the regulation of public transport, reviewing the legislations and policies implemented by government in an effort to improve and properly regulate public transport. Some the scholars are Thomas (2016), Cheborateva (2018) and Bosman (2016). This part describes the legislative framework in terms of policies and measures that were put in place in South Africa to ensure effective and accessible transportation systems in a fair manner. The Department of Transport sees itself as having a fundamental responsibility to conduct sector research, formulate legislation and policy to set the strategic direction of subsectors, assign responsibilities to public entities and other levels of government, regulate through setting norms and standards, and monitor implementation. The following legislations and measures were thus been put in place.

Pre-1994 public transport was highly regulated and highly segregated. The taxi industry operators could not operate without road carrier permits. Khosa (2001) argues that the Constitution mandates provinces to regulate on public transport based on a national framework. This was done when drafting the White Paper on transport policy responding to the mandate of the constitution. Khosa (2001) further argues that this white paper aimed at empowering the taxi industry in terms of funding and transformation of this industry

corporatizing it for purposes of growth and better contribution into the economy of the country. The National Taxi Task Team (NTTT) was convened around the same time when the white paper was being drafted and its recommendations included in the policy paper. It looked into issues of taxi violence, taxi routes, empowerment and leadership and how government can better regulate public transport. Recommendations made gave birth to various policies and legislations as per table 2.1 below.

Table 2.1: Public Transport Legislation

Legislation Framework	Status	Relevance to study
KwaZulu-Natal Interim Minibus Taxi Act	Repealed	Establishment of the taxi industry
National Land Transport Transition Act 22 of 2000	Repealed	Regulation of the taxi industry
KwaZulu-Natal Public transport act	Repealed	Regulation of the taxi industry
National Land Transport Act 5 of 2009	Current	Regulation of the taxi industry
KwaZulu-Natal Public Transport regulations, 2019	Current	Regulation of the taxi industry

The NTTT made recommendations to establish cooperatives, training on business skills and providing financial support. These recommendations have not been fully implemented because Cirella (2018) found that the policies are not well crafted to support the intentions of government. Fobosi (2019) argues that there is an increasing number of illegal operators and the government is failing to implement the taxi subsidy as part of financial support.

The Department of Transport drafted the National Transport Master Plan (NATMAP 2050) and Morapedi (2017) argues that it provides a sustainable framework. He admits that public transport is the heartbeat of the economy, without it the economy can collapse. This is evident in our daily experiences when there is a taxi industry strike the economy in the province impacts the gross domestic product negatively. This is affected by the low production as workers cannot reach their places of work and businesses suffer. This has resulted in government having a back foot and the taxi industry having an upper hand in that communities suffer when public transport is not available. This has also been recently experienced during the COVID-19 national lockdown when pensioners needed public transport for them to

receive their pension pay-outs, the taxi industry had demands for government relief fund and threatened to have a strike.

Morapedi (2017) also finds similar challenges on the NATMAP of lack of funding and failure to implement policies. Thomas (2016) on the other hand as he reviews all the legislations and policies as much as there is failure to implement policies and lack funding, he identifies gaps that require further exploration by researchers on the lack of inclusion of women in the transport sector and this view is supported by the World Bank report on gender concerns and transport sector. The gaps identified are on reluctance by government in involving women in the transport sector specifically the public transport sector.

Public transport, specifically the taxi industry generates approximately R90 million per annum in the country on their daily operations transporting passengers to and from work including schools according to the draft report for 2019 of the Competition Commission. On public transport. This contribution is important to the economy of the Province and that of the country as this industry is active in economic growth and job creation which is one of the priorities of the government-of-the-day.

Gender Series Report (2013), stated that while the Department of Transport has taken the redress of apartheid policies, which treated the delivery of effective transport services as a privilege, in its progress there remains a limited legislative framework which directly addresses issues of gender inequalities in transportation industry. Legislated accomplishments on gender would help the Department of Transport in its efforts to ensure sustainable and equitable mobility. Gender unequivocal policies are necessary as literature stresses that men and women have varying transportation needs.

The South African National Taxi Council (SANTACO) and the Department of Transport since 1994 continued to work closely to transform the state of public transportation in South Africa. SANTACO was founded after government's intensive consultation process with taxi operators countrywide through the resolutions of the National Taxi Task Team as a way of establishing an umbrella body governing the industry. The strategy from SANTACO was to streamline the taxi industry to make it an empowered and self-sustaining industry and abolish all the multiple organisations and form one that will be the only representative. Safety campaigns and training of drivers and taxi rank officers was also on the agenda to make the taxi industry safer through a campaign called Hlokomela (to take care of). Mr Taaibosch

elaborated about the role of women in the industry “*as one of their strategic focus areas. He said that the only way women came to be involved in the industry was through the deaths of their husbands, leaving the taxi operations for them to then take over. These women needed to plan for the future keeping the family business sustained. He wanted to involve women in a more active manner to improve gender equity*”.

SANTACO organisation comprises of the women’s league known as the iMboniYoMama, which is translated to ‘The Women’s Industry/Group’. The women’s desk aims at providing the needs of women mini-bus operators and the challenges that they face in the industry. Women face various challenges as business women in different corporate sectors as well as the transport mini-bus sector as outlined in section 2.3. The establishment of SANTACO as a taxi industry organization has been vital as it has permitted the taxi industry to build and maintain a relationship with government authorities and to deal with the many problems it faces. SATAWU has also been heavily involved in industry restructuring efforts (ILO, 2019).

2.7 Gender Variations and Challenges Faced by Women Operators in the Taxi Industry

Women in mostly rural areas are the main household supporters of their families and are instrumental in cultivating the quality of life for their families and societies. Sustainable rural development and poverty reduction through establishment of co-operatives is one of the ways of empowering women working as groups. Community groups namely co-operatives are one mechanism for empowering women and fostering economic development in rural KwaZulu-Natal, South Africa. The significance of addressing gender inequalities is crucial so that women can also have access to the taxi industry without being grouped, viewed or clustered in a certain way. For the previously disadvantaged, the ability to establish and rally to resolve problems is critical because shared capability assists in overcoming challenges arising from limited resources (Majokweni & Molnar, 2021).

2.7.1 Gender Variations

Little to no progress has occurred when it comes to gender equality and women’s empowerment globally. Women are seen as or influenced by the social and cultural norms of the society yet they face similar struggles as men. Tsoka (2013) states that the socio-cultural role of women defines a woman as a loving person and one who handles domestic responsibilities, which diminishes the belief in women’s intent to establish business

structures. Women are generally seen as people who should be working at home and nurturing whilst men be at the forefront and have leadership roles and be decision makers. These includes limitation of access for women to taxi industry. The proposals that are designed to achieve gender equality and empowerment are important in refining the role females and addressing all female related challenges. The Constitution of the Republic of South Africa and policies such as Social Economic Rights and Civil and Political rights as well as programmes aimed at gender equality have not been entirely successful to this date. (Ndida & Ndhlovu, 2018).

Males are considered dominant by the society based on the contributions they make. From ancient times gender inequality has been dominant influencing various policies and democratic processes. Stransbourg (1998) argued that the inequality in decision making processes has created lasting problems for societies in general. There can be policies developed promoting gender mainstreaming but they are political in nature and not easily implementable.

Statistics SA report 2015 on vulnerable groups indicates that during the survey conducted in 2015 in the KwaZulu-Natal reflect that 19.9% is total females in the Province of KwaZulu-Natal. Of this percentage 21.6% of women were unemployed. 67.5% were inactive neither employed or in the business sector. Various organisations including the gender commission that have researched on gender mainstreaming have identified the following barriers to women empowerment in general:

- Limited access to education;
- Unequal payments when compared to their male counterparts;
- Limited access to economic opportunities (percentage of women actively participating in the economy);
- Delayed rural development by government; and
- Gender based violence.

Empowering women is key to reducing poverty and food insecurity globally. Gender equality issues may contribute to highlighting the need to assess available policies on how they have an impact on individuals and communities based on their needs. This approach will improve the practice of developing policies that are aligned to the results on the well-being of the

people within the taxi industry and will create new opportunities relevant to the industry at large (Strasbourg, 1998).

2.7.2 Challenges Faced by Women Operators in the Taxi Industry

Several studies in the area of gender, development and transport have shown that access to education is often hindered by a lack of feasible transport systems (Stats, 2013). Generally, proper roads and access to public transport may contribute to conscription proportions in education institutions and probably education accomplishment. Educational realisation affects access to the labour market. Meagre access to these facilities may have many implications for females. Lack of appropriate transportation systems to education facilities is a security risk for females as it inclines them to sexual assault and other forms of abuse. It also means their chances of acquiring financial independence are limited and that serves to maintain their dependency on men, which on its own may have serious implications. Hence women need to be empowered and be able to have access to taxi industry without any limitations. Women also have experience struggles and therefore can do anything to ensure safe transportation of people. Government is facing a huge challenge when it comes to empowering women in the taxi industry; an industry that can be self-sustainable and improve the country's GDP (Sekhonyane & Dugard, 2016). The main problem is controlling this multi-billion-rand industry that transports over 60% of South Africa's commuters, hence strong comprehensive regulatory frameworks which includes safety and security and finance must be established to enable inequality.

Regulatory bodies also may be a challenge for women to operate in a taxi industry. These regulatory systems of permit enforcement caused wars to men as well since 1987. The prevalence of taxi violence post 1994 required government to mediate in the industry. In 1995 government established the National Taxi Task Team (NTTT) come up with lasting solutions to end taxi violence and regulate public transport. In 1996 the first report was released by the NTTT, endorsing the regulation of the taxi industry as well as reorganization. However, this restructuring in the taxi industry did not emphasise the inclusion of women in the industry (Sekhonyane & Dugard, 2016). Through SANTACO women were brought into the industry through deaths of their husbands and in this manner the organisation focused on the involvement of women in a more vigorous manner to develop gender impartiality (PMG, 2011).

Further to this, Magubane and Manicom (2003) illustrated the key factors that add towards the challenges that women in the taxi industry face. These factors are varying from support for women within this industry, skills development, gender equality and how day to day challenges should be addressed.

2.8 Exploring Opportunities and Leadership Roles for Women Operators

It is evident that women and men in the taxi industry have different experiences which may be due to the gender roles attributed to men and women (Khosa, 1997). South Africa's first democratically elected government tried to systematically overcome inequities in access to opportunities and quality of life of the previously disadvantaged groups of people which included women and others discriminated against as a result of gender equality imperative to the Constitution of the Republic of South Africa and its national plans. The Constitution provides that racial, gender and all other forms of discrimination be prohibited. The right to fair employment and basic education, civic participation were made the constitutional rights with further opportunities of employment, education and training required to be made increasingly and continuously accessible. The country may have women leading in parliament but must be equally represented in leadership positions within the administration of government and various industries including taxi industry. A gap between men and women need to be closed at the industrial level and in this case the dimensions should be built into the overall policy framework (Ngadu, 2008).

The Department of Transport has developed a taxi industry empowerment model that will enable financial and technical assistance to the taxis industry to obtain operating licences and contracts and also to improve their economic viability which is an integral part of the country's transport policy (DoT, 2020). Turnbull (2013) states that the divisions of labour moulded by gender alongside age, race and ethnicity, religion and culture are difficult to break down but they can and do change over time, both at the societal and sector levels. Societal change must be championed, or at least supported, by the state, most notably through legal reform and changes to the educational system that not only increase access for women but also directs them in more positive and proactive ways towards the STEM subjects. In doing this, it is also important to take 'masculinities' (men's attitudes, aspirations and anxieties) into consideration, as men must become more accepting of women in traditional 'male domain.

The Department of Transport currently has a number of new opportunities for women in public transport such as the implementation of Integrated Public Transport Networks (opportunities in contracts) as well as partaking in the value chain of public transport such as fuel retail, spare parts and tyre companies, vehicle repairs. There are scholar transport contracts through provincial education and/or transport departments ensuring scholars arrive at school safely and on time. These opportunities are part of the National Land Transport Act (Section 41) on negotiated contracts as part of the transformation agenda (DoT, 2015). The focus on women empowerment and in taxi industry should be a cooperation between governmental departments and agencies as well as private sectors to promote socio-economic empowerment, development and human rights. South Africa has a Minister in Presidency who is responsible for Women's development. This department needs to be utilised to support women in taxi industry and develop them through skills development and training activities. Further to this the government needs to develop a women empowerment and transformation plan that will coordinate and align efforts within the taxi industry towards women. Gaps needs to be closed in order for gender variations to be addressed with supporting guidelines and policies that support women in taxi industry (DoT, 2015).

2.9 Conclusion

From the literature reviewed, it has been discovered that there are three areas that the literature review has touched on above as funding, policy implementation and women participation. The concluding factor has not been explored in detail and requires further research. Solidifying women's cooperative action and women's economic empowerment is a one of the ways of reducing the uncertainty of poverty (Rhodes *et al.* 2017). The fact that gender should have been included in the new industrial policy framework from the beginning for the policies to play their role in reducing the imbalances between men and women that still exists in the taxi industry needs to be addressed. These aspects can be regarded as the important basics to stimulate empowerment within women. A number of organizations are available to upskill women and change their perspective on their current subordinate role in the society.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

There are various methods used when conducting a research method design. The determination of this chapter is to design the methodology of the research method through one type of research technique which is the qualitative approach. The research approach also supports this paper on how to interpret the research result findings. The design of the research and the methods utilised for data collection are also unpacked. The focus will be based on three main parts. The first section provides emphasis on the research design. The second section examines the qualitative and quantitative data collection methods but mainly focuses on the qualitative approach as the study is based on this technique. Lastly will be the reviews on the general research framework. The chapter will also specify how the research was conducted during the study phases.

Research methodology is “the path through which researchers need to conduct their research. It shows the path through which these researchers formulate their problem and objective and present their result from the data obtained during the study period” (Sileyew, 2019). To address the key research objectives, this research used a qualitative method. Merriam (2009) defines qualitative research as an understanding of the people’s perspectives on the phenomenon being researched. The research problem at hand requires that a qualitative research methodology be used because we want to establish new theories on why women are not equal participators in the taxi industry, what are their challenges and moreover what government can do to change this inequality through policies which will be the enabler. The study area, data collection methods, research strategies and sampling techniques were discussed under this chapter. The research methodology and design will also be pointed out including the overall process of the flow of the research for the given study.

3.2 Research Methodology

Onwuegbuzie and Leech (2005) define research methodologies as mostly categorised into qualitative and quantitative thereby creating differences amongst researchers within the social sciences. There are two types of research methodology namely; positivism (quantitative) and interpretivism (qualitative) as specified in table 3.1. Quantitative research methodology is the type of approach by which researchers test the importance of the hypo. Quantitative research

methods tend to be systematic and use numbers. Whilst, qualitative methodology is the type by which researchers are depending on the observations and descriptions. It is subjectively and descriptive in nature. This kind of method is used to assess knowledge's, attitudes, behaviours, and opinions of people depending on the topic of your research. Miles and Huberman (1994) ascertains that qualitative research emphasis on in-depth analysis of research issues and that quantitative design provides broad understanding of issues under investigation. This study however, focused on qualitative research as this approach is concerned with qualitative portent, that is, phenomena concerning to or relating quality or kind. This method was selected to analyse the attitude or opinion of the woman and men in the taxi industry and also to find out how people feel or what they think about a particular subject of gender inequality and/or issues around barriers for women in taxi industry.

Table 3.1: Positivism, Interpretivism and Methodology

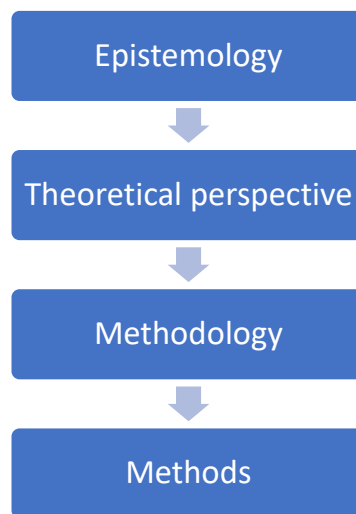
Methodology		
	Positivism	Interpretivism
Focus of research	Concentrates on description and explanation	Concentrates on understanding and interpretation
Role of the researcher	Detached, external observer	Researcher wants to experience what they are studying
	Clear distinction between reason and feeling	Allow feelings and reason to govern actions
	Aim to discover external reality rather than creating the object of the study	Partially created what is studied, the meaning of phenomena
	Strive to use rational, consistent, verbal, logical approach	Use of pre-understanding is important
	Seek to maintain clear distinction between facts and value judgements	Distinction between facts and value judgements are less clear
	Distinction between science and personal experience	Accept influence from both science and personal experience
Techniques used by the researcher	Formalised statistical and mathematical methods predominate	Primarily non-quantitative

Source: Carson *et al.* (2001)

3.2.1 Research Design

The research design is envisioned to provide a suitable context for a study. A substantial decision in research design process is the choice to be made regarding research approach as it determines how relevant information for a study was obtained. On this research design process various unified decisions were involved. Creswell (2015) defines research designs as types of enquiry within research methods. Types of research designs are tabled in figure 3.1 below. Having selected qualitative research methods as the main method of research for this study and exploratory in nature. The study explored the experiences of women operators in the public transport industry, specifically the taxi industry in the Province of KwaZulu-Natal. Rahi (2017) argues that exploratory research aimed at establishing new information and content on an unknown phenomenon to this study. The in-depth interview questions were exploratory in nature delving deep and allowing for follow up questions so that the phenomenon was clearly understood and recorded. Exploratory research was undertaken to explore an industry where information about women is not known and to examine the options of undertaking a particular research study.

Figure 3.1: Four Elements of Research Design



Source: Crotty (1998)

Crotty (1998) argues epistemology is concerned with providing a philosophical foundation for determining what kinds of knowledge is possible and how can a researcher ensure that the techniques are sufficient and valid. The philosophical standpoint informing the methodology and thus providing a context for the process and basis its logic and criteria methods and associating the choice and use of methods to the desired outcomes. Methodology is the

strategy, plan of action, process or design lying behind the choice of particular methods and aligning the choice and use of methods to the desired outcomes. Research methods, according to Berg (2011) further argues that the techniques or procedures used are for gathering and analysing data associated to the research question. For the grounded theory approach, several research methods can be considered as discussed in section 3.3.

3.3 Research Approaches/Paradigms

Shapiro (2011) defines a paradigm as a way of observing at the world. Paradigm is encompassed of certain philosophical expectations that guide and direct thinking and action. Table 3.2 below displays four types of paradigms which provides an overview of the types of paradigms. In this case, the focus was on transformative and constructivist paradigms. This study took the position of the transformative and constructivists paradigms. Transformative worldview is defined by Creswell (2015) as a worldview focusing on the needs of groups and individuals in a society that may be marginalised. In this case, women have been experiencing inequality within the taxi industry. Mostly these women it is not by choice but by default because they take over the businesses of their deceased spouses. According to Phelps (2020) the transformative worldview has several elements to it that make it an agenda for reform, namely, promoting social change and justice amongst others.

The constructivist paradigm according to Rahi (2017) assumes understanding of lived experiences. These lived experiences were explored during in-depth interviews with the participants to understand their lived experiences in the taxi industry. To align with this, in the literature review, Thomas (2016) indicated that there is little or no literature on women participation in the public transport industry. With this being said there were areas that require to be addressed during the research process and Creswell (2015) supported this through empowerment, inequality, oppression, domination, suppression and alienation. The research aims to advance the agenda for change, calling for transformation of the taxi industry but more over transformation of the public transport legislations and policies issued by government when it comes to women empowerment programmes within the industry. The political space plays a critical role in ensuring the agenda for change happens through development and implementation of policies and legislations. The government-of-the-day needs to create an enabling environment for women to actively participate in this lucrative industry by setting quotas on ownership as an example compelling women participation not

only as a front but active participation ensuring the challenges experiences in the broad-based black empowerment programs are not experienced in this transformation program.

The constructivists' paradigm according to Morrow (2005) is based on the contextual and understanding by the researcher of the participants lived experience. The study understood the lived experiences of multiple participants as identified in the sample selected. Observation of behaviour during data collection process was used as well as one of the tools of data collection.

Crotty (1998) argues that the researchers can create a concept in various ways, for the same phenomenon. Constructionism allows the researcher to explore the opinions and understanding of the different partakers within the subject context (women in taxi industry) and recognised that they may different experiences and understanding of similar circumstances. Interpretivism (qualitative) is used to better understand behaviours of coordinated groups in this instance women in the taxi industry.

3.4 Research Strategies

Johannesson and Perjos (2014) argue that the research strategy outlines the key components of research namely the research topic, focus of the study, the design and methods of research and how research questions will be responded to as well as establish how the research methodology can be executed. Strauss and Corbin (1994) define a research strategy is “a systematic process of how a research is conducted to solve an inquiry problem”. Figure 3.3 below illustrates the main types of a research strategy namely; the case study which looks at the in-depth exploration of a single case and data can be qualitative or quantitative; qualitative interviews which can be structured, semi-structured or unstructured when gathering data and figure 3.4 depicts the summary of the qualitative research strategies; quantitative survey which is mostly used in the business research; lastly Saunders (2017) defines it as the action-oriented research which refers to the practical business study directed towards a change or when suggesting for change.

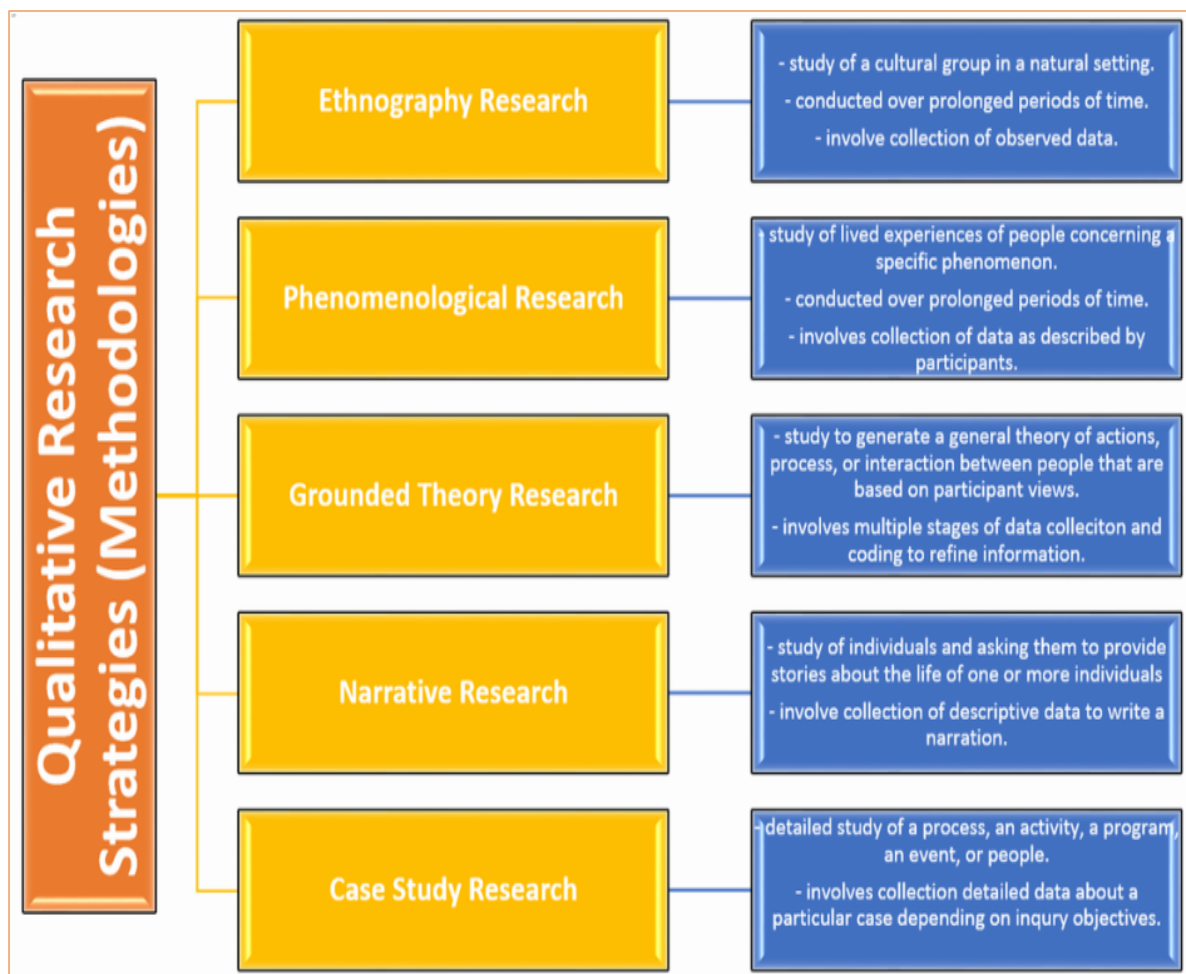
Figure 3.3: Types of Research Strategies



Source: Johannesson & Perjos (2014)

De Fries (2018) argues that narrative research strategy focuses on the oral stories from the participants on their lived experiences such as the case of men and women in the taxi industry. This type of research in this study involved interviewing participants on their lived experiences in the taxi industry. Additional interviews included government officials and other stakeholders on their experiences in attempting to address the challenges in this industry. Once all the experiences were collected, these involvements outlined all experiences in this phenomenon that established themes. Denzin and Lincoln (2019: 898) argue that the “narrative inquiry can advance a social change agenda.” It allows participants to tell stories on their lived experiences on issues others are afraid to talk about. Qualitative research involved the process of understanding the underlying opinions and reasons for deeper knowledge of the problems facing women in the taxi industry. It gave the insight into the research problem and aided at accomplishing the research objectives using the research methods provided such as observations and interviews with the use of open-ended questions.

Figure 3.4 Qualitative Research Strategies



Source: Antoni (1998)

In addition, the goal of using a qualitative strategy was to discover patterns that emerged after close observation, careful documentation of events as well as the provided thoughtful analysis of the research topic. What was discovered by Kakulu (2014) through the utilization of a qualitative approach in this study was not sweeping generalisation but contextual findings grounded in the data.

3.5 Study Site

The study was conducted in the province of KwaZulu-Natal. The study focused on the three towns namely Richards Bay, Durban and Pietermaritzburg. The locations selected had the highest number of the population size selected which allowed for enough participants with varied responses and experiences.

3.6 Sampling

Turner (2020) defines sampling as the (selection of a subject of the population of interest in a research study". It is impossible to include all participants of an entire population of interest hence sampling is required. Sampling from the population was more practical and allowed data to be collected faster at a lower cost by attempting to reach participants of the targeted population in the taxi industry and Department of Transport. Narrative estimates were obtained from the sample and used to make interpretations about the targeted population. This is an empirical study. Qualitative research method has been selected for this study. Yin (2011) describes empirical research as the one has its findings and conclusions based on data collected and analysed in the correct manner. The study that the researcher chose collected data from an identified sample using the non-probability sampling strategies relevant to the research strategies used namely phenomenological research strategy. The individual identified in the target population was the unit of analysis and data was collected over a period of two months. The sampling process comprises of various stages namely:

- Defining the population of concern;
- Stipulating a sampling frame;
- Stating a sampling method for selecting items or events from the frame;
- Determining the sample size;
- Executing the sampling plan;
- Sampling and data collection; and
- Data which can be selected.

3.6.1 Target Population

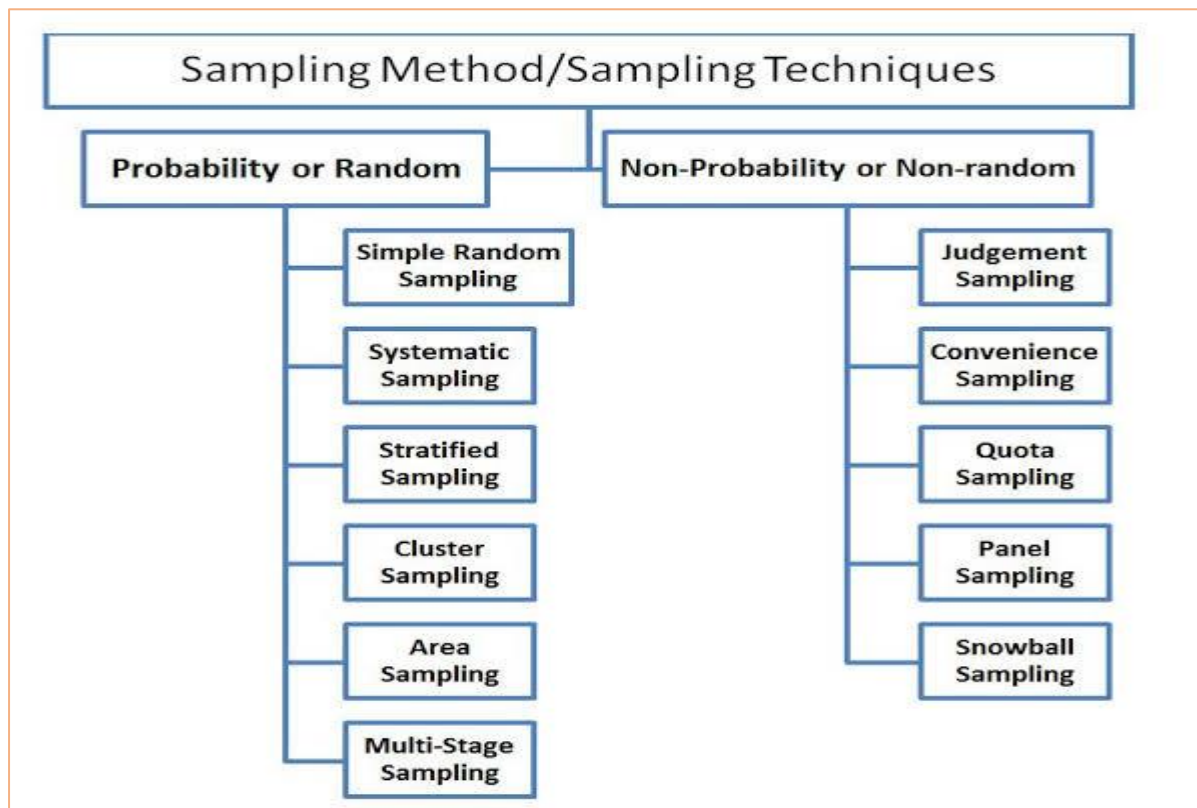
Rahi (2017) argues that a population is the complete group of people you wish to study that has lived the phenomenon you wish to study. Population is defined in terms of the geographical location, age, income and many other characteristics. The target population selected ranges from women operators in the taxi industry and their male counterparts in the

leadership positions. Departmental (provincial and municipality) officials are also part of the target population in Richards Bay, Durban and Pietermaritzburg. The target population backgrounds provided lived experiences in their interactions with the researcher.

3.6.2 Sampling strategies

There are two types of sampling methods according to McCombes (2021) who argues that probability sampling encompasses random selection and allowing a researcher to make strong statistical inferences about the entire population. Non-probability sampling encompasses a non-random selection based on the convenience or other criteria allowing a researcher to easily collect data as depicted in figure 3.6 below. Non-probability sampling was used as part of sampling strategies under qualitative methods. Baker *et al.* (1992) argue that when using phenomenological research as your research strategy, non-probability sampling procedures must be used. Etikan *et al.* (2016) argue that non-probability sampling is used by researchers for various reasons mainly accessibility of the participants and convenience to the researcher when conducting the research.

Figure 3.6: Sampling Methods/Techniques



Source: Lawrence *et al.* (2020)

3.6.2.1 Types of sampling strategies to be used for the study under non-probability sampling

The types of sampling strategies that were used for the study under non-probability sampling include the following:

- Purposive sampling according to McCombes (2021) is also known as judgement sampling which involves the researcher by applying their skill to select the sample that is most useful to the purpose of the study. Participants were recruited to a study because of their exposure to or experience of the phenomenon in question. The women identified are already operating in the industry in the districts identified namely Richards Bay, Pietermaritzburg and Durban.
- Convenience sampling as defined by McCombes (2021) simply includes the individuals who happen to be the most accessible to the researcher. The identified participants are conveniently available for interviews for purposes of the research, i.e. geographical proximity. The identified participants were conveniently available in terms of geographical proximity as their locations were within reach during the research period.

- Accidental sampling – the identified participants were readily available for interviews. The identified participants were readily available as they were located and reside within the province of KwaZulu-Natal.
- Volunteer sampling- is similar to convenience sampling. Voluntary response sample is mainly based on ease of access. Instead of nominating participants and directly contacting them, people volunteered themselves. This is used in a sensitive research when it is necessary to rely on those who are willing to answer requests to provide data. The study touched on gender related issues and there were women participants that were willing to provide the details of their experiences that may have an impact and lead to transformation in the industry.
- According to Marchall (1996), comparing the quantitative and qualitative approaches is significant. A choice between a quantitative and a qualitative research method must be determined by the research questions not by the preference of the researcher. The process of selecting a sample was well defined in this study which provided the best opportunity to generalise the results to the population.

3.6.2.2 Sample Size

Morrow (2005: 255) argues that a sample selected in qualitative research methods is not only about the size but about the quality and detail entailed in the in-depth interviews to obtain the most available information possible from the participants. Etikan *et al* (2016: 1) describes a sample as a selected set of the entire population that you wish to study. According to Oribhabor (2019), sample size generally depends on five study design parameters namely;

- basis of minimum expected difference or size effects which is based on the experience with the problem being investigated;
- estimated measurement variability which is determined by the preliminary data collected from a similar study population;
- based on the statistical power which is customary set to a number higher than 0.80 when conducting a quantitative study.
- Significance criterion (p-value); and
- One or two-tailed statistical analysis.

Table 3.1: Sample Size

Stakeholder segment	Target population	Sample population	Role
KZN DOT	55	2	Public transport management
EThekweni Transport Authority	20	1	Deputy Head: Public Transport
Umhlathuze local municipality	10	1	Head: Public Transport
KZN SANTACO (Provincial leadership)	24	2	Provincial leadership
KZN SANTACO (Women's Desk)	24	2	Regional leadership
Total	133	8	

Moser and Korstjens (2018) argue that when a researcher has selected phenomenological research strategy there should be less than 10 interviews as part of the sample selected. Table 3.1 above illustrate the sample size of the study including the target population and sample population for each site as well as the role of those participants or sites. The total population of the study was 133 as per table 3.1 above and the sample population was 8.

3.7 Data Collection Methods and Instruments

Data collection methods encompasses the significant data gathering techniques which involves verbal communication between the interviewee and the interviewer. The interview guide design may influence the depth and freedom with which a subject can respond (Valenzuela, 2020). Probing and not being bias will assist the researcher is collecting data that is trustworthy. It is significant for the researcher to prepare for the interview and prepare recordings or book to record on etc. There are several stages of data collection, however, the study mentions the following three based on Lani (2013) and Igwenagu (2016):

- Formulation of the problem;
- Planning the study; and
- Design the study.

3.7.1 Research Instrument and Administration

A research instrument is a tool used to collect data. Such as a questionnaire or interview guide. This tool is made up of series of questions with open-ended questions as the study was based on the qualitative approach. The main aim of the research instrument is to collect relevant data from respondents and can be used to analyse data collected. Mohapatra *et al.* (2014) ascertain that open-ended interview guides or questions developed for respondents must enable participants to respond on their own words without being restricted. Interviews are flexible and a useful method of data collection and appropriate for collecting data based on experiences, beliefs and behaviours. Developing an interview guide is determined by the structure of the interview and nature of the research as well as the objectives of the study. The interview guide was based on the research objectives and had three (3) sections; the first section is based on women in the taxi industry with their demographic information and four (4) questions based on the research objectives; the second part is based on Officials of the KZN DoT and Municipalities with five (5) questions; lastly is a section that is based on taxi leadership with six (6) questions.

3.7.2 Data Collection Methods and Tools

There are various data collection methods that can be used when conducting a study as the process contains the generation of large extents of data. These methods are focus groups, interviews, and audio/video recording data collection. Denzin and Lincoln (2018) suggest that one can use more than one method to collect data and that is called methodological triangulation. The same method was used to collect data for this study as the following tools were used to collect data:

- **Semi-structured in-depth interviews** were conducted which had open ended questions that allowed for follow-up questions where necessary. The benefit of utilising interviews as a method of approach was that it allowed respondents to raise concerns that the researcher may not have predicted. All interviews with employees, management, and taxi association members were conducted and all interviews were on a face-to-face basis at workplace and closed environment for privacy. All interviews were documented and notes taken to ensure an accurate record of the deliberations were kept for correct analysis afterwards. This assisted in identifying the phenomenon as defined by Baker *et al* (1992). During the interviews the concepts were developed based on the answers provided by the

participants. Observation during interviews and meetings during meetings were done in order to pick up the expressions during interviews on issues discussed.

- **Observation** during interviews and meetings during meetings were done in order to pick up the expressions during interviews on issues discussed. Observation is associated with data collection, and there are diverse sources for this process such as documentation, archival records, interviews, direct observations, and participant observations. In this study, observation method was utilised as one tool for collecting information and data before interviews. More than twenty-five (25) explicit observations of taxi industry in the study areas were perceived. During the observations, it was found that a deeper understanding of the operational environment for women in the taxi industry was indeed limited and there was a need for gender inequalities to be addressed.
- **Documents and archives** were reviewed. Joye (2005) stated that transparency of the process of data production is a basic requirement to ensure the possibility of a scientific debate. Mohr and Ventresca (2002) added that archival research methods should include a broad range of events that may be applied to facilitate the examination of documents and written resources collected. The quality of research and its scientific character requires seamlessness and documentation. Data archiving extends across teaching, research and archiving itself. Researchers need a point of reference hence it is significant to archive. Though with qualitative data archiving may raise technical issues as a result of many formats that were recorded using various models, standardization has not yet been normalised; and
- **Historical research** which suggest the importance of archiving and documentation to ensure that methodologies can improve by comparing previous research and current studies and experiences (Joye, 2005).

In all, the data collection tools used during the study were in-depth semi structured interviews, observation and historical data on journals and departmental reports.

3.8 Data Analysis

Qualitative research methodology evolves with time and will require that the data collected is analysed as it is collected in order to establish themes and concepts. Moser and Korstjens (2018) argue that for phenomenological research the themes are important on data collected. Data analysis in qualitative research is defined by Wong (2020) as the process of systematically searching and arranging the interview transcripts, observation notes, or other

non-textual materials that the researcher accumulates to increase the understanding of a phenomenon. Both these scholars agree that this is in line with the research strategy selected being phenomenological research strategy. The following analysis methods were utilized to analyse data collected:

- **Coding or categorising data analyses**

Coding was the first step in analysing data in this qualitative data process. Coding and data analysis are not similar; however, coding is a significant aspect of the qualitative data analysis process. Coding was done by subdividing the raw data or information and assigning this information into categories. For instance, what was discussed in the interview and assigned it into categories rather than raw information. Labelling identified themes from data compiled in the research was crucial to draw meaning and patterns. This process allowed the researcher during the analysis process to deal with simplified data such as age brackets rather than a massive range of individual ages. In addition to this, once data was coded the research themes were also identified by identifying the most common answers to questions and classifying data or patterns that answered the research questions and moreover, finding areas that can be explored for further research. Data collected using in-depth interviews is transcribed and then coded using the “open coding” technique (Strauss and Corbin, 1998). The open coding technique is a process of shaping the properties and dimensions of the ideas limited in each of the interviews. Open coding allows the researcher to understand the views, thoughts and meanings narrowed within the transcript of interviews. Cooper and White (2012) argue that data is fragmented into parts and compared for similarities or differences.

- **Thematic analysis**

Thematic analysis is defined by Denzin and Lincoln (2018) as a concept of categorising your findings according to themes. During literature review there were three themes already identified based on literature already in circulation namely funding, policy implementation and women participation. These pre-populated themes have assisted to draft the interview guide. Furthermore, during the interviews additional themes were identified and used to come up with the results of the study. The process of drawing together the codes from one or more transcripts to present the findings of the qualitative study in a comprehensible and meaningful way were executed. For instance, the narratives across the participants were based on the way women were preserved in the taxi industry as well as their experiences in the taxi industry.

These were drawn together as a theme through a narrative named “the women’s personal experiences”.

- **Content analysis**

Content analysis was used to ensure completeness of data collected and is defined by Merriam (2009) as the analysis of all data collected during data collection processes. It aimed at identifying any common occurrences during the data collection process amongst participants. Even though Moser and Korstjens (2018) recommend it is used for samples of 15 – 20 participants, it can be used to test completeness of data collected. Qualitative content analysis is mostly presented using data quality control terms such as credibility, dependability, conformability, transferability and authenticity as the terms are defined in section 3.8.

- **Literature interrogation**

Literature interrogation was conducted to ensure that there was proper alignment with the findings and the study to have conclusive results as argued by Rosaline (2008).

3.9 Data Quality Control

Quality control according to Lavrakas (2008) refers to the determinations and procedures that researchers implement to safeguard the quality and accuracy of data being collected using selected methodologies for the study. Morrow (2005) argues that trustworthiness criteria is linked to the paradigm the study is following. As indicated under research paradigms that the constructivist and transformative research paradigms are relevant for this study. This study aimed at characterizing a qualitative study based on experiences of participants and behaviour and reviews as well as the ways on how the interpretations of data can be trustworthy or credible. A qualitative study emphasises on the “why” and “how. The study intends to understand the idea rather than predicting general statements. The following characteristics determine the validity in qualitative research:

- **Trustworthiness**

Morrow (2005) suggests that during the data gathering process as the researcher one must take the position of a novice and ask clarity seeking questions. This was done during the interview process or data collection process to ensure that the researcher avoided ambiguity. Even if as a researcher one knows the area being researched, nevertheless, it is crucial not to be vague. This further assisted to deal with issues of bias clearing any ethical issues at the same time. Trustworthiness in the context of qualitative research was measured by the

perceptions of credibility, dependability and conformability. Carson *et al.* (2001) argued that these can be accomplished by the following:

- Use of relevant literature.
- Justified qualitative research methodology applied.
- Data analysis and evaluation and assessment (Carson *et al.*, 2001).

- **Credibility**

Korstjens and Moser (2017) define credibility as a way in which the researcher can measure the truth being told by the participant on questions asked. This was done through follow up questions on the questions being asked and observing the behaviour of the participant when responding. The study ensured credibility was maintained by engaging further on questions asked to further seek information and simultaneously observe participants behaviour during the process and note those as part of data collection.

- **Dependability**

Dependability is measured by providing a complete audit record of all data collected during the research period for audit purposes as guided by Korstjens and Moser (2017) and Merriam (2009). During the study a complete record of all data collected including voice recordings, journal notes, and articles were kept for review by the supervisor when required to ensure the information collected complies with this data control requirement.

- **Conformability**

Korstjens and Moser (2017) use dependability and conformability interchangeably as a process where data collected can be verified when audited to ensure completeness.

- **Transferability**

Merriam (2009) argues that for data to be valid it must be able to be applicable in other areas outside the study area. The results of the study must be usable by other parties outside the research area of field when they peruse the findings to identify similarities in their environments. Conformability is defined by Polit and Beck (2012) as the objectivity of research during data collection and data analysis.

3.9.1 Data Quality Control Measurements

There are two types of data quality control measurement. The first is a characteristic measurement is the presence or absence of non-conformances in a unit of work or where a researcher is conducting research. These characteristics measurements are collected by visual inspection and expressed as sizes and counts. The second measurement is variable, which applies to dimensional quantities such as length, time etc. or any other value on a continuous scale. These quality control measures according to Evans (2008) are used to analyse and evaluate the quality of the different processes involved in the research.

3.10 Conclusion

The differences between positivism (quantitative) and interpretivism (qualitative) was discussed in this chapter. Various concepts pertaining to research methodology and its processes to collect data including data analysis were displayed. Qualitative research focussed on generalisation and concept to a wider context. Equally qualitative/interpretivism ascertain that an understanding of the world can only be achieved through knowledge. Interpretivist/qualitative research study tries to recognize and explore problems within a specific context. Dick and Swepson (1997) suggested that generalisability is likely through action study (a qualitative research methodology).

The next chapter will present and discuss the analysis of findings and results of the study.

CHAPTER FOUR

DISCUSSION OF FINDINGS AND INTERPRETATION OF RESULTS

4.1 Introduction

Qualitative research encompasses the gathering, investigation, and understanding of data that are not simply summarised to statistics. This data relates to the communal world and the concepts and behaviours of individuals within it. The results will be offered in a setting of any comparable prior research and or theories. A debate of current literature and its contribution to the area was incorporated. It was also considered how the research can be transferrable to other settings. The amount of discussion required in a dissertation may vary according to discipline, all disciplines expect some interpretation of the findings that makes these connections. A qualitative result in this chapter presents data primarily in the form of words/interpretive paradigm and table to interpret data. Qualitative data in this study was about the emotions or perceptions of people and their feelings/experiences. Further to this, qualitative data collection methods were largely focused on gaining perceptions, reasoning, and motivations, hence these techniques focusing on research. It is known that qualitative data cannot be measured, as a result the researcher data collection tools that were structured to a limited degree.

When analysing the interview data, two themes arose which will be discussed in this segment. These themes were: the complexity and challenges of working in the taxi industry and the women in the taxi industry and challenges of gender equality in the public transport industry. Qualitative data was significant in this study in determining the occurrence of behaviours. Further the researchers are allowed to form limitations through which data sets which can be observed as the data is analysed. Qualitative data provided the means by which observers can measure the phenomena around them.

4.2 Process of Analysing Data

The literature review has supported and directed this research, leading to the data-collection process as illustrated in Chapter Three. Reersman (2014) defined data analysis as the process of systematically spread on numerical and/or logical techniques to describe and demonstrate, summarise and outline, and evaluate data. The approach used in tabling the findings of qualitative research in this study was to table key findings under each main theme utilising appropriate precise estimates to demonstrate those conclusions. Thematic coding, also called

thematic analysis was used and is commonly known as the type of qualitative data analysis that identifies themes in transcript by analysing the meaning of wording structure (Braun, *et al.* 2019).

Lochmiller and Lester's (2017) outlined the seven phases to employ when completing a qualitative analysis. The phases suggested that there are predominantly relevant for thematic analysis, for the researcher are aimed at generating broad descriptive statements that reflected their entire understanding of data and research questions described in Chapter One. The phases involve preparing and organizing the data, transcribing the data, understanding the data mass, memorising data, and coding data, producing groups and themes from underlying coded passages ensuring transparency in the entire analysis process (Anderson, 2017). There is an inseparable relationship between data collection and data analysis, and this is one of the major features that distinguish qualitative research from traditional research. The first set of coding themes were derivative from the research objectives as follows:

- Identify ways of addressing challenges faced by women operators in the taxi industry within KwaZulu-Natal;
- Explore opportunities for women in the taxi industry in KwaZulu-Natal;
- Analyse leadership roles available to the women operators in the taxi industry in KwaZulu-Natal; and
- Design a framework that will address women empowerment in the taxi industry in KwaZulu-Natal.

As discussed in Chapter Three on the data collection methods used in this study, the same method was used to collect data for this study as the following tools were used to collect data:

- Semi-structured in-depth interviews were conducted to obtain data. The interview guide had open ended questions that allowed to probe for answers where necessary. The researcher resonated with Wagner *et al.* (2012) in the conceptualisation of an interview that it is a two way conversation and a purposive interaction in which the interviewer asks the participant questions in order to collect data. Semi-structured interviews assisted in understanding the meaning of women in the taxi industry's experiences and how their world is interpreted. The benefit of using interviews as a method of approach was that it allowed respondents to raise concerns and be able to share their experiences in the taxi industry. As the interviews were face-to-face basis at workplace and closed environment

for privacy, it aided in understanding respondents' perceptions, ideas, beliefs and experiences of women working in the taxi industry. Since the literature stated that the taxi industry in KZN was part of the informal sector, SANTACO members and other taxi owners were also interviewed to explore their views and experiences in the gender inequalities in the taxi industry. All responses were documented, and notes taken to ensure an accurate record of the deliberations were kept for correct analysis in this Chapter as noted as quotes (Baker *et al.*, 1992).

- Observation during interviews were to be done in order to pick up the expressions during interviews and field on issues discussed. Observation is an organized data collection approach. Researchers use all their senses when conducting interviews in natural settings or naturally occurring circumstances (Bernard, 1998).
- Observation is an important aspect of science. Observation is strongly associated to data collection, and there are different sources for this process such as documentation, archival records, interviews, direct observations, and participant observations. Observational research findings were considered robust in validity as the researcher was able to collect a depth of information about a particular behaviour and patterns. In this study, observation method was utilised as one tool for collecting information and data before interviews and after research. More than twenty-five (25) explicit observations of taxi industry in the study areas were perceived. During the observations, it was found that a deeper understanding of the operational environment for women in the taxi industry was indeed limited and there was a need for gender inequalities to be addressed.

The themes/sub-themes addressed are as follows:

- Women in the taxi industry;
- Working Conditions in the taxi industry;
- Skills development or empowerment in the taxi industry;
- Identify challenges faced by women in the taxi industry and interventions; and
- Leadership roles.

4.3 Discussion of Findings and Interpretation of Results

The main aim of the discussion of findings is to interpret the results presented in this study. As the study approach was the use of a qualitative technique, it was not necessary for statistical analysis of data. In this case, the interpretation of results was narrative. Qualitative data collection methods and analysis allowed for the interpretation of results and provided answers to the research questions.

4.4 Discussion of Response Rate

Frey (2018) argues that a response rate is the proportion of the number of participants in a study to the number of participants who were asked to participate. Response rates give valuable perception into the accuracy of data collected. Response rates are commonly used to measure data quality, and low response rates could result in non-response bias. Response rates are therefore a significant measure for surveys, and low response rates could potentially impact the validity of estimates, analysis, and inference in any research. This part of the study narrates on the findings from the structured interviews which were conducted with the eight (8) participants who were purposely selected from the population of 133 respondents. Participants were employed to this study because of their exposure to or experience of the phenomenon in question. The women identified were already operating in the industry in the districts identified namely Richards Bay, Pietermaritzburg and Durban. This ensured that all four corners of the province were covered. Letter of consent with guiding principles of ethical considerations were described to the participants.

There were two (2) sets of interview guides that were developed for potential participants and were written in both isiZulu and English for all participants to be able to understand and feel comfortable answering the questions. The first interview guide was for the “Women in the taxi industry” translated as “*Abesifazane embonini yamatekisi*”. The second (2) interview guide was for the “Officials at KZN DoT and Municipalities in the public transport industry” translated into isiZulu as “*Izikhulu zakumnyango weZokuthutha kanye noMasipala embonini yezokuthutha*”. Eight (8) interview guides were prepared for the interviews and the response rate was eight, meaning all purposely selected participants responded.

4.4.1 Demographic Information

Demographic information provided data concerning respondents. It was necessary for the determination of whether the individuals in a particular study are a representative sample of the

target population for generalization purposes. Demographics refer to particular characteristics of population such as age, race, gender, religion, and location. Salkind (2010). Demographic variables are independent variables because they cannot be manipulated. The eight (8) respondents came from the identified sites namely, Richards Bay, Pietermaritzburg and Durban.

Table 4.1 below illustrate the demographic analysis based on gender groups of participants. This information was taken from the names and last names as well as during the interview as the interview guide was not specific with demographic information in terms of gender, age, education, racial groups etc. This information was significant to note by the researcher to explore the gender group that responded the most.

Table 4.1: Representation of the prioritized variables

Gender	Participants – Frequency	Percentage
Females	Five (3)	62.5%
Males	Three (5)	37.5%

The above table shows that the majority of the respondents were males (five) with sixty two point five percent (62.5%) whilst the minority of three (3) respondents were females (37.5%). This is evident through the literature support that women’s participation in the taxi industry is low and gender segregation continues to be a challenge in this male dominated industry and the origins of the taxi industry lie in the apartheid system (Luke, 2020).

Table 4.2: Racial Groups

Racial Group	Participants -Frequency	Percentage
African	7	87.50%
Coloured	1	12.50%
White	0	0%

The above table depicts that the population of Africans that responded was greater with a percentage of 87.50%. The minority of the respondents were 12.50%. This shows that the taxi industry is most dominated by African group or community since the apartheid era. The literature provides evidence that the taxi industry is dominated by African communities and

it is the African commuters that utilises the public transport and reliant on the taxis (SA Taxi, 2018). Women in the taxi industry have more than two (2) taxis, meaning women are faced with a challenge to grow and succeed in the industry as compared to male as they have more than four (4). The majority of the respondents who were African males had more years of experience in the taxi industry compared to female respondents. This shows that women need more support from the government and financial institution to grow and fund their businesses including skills development.

4.2.2 Discussion of Findings based on Responses

The findings of this study are based on the responses received from the observations and interviews conducted with the officials of the DoT and municipalities as well as women in the taxi industry from eight (8) participants. The point of discussions was based on the research objectives.

4.2.2.1 Solutions of addressing challenges faced by women operators in the taxi industry within KwaZulu-Natal

The researcher wanted to examine and identify the challenges faced by women in the taxi industry. The researcher found that most of the respondents faced similar challenges in the taxi industry and others had their own experiences and challenges as taxi operators. It was stated in the literature review that women were not provided freedom to be independent in South Africa hence the protest of 1956 where women gathered together and made their mark in the male dominated industries (Posel, 2010). One of the questions that was asked during the interview was “based on your experience, what are the challenges facing the taxi industry” translated in isizulu as “*Yiziphi izinselelo ohlangabezana nazo njengowesifazane ngesikhathi sakho kulemboni?*”

The research established that there seem to be a general feeling that there are many challenges faced by women operators in the taxi industry in KZN. This is evident through the majority (all) of the respondents (100%) who stated that women continue to face gender segregation in the taxi industry within KwaZulu-Natal (KZN), being focussed into lower-paying and in some cases more precarious or informal positions. Nevertheless, there has been some change, with growing numbers of women entering the taxi industry in KZN workforce in in South Africa. Women are also gaining better opportunities to move into typically male-dominated

areas, including driving, in new forms of transport systems (Wright, 2018). One of the respondents even stated that:

Participant 1: “Kuyadabukisa okwenzeka kubantu besifazane eKZN sebesebenze kangaka ngoba ayisekho imisebenzii ekumele engabe iyahlukaniswa kuthiwe eyabesifazane le eyabesilisa. Loku kukhombisa ngokusobala ukuthi ushintsho alwakabi khona sisacindezelekile singabantu besifazane. Abukho ubulungiswa ngokuba khona kwabantu besifazane kwimboni yamatekisi. Siyaludinga ushintsho”. (It is unfortunate that women in KZN have become so overworked because there are no longer jobs that should be categorized as women and men. This clearly shows that change has not yet taken place as we are still oppressed as women. There is no justice for the presence of women in the taxi industry. We need change)

In support of the above narration, taking from a male perspective, this respondent stated that:

Participant 6: “There are still challenges in this taxi industry of including women in this business. Change is needed as it is these women that are left with the business when a father or man of the house passes on. It is important that women also learn how to conduct a taxi business so that she can learn and be able to face any challenge”.

Participant 6 is also supported by SANTACO (2015), who stated that the majority of women entrepreneurs in the mini-bus industry have entered the business through their deceased husbands.

The majority of the respondents (80%) made various aspects that gender inequalities still exist in the taxi industry in KZN. The taxi industry was formulated by black community and it continues to serve its community. Though it has expanded in the framework of the policy deregulation of the apartheid government, challenges facing inequalities still exist (Fobosi, 2021). This is supported by the responses when they were asked “based on your experience what are the challenges facing the taxi industry?” One of the respondents’ stated that:

Participant 3: “The dominance of violence making it fearful for women and young people to enter or stay, poor regulation by government where the industry seems to have more bargain power, male dominated by males who still hold control of the industry; lack of training or awareness workshops on issues of gender inclusivity or gender based violence, the industry operates like a mafia; it is at risk of becoming irrelevant if technology is not introduced in the sector, lack of regulation of employees actualised labour , no labour laws are followed hence

lack of job security and benefits for employees, poor understanding of the industry compliance requirements and legalities of what it means to own such a business”.

The literature reflects the various challenges faced by women in the mini-bus industry, as mentioned above. Some of the respondents elaborated as follows during the interview:

- *Participant 2: “Challenges facing the taxi industry in general are taxi violence over lucrative routes and over saturation of public transport”.*
- *Participant 4: “Konke okobaba abasiholayo. Embonini akafuneki umuntu ofundile bazama ngayoyonke indlela ukugwema ngenxa yokwesaba noma ungashilo lutho kuyisithiyo. Kunzima ukukhula kwi industry uma ungumuntu wesifazane...”. (“All the work belongs to the men who lead us. In this industry they do not need an educated person they try by all means to block you out of fear because you become an obstacle. It is difficult to grow in the industry if you are a woman”)*
- *Participant 5: “Men needs to accept that times are changing. This industry is very hard and still dominated by old man who still believe that women are supposed to be at home working hence this gender inequality problem will not end. There must be interventions from government and agencies to put a stop into this...”.*

Though the majority of the respondents felt that there are challenges facing women in the taxi industry or gender inequality, the same respondents also felt that there are men need to understand that change is needed to also include women in the taxi business and stop the belief that women must do certain chores. The literature states that women are influence by social and cultural beliefs or norms of that community (Gottert *et al.*, 2017). This finding put it clear that gender inequality still exists and is a challenge. Employment Equity Act states that women are allowed to enter into any work environment or space yet the findings contrary shows that women are in this industry into a small extent.

Some of the challenges that the respondents illustrated are as follows:

- Taxi violence, mafia like tactics used by rival association members to eliminate competition in the industry or route conflicts;
- Poor conditions of employment;
- Inequalities;

- Lack of support from government;
- Poor training and development support or programmes that may help enhance skills and gain knowledge of the taxi industry;
- Slow implementation of programmes supporting women in the industry;
- There is no access to information that may aid women in starting their businesses;
- Low leadership roles of women in the taxi industry;
- Unable to balance business and family life;
- Non-financial support which hinders women to start the business;
- No access to obtaining permits or transfer permits to their names; and
- Cultural constraints – the socio-cultural role defining a woman as someone who should be at home or have domestic responsibilities which moderates the belief in women’s aim to institute business structures.

4.2.2.2 Opportunities for women in the taxi industry in KwaZulu-Natal

The researcher aimed at examining the opportunities for women in the taxi industry. It is evident that experiences of women and men in the taxi industry are different and this may be due to the gender roles ascribed to men and women (Khosa, 1997). *Participant 4* responded by stating that:

“Selokhu ngangena bengingenawo amathuba angivulekele njengomuntu wesimame konke bekungokababa abasiholayo”. (Ever since I came to this industry I have had no opportunities open to me as a woman, only men are provided with those opportunities”)

The one respondent mentioned (*Participant 3*): *My role is to coordinate empowerment programmes of the Department which enable the broader participation of designated groups i.e. women, youth and persons with disabilities in the Department’s procurement spend as well as upskilling through training and capacity building. This enables women to explore opportunities in various areas of the industry”.*

This shows that the main reason provided by women for entering the taxi industry are afraid and want flexibility. Belwal and Al Saidi (2014), maintain that most women and individuals fear failure because of their past experiences of life, and the concerns faced that leads most individuals to not endeavour into businesses.

The researcher further asked the respondents on their views about the women empowerment or opportunities in the taxi industry. The majority of the respondents (65%) agreed that there are no or few opportunities for women and a lot needs to be done. This is reflected by *Participant 8*: who stated that:

“Women must not be classified in any certain way because women empowerment will not serve a purpose as women will already be discouraged. Opportunities are there for women. We just need support. Further to this, there are opportunities that can be given to women but male dominated industries such as this taxi industry is still a problem”.

Education and work are the key factors of women empowerment. Accessing information leads to control and lack of information for women leads to their poverty. Women gain the required strength through knowledge, skill and power (Dandona, 2015). However, some respondents were not in support with the fact that women are provided opportunities in the taxi industry. *Participant 3* responded by saying:

“Women seem to know what they want to be empowered on however, they are not so vocal when it comes to driving discussions about this, and men in leadership always want to lead such discussions. In addition women lack the understanding of how to run their operations, they are not empowered about how to access finance and don't get the opportunity to network with women in other fields ...”

According to Kim *et al.*, (2013) women need support systems to empower and motivate them to start or to growing their businesses. The majority of the respondents however, agreed that the government does provide skills and training development support to empower women in the taxi industry by providing trainings etc. Global standards require that women empowerment is implemented by countries to ensure there is gender equality. The United Nations sustainable development goal number five calls for gender equality and women empowerment in strengthening policies and legislations for promotion of gender equality. The United Nations report for 2019 indicated that of the 69 countries only 19% fully met the criteria for establishing a comprehensive system to track budget allocations for gender equality. Then again, the establishment of budget allocations does not mean implementation because the same report reflects 1% margins in changes on women representation in management positions.

According to *Participant 7*: “Women are gaining greater opportunities to move into typically male-dominated areas, including driving, in new forms of transport systems. Having more women in the taxi industry will break the gender stereotypes”.

4.2.2.3 Analysis of leadership roles available to the women operators in the taxi industry in KwaZulu-Natal

The researcher aimed at exploring whether there are any opportunities for leadership roles provided for women as part of empowerment. Women have multiple roles in the society, over and above their role in the economy of the country. They take care of households raising children. Nielsen (2012) argues that women in Australia have been blamed for not progressing in their careers as a result of stereotypes that surround their roles in the society. Male counterparts have been known and expected to provide for their families and play an active role in the economy. The researcher asked the participants about their roles in the taxi association or department. The respondents who have started their businesses, 90 percent have established their taxi business alone and the other 10 percent have inherited the business from their deceased husbands. Further to this, the majority of the respondents (70%) were responsible for public transport and *Participant 4* responded that:

“Embonini ngingene ngo nyaka ka 2010, ngiqale kulomsebenzi ngokwami angifelwanga ngumkhwenyana kodwa ngabona ithuba lebhizinisi yabantwana bami”. (“I entered the industry in 2010, I started this career myself I did not lose my husband but I saw an opportunity for this business for my children”)

This shows enthusiasm of women in business and leadership roles. As a result, this has aided some women to be successful in the industry because they have founded and developed their business alone and they have acquired the leadership and independent characteristics of a businessperson. The minority (45%) of females were in leadership positions. The majority of males were in leadership positions. Nkomo (2010), depicted that women fear engaging with or challenging the male-dominated leadership positions in their careers because most have conformed and have been influenced by the cultural norms of their society. This has deterred them from entering traditionally male dominated fields. Most of the respondents had qualifications as mentioned in the demographic information.

The literature review gave evidence that The Department of Transport currently has opportunities for women in public transport such as the implementation of Integrated Public Transport Networks (opportunities in contracts, station/depot management etc.); Participation

in downstream public transport industries: fuel retail, spare parts and tyre companies, vehicle repairs; Participation in scholar transport contracts (through provincial education and/or transport departments); opportunities presented by the National Land Transport Act (Section 41), to negotiate PT contracts, and therefore push the transformation imperative, as part of these negotiations; the PT industry has to transform, women must participate in decision making structures; and department has also developed a Cooperatives Model, aimed at assisting micro and owner/operator type of businesses, to assist with the mechanisms that will enable accessibility big PT contracts (DoT, 2015).

4.2.2.4 Framework addressing women empowerment in the taxi industry in KwaZulu-Natal

The findings reflected that the majority (90%) of the respondents were not happy with the way the supporting structures are assisting or addressing women empowerment issues in the taxi industry. The researcher aimed at finding solutions by designing a framework that will help address women empowerment in the taxi industry. The majority of the respondents may have stated that there are no frameworks or programmes supporting women empowerment in the taxi industry, however, there were also evidences of government contribution to aid women in the taxi industry.

Participant 8: "There are currently a few frameworks or programmes that are put in place by the government to support women..."

Participant 1: "kona kusanzima kodwa lukhona usizo nenquba mgomo uhulumeni awenzile nasazama ukuwena ukusiza thina bantu besifazane ukuthi siqhubeke sizikhulise ngolwazi lokuba sembonini yamatekisi kanjalo nokuba sezikhundleni eziphezulu ukuze nathi sikwazi ukusebenzisa amakhono nesikufundile" ("It is still difficult but there is some help and direction the government has made and we are trying to help women to continue to grow in the knowledge of the taxi industry as well as in senior positions so that we too can apply what we have learned")

Participant 3: "Compile searchable databases of certified women's business enterprises so they are easy to reach for training etc. and establish awards to honour those who are successful and encourage others in the industry, this can serve to encourage others to persevere despite the challenges"

There are women who further stated in their responses that they have made attempts to resolve the matter of gender inequality in the taxi industry and have formed a group or committee of

women called 'ImboniYomama' (Women's desk) which is aimed at resolving challenges faced by women in the taxi industry. The medium-term strategic framework for 2019-2024 calls for all departments in South Africa to focus on prioritising on the role of women in the south African economy by addressing issues of gender inequality that exist and ensure inclusion of women in all industries aligning to the global standards (PGDP, 2019). Government is calling for radical economic transformation in all sectors of the economy. The public transport sector is no exception. The opportunities through government tenders and empowerment programmes are examples of enabling environments for entrepreneurs to conduct business with the state. Furthermore, the enabling environment is through the creation of business opportunities through the value chain within the transport sector.

Based on the findings that women empowerment is required in various aspects in the KZN taxi industry, findings are evidently that gender inequality in KwaZulu-Natal will still remain a challenge despite the establishments of improving the previous or current state of inequality, however, it is unclear as to what extent these developments have reached inaccessible, Black communities and whether it has made a difference in the taxi industry or Black communities such as in a case of KZN, according to Visagie and Scheider (2014). The majority of the respondents further put focus on issues around gender inequality; lack of leadership roles for women and empowerment, other taxi industry structures' full participation; social and economic development; interventions focused on the determinants of gender inequality, issuing of operating licenses, women empowerment, prevention of violence and restoration; an integrated system to facilitate a range of gender inequality issues in the taxi industry; teams of professional bodies with specific and sophisticated transportation and social skills; adequate resources; and a client-centred approach. This was stated by some of the respondents that were not in favour of the current system and issues facing the women in the taxi industry.

4.5 Summary of Themes and Sub-themes

Thematic analysis is a method of analysing qualitative data. It is applicable to a set of transcripts, such as interview transcripts. This type of analysis was used to examine data in order to identify repeated common themes and patterns of meaning.

Table 4.3 Thematic analysis

Themes	Sub-themes	Taxi Industry Principles
Customer-centered (commuters)	<ul style="list-style-type: none"> • Communication obstructions • No respect for commuters • Lack of involving or seeking for commuters' views • Lack of community engagements and stakeholders in decisions 	<ul style="list-style-type: none"> • Impartiality • Everyone must be able to exercise their rights
Empowerment/Skills development	<ul style="list-style-type: none"> • No leadership roles for women • Lack of skills and development 	<ul style="list-style-type: none"> • Tackles the main gender inequality challenges in the taxi industry • Establishment of programmes that will support and enable women empowerment and leadership roles
System of government	<ul style="list-style-type: none"> • No systems in place to support women in the taxi industry • Deficient programmes to empower or financially support women in business 	<ul style="list-style-type: none"> • Acceptable capitals • Interventions focused on determinants and social skills
Attitudes	<ul style="list-style-type: none"> • May differ amongst people in the taxi industry 	<ul style="list-style-type: none"> • Fairness
Women/Men's Role	<ul style="list-style-type: none"> • Availability of taxi services • Departing times • Arrival times • Role of women in the taxi industry 	<ul style="list-style-type: none"> • Men and women with one goal with transportation knowledge and social skills
Working conditions in the taxi industry	<ul style="list-style-type: none"> • Eminence and standard of taxi industry services 	<ul style="list-style-type: none"> • Cohesive and functional taxi industry systems

	<ul style="list-style-type: none"> • Transportation • Communiqué • Collaboration • Lack of compliance • Women working in a taxi industry being vulnerable 	<ul style="list-style-type: none"> • Sufficient resources • Transportation professionals with social skills • Women have the right to participate individually and collectively in the planning and implementation pertaining them
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Source: Visagie and Schneider (2014)

Table 4.3 depicts themes identified in the study. This table provides evidence from the findings that the majority of respondents that participated in the study felt that the taxi industry needs transformation and leaders that are capacitated in order to deliver on the objectives of the Department of Transport or SANTACO or any other transportation related services. Participant 8 stated that “*women need to be trained and the resources be provided to them. The lack of availability of support and to be classified as people who belong at home is discrimination.*” Chapter two (2) stated the focus on women empowerment in the taxi industry should be a collaboration between governmental departments and agencies as well as private sectors to promote socio-economic empowerment, development and human rights. South Africa has a Minister in Presidency who is responsible for Women’s development.

This department needs to be fully utilised to support women in the taxi industry and develop them through skills development and training activities. Further to this, the government needs to develop a women empowerment and transformation plan that will coordinate and align efforts within the taxi industry towards women. Gaps needs to be closed in order for gender variations to be addressed with supporting guidelines and policies that support women in taxi industry (DoT, 2015). In this case, women need to be supported without any discrimination as the majority of 82% of the respondents felt that women are discriminated when the belief of culture is raised in that women need to work at home which affects women’s lives and an opportunity to grow and develop in business.

The findings of variables confirm that there is a relationship between these different variables and all have an impact in gender inequality issues. If gender inequality is a challenge it means that women will not be able to start their business or inherit the taxi business because of the discredit put around women in the taxi industry. Meaning, the Department of Transport and agencies will be obligatory to implement interventions that are developed to deal with these challenges faced by women in the taxi industry. Women are powerful and have shown throughout the years in the struggle of apartheid. Therefore, women must be empowered. According to Clark and Worger (2016), the Zulu phrase “wathint' abafazi, wathint' imbokodo” meaning “You Strike a Woman, You Strike a Rock” inspires and reinforces all women.

4.6 Conclusion

This chapter summarised the respondents' perceptions and views based on the interviews. This section discussed the analysis process as well as partial demographic information followed by the discussion of results or findings. The responses were narrative as the study was qualitative. The majority (90%) of the respondents felt that there is still gender inequality in the taxi industry which leads to many challenges such as lack of finance or leadership roles, and lack of support for women in the taxi industry. It was observed that women indeed are faced with many challenges. However, a lot needs to be done to improve the number of women in leadership roles. The researcher also brought evidence against the literature explored in support of Chapter Two. Further to this, the researcher discovered that there was evidence that the government and other structures such as SANTACO have in place supporting programmes to support women in the taxi industry.

The next chapter will discuss recommendations and conclusions of the study.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The aim of the study was to examine gender inequalities and determine the challenges women face in the taxi industry. In order to answer the research questions, the research objectives were firstly identified which were mentioned in Chapter One of this study. It is evidently that gender inequality in the taxi industry in KwaZulu-Natal is still a challenge. Government systems and agencies are the key to respond to the challenges faced by women in the taxi industry. The constant failure of government in transforming the taxi industry indicates an absence of strategic interventions. Most operators continue to operate illegally, thus making it difficult for departments to regulate according to Fobosi (2021). However, the issue of gender inequality still remains.

5.2 Research questions

The broad research questions of the study were the following:

- What are the challenges faced by women in the taxi industry in KwaZulu-Natal?
- What are the opportunities for women in the taxi industry in KwaZulu-Natal?
- What leadership roles are available to the women operators in the taxi industry in KwaZulu-Natal?
- What policy framework can be developed to address gender mainstreaming in the taxi industry in KwaZulu-Natal?

5.3 Research Objectives

The research objectives were broadly to establish:

- Identify ways of addressing challenges faced by women operators in the taxi industry within KwaZulu-Natal;
- Explore opportunities for women in the taxi industry in KwaZulu-Natal;
- Analyse leadership roles available to the women operators in the taxi industry in KwaZulu-Natal; and
- Design a policy framework that will address women empowerment in the taxi industry in KwaZulu-Natal.

5.4 Findings from the Study

Conclusions from the literature reviewed as well as responses from participants from eight (8) respondents will be discussed. Conclusions will be made based on the analysis of the results and findings based on the following objectives of the study:

- **Identify ways of addressing challenges faced by women operators in the taxi industry within KwaZulu-Natal**

The first objective aimed at addressing challenges faced by women in the taxi industry. The taxi industry provides an important service to previously disadvantaged black communities throughout South Africa by transporting them for work and other purposes. This industry is located in the informal economy and is faced with multiple challenges relating to its formalisation. The findings interpreted that the majority of respondents (100%) supported the fact that there are many challenges faced by women operators in the taxi industry. The theories revealed that women in the taxi industry are in a male dominated industry and these women face major challenges and use survival skills that affect their enthusiasm to enter the industry according to Matiwane (2019). The literature stated that the main factors contributing towards the challenges facing women in the taxi industry are gender inequality, training and skills development, lack of government support and lack of solutions to the challenges faced by women in the taxi industry. The government plays a vital role in managing and regulating the transport sector. As women are influenced by social and cultural norms of the community, nurturing and caring in the society and look after the household. These characteristics' however, makes a women's attitude and encourages them to take other career paths which leads to the hindrance in entering the traditional male dominated industry.

It was founded in study that there are supporting structures such as SANTACO and SANWIT that work with the government to eliminate challenges faced by women. For instance, SANWIT (2007) had a mandate to engage business with government on challenges impacting women in the taxi industry that were tabled in the meeting held in August of 2005 such as:

- Transport industry is a male dominated environment and the nature of the business is against women;
- Discrimination and victimisation of women;
- Funding issues and training;
- Balancing responsibilities; and

➤ Culture, tradition and socialisation.

The majority of the respondents (90%) felt that there is still gender inequality when it comes to the operation in the taxi industry. This links to gender roles that men and women occupy in this taxi industry. Beasley (2005) stated that there is a lot of empirical evidence that validate that women are undervalued as compared to men as a result of their gender roles. Cultural interpretation and tradition plays a major role in this factor. Respondents (90%) suggested not only that women's positions or roles are gendered but also entwined with class, race, culture and nationality as well as other socially constructed categories. Women were associated with domestic labour thus vulnerable and disempowered which results into exploitation and oppression. Nkete (2015) states that in 1994 the fight against gender inequality has been recognised and legitimised, however, women are still experiencing exploitation or discrimination in the taxi industry through the patriarchal system in South Africa. According to Oyewumi (2002), "using the concept of gender in the African context is problematic and warns that it must not be taken at face value and rather suggests that it must be treated with caution as gender as a social construct varies across different cultures".

• **Explore opportunities for women in the taxi industry in KwaZulu-Natal**

The researcher observed during the data collection process that women in the minibus industry face many challenges and tasks beside the taxi industry that they have devoted their time to. In this case, men have more opportunities that enable them to commit themselves fully into the taxi business, and that replicates negativity when addressing gender inequality issues, culture and beliefs and norms. Men have dominated the taxi industry for a period of time hence they are viewed as more successful than women. This is due to the fact that women in the industry, not only have the responsibility of operating their businesses, but they also have to play the role of mothers to their families. The majority (all) of women respondents (100%) supported the concerns that there is a perception that if one is a woman, it means one cannot do anything besides household matters or other career paths such as being a nurse or teacher. Women who responded argued that there is no work that women "iMbokodo" cannot do. The only request to men is to respect and acknowledge women in the taxi business and treat each other as equals.

Women in the taxi industry can only be empowered through the transformation of the business, says Gauteng Public Transport and Roads Infrastructure MEC Jacob Mamabolo. South African Taxi invested over R3,5 billion into empowering women entrepreneurs in the minibus-taxi industry since 2008. During this period, South African Taxi increased the investment and database by over 4,5 percent per annum, assisting to create 8 473 women-owned small to medium-sized enterprises (SMEs) and financing 12 092 vehicles – an average of 1,4 vehicles per owner. This was established to create shared value opportunities between men and women in the taxi industry.

- **Analyse leadership roles available to the women operators in the taxi industry in KwaZulu-Natal**

The respondents (90%) stated that the gender inequalities and skills development are aligned to leadership roles available to women operators in the taxi industry in KZN. The observed data on women employed in male dominated work and those who are in management or leadership positions confirms the above argument. However, there has been an increase in women occupying leadership roles, culture issues still remain in the taxi industry. The role of government in ensuring support to women is slow. Gender inequality at leadership positions may be seen as hindering progress and transformation. Promoting women's participation and gender equality in leadership roles in the taxi industry is a persistent policy challenge for all provinces. Therefore, it is significant that the government provide robust blueprint that will enable gender equality in this taxi industry. The fact that government attempts to address these gaps will ensure there is leadership and direction in the taxi industry. Women's underrepresentation in leadership limits their presence and their role in decision making. This underrepresentation denies girls and young women of strong role models.

Gender inequality in leadership positions also directly affects the gender pay gap and gender differences in wealth and economic security. In beginning to address gender inequalities in leadership one can help confront gender inequalities elsewhere (OECD, 2020). Empirical findings from the study provided that more mixed results and point to a lack of clear causality, that is, it may well be that relationships between the presence of women in leadership positions and performance improvement may be ascribed to better performing operators or any other work environment being more likely to seek or attract women. The majority of the respondents (90%) felt that placing women in leadership positions in any industry including

taxi industry will be part of promoting good practice for the advancement of women in leadership positions.

- **Design a framework that will address women empowerment in the taxi industry in KwaZulu-Natal.**

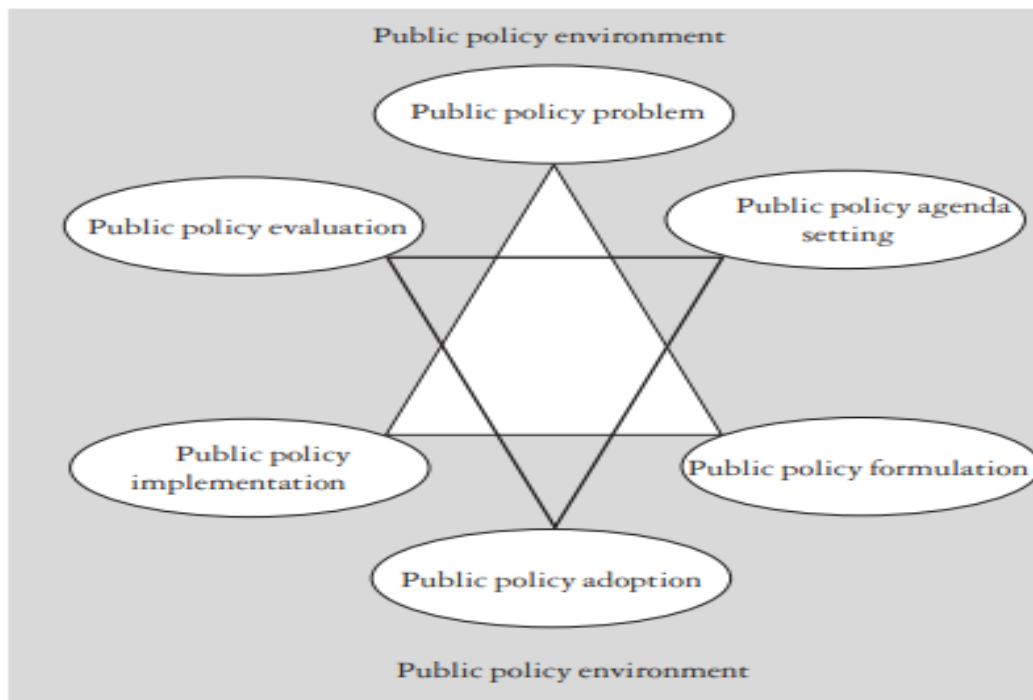
This section discussed the design of framework and government intervention and role played in the taxi industry. The study revealed that the government has contributed on training and skills development of the women as well as regulating some of the works and structures in the taxi industry. The study specifies that there is still a need for more intervention by the government. The government and agencies or supporting structures needs to ensure that the safety of women and men in the industry is enforced to reduce the killing of taxi operators and stop violence. Government is required to enforce respect on to women and recognise women as taxi operators in the industry and it needs to ensure that women in the taxi industry acquire their licences to operate in the industry as lots of women are operating with declarations in the industry.

DoT (2020) cited Mashiri *et al.*, (2005) suggests that solid, well thought-out interventions in the taxi industry would have positive impact on improving access to people with disabilities, who currently are unable to access most other public transport across the country. Whilst this is changing with the formation of Integrated Public Transport Networks (IPTNs) and the instigation of new services, the pace of change is very slow. People with disabilities have never been reasonably accommodated within the current services. Women are beginning to raise alarming and distressing incidents with DoT.

The Department of Transport has developed a taxi industry empowerment model that will enable financial and technical assistance to the taxis industry to obtain operating licences and contracts and also to improve their economic viability which is an integral part of the country's transport policy (DoT, 2020). Furthermore, the taxi industry has been affected by its overtrading on routes. These conditions have resulted in drastic cost saving measures by operators when maintaining their vehicles, exploiting drivers and poor working conditions. The provision of capacity development and technical assistance as envisaged in the White Paper should be encouraged, particularly in instances where the industry is establishing companies.

Van Schalkwyk (2011) ascertained that the fundamental hypo of the policymaking process is the promotion of the general well-being and conditions of the community as a whole, or of at least a certain sector within that community. Policy theorists such as Anderson (2006) refer to this process as “a definite plan of action which the government of the day enforces in order to ascertain how to allocate scarce resources to improve the circumstances of its constituency”. If the government wants to change the current state or address the challenges of gender inequalities or challenges faced by women in the taxi industry, current policies that oppress or exploit women need to be amended or changed. In this case, the government or policy makers need to consider the policy environment and factors surrounding the change and identifying the problem. Beside the other frameworks and interventions mentioned above, Figure 5.1 below illustrate the design process of any policy amendment or development which can also be used in the case of this study.

Figure 5.1: Public Policy Framework/Stages



Source: Van Schalkwyk (2011)

When implementing policies, the government needs to make a decision on who will be the consumers of the policy and with whom it will be implemented with. It is also evident that there is little in the way of a guideline for policy-makers to develop effective policies to involve transport operators’ associations in the improvement of transport related issues faced

by women and gender inequalities in KZN. Regulators and public authorities have made progressing process in terms of a dialogue with the transport operators or associations and have plans, frameworks or interventions and policies in place as indicated in the above discussions to support associations who wish to be part of the taxi industry. Funding is essential to address identified institutional weaknesses and provide capacity building on women (training), transport management, management of operator associations and eliminate violence, mentoring patterns for small operators and business training. These issues were emphasised in the majority of the interviews.

5.5 Recommendations from the Study

The study revealed that women are faced with many challenges that impede their progress and growth in the taxi industry. The respondents stated the following recommendations:

- Improve safety and security systems;
- Rank fees to be cut;
- Associations to be converted to companies;
- All operators to be named shareholders of one company;
- Shares equalisation;
- One fleet for the whole company;
- The National Taxi Task Team final recommendations remain pertinent as a plan for a taxi industry that is formalised, effectively regulated and empowered to grow and sustain its business;
- Demolish the regional structure instead explore the head office of companies;
- Woman recognised as same as man's shareholders;
- There should be legislated programmes on women in the public transport industry nor just the taxi industry. The legislation allowing for equality in the number operating licences across all genders etc.
- Draft proposals for internal support of new interventions;
- Lobby for additional funding;
- Lobby for higher percentage of SANTACO training funds to be for women;
- Provide trainings and develop frameworks that will address gender inequality in the taxi industry;
- Host summits where women are able to network with others in the industry;

- Close the gap on women in the taxi industry by incorporating women in the industry by developing policies or amend current policies to accommodate women in the taxi industry.
- Empower women and provide leadership roles within the taxi industry; and
- Provide workshops that cover specific women related challenges so that they are targeted as women as well not only as taxi operators.

The position of women in the taxi industry is always disregarded, and this study seeks to address the gap for women in the taxi industry. The NTTTT made recommendations to establish cooperatives, training on business skills and providing financial support. This is supported by the majority of ninety percent (90%) of respondents that believed that financial capacity must be a focus to support women in the taxi industry so that they can grow and develop their businesses. These recommendations have not been fully implemented because Cirella (2018) found that the policies are not well crafted to support the intentions of government. Fobosi (2019) argues that there is an increasing number of illegal operators and the government is failing to implement the taxi subsidy as part of financial support. It is evidently based on the majority of the respondents (85%) that the taxi industry still have challenges in obtaining permits whether an individual is an entrance or through transfers when there is a deceased person especially to women whose husbands have passed on. The illegality of permits is still a challenge even for the government which may lead to taxi violence where taxi owners want certain routes by force.

The Department of Transport drafted the National Transport Master Plan (NATMAP 2050) and Morapedi (2017:778) argues that it provides a sustainable framework. Further, admits that public transport is the heartbeat of the economy, without it the economy can collapse. This is evident in our daily experiences when there is a taxi industry strike the economy in the province impacts the gross domestic product negatively. In the 1960s, the apartheid system established policies that prohibited business people from operating in a taxi industry. The government further rejected to issue transport permits to those business people. The rivalry between the rail and buses which was and is sponsored by the government similarly played a role as taxis were losing commuters (Molefe 2016). The repudiation by the state to provide permits inhibited the growth of the taxi industry as it made the operation of most taxis illegal and subjected its operators to suits and repossession of their taxis. This further added to the taxi violence and blocking women to enter into the taxi industry. The majority of the

respondents (75%) stated that the taxi owners are faced with many issues of non-issuing of permits and taxi violence. This makes women vulnerable in the taxi industry.

Van Shalkwyk (2009) supports that regulating the taxi industry is important since it has grown into being the backbone of the country's public transport sector. This enables a platform with the government to create a united structure that will represent all formations within the taxi industry such as SANTACO and South African Network for Women in Transport (SANWIT). Though there are structures such as SANTACO that are supporting women in leadership in taxi industry as well as joining the taxi industry as taxi owners, there are developments made to support such progresses. The implementation of *iMboni Yomama* which is a women's committee that represent women in the taxi industry. However, strategies need to be established in order to ensure that women are represented effectively and fairly in the taxi industry. This will enable challenges faced by women in the taxi industry to be addressed appropriately and also find approaches that will support women in the taxi industry.

Okon and Richard (2017) argue that for women empowerment to be a success government should be leading in ensuring the transformation agenda is implemented. Training and development is the significant to enable women to grow and develop in the taxi industry. The majority of the respondents (80%) argued that there is a robust need for government to establish interventions to empower women and also provide trainings that will empower women to grow in the taxi business. Skills will be developed to ensure that women are also seen in leadership positions within the taxi industry.

The issue of security was the first answer to the most respondents in the study. "*No one is safe...*" said one of the respondents. The challenge of security is that it not only the taxi owners that are in danger but also the commuters. The issue of security and safety needs to be a priority and addressed by all parties such as the taxi owners both men and women; SAPS; the transportation agencies and structures such as SANTACO; and the Department of Transport. It was recommended that the government need to deploy security systems to ensure that taxi violence and killings amongst the taxi operators are stopped. Robust regulations need to be put in place to support the security issue.

One of the respondents recommended that commuters themselves need to be given a chance to voice their concerns and open a "*Mpimpa hot line*" or "suggestion box". This will assist in

hearing commuters' perceptions about the changes they want to see and also their views. In this case, the decisions taken by government or supporting structures when developing policies or strategies to deal with any taxi related issues, the commuters' opinions be taken into consideration.

5.6 Strengths and Limitation of the Study

Qualitative researchers have been focuses on interviews and focus groups and disregarding other methods available such as observation, ethnography, documentary analysis and conversational analysis. Qualitative research has a number of strengths when properly implemented. Anderson (2010) described the following strengths and limitations of qualitative research.

Strengths of the Study

- Challenges faced by women in the taxi industry or gender inequality in the taxi industry can be examined in detail.
- Interviews are not limited to particular questions and can be steered or redirected by the researcher in real time.
- The study context and direction can be rapidly reviewed as new information surfaces.
- The data based on physical experience is more persuasive than quantitative data.
- Restraints and difficulties about the research subjects and/or topic are discovered that are often missed by more positivistic enquiries.
- Data is collected from individuals in order for findings not to be generalized. Conclusions of the study can be transferable to other settings.

Limitations of Qualitative Research

- Research quality was comprehensively dependent on the individual abilities of the researcher and influenced by the researcher's individual preconceptions and eccentricities.
- Objectivity was more challenging to maintain, measure, and validate as more participants were males.
- The capacity of data made analysis and interpretation time consuming as some of the responses were in isiZulu.
- Qualitative research is not easily understood when compared to quantitative research within the scientific community.

- The researcher's presence during data gathering, was unavoidable in qualitative research as interviews were required to be conducted impacted the themes' responses as some of the challenges around gender inequality are sensitive since the males are too traditional and still believe in the traditional ways that women should be attending household issues or be in other career paths such as nurses or teachers.
- The study or literature on gender inequalities and challenges facing women in the taxi industry was limited as there are few studies that focused on this topic.

5.7 Recommendations for Further Research

There is a need for further studies to be conducted on the taxi industry as this study only focused on issues of gender inequalities and challenges facing women in the taxi industry. Further studies must focus on how gender inequalities impact the transportation of commuters and if taxi owners and drivers obey the rules and regulations of the roads. This may enable the study to be conducted on the commuters as well to hear their views and experiences.

The study discovered that the taxi industry in KZN provides a significant role and service and must be recognized by the authorities and regulation bodies. The challenges facing the taxi industry mentioned in the above discussions must be addressed, if not the service can become weakened, this may have an impact on the economy and society. A conclusive policy direction from the government and all participants is vital. Apart from the Taxi Recapitalization Programme (TRP) and others explored above, broad regulatory frameworks, should among other things incorporates safety and security for women in the taxi industry.

5.8 Conclusion

In conclusion, this study provided some empirical evidence in relation to the major trials facing the taxi industry in KZN. The research also showed that most of the challenges faced by the taxi industry can be resolved by the government and supporting structures. All efforts must be made by these organisations to resolve the prevailing problems enumerated in this research. The findings suggest that taxi violence still remains a fundamental challenge in South Africa, and its perpetrators are predominantly taxi owners contesting ownership of lucrative routes to secure a more robust daily income according to Dladla and Mbohwa (2014). Findings from the study were discussed in summary and recommendations based on the study were tabled. The limitation of the study and further research were explored.

The study revealed that there is a general lack of business skills especially amongst women, gender inequalities, issuing of permits' process/system, taxi violence and unfamiliarity of labour laws amongst taxi operators were mentioned as some of the core challenges facing women and men in the taxi industry. These challenges are further amalgamated by the poor regulatory frameworks and controls that prevail in this industry. Although taxi operators are not formally organised administratively, as the legal framework does not recognise associations, they however, do belong to structured taxi bodies or associations. The associations assist to handle issues ranging from member recruitment and route operations as well as conflict resolution (SANTACO, 2012). The major challenge for the Department of Transport is the restructuring, integration and modernisation of the public transportation system. Furthermore, law enforcement agencies are struggling to curb taxi related violence, even though this industry is one of the admirable illustrations of Black Entrepreneurship and economic empowerment, according to Nkambule and Govender (2014).

The research explored various challenges and interventions that may be used to assist the taxi industry to control these challenges and also empower women in the taxi industry. The majority of the respondents supported the view that the government still has a long way to ensure that women are in leadership position in the taxi industry.

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APPENDICES

Appendix 1: Research instrument & informed consent

Interview guide

Women in the minibus taxi industry:

- a. Personal information:
 - Tell me about yourself? Where do you come from etc?
 - Tell me about how you got involved in the taxi industry?
- b. What role do you play in your association?
- c. What business opportunities have you received as a woman during the time you are in this industry?
- d. What are the challenges you have experienced as a woman during your period in this industry?
- e. What would you like to see changing for women in the industry and why?

Officials (KZN DOT and Municipalities) in the public transport industry:

- a. Tell me about your role in the department?
- b. Based on your experience what are the challenges facing the taxi industry?
- c. What are your thoughts on women empowerment in the taxi industry?
- d. What can government do to change the current narrative, especially for women in this industry?
- e. What role can you play to change this?

Taxi leadership:

- a. Personal information:
 - Tell me about yourself? Where do you come from etc?
 - Tell me about how you got involved in the taxi industry?
- b. What role do you play in your association?
- c. What business opportunities have you received during the time you are in this industry?
- d. What are the challenges you have experienced during your period in this industry?
- e. What is your take on women empowerment in the public transport industry? How can it be achieved ?
- e. What would you like to see changing in the industry for women and why?

Informed consent:

**UKZN HUMANITIES AND SOCIAL SCIENCES RESEARCH ETHICS
COMMITTEE (HSSREC)**

APPLICATION FOR ETHICS APPROVAL

For research with human participants

Information Sheet and Consent to Participate in Research

Date: 29 May 2021

My name is Nonhlanhla Hlophe from the University of KwaZulu Natal, School of Management, Information Technology & Governance. My contact details are 082 900 4739 and email address nhlophe8@gmail.com

You are being invited to consider participating in a study that involves research on **GENDER INEQUALITY WITHIN KWAZULU-NATAL MINIBUS TAXI INDUSTRY**.

The aim and purpose of this research is to:

- a. Identify ways of addressing challenges faced by women operators in the minibus taxi industry within KwaZulu-Natal;
- b. Explore opportunities for women in the minibus taxi industry in KwaZulu-Natal;
- c. Analyse leadership roles available to the women operators in the minibus taxi industry in KwaZulu-Natal; and
- d. Design a framework that will address women empowerment in the minibus taxi industry in KwaZulu-Natal.

The study is expected to **enroll 08 participants in total across the Province**. It will involve the following procedures: **semi-structured interview session**. The duration of your participation if you choose to enroll and remain in the study is expected to be **one hour**.

The study may involve the following risks and/or discomforts: **the challenges you experience as a woman in the public transport industry**. We hope that the study will create the following benefits: **identify possible solutions to increase opportunities of women participation in the public transport industry**. The findings will be published for other scholars and researchers to use and influence policy direction.

This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee (approval number: HSSREC/00002945/2021).

In the event of any problems or concerns/questions you may contact the researcher at (provide contact details) or the UKZN Humanities & Social Sciences Research Ethics Committee, contact details as follows:

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

B. Research Office, Westville Campus

C. Govan Mbeki Building

PrivateBagX54001
Durban
4000

KwaZulu-Natal, SOUTH AFRICA

Tel: 27 31 2604557- Fax: 27 31 2604609

Email: HSSREC@ukzn.ac.za

Please note that your participation in this research is voluntary and you may withdraw participation at any point you feel uncomfortable.

In the event of refusal/withdrawal of participation as the participant you will not incur penalty or loss of treatment or other benefit to which they are normally entitled. If you decide to withdraw for any reason after an interview has been scheduled kindly notify me at least 24 hours before the date of the interview so that alternative participants can be identified.

Please note no costs will be incurred by yourself when participating in this research as I will come to you for the interview. Further note the research is not funded therefore there are no incentives or reimbursements for participation in the study.

The following steps will be taken to protect confidentiality of personal information:

- a. The interview session will be held in private between the researcher and yourself.
- b. The recording and notes taken will not be shared with anyone else and the discussions when analyzing data will not mention names as part of findings.

CONSENT

I _____ have been informed about the study entitled gender inequality within the public transport industry in the province of KwaZulu-Natal by Nonhlanhla Hlophe.

I understand the purpose and procedures of the study.

I have been given an opportunity to answer questions about the study and have had answers to my satisfaction.

I declare that my participation in this study is entirely voluntary and that I may withdraw at any time without affecting any of the benefits that I usually am entitled to.

I have been informed about any available compensation or medical treatment if injury occurs to me as a result of study-related procedures.

If I have any further questions/concerns or queries related to the study I understand that I may contact the researcher at 082 900 4739.

If I have any questions or concerns about my rights as a study participant, or if I am concerned about an aspect of the study or the researchers then I may contact:

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

D. Research Office, Westville Campus

E. Govan Mbeki Building

Private Bag X 54001

Durban 4000

KwaZulu-Natal, SOUTH AFRICA

Tel: 27 31 2604557 - Fax: 27 31 2604609

Email: HSSREC@ukzn.ac.za

Additional consent, where applicable

I hereby provide consent to:

Audio-record my interview / focus group discussion YES / NO

_____	_____
Signature of Participant	Date
_____	_____
Signature of Witness	Date
(Where applicable)	
_____	_____
Signature of Translator	Date
(Where applicable)	

Appendix 2: KZN Department of Transport gatekeepers approval



KWAZULU-NATAL PROVINCE
TRANSPORT
REPUBLIC OF SOUTH AFRICA

DIRECTORATE:

Inkosi Mhlabuzima Maphumulo House
172 Burger Street, Pietermaritzburg, 3201
Tel: 033 – 355 6000 Email: nonhlantla.hlophe@kzntransport.gov.za

Regulation and Support
Nonhlantla Hlophe

SUBMISSION

Ms S Ngubo Acting HOD: Transport
Ms FM Sithole DDG: Transportation Services
Mr SJ Lunga CD: Provincial Regulatory Entity

03 May 2021

REQUEST FOR PERMISSION TO CONDUCT RESEARCH WITHIN THE KZN DEPARTMENT OF TRANSPORT FOR PURPOSES OF COMPLETING A MASTERS' DEGREE IN PUBLIC ADMINISTRATION AT THE UNIVERSITY OF KWAZULU NATAL

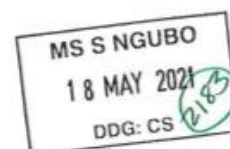
PURPOSE

The purpose of the submission is to request authority to conduct research within the Department of Transport for the completion of the master's degree in Public Administration at the University of KwaZulu- Natal.

Background

I am in the 2nd and final year of the above-mentioned degree and as part of research requirements I need to obtain a gatekeeper's authority to conduct research within the Department. My research will be focusing on gender inequality within the minibus taxi industry as well as finding solutions to the challenge identified. Interviews will be conducted with the identified sample as well as relevant departmental records.

GROWING KWAZULU-NATAL TOGETHER





REQUEST FOR PERMISSION TO CONDUCT RESEARCH WITHIN THE KZN DEPARTMENT OF TRANSPORT FOR PURPOSES OF COMPLETING A MASTERS' DEGREE IN PUBLIC ADMINISTRATION AT THE UNIVERSITY OF KWAZULU NATAL

Recommendation

It is recommended that permission is granted as the findings can assist the Department with

Signature: [Redacted] relating to women in the minibus taxi industry.

Signed at: 2021-05-03 16:15:23 +02:00

Reason: I submit this document for approval



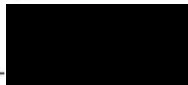
**Ms NP Hlophe: Director
Regulation and Support**

SUPPORTED / NOT SUPPORTED

Signed by: Sifundiswa Justice Lunga

Signed at: 2021-05-04 12:33:22 +02:00

Reason: I approve this document



Mr SJ Lunga: CD: PRE

RECOMMENDED / NOT RECOMMENDED

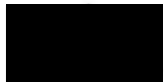
Signed by: Fikile Margaret Sithole

Signed at: 2021-05-04 13:16:38 +02:00

Reason: I approve this document

Miss FM Sithole: DDG – Transportations Services

APPROVED / NOT APPROVED

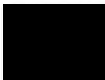


24/5/2021

Miss S Ngubo: Acting Head - Transport

Sithole
This submission should be accompanied with relevant docs:
1) Proof of registration & confirmation of the topic from supervisor
2) Undertaking on the material/information of the state used, that it will be used for purpose of research; No confidential info will be released.

KWAZULU-NATAL TOGETHER



Appendix 3: KZN SANTACO gatekeeper's approval

SANTACO KZN
440 Jabu Ndlovu Street
Pietermaritzburg, 3201



Tel: 087 286 8790
Fax: 033 345 8502
Email: kwanataco@santacokzn.co.za

SANTACO-KZN

13 August 2021

TO WHOM IT MAY CONCERN

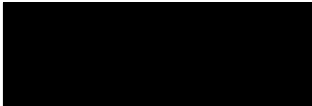
PERMISSION TO CONDUCT RESEARCH WITH THE SANTACO KZN FOR PURPOSES OF MASTERS' DEGREE WITH UKZN

This letter serves to confirm that Ms Nonhlanhla Pearl Hlophe is granted permission by KwaZulu-Natal South African National Taxi Council (SANTACO) to conduct research on the following: **Gender inequality within KwaZulu-Natal minibus taxi industry.**

She has been granted access to interview our members when required for purposes of her research.

I hope you will find the above in order.

Yours Sincerely


Mr S.R. Shangase
(Office Manager)

Safety Unity Peace and Prosperity in the Taxi Industry

B.B. Zondi, (Chairperson), S.M.C. Mthethwa (Deputy Chairperson), P.J. Manqele (Secretary), R.C. Kenny (Deputy Secretary), B.M. Mkhwanazi (Treasurer), S.V. Duma (P.R.O.), M.T.J. Ngobese (Training Officer), Z. A. Mkhize, M.N. Mthethwa, S.S. Zisongo, K.S. Khoza, S.W. Kubheka, C.T. Kubheka, E.B. Shange, B.M. Sokhela, D.Z. Ntuli, M.P. Ndlovu, Y. Khaliva, B.M.Nzuza, A.T. Ndawonde, S.A. Zwane, M.S. Makhunga, S.H. Skosana, B.E. Bhengu, S.S. Mvubu

Appendix 4: Ethical clearance



26 August 2021

Ms Nonhlanhla Pearl Hlophe (982169504)
School Of Man Info Tech & Gov
Westville Campus

Dear Ms Hlophe,

Protocol reference number: HSSREC/00002945/2021

Project title: Gender inequality within the minibus taxi industry in the Province of KwaZulu- Natal.
Degree: Masters

Approval Notification – Full Committee Reviewed Protocol

This letter serves to notify you that your response received on 22 August 2021 to our letter of 03 August 2021 in connection with the above, was reviewed by the Humanities and Social Sciences Research Ethics Committee (HSSREC) and the protocol has been granted **FULL APPROVAL**.

Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment/modification prior to its implementation. In case you have further queries, please quote the above reference number. PLEASE NOTE: Research data should be securely stored in the discipline/department for a period of 5 years.

This approval is valid for one year until 26 August 2022

To ensure uninterrupted approval of this study beyond the approval expiry date, a progress report must be submitted to the Research Office on the appropriate form 2 - 3 months before the expiry date. A close-out report to be submitted when study is finished.

All research conducted during the COVID-19 period must adhere to the national and UKZN guidelines.

HSSREC is registered with the South African National Research Ethics Council (REC-040414-040).

Yours faithfully



Professor Dipane Hlaiele (Chair)

/dd

Humanities & Social Sciences Research Ethics Committee
UKZN Research Ethics Office Westville Campus, Govan Mbeki Building
Postal Address: Private Bag X54001, Durban 4000
Tel: +27 31 260 8200 / 4557 / 3587
Website: http://research.ukzn.ac.za/Research_Ethics/

Founding Campuses: ■ Edgewood ■ Howard College ■ Medical School ■ Pietermaritzburg ■ Westville