

**MUNICIPAL SUPPORT MECHANISMS FOR STREET
TRADERS: A CASE STUDY UNDERTAKEN IN THE CBD OF
ETHEKWINI MUNICIPALITY**

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Abstract

The Constitution of the Republic of South Africa (RSA, 1996) makes provision for local government to create an environment that enables citizens to make a living for themselves. As a young democracy, South Africa is facing a continuous increase in street trading, especially in urban spaces. Street trading has become an integral part of the country's inclusive economy. Thus, municipalities have the responsibility to allow citizens to use public spaces for street trading.

This research was conducted to explore the municipality's support mechanisms for street traders in the CBD of eThekweni Municipality. Research was based on the *Public Service-Dominant Framework*. The research used a qualitative method of enquiry through a single case study. This was an empirical study applying open-ended questions, thereby allowing respondents to provide in-depth information about the research objective. A focus group discussion with ten street traders was conducted, after which it was complemented with a semi-structured interview with key informants from the municipality.

Findings revealed that the municipality has support mechanisms in place, but these do not talk to the needs of street traders. Thus, recommendations were made for a participatory policy intervention to ensure effective communication between the municipality and street traders. Interventions should focus on improving the quality of support provided, which is ultimately aimed at empowering street traders so they can contribute to sustainable local economic development, including a strong law enforcement agency to remove illegitimate traders. The research study concluded by recommending educational programmes, both formal and informal, aimed at improving the socio-economic status of street traders.

Key words: Municipal support mechanisms, street traders, socio-economic status

Table of contents

Description	Page
Declaration	ii
Acknowledgements	iii
Abstract	iv
List of figures	ix
List of tables	x
Acronyms and abbreviations	xi
CHAPTER 1 INTRODUCTION and background	1
1.1. INTRODUCTION	1
1.2. BACKGROUND OF THE BROAD RESEARCH PROBLEM	1
1.3. PROBLEM STATEMENT	3
1.4. RESEARCH QUESTIONS	4
1.4.1. Main question	4
1.4.2. Specific questions	4
1.5. RESEARCH OBJECTIVES	4
1.5.1. Main objective	4
1.5.2. Specific objectives	4
1.6. SIGNIFICANCE OF THE STUDY	5
1.7. RESEARCH RELEVANCE AND JUSTIFICATION OF THE STUDY	5
1.8. DEMARCATION OF THE STUDY AND JUSTIFICATION OF THE STUDY AREA	6
1.9. THEORETICAL FRAMEWORK: PUBLIC SERVICE-DOMINANT THEORY	6
1.10. STUDY LIMITATIONS	8
1.11. THE STRUCTURE OF THIS DISSERTATION	8
1.12. CHAPTER SUMMARY	9

CHAPTER 2 LITERATURE REVIEW	10
2.1. INTRODUCTION	10
2.2. THE SOUTH AFRICAN LEGAL FRAMEWORK ON STREET TRADING	10
2.2.1. Constitution of South Africa, 1996	11
2.2.2. The Business Act 71 of 1991	11
2.2.3. Municipal Systems Act, 32 of 2000	13
2.2.4. Street trading bylaws in South Africa	13
2.2.4.1. eThekweni Municipality street trading by-laws	14
2.3. LITERATURE REVIEW	15
2.3.1. Conceptualising street trading	15
2.3.2. The contribution of street trading to local government	16
2.3.3. Foreign street traders in South Africa	18
2.3.4. Benefits of street trading to local economic development (LED)	19
2.3.5. Infrastructure development for street traders	20
2.3.6. Capacity building for street traders	21
2.3.7. Socio-economic impact of street trading	23
2.3.8. Street trading as a people-driven economic development	25
2.4. STRUCTURES SUPPORTING STREET TRADE	26
2.4.1. South African Local Government Association (SALGA)	26
2.4.2. Small Enterprise Development Agency (SEDA)	27
2.5. CHAPTER SUMMARY	28
CHAPTER 3 RESEARCH DESIGN AND METHODOLOGY	30
3.1. INTRODUCTION	30
3.2. RESEARCH WORLDVIEW/PARADIGMS	30
3.3. RESEARCH DESIGN	31
3.4. RESEARCH STRATEGIES	31
3.5. SAMPLING	33
3.5.1. Target population	33

3.5.2. Sample strategies	34
3.5.3. Sample and sample size	36
3.6. DATA QUALITY CONTROL	37
3.7. DATA ANALYSIS	37
3.8. ETHICAL CONSIDERATIONS	38
3.9. CONCLUSIONS	39
CHAPTER 4 DATA analysis and FINDINGS	40
4.1. INTRODUCTION	40
4.2. BACKGROUND OF STREET TRADING IN THE CBD, ETHEKWINI MUNICIPALITY	40
4.3. RATIONALE FOR RECORDING THE SPATIAL DISTRIBUTION OF STREET TRADE	41
4.4. LOCATIONAL ATTRIBUTES OF STREET TRADING	41
4.5. DATA COLLECTION METHODS	42
4.6. DATA ANALYSIS AND DATA INTERPRETATION	42
4.6.1. Focus group interview	42
4.6.1.1. Profile of street traders	43
4.6.1.2. Focus group findings	46
4.6.2. Semi-structured interview	59
4.7. CONCLUSIONS	67
CHAPTER 5 CONCLUSIONS AND RECOMMENDATIONS	69
5.1. INTRODUCTION	69
5.2. SUMMARY OF RESEARCH FINDINGS	69
5.3. REVISITING RESEARCH QUESTIONS AND OBJECTIVES	71
5.3.1. How do street traders perceive their relationship with municipal officials regarding provision of support mechanisms?	72
5.3.2. What is eThekwini Municipality’s approach to support street trading and how does this approach affect the LED process?	74

5.3.3. How can the eThekweni Municipality better support the street traders to contribute to a sustainable and inclusive LED?	75
5.4. FUTURE RESEARCH	77
5.5. CONCLUSIONS	78
REFERENCES	79
APPENDIX 1: FOCUS GROUP INTERVIEW QUESTIONS	85
APPENDIX 2: SEMI-STRUCTURED INTERVIEW QUESTIONS	86
APPENDIX 3: INFORMED CONSENT FORM	89
APPENDIX 4: APPROVAL FROM ETHEKWINI MUNICIPALITY	91
APPENDIX 5: ETHICAL CLEARANCE LETTER	92

List of figures

Number	Description	Page
2.1	Development of guidelines for street trading	27
4.1	Gender	44
4.2	Experience	45
4.3	Annual street trading fee	47
4.4	Products displayed at trading tables	49
4.5	Site allocated near robot intersection	50
4.6	Trading table	51
4.7	Use of storage facility	53
4.8	Internal stakeholders	55
4.9	Monthly income	57
4.10	Street trading table	61
4.11	Trader's own trading table	62
4.12	Municipality storage facility	63
4.13	Street trading workshop	65
4.14	Group discussion during workshop	66

List of tables

Number	Description	Page
3.1	Research worldviews	30
3.2	STRATA for focus group interview	35
3.3	Sample and sample size	37
4.1	Ages	44
4.2	Products sold	45
4.3	Frequency of training and workshops	64
4.4	Service providers of training and workshops	66

Acronyms and abbreviations

ABM	area-based management
BBBEE	Broad-Based Black Economic Empowerment
BSTMU	Business Support, Tourism and Markets Unit
CBD	central business district
CSR	corporate social responsibility
DSW	Durban Solid Waste
EMIEF	eThekweni Municipality informal economy
ETA	eThekweni Transport Authority
GDP	gross domestic product
IDP	Integrated Development Plan
ILO	International Labour Organisation
LED	local economic development
KZN	KwaZulu-Natal
KZNDoeD	KwaZulu-Natal Department of Economic Development
NDP	National Development Plan
PPP	public-private partnership
SA	South Africa
SADC	Southern African Development Communities
SANIEF	South African National Informal Economy Forum
SDF	Spatial Development Framework
SEDA	Small Enterprise Development Agency
SEFA	Small Enterprise Financial Agency
SMME	small, medium and micro enterprise

CHAPTER 1

INTRODUCTION AND BACKGROUND

1.1. INTRODUCTION

This chapter presents a general overview of the research that was conducted. The background of the broader research problem and the statement of the narrow research problem are articulated. Further, the research questions, research objectives, significance of the study, the study justification and relevance as well as the limitations of the study are explored.

1.2. BACKGROUND OF THE BROAD RESEARCH PROBLEM

Apartheid was characterised by, among other things, exclusion of black South Africans from participating in some economic activities. It has been 24 years into democracy and South Africa (SA) is now faced with a rapid increase of street traders in all its towns and cities. This is due to the country's relaxed and inclusive approach to participation in the economic activities of the country. Mahajan (2014:79) pointed out that "South Africa's economic growth potential could be significantly enhanced if it can launch its own version of economic convergence, one that would enable rapid growth of the informal economy". This explains why the South African government has identified the small medium and micro enterprise (SMME) sector as an instrument of economic growth and economic development. Bangasser (2000:9) maintained that "people fail to realise the extent of economically efficient production in the informal sector because of the low incomes received by most workers in the sector". There is a high level of support for SMMEs in the country. For example, the *National Treasury RSA* (2017:68) reported that "the national informal business upliftment scheme aims to develop more than 5 000 informal businesses and cooperatives through financial and other support". This is a measure by national government to enhance street trading and to uplift the livelihood of street traders.

The concept of street trading is defined by various authors from different perspectives to accommodate different aspects of small business enterprises. According to eThekweni Municipality (2014:10), street trading is defined as the "selling of goods or the supply of services for reward in a public road". The question remains: What exactly is street trading? From the individual trader's viewpoint this refers to the perception of the nature of street trading, the meaning and the purpose of this sector, what the individual ought to do, and

what they hope to achieve. All these are fundamental questions resulting in the conceptualisation of the meaning and practice of street trading. Skinner (2012:69) defined street trader as a person who has been issued with a permit entitling him or her to carry on street trading in the inner city at a demarcated stand, or within a specified management zone in the case of a mobile street trader.

According to Bhowmik (2010:60), street traders sell their products on the street pavement in order to attract customers who are mainly pedestrians while others move from place to place carrying their goods on carts as they do not have a permanent trading stand. 'Street trading' is used interchangeably with 'informal enterprise' (StatsSA in *Cardno Agrisystems Consortium*, 2008:11). It is defined as the informal sector, consisting of those businesses that are not registered in any way for tax purposes. Street trade businesses are "generally small in nature, run from street pavements and other informal arrangements" (*Cardno Agrisystems Consortium*, 2008:11).

Africa's growing economies are dominated by street trading "like retail trade, reproduction and selling of CDs and tapes" (Beegle, Benjamin, Recanatini & Santini, 2014:6). eThekweni Metro Municipality is no different from the rest of African countries regarding street trading. 'Street traders' in the context of this study refers to all legal economic activities that are not registered by government for tax purpose and mostly the owners are self-employed. Such street traders are registered with eThekweni Municipality, provided with permits to run their businesses either in the demarcated zones or as mobile hawkers in the city. eThekweni Municipality as a local government entity recognises the significance of street trading for local economic development and it provides permission for street trading.

The South African Government is comprised of three spheres – national, provincial and local government, that work interdependently to ensure service delivery. Local government, as a sphere of government that is the closest to the people, is responsible for execution of national and provincial policies. Street trading is recognised by municipalities as a channel to achieve radical economic transformation by transforming the way people do business by acknowledging and developing informal economic activities including street trade. In South Africa, street trade is dominated by black unskilled workers. Transforming the sector can be achieved through capacity building and through other mechanisms.

According to Bhuiyan (2010:660), “local governance is a process in which local people take the initiative to organize themselves for purposes of participating in their governance”. Shah (2006:11) maintained that “local governance includes the formulation and implementation of collective action at the local level”. Local government has a duty to enhance people’s confidence through economic empowerment. However, to enhance the socio-economic status of people, local government must ensure excellent service delivery in public administration. Public administrators must ensure transparency and accountability always. Local government has the responsibility to provide basic goods and services within specific geographical areas.

Moreover, local government as a sphere of government responsible for public administration and grass-roots service delivery has an obligation to create an enabling environment in support of street trading. This research study has been based on the understanding that public administration has the responsibility to enhance people’s lives through excellence in the delivery of services. The focus of this study was on street trading within the central business district (CBD) of eThekweni Municipality. The CBD area attracts more street traders because it has more business activities and attracts more potential buyers and suppliers of goods and services. eThekweni Municipality has many units as part of its structure. These include the *Business Support, Tourism and Markets Unit* (BSTMU) which is responsible for economic development including street trading.

1.3. PROBLEM STATEMENT

There is a continuous increase in the number of street traders in the CBD area of eThekweni Municipality. Some street traders are trading on tables provided by the municipality while others are not provided with trading tables and they must improvise. Apparently street traders do not run their businesses when it is raining as they do not have shelter conducive to certain weather conditions, yet they pay for trading permits. According to Budlender (2015:1), traders surveyed in 2012 said “they did not have access to basic services like water, 75 per cent did not have shelter from the weather while working, and nearly half did not have anywhere to store their goods”.

David, Ulrich, Zelezeck and Majoe (2012:75) concluded in the research on eThekweni Municipality street trade that the “informal sector faces challenges in providing sufficient shelter, ablution facilities and storage, access to water and services”. Some street traders have been trading under poor conditions for ten years and more without growth. On the

other hand, the municipality “is duty-bound to direct more resources towards supporting its citizens”. This makes the issue of poor service delivery a centre for debate for the eThekweni Municipality (eThekweni Municipality, 2016a:17). The question remains: What approaches should the municipality use to support street traders? This research sought to gain a better understanding of support mechanisms provided by eThekweni Municipality to cater for street traders.

1.4. RESEARCH QUESTIONS

1.4.1. Main question

Based on the problem statement outlined above, the main research question was: What support mechanisms does eThekweni Municipality have for street traders?

1.4.2. Specific questions

The main research question was further broken into the following three sub-questions:

1. How do street traders perceive their relationship with municipal officials regarding provision of support mechanisms?
2. What is eThekweni Municipality’s approach to supporting street trading and how does this approach affect the local economic development (LED) process?
3. How can eThekweni Municipality better support the street traders to contribute to a sustainable and inclusive LED?

1.5. RESEARCH OBJECTIVES

1.5.1. Main objective

Based on the main research question, the main objective of this study was to explore the municipality support mechanisms for street traders through conducting a case study in the CBD area of eThekweni Municipality.

1.5.2. Specific objectives

The main objective was further broken down into the following three specific objectives:

1. To explore the perceptions of street traders regarding their relationship with municipality officials for provision of support mechanisms.

2. To identify approaches that eThekweni Municipality utilises to empower street traders to increase their contribution to LED.
3. To recommend approaches to be used by eThekweni Municipality to better support street traders to contribute to LED.

1.6. SIGNIFICANCE OF THE STUDY

This research seeks to assist policy-makers to provide support and services to street traders while assisting the BSTMU to develop programmes that will enhance street trading in the eThekweni Municipality. If the recommendations of the study are correctly implemented, they will assist the municipality to develop relevant programmes and strategies that will assist street traders to contribute effectively towards economic growth and development in the area while growing as entrepreneurs.

1.7. RESEARCH RELEVANCE AND JUSTIFICATION OF THE STUDY

The National Development Plan (NDP) aims to raise economic growth and achieve a decent standard of living for all by 2030. On the other hand, the vision for eThekweni Municipality is to transform Durban into Africa's most caring and liveable city by 2030, where all people live in harmony with each other. This can be achieved through appropriate public administration, proper planning and proper implementation of policies. eThekweni Municipality has a core responsibility to provide service delivery, including provision of support mechanisms to street traders. The findings of the study aim to shed light on the municipal support mechanisms for street traders. eThekweni Municipality (2016b) through its Integrated Development Plan (IDP) has made financial provision for supporting street traders while preliminary research revealed that street traders are not satisfied with the support received thus far from the municipality. The results of the study will contribute to the body of knowledge on street trading and to the role of local government in empowering street traders. Furthermore, the results of the study provide practical information that will inform policy makers of the perceptions of street traders regarding support approaches provided by the municipality. Lastly, the study provides practical recommendations for eThekweni Municipality to support street traders more effectively so that they can contribute more to the LED.

1.8. DEMARCATION OF THE STUDY AND JUSTIFICATION OF THE STUDY AREA

For the eThekweni Municipality, street trading is the responsibility of BSTMU which has six regional offices. Between them, they are responsible for 14,000 traders with permits, almost half of the street traders being located in the CBD (Budlender, 2015:3). This is referring to street traders who are legal and registered on the municipal database. Street traders in the CBD are supported by a municipal office located at 22 Stratford Road, Warwick Avenue. This research area was selected because it has the largest population of street traders compared to other regions within the municipality. Street trading in the CBD is restricted to pavements at demarcated sites with provision of trading tables for some traders while others are only provided with an open space as a trading site. Street trading in the CBD is also concentrated near the taxi ranks where many commuters and pedestrians congregate, like the Tongaat Taxi rank situated in Victoria Street. The research study area includes all street pavements, taxi ranks and market areas within the CBD.

Findings from this research indicate how the municipality supports street traders. Research findings from the selected sample of the population contribute a true representation that responded to the research aim. Furthermore, research findings can be generalised to other regions within the municipality as well as to other municipalities. The success of street traders depends on the support mechanisms provided by the municipality. The following section provides a detailed description of the theoretical framework that is aligned to the research

1.9. THEORETICAL FRAMEWORK: PUBLIC SERVICE-DOMINANT THEORY

The Public Service-Dominant Framework emphasises that public organisations must develop reform strategies for public services that understand that reform requires a cultural change that takes account of end-user driven culture, predicated upon service effectiveness and the creation of public value. According to Osborne, Radnor, Kinder and Vidal (2014:314), the *Public Service-Dominant Framework* is based on two fundamentals, namely:

- “building relationships across the public service delivery system and

- understanding that sustainability derives from the transformation of user knowledge and professional understanding of the public service delivery process”.

Meanwhile, Osborne, Radnor and Nasi (2012:138) argued that the public service-dominant approach “requires both governing and responding to the service expectations of the public and training of public service officials to interact positively with end users”. However, there is no universal methodology to guarantee that the level of service offered is perfect. There are guidelines that, when followed, government can achieve appropriate service delivery. On the basis of this argument, it is significant that planning and implementation of support mechanisms should be transparent and proper communication channels should be established between key stakeholders, including street traders.

However, “research consistently suggests that while service users expect a service to be fit for purpose, they base their judgment of its performance upon their expectations and experience of the process of service delivery rather than upon outcomes alone” (Osborne, et al., 2012:139). The two questions were: “Does the Municipality allow street traders’ participation in making decisions regarding infrastructural support mechanisms?” and “Are street traders’ concerns considered by the Municipality when it comes to the provision of support that can lead to improving the contribution of street trading to local economic development?”

Osborne et al. (2014:316) hold the view that “public service organisations can no longer act as if their efficiency, effectiveness and sustainability were in their hands alone”. The objective of the research was aimed at exploring municipal support mechanisms for street traders. This objective focused on the extent to which the *Public Service-Dominant Framework* was applied in the eThekweni Municipality. Exploring the municipality’s understanding of street traders’ expectations was interesting considering the divergent responses received from the municipality on the one hand and from the street traders on the other. For this study, the researcher grounded the research on the *Principles of Public Service-Dominant Framework* as it provides insight for the municipal management to reflect on the already existing support approaches and to invite street traders’ participation in articulating proposals for the improvement of such approaches in order to improve public service delivery.

1.10. STUDY LIMITATIONS

- This study only focused on street trading in the eThekweni Municipality CBD area.
- The street trading businesses being considered were those within the legal framework and who have permission to trade.
- Any illegal street traders were not included.

1.11. THE STRUCTURE OF THIS DISSERTATION

Chapter 1: Introduction and background

This chapter introduces and sets the context for the study by providing the background of the research problem, the problem statement, significance of the study, relevance, justification as well as demarcation of the study. The chapter also explains the theoretical framework and the limitations of the research study.

Chapter 2: Literature review

In this chapter, the appropriate legislation and the policy framework are explored, particularly referring to how public administration supports street traders. This is followed by a review of street trading by-laws with reference to the eThekweni Municipality. The researcher critically reviewed academic studies which were undertaken on the topic. Lastly, there is a discussion focusing on structures supporting street trade such as SALGA and SEDA

Chapter 3: Research design and methodology

The chapter discusses the research design, study area, population, sampling method, and data collection methods and ethical considerations.

Chapter 4: Data analysis and findings

In this chapter, the researcher captures, analyses and interprets data. Meaning of views and opinions expressed by the respondents are provided together with the implication thereof.

Chapter 5: Conclusions and recommendations

In this chapter, research questions are revisited, and recommendations proposed for future research. The chapter ends with conclusions derived from the research project.

1.12. CHAPTER SUMMARY

This chapter detailed the background to the broader research problem and it articulated the problem statement regarding street trading in the eThekweni Municipality. The research objective, the research questions, significance of the research and the research justification were declared. Also briefly discussed was the Public Service-Dominant Framework as well as the limitations of the research. In the next chapter, pertinent legislation and policies are detailed and a review of selected literature on street trading is presented.

CHAPTER 2

LITERATURE REVIEW

2.1. INTRODUCTION

This chapter outlines the legislative framework and policies pertaining to the research objectives. Street trading by-laws are discussed with special reference to eThekweni Municipality street trading by-laws. Also, the chapter presents a variety of academic literature that the researcher critically reviewed on the subject of street trading. Furthermore, this chapter provides reviews on structures that support street traders. This was done by the researcher to identify gaps for further research. In addition, the researcher conducted a review of literature to gather information for recommending approaches eThekweni Municipality can consider to better support street traders. The following section discusses the relevant legislative framework, in a South African context.

2.2. THE SOUTH AFRICAN LEGAL FRAMEWORK ON STREET TRADING

“Street traders in Apartheid South Africa were subjected to government regulations that were opposed to the practice of street trading activities in urban settings” (Rogerson, 2000:681). Apartheid policies were aimed at separating blacks from whites in residential locations and in economic environments. Apartheid laws prohibited blacks from engaging in economic activities in South African cities. Such prohibitions included street trade by blacks. According to Maylam (1995:21), “The set of laws had their basis not only in the policy framework of Apartheid, but also emanated from the colonial train of thought that urban spaces were the sole property of white people”. Post 1994, much has been done on the policy front in South Africa to facilitate street trading activities, with the hope that it will translate into sustainable economic development. Post-apartheid policies were transformed to enhance economic development at municipal levels. Since then, street trade is acknowledged and structured through local government by-laws. Local government has the mandate to draw up and implement by-laws based on the needs of individual areas. Nevertheless, by-laws must be in conformity with the provisions of the Constitution. The following section comprises a critical review made of relevant sections of the *Constitution of South Africa* (RSA, 1996) with reference to street trade.

2.2.1. Constitution of South Africa, 1996

This *Constitution* sets out several human rights including the right to equality, economic freedom and living a dignified life. The *Constitution* makes provisions for all citizens to exercise their rights:

- Section 9 acknowledges equality for everyone;
- Section 10 acknowledges the right to human dignity and protection; and
- Section 22 acknowledges equal freedom to trade within the law.

Traditionally, street trade was not regulated even though prior to 1994 the government did not make restrictions for people to participate in street trade in the townships and rural areas. The Apartheid government focused on restricting freedom of black people in urban areas where people were prosecuted and jailed if found trading in city streets. The *Constitution* deregulated the past laws as discussed in this section. The researcher engaged in this project to explore the approach of the eThekweni Municipality to supporting street traders as regulated by the *Constitution*. Below is a summary of relevant policies on street trading.

2.2.2. The Business Act 71 of 1991

The *Business Act 71* of 1991 acknowledges that street trade should be transformed as a pertinent sector enhancing the socio-economic status of participants. The Apartheid administration restricted black people from participating in the formal economy except when they were employed for unskilled labour. The *Business Act 71* (RSA, 1991) was passed to change the attitude of public administrators towards street trade. The Act removes past barriers to street trade and makes provisions for blacks to participate in the country's informal economy including street trading. This is known as deregulation. According to Gayle and Goodrich (1990:12), "deregulation is intended to reduce or to eliminate specific government rules and regulations that apply to private businesses". To quote Skinner (2008:11), "the Business Act was a key measure for deregulating business activities, removing barriers to the operation of informal Activities and making it an offence to enforce the move on laws". Thus, the *Business Act* (RSA, 1991) provided local authorities with powers to regulate street trading. Acting within provisions of the *Act*, municipalities witnessed a dramatic increase in urban street trading.

The *Business Act* (RSA, 1991) guided local government structures to establish by-laws that enhance instead of restrict urban street trade. Legally “there was a complete turnabout from a situation where traders were not being allowed to trade, with few exceptions, to traders being allowed to trade freely, with a few exceptions” (Skinner, 1999:9-10). The *Act* provides guidelines for provision of business licences for people trading in fresh produce and for cooking. The government must now provide a written report for rejection of a trading licence with a rationale thereof. The *Act* also provides guidelines for authority of municipalities in establishing street trading by-laws.

According to the *Act*, local authorities have the power to formulate street trading by-laws that will be area-specific to address the needs of a specific municipality. Amendments give municipalities an opportunity to create trading zones and to specify areas where street trading is prohibited. This gives municipalities autonomy to manage street trading, making it easy for various municipalities to have different by-laws. According to *Section 6(a) of the Act* (RSA, 1991), “a local authority may, with the approval of the public administrators, make by-laws regarding the supervision and control of the carrying on of the business of street vending, or hawking; and provides a list of restrictions in terms of which street traders may be regulated”.

According to *Section 6 subsection 2(a) of the Act*, “a local authority may by resolution declare any place in its area of jurisdiction to be an area in which the carrying on of the business of street trade may be restricted or prohibited”. Additionally, the same section and sub-section states that “before such a motion is adopted, the local authority shall have regard to the effect of the presence of a large number of street traders in that area and shall consider whether more effective supervision or control in that area, including negotiations with any person carrying on in that area the business of street trading or their representatives, will make a declaration unnecessary”. When making decisions of prohibiting street trading in certain areas, the municipality should be considerate of the impact it will have on the socio-economic status of people involved. In such cases, the municipality may consider relocating traders rather than throwing them into the economic wilderness.

Furthermore, the *Act* makes provisions for local government to reserve certain areas for trading. Such areas include “demarcated stands or areas for the purposes of the carrying on of the business of street vendor, peddler or hawker on any public road the ownership or

management of which is vested in the local authority or on any other property in the occupation and under the control of the local authority” (*Business Act 71 of 1991*). The *Act* further allows local authority to extend, reduce or disestablish any such area as and when it is necessary to do so. The following section reviews the *Municipal Systems Act 32 of 2000* (RSA, 2000) with specific reference to street trade.

2.2.3. Municipal Systems Act, 32 of 2000

According to the *Constitution*, local authorities are mandated to make provisions for citizens to practise informal activities including street trade. Also, the *Constitution* encourages municipalities to enhance developmental strategies at grass-roots level. According to *Section 152* of the *Constitution*, “objectives of local government include providing democratic and accountable government for local communities, promoting social and economic development and encouraging the involvement of communities and community organisations in the matters of local government”. *Section 156* states that “a municipality has executive authority in respect of, and the right to administer, certain local government matters including street trading”. According to the *Act*, “municipalities have the mandate to draw up street trading by-laws, which may be enforced only after [being] published in the official gazette of the relevant province, and which must be accessible to the public”. The *Municipal Systems Act 32 of 2000* (RSA, 2000) makes the following guidelines with regard to street trading:

- municipal duties;
- powers and functions;
- the municipal drafting of by-laws; and
- the importance of community participation.

2.2.4. Street trading bylaws in South Africa

Street trading by-laws are established by municipalities using the *Business Act* as a guideline so that they are all similar in most aspects. Motala (2002:11) stated the following similar clauses from street trading by-laws:

- Designated and prohibited street trading zones;
- Keep trading sites tidy;
- Safety of pedestrians and other road users; and

- No obstruction of traffic.

It cannot be ignored that street trading by-laws were established to restrict rather than to facilitate economic development in municipalities. Traditionally, street trading was seen as a threat to city security and as a source of crime in urban areas. In addition, street traders were perceived by municipalities to be the as cause of:

- blockages in drainage systems, thus increasing environmental hazard;
- dirty streets;
- crime;
- unhygienic environment;
- inferior quality of cities; and
- decrease in value of land and buildings in cities (Masonganye, 2010:6).

Currently, negative perceptions have changed for most cities that take into cognisance the provisions from the *Business Act*. Over the years, municipalities did not have a strategy to manage the sector but this has improved with the establishment of departments that strictly deal with street trade. Amongst other municipalities, Durban, Cape Town and Johannesburg have established street trading by-laws with an aim of managing the sector. The next section is a review of street trading by-laws at eThekweni Municipality.

2.2.4.1. *eThekweni Municipality street trading by-laws*

The eThekweni Municipality was the first municipality to establish street trading by-laws in South Africa (David et al., 2012:6). The street trading by-laws were established in 2001 in the eThekweni Municipality, but they were amended in 2014. According to *Section 12, subsection 1* of the *eThekweni Municipal informal trading by-laws* (eThekweni Municipality, 2014:15), the following determine if a person may obtain a street trading permit:

- They have no other valid permit within the municipality;
- They are South African citizens;
- They are foreigners with a valid work permit;
- They can employ only one assistant worker;
- They are unemployed; and
- They have no partnership in other informal entities within the municipality.

Restrictions for obtaining a street trading permit as stipulated above, are aimed at allowing a larger number of people to participate in the economy. Otherwise, formal businesses would utilise the street pavements to display products, as a way of prohibiting public access to street trading. Nonetheless, David et al. (2012:67) illustrated the following innovative mechanisms towards street trade as adopted by the municipality:

- A dedicated street trader department – BSTMU;
- Capacity building within the sector;
- Holistic and sustainable strategy for the sector; and
- Effective communication channels through the establishment of the *eThekweni Municipality Informal Economy Forum (EMIEF)* in 2005.

The municipality focuses on productive methods of supporting street traders, including the establishment of the EMIEF which was established by the municipality in collaboration with street traders and their associations as a communication tool for improving the sector. The forum sits quarterly to engage with street traders on issues pertaining to sector development. Robust discussions are undertaken on financials, law enforcement, projects and programmes aimed at supporting the sector. The following section is a critical review of academic literature on the research topic.

2.3. LITERATURE REVIEW

2.3.1. Conceptualising street trading

The concept of street trading as a category within the informal economy places a focus on providing an enabling environment for economic participation by many citizens. “Street trading is an activity for the marginalised groups in society who trade informally owing to lack of capital, as an alternative to formal economy employment to supplement wages and welfare benefits to purchase basic household needs” (Mitullah, 2004:2). There is no universal definition for street trading. According to Ramaite (as cited by Majadibodu, 2016:5), street trade is a visible and distinctive part of urban spaces with a variety of products and services traded from the pavement or wares from baskets on poles on the shoulders of vendors. Street trading, according to the ILO (2002:58) and Bromley (2000:14), is “trading on the street and pavements, from formal stalls, carts or on make-shift tables made from card-board boxes or other suitable materials”.

According to the Johannesburg Municipality (as cited by Matjomane, 2013:19), “street trading refers to sale of legal goods and services in public spaces such as pavements, public squares and parks”. Street trade forms a pertinent part of informal activities of the country. Charmes (as cited by Mitullah, 2004:8) differentiated two categories of street traders with some operating in fixed spots whilst others are mobile traders. Mobile street traders either walk or use bicycles to carry their products, e.g. mielie cookers. Street trading by-laws allow mobile street trading in designated areas where it does not cause traffic congestions such as in taxi ranks. The same applies to immobile street traders. The by-laws stipulate various trading zones, with clear demarcation of the size of the trading site. Also, the purpose is to avoid traffic congestion while providing an economic opportunity for street traders.

2.3.2. The contribution of street trading to local government

Local government have a constitutional duty to provide an enabling environment for citizens to maximise their socio-economic livelihoods. Steyn (2011:5) maintained that “local government should take legal measures that recognise the street trading as a constitutive element of local economic development in order to create an enabling environment in which the urban poor are able to earn a living whilst contributing to the municipal fiscus”. In an interview with the former eThekweni Municipality City Manager, Mr. Sibusiso Sithole, he stated that “the municipality collects R36 million per annum from licensing fees, suggesting that this group also makes a significant contribution to the city coffers” (Mkhize, Dube & Skinner, 2013:1). This revenue contributes to the national GDP per annum. According to Gamielien and Van Niekerk (2017:25), street trading contributes 7% to South Africa’s GDP, with 22% contributing towards the country’s employment rate. Municipalities should have developmental approaches towards transforming the sector. Since street traders contribute revenue to municipalities, it is significant for municipalities to correlate their approaches to street-trading permit fees.

In a research project undertaken on street trade in the eThekweni Municipality, Mkhize et al. (2013:37) revealed that street traders are not happy with paying for permits. Also, street traders have the view that they don’t receive the necessary services and thus there is no value for their money. Street traders revealed that there is a lack of transparency regarding the municipalities’ decision-making. As an approach to transform street trade, local government should have a developmental strategy including transparency on how permit

monies are utilised. The issuing of a street trading permit by the municipality gives consent to the holder to operate at the designated site and to gain access to municipal services and support. The question remains, however, as to who determines the level of support services that street traders should enjoy from the municipality. In this regard, it is significant that money collected by municipalities through permits should be used efficiently for investment in support services that will be to the benefit of the street traders (Mkhize et al., 2013:2).

Mramba (2015:123) indicated concern that street traders are unfairly treated by government officials, yet they are a source of income for the municipalities. While street traders provide a source of income to the municipality by paying annual licensing and permit fees, they also are buying goods such as fruits, second-hand clothes, groceries and other commodities from formal businesses. Street traders are compelled to pay taxes for most of the commodities that they buy from formal businesses. This way street traders indirectly contribute to the South African Revenue Services (SARS). In this process, street traders are contributing to the economy by paying indirect taxes. According to research conducted by Kamunyori (2007:57), a counter-argument was raised that street traders should not claim services from the municipality like people that pay direct taxes. It must be noted that street traders as members of the public have a constitutional right to basic services as much as they have a right to use public space for economic entrepreneurship.

Over the years, street traders have had to endure the brutality of the government agents whilst the same government enjoyed economic benefits of street trading. Methods employed by street traders to conduct their businesses have benefitted the municipality. Bromley (2000:123) stated the following arguments for the practice of street trading:

- They make a substantial contribution to the country's economy.
- They have a constitutional right to trade.
- They contribute to the national taxation revenue.
- They are part of a poverty reduction strategy.
- They provide opportunity for people to participate in the economy outside of the formal sector.
- They allow for a more flexible system of trading.
- They create an energetic city atmosphere.
- They provide flexible trading hours.

- They are self-empowering in hard economic times.

Local government should move away from adopting a ‘western’ way of trading and allow for ‘Africanised’ sustainable methods of trading. “Researchers and policies need to address the informal market, not destroy it, by capturing and using the vibrant communal markets, social capital, and resilience to help in achieving sustainability on a global scale” (Ruzek, 2014:31). Hence, adopting street trading into national and multinational corporations has the potential to sustain the economy. It cannot be ignored that street trading holds the key to local economic sustainability and municipalities must either ignore or embrace, support and learn from this. Street trade offers prospects to people who have no other means to earn a living, including foreigners. Next is a critical review of foreign street traders in South Africa.

2.3.3. Foreign street traders in South Africa

Most developing countries have over the years attracted street trade in city centres. Such trends are due to convenience and the ability to generate a stable income. Thus, the spread of street trading in city centres is attributed to both ‘push’ and ‘pull’ factors including relations that exist between street traders and local government. Hypothetically, street trade allows for economic liberation of people from various African countries to meet and unlock socio-economic struggles. It is during this struggle that foreign street traders face xenophobic attacks which threaten their security on the South African streets. Xenophobic attacks on fellow African street traders are damaging relations with their fellow South Africans. Such acts cannot be condoned, and they threaten economic development of Africa as a continent. Moreover, xenophobic attacks weaken unity between nations and African regions.

The financial achievement by foreign street traders has been claimed as contributing to the conflict. According to the City of Johannesburg (as cited by Steinberg, 2008:6), “many of the South Africans in studies asserted that migrant traders limit the economic opportunities of South Africans. People say there is a struggle for resources going on between South Africans and foreigners”. In this regard, street trading in eThekweni Municipality is no exception. For this study, the question was posed to street traders regarding their perceptions of methods utilised by the municipality to avoid or to address xenophobia in the CBD.

In a study by Steinberg (2008:6) in Johannesburg where foreign street traders were attacked by locals, central beliefs were identified “firstly, that local South Africans believe that other African nationals are grabbing South Africa’s wealth and transferring it to their countries of origin. The second view is that migrant street traders are more economically successful than their South African counterparts and limiting their opportunities”. Such unfounded myths about foreign street traders attracted xenophobic attacks in most areas in SA, including Durban. Regardless of the challenges facing the majority of blacks in SA, fellow Africans are optimistic about South Africa’s economic growth. Hence, “as long as the widespread poverty and high levels of inequality prevail in the continent, South Africa will continue to attract migrant street traders” (Maharaj, 2004:2). Thus, the onus lies with municipal authorities to strike a balance and to act in accordance with a public service-dominant approach to provide equality in terms of supporting street traders. Following xenophobic attacks in 2008, it is interesting to discover how the municipality has addressed the issue in support of street traders in the area of the research study.

2.3.4. Benefits of street trading to local economic development (LED)

Mramba (2015:123) stated that “street trading is practically the only redistributive mechanism for spreading the benefits of growth to large numbers of the poor”. Although Skinner (2008:4) argued that street trading “seems to be assisting the capitalist accumulation.” On the other hand, Willemse (2011:8) ascertained that informal trade “contributes significantly to the Gross Domestic Product (GDP) of developing countries when they work collectively”. Besides, street traders’ contribution to urban life goes beyond self-employment as “they generate demand for a wide range of services provided by other informal workers, including transport workers and recyclers” (Roever & Skinner, 2016:3). Street traders generate demand for services provided by the formal sector and for supplies from suppliers from whom they source their goods. On the other hand, an argument by Skinner (2008:20) is that “informal activities like street trade are undesirable and their contribution to local economies is not recognised”.

Ruzek (2014:27) ascertained that street trade generates economic trends adapted to distinct community requirements. According to Willemse (2011:8), “Informal street vendors also provide informal training or apprenticeships to people who would otherwise have remained unemployed or might have engaged in criminal activities”. This can be accomplished by including educational programmes to support a graduation from informal to more formal

economic activities. “It is imperative for local government to move towards combining law enforcement, and infrastructural policies with a business approach as a means of creating an enabling environment for street traders” (SEDA, 2008:29). Street traders are people who have the power to take economic risks to develop their entrepreneurial capabilities while also contributing to economic development. Skinner (2012:32) asserted that economic principles underpinning street trading policy should reflect and be aligned with the long-term goals and objectives of the municipality’s own LED strategy. Thus, eThekweni Municipal (2014:11) policy acknowledges that street trading is a positive development that contributes to local economic development by creating jobs.

2.3.5. Infrastructure development for street traders

Service delivery is not only a societal or welfare issue but also an economic issue. For any business to thrive, fundamental amenities such as shelter, refuse removal, electricity, toilets, water and storage are important for the business person and for the public at large (SEDA, 2008:32). Such facilities are absent at various trading areas resulting in street traders paying for storage or using toilets in the nearby shops. Section 153 of the Constitution describes the developmental role of local government entities. According to Section 20 sub-section 2 of the informal trading by-laws, “An informal trader must not, on concluding business for the day, leave his or her goods at an informal trading site which is part of a public road or public place, except in any structure permitted by the Municipality” (*eThekweni Municipality*, 2014:20). Municipalities have a constitutional duty to provide essential needs to street traders and to encourage local economic development.

In a study conducted by Pillay (2008:67), a recommendation was made for the municipality to provide shelter to street traders so that trading is convenient and safer in all seasons. Provision of suitable infrastructure will ensure trading at all times and there will be no need for storage facility. Shelter provided to each street trader should be suitable for the kind of product sold, e.g. cooling storage for fresh produce. This will enhance the economy while fast tracking service delivery.

Service delivery is not only a societal or welfare issue but also an economic issue that is sector-based. *Section 195* of the Constitution requires government to incorporate the principles of being development-oriented while responding to people’s needs, and in this case it refers to infrastructural needs of street traders. Mathebula (2013:6) holds the similar view that infrastructure development is imperative for any successful LED initiative. The

facilitation of access to resources such as toilets, running water, storage, trading space and shelter, are the responsibility of the local municipality.

Findings from research conducted by Mkhize et al. (2013:8) on how street trading sector point out that it is negatively affected by weather on rainy days as well as sunny days. When it is raining, traders are forced to close shop and go home until the weather clears. Rain affects all street traders irrespective of product sold or service conducted. Therefore, it becomes unprofitable to trade on rainy days. During summer seasons, when it is sunny, traders of fruits and vegetables are the most affected. Fresh produce becomes rotten easily. Forcing street traders to throw away their products. In the end, this has a negative impact on profits. Thus, municipalities are duty bound to provide efficient shelters for street traders.

According to Skinner (2012:21), the “IDP requirements cover the development of a Spatial Development Framework (SDF), which includes the municipality’s land use management system”. This advocates for integration of street trading needs into the municipality’s infrastructural development. For effective service delivery, Skinner (2012:30) recommended that a database of street traders within the municipality will provide useful information for gathering activities. Such a database can be used to design detailed infrastructural projects, while providing the basis for communication between the municipality and the street traders.

2.3.6. Capacity building for street traders

According to Benit-Gbaffou (2015:3), street trading is indeed a major entry point into the labour market for people without skills. Diallo, Yin and Beckline (2017:4) emphasised that street trading is thought to be a means to unlock individual entrepreneurial skills. Mramba (2015:125) holds a similar view that “development of relevant skills and knowledge is an instrument for improved productivity, and the promotion of decent work in the informal economy”. Skills development “is a major instrument for improved productivity, better working conditions, and the promotion of decent work in street trade” (ILO, 2002:5). On the other hand, Skinner (2012:35) argued that skill development programmes within the street trading departments are likely to be biased towards enforcement rather than development. Such strategies will rather hinder the purpose of providing skills development for street traders. Nevertheless, eThekweni Municipality “offers demand-oriented capacity building to street traders” (David et al., 2012:72). Adopting a demand-

oriented approach means involving street traders when planning capacity-building programmes. This way, services rendered by government will ensure value for money spent.

According to the *Green Paper on Skills Development Strategy*, “small enterprises are a part of the overall vision for skills development”. The policy focus is based on “sustainability for self-employment and increased standards of living” (Steyn, 2011:7). While, Skinner (2012:41) emphasised that for appropriate street trading the municipality should be guided by participants regarding support interventions which will add the most value to themselves. On the other hand, Mbaye (2014:4) argued that “informality prevents street traders from acquiring modern management skills and worker training, limiting growth potential and access to the world market”. Steyn (2011:6) recommended “literacy and entrepreneurial awareness as two important interventions for survivalist enterprises”. It is imperative for the municipality to conduct quality assessment programmes.

Another method of capacity building for street traders is through the establishment of cooperatives. Government encourages the formation of Broad-Based Black Economic Empowerment (BBBEE) businesses. Municipalities should adopt this policy by encouraging street traders to work as a collective. David et al. (2012:45), in the study of Rwanda’s Gasabo market district, confirmed that establishing a cooperative enhances the socio-economic environment, and leads to improved rate of youth empowerment as well as to better relations with both public and private sectors. According to a study conducted by Pillay (2008:37), the Department of Trade and Industry acknowledges that efforts to empower street traders through training and workshops have failed. Working with municipalities to empower street traders is not producing positive results.

Provision of capacity building initiatives is important for the development, growth and sustainability of street trading; however, this must be managed in a framework flexible enough to take account of the very different business strategies and aspirations of participants, from survivalist to small business (Skinner, 2012:41). In determining what interventions will add the most value, the municipality should be guided by street trading participants themselves rather than third parties who make assumptions on their behalf. In that way the municipalities will align to public service-dominant theory, which emphasises that local government should establish relationships with street traders and provide services to their satisfaction. It cannot be denied that the introduction of training and

provision of capacity building initiatives is important for the development, growth and sustainability of street traders (Skinner, 2012:40).

2.3.7. Socio-economic impact of street trading

According to Lyons and Msoka (as cited by Mramba, 2015:123), street trading is significant to local economies for its employment of the huge number of less educated people. “The informal sector contributes about 55% to Sub-Saharan Africa’s Gross Domestic Product (GDP) and to 80% of the labour force” (Diallo et al., 2017:3). Eight in ten families can put food on the table through street trading activities. Street trade provides opportunities for people to uplift their socio-economic status. Street trading is key in unlocking poverty and in reducing vulnerability (David et al., 2012:57). Local government has a duty to support people in poverty-stricken communities by providing an enabling environment for trading.

Street traders are a valuable asset in the drive towards economic growth and development of a country. However, how to support this business sector becomes a problem for policy makers in public administration. New changes in a democratic South Africa have brought many challenges to unemployed people in various municipalities. These challenges have led many unemployed people to start street trading in various areas of local government. David et. al. (2012:57) argued that without street trading, the unemployment rate in SA will rise from 25% to 47,5%. eThekweni Municipality is not excluded from this problem. Street trading even attracts people from other countries in Africa and from outside of Africa. The above-mentioned street traders need support to enhance their trading. The support includes access to funding, training, infrastructure and other related issues. These challenges call for local government to support street traders so that they can contribute towards economic growth and development in the area of study.

An alternative argument suggests that the continuous increase in street trading is the result of the voluntary uptake of informal employment due to its advantage over formal employment. In this light, Maloney (2004:1161) argued that street trading should not be seen as a residual or inferior economy, made up of underprivileged workers unable to secure good jobs in the formal economy, instead it should be considered as the developing country equivalent of the independent, entrepreneurial and small-scale enterprise sector of the economy in developed countries, with workers voluntarily choosing to be informally

employed because of the inherent benefits, such as independence and pride, in comparison to taking up formal jobs.

Findings from a study conducted by Omoegun (2015:138) on street trade in Lagos, Nigeria, revealed that there is detachment between policy makers and street traders. Such detached relations create intolerance and bad attitudes between these stakeholders. This can lead to the government displacing rather than supporting street traders to continue trading in the city centre. The Nigerian government is not concerned about the contribution of street trade to the LED and to job creation opportunities. Another confusion regarding street trade in Lagos is that roles and responsibilities of various government departments are not clearly defined regarding street trade. Government has no strategies in place to enhance the status of the street trader, whilst street trade itself is considered as a public nuisance rather than as a valuable economic activity. Since there is no designated department to manage street traders, the government resorts to prohibiting and removing them from the city centre. Such an act is hindering the livelihood of many families, leading to even more poverty and unemployment.

According to Van Heerden (2011:53), “street traders are generally poor, unskilled people at the lower end of the socio-economic spectrum. Informal trading has become a common feature in all urban areas, in both major cities and smaller towns, and wherever there is traffic such as at bus stops, train stations, truck stops and, of course, the streets”. In major African cities, markets and street traders have been found to be a major source of provision for poor, urban households with some studies suggesting that in Sub-Saharan Africa, the informal sector accounts for up to 60% of the economy. Traditionally, street trading has developed social relations amongst street traders, formal businesses and the municipalities whilst providing cheap, yet good quality products to the public.

Street trading enhances fair competition with formal businesses whilst it creates more room for customers to make informed decisions on where to buy. Ruzek (2014:29) ascertained that “if you add in the aspects of bargaining that usually accompanies the informal sector, the prices can be adjusted to separate economic classes. This can allow a less affluent individual or local person to pay lower prices than that of an affluent business person or tourist”. Such flexibility in the economy allows for the equity, whereby both rich and poor are afforded similar socio-economic opportunities. As a result of social interaction between the rich and the poor, cities remain safer for all to live in harmony.

According to Beegle et al. (2014:4), the street trade “presents several attractions, where its size suggests opportunities to create jobs, raise productivity, and promote growth”. Thus, in the absence of sufficient wage employment or low paid jobs, “the informal economy will remain an alternative field of activity to earn a living for most of the world’s unemployed and poor working people especially women, who huddle in-and-around cities” (Steyn, 2011:4).

2.3.8. Street trading as a people-driven economic development

Benit-Gbaffou (2015:5) highlighted that *Agenda 2063* recognizes the importance of economic development based on inclusive and sustainable growth. According to the Sustainable Development (2015:7), *Agenda 2030* is committed to building sustainable and people-centred economies. Additionally, the *Business Act of 1991* (RSA, 1991) explicitly empowers local authorities to make by-laws that regulate street trade. Moreover, the Act recommends that “the local authorities first consider the effect in the sector in the case of a by-law or regulation that will restrict trading in an area where large numbers of street traders operate”. Mramba (2015:121) argued that street traders have a “potential to be productive but are deprived by government policies and limited access to finance”. It remains the responsibility of municipalities to facilitate street traders into becoming more than they are by developing a mechanism of directing and controlling change, leading them to some form of economic growth. Street traders should be assisted to acquire knowledge through training in business issues to help them grow their businesses and have information on various issues that affect them in making informed decisions.

The White Paper on National Strategy for the Development and Promotion of Small Business in South Africa of 1995 (RSA, 1995) commits government’s “legal interventions and other resources towards creating an enabling environment in which small enterprises can contribute to economic development in conjunction with bigger enterprises”. Skinner (2008:12) ascertained that the number of street traders has increased over time and that this will continue. Ruzek (2014:25) holds a similar view that “even though the informal sector is deemed a movement toward the formal sector, it is expected to grow to encompass 2/3 of the global workforce by 2020”. For SA, this amounts to an estimated 28% contribution from street trading to GDP (David et al., 2012:51).

Benit-Gbaffou (2015:3) ascertained that to achieve inclusive economic development there needs to be a recognition of the value of the activities of the informal economy including

street trade. Mathebula (2013:18) argued that the challenge to business development of street traders is because training is profoundly focused on how street traders can be formalised instead of focusing on the best business management practices. *Section 152, Subsection 1* of the Constitution provides guidelines for community involvement in decision-making processes at local government level with the objective to stimulate community participation in governance. Street trading provides an opportunity for economic development through public participation. On the other hand, Mathebula (2013:6) recommended that infrastructure development is imperative for any successful LED initiative. Benit-Gbaffou (2015:2) maintained that street trading management remains a challenge especially in inner cities.

Mramba (2015:123) stated that the huge number of constraints experienced by street traders limit their contribution to economic growth. On the other hand, the government emphasises LED which focuses on development at a local level, driven by local municipalities. *Section 22* of the Constitution guarantees “the right to choose trade or occupation” within boundaries of the law. Steyn (2011:20) holds the view that “the local power-holders have generally not been able to translate their progressive policy speak on informal trade into progressive material change”. This includes recognition of street trading as an economic boost to local government. According to the *KZN Green Paper on the Informal Economy* (KZN Government, 2003:51), “the informal economy is a permanent part of the broader economy” and it encourages municipalities to provide capacity to street traders. The next section is a discussion on structures that support municipalities to further support street traders.

2.4. STRUCTURES SUPPORTING STREET TRADE

2.4.1. South African Local Government Association (SALGA)

SALGA collaborated with numerous stakeholders and adopted a developmental approach to enhance local economies. Guidelines were formulated to “achieve balance between need to regulate the sector and the need to support livelihood and job creation” (David et al., 2012:55). These guidelines have assisted local government to establish participatory street trading policies and by-laws. SALGA further provides guidelines for municipalities to adopt inclusive economies through integrated planning processes SALGA continues to provide developmental support to municipalities to improve street trade. SALGA supports municipalities that have adopted an LED-friendly strategy towards street trading.

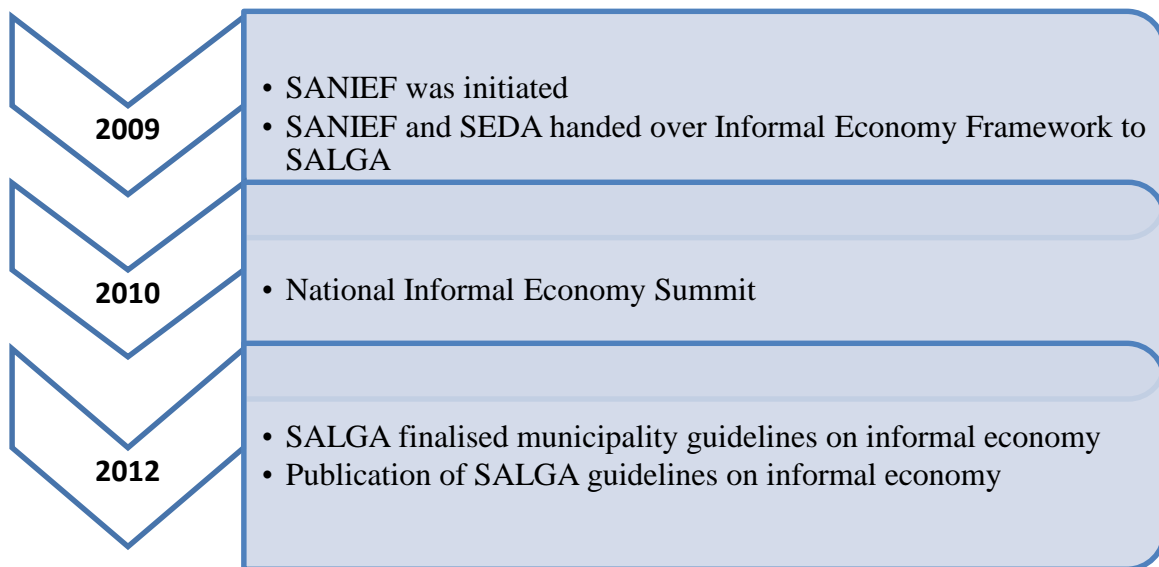


Figure 2.1: Development of guidelines for street trading

Source: David, S., Ulrich, O., Zelezeck, S., & Majoe, N. (2012). *Managing informality: Local government practices towards the informal economy*, p. 23. [Online]. Available WWW: https://www.enterprise-development.org/wp-content/uploads/managing_informality_local_governments_practices_towards_the_informal_economy.pdf [Accessed: 24 September 2017].

Figure 2.1 above shows the journey undertaken by SALGA in developing guidelines for street trading. SALGA continues to work with municipalities and other stakeholders to amend and improve guidelines for the benefit of participants in street trading. SALGA has a mandate to support municipalities to develop street trading by-laws through:

- ongoing communication with relevant stakeholders;
- influencing other departments to better their participation; and
- influencing all municipalities to improve their support for street trading through integrated IDPs.

2.4.2. Small Enterprise Development Agency (SEDA)

The Small Enterprise Development Agency (SEDA), which is an agency of the Department of Trade and Industry (DTI), has a sole mandate to provide support through small business approaches. SEDA joined forces with the *South African National Informal Economy Forum* (SANIEF) to “formulate policy on street trading that encourages micro-

trading and provide financial support to street traders” (David et al., 2012:62). Through this partnership, street trading support was improved by various municipalities, including eThekweni Municipality. Thus, certain empowerment programmes for street traders are provided by SEDA working collectively with municipalities. Below is a discussion of findings from the literature reviewed with gaps identified which in turn led to the conduction of this research study.

Findings from a review of the literature revealed issues impeding and accelerating street trading. Local government fails to establish an LED-friendly environment for street traders. Literature shows that local authorities do not acknowledge the contribution of street trading to local economies. Thus, proper planning for street trading is neglected by municipalities. Other factors hindering street trade include xenophobic attacks on street traders, for example. Also, findings from the literature revealed that government’s lack of provision of financial support limits street traders’ potential to be economically productive. Furthermore, government training focuses more on transforming street traders into formal entrepreneurs instead of improving their business management skills for sustainable street trade. This led to the researcher of this study conducting research, aiming to explore mechanisms utilised by eThekweni Municipality to support street traders in the CBD.

2.5. CHAPTER SUMMARY

This chapter elaborated on South African legislation and policies which offer guidelines to municipalities for ensuring provision of proper support mechanisms for street traders. The *Constitution of South Africa*, the *Business Act 71 of 1991* and the *Municipality Systems Act 32 of 2000* were critically analysed. South African street trading by-laws were discussed with special attention to the eThekweni Municipality by-laws. The chapter critically reviewed academic literature on street trade, starting by conceptualising the sector. A further robust review of literature was presented on the contribution of street trade to municipalities, the role of municipality regarding provision of infrastructure, trading permits, and training and development opportunities for street traders.

Also, the chapter reflected on literature reviewed regarding foreign street traders in SA with reference to the 2008 xenophobic attacks. Furthermore, the academic literature reviewed on the significance of street traders as entrepreneurs and the people-driven economic development was discussed. Structures providing support to the street trade

sector were mentioned. In the next chapter, the researcher discusses the research design, methodology and techniques as applied in the research study.

CHAPTER 3

RESEARCH DESIGN AND METHODOLOGY

3.1. INTRODUCTION

This chapter presents the research approach methodology, with a description of how this combines to satisfy the aims and objectives of the research study. The chapter commences by conceptualising the transformative worldview into the topic of the research. This is followed with a discussion of the overarching case study approach of the research, a discussion of the methods of data collection and the considerations that guided their choice and implementation. The chapter also gives an indication of the research strategy, sampling, data quality control, as well as ethical considerations.

3.2. RESEARCH WORLDVIEW/PARADIGMS

According to Creswell (2014:6), “worldviews arise based on discipline orientations, students’ advisors/mentors’ inclinations, and past research experiences”. Such principles play a major role in making the individuals start to gain interest and be influenced to embrace a particular approach in their research. Table 3.1 below illustrates different types of worldviews.

Table 3.1: Research worldviews

Post positivism	Constructivism
<ul style="list-style-type: none"> • Determination • Reductionism • Empirical observation and measurement • Theory verification 	<ul style="list-style-type: none"> • Understanding • Multiple participation meanings • Social and historical construction • Theory generation
Transformative	Pragmatism
<ul style="list-style-type: none"> • Political • Power and justice oriented • Collaborative • Change oriented 	<ul style="list-style-type: none"> • Consequence of actions • Problem-centred • Pluralistic • Real world practice oriented

Source: Adopted from Creswell, J. (2014). *Research design*. SAGE Publications Inc., London, p. 6.

According to Creswell (2014:12), “transformative worldview contains Actions for reforming participants and institutions. Transformative research provides voice for the participants by focusing on the needs of groups of society that may be marginalised”. This study assumes the transformational worldview whereby local government is constitutionally obligated to make informed decisions to enhance change that is in the best interest of the citizens. This research study covers the power of public administrators to transform street trading through collaborative service delivery aimed at achieving sustainability. Thus, positive change in street trade can be achieved through transformative municipality policies on street trade.

3.3. RESEARCH DESIGN

“Research design refers to different approaches of inquiry including the qualitative, quantitative and mixed methods that offers specific directions for specific procedures during research” (Creswell, 2014:11). This study employed a qualitative method of inquiry because the researcher was seeking to explore municipality support mechanisms provided to street traders in the CBD area of eThekweni Municipality.

3.4. RESEARCH STRATEGIES

Case studies provide unique opportunities in conducting research, particularly social science research. Case studies provide opportunity to explore areas in which limited knowledge exists and a distinct avenue through which holistic comprehension of real-life events can be achieved (Kumar, 2012:123). Moreover, “a case study is an in-depth study of a single phenomenon in which the researcher collects detailed information” (Creswell, 2014:14). Zainal (2007:1) holds a similar view that “a case study is a deep inquiry or a detailed analysis of a system or an event and the examination is done in a specific space and time”. It is for this rationale that in-depth social science research should explore at a localised scale; researchers have tended therefore to operationalise research questions using case studies. This is generally the case with research on street trading, with studies often focusing on a single case or multiple cases. Miles (2015:310) maintained that case studies are under-conceptualised because of a belief that case studies are weak as research methodology in research. Through case study the researcher explores imperative features of the issue being studied.

Yin (2009:10) asserted that “case study approach provides rich information; therefore, case studies help the researcher to understand and know more about an individual, organization and society that is being studied”. The thorough orientation of case studies also raises several concerns, the most significant of which is whether findings from a single or few cases can have wider application. A major criticism of the case study approach is the generalisability of research findings, a fundamental critique that warrants sufficient consideration. However, the necessity and overall importance of the generalisation of findings from research projects has been questioned. Denzin (1983 as cited by Punch, 2005:146) posited that generalisation and a claim to representativeness should not necessarily be the focus of all research projects.

Research on street trading has typically adopted a case study approach since street traders’ practices are rooted in local culture cutting across various aspects of society. The most significant one is the opportunity to learn from the case. Thus, the research sought to explore support mechanisms for street traders in the CBD which can effectively be implemented by focusing on the public service dominant approach. This research adopted the single case study because of its significant contextual orientation. Nevertheless, in this study, the case selection was made early in the research process and, as this choice goes a long way in determining the success of a research project, it warrants due consideration. The choice of the individual unit of study is the frame upon which the entire case study process rests, the choice being perhaps the most distinctive aspect of the case study (Flyvberg, 2013:185). This choice is dependent on several different factors and has significant research implications.

The significant basis for choosing the case study was that it offered an opportunity to discover municipality support mechanisms for street traders with specific focus in the CBD. The research study applied focus group and semi-structured interviews as research strategies. Focus group discussion was utilised as an exploratory tool by way of getting in-depth information through group interaction. According to Blandford (2013:25), the main interactions are between participants; whose responses build on and react to each other. “Focus group participants influence each other through their answers to the ideas and contributions during the discussion” (Henrique, Oliveira, Jenkins & Popjoy, 1998:2). In this regard, the researcher stimulated discussion with comments on a subject. The first step was to address the first specific objective which was to explore the perceptions of street

traders regarding support approaches provided by the municipality. A focus group discussion with ten street traders for the CBD was significant in this regard. Henrique et al. (1998:4) ascertained that focus groups have high face validity and provide speedy results. Focus group participants were randomly selected by the researcher in the meeting that was called by the municipality for CBD street traders. Secondly, to explore the municipality support approaches for street traders, eThekweni Municipality street trading by-laws as revisited in Chapter 2 were complemented by semi structured interview conducted with an official from BSTMU. A semi-structured interview was administered with an official at a middle level management whose sole responsibility is to provide direction for the empowerment of street trading at eThekweni Municipality. According to Blandford (2013:23), semi-structured interviews are planned ahead of the interview but “the lines of enquiry are pursued within the interview, to follow up on interesting and unexpected possibilities that develop”. Semi-structured interview questionnaire is best suited for understanding peoples’ experiences, thus was more suitable to be administered with municipality official.

The last step of the research was reviewing findings from focus group discussion and well as from semi structured interview and recommending approaches in which eThekweni Municipality can better support street traders to bring about and delivery a more sustainable and inclusive LED policy. Findings from semi structured interview assisted the researcher to determine what is implemented by the municipality and to identify gaps for improvement. While, findings from focus group discussion assisted the researcher in determining if the municipality was providing service in the level best suited for the street traders.

3.5. SAMPLING

3.5.1. Target population

According to Burns and Grove (1997:224), “target population refers to combination of respondents that meet the selected set of criteria”. For this study, the researcher targeted the eThekweni Municipality which is situated on the coast of KwaZulu-Natal in SA. eThekweni Municipality has various units, including BSTMU which is responsible for informal economy along other sections. The informal economy section is responsible for providing support to street traders and that is the focus of this research.

3.5.2. Sample strategies

According to Gray (2013:74), “probability sampling includes random sampling, stratified sampling cluster sampling and stage sampling”. On the other hand, non-probability sampling comprises “purposive sampling, snowballing sampling and quota sampling” (Creswell, 2014:74). Non-probability sampling is selected “according to other principles such as convenience or accessibility” (Terre Blanche & Durrheim, 2002:279). For purposive sampling, the researcher depends on previous research findings and experience as a strategy for obtaining a unit of analysis (Welman, Kruger & Mitchell, 2005:69). For the purpose of this research, non-probability, purposive sampling was utilised as the respondents were both accessible and had the relevant information to respond to the research objective.

Respondents for a semi-structured interview were chosen based on the professional role, knowledge of street trading and the history of providing support mechanisms for street traders at eThekweni Municipality. Key informants were selected because of the unique knowledge of the sector. It is for this rationale that the researcher used purposive sampling to gather accurate and relevant information responding to the second research objective. An official interview was conducted at middle-management level with a person who works in the informal trade office within the municipality. It was significant for the researcher to interview this respondent because, by virtue of his professional profile, he is responsible for planning and implementing support mechanisms for the street trading sector in the CBD.

A few challenges were confronted in the interview conducted with the key informant municipality official, but with careful consideration and adequate flexibility they were successfully surmounted. The most common issue was finding a convenient time and venue for the interview. The researcher was able to overcome this challenge by maintaining good communication with the respondent prior to the interview date in order to confirm their availability and in this case, multiple appointments were required before an interview was finally conducted. An interview was conducted in the office of the respondent, and was conducted entirely at the respondent’s convenience. The semi-structured interview was conducted on the 18th September 2017 and lasted approximately 90 minutes. The respondent provided clear, accurate and relevant responses. Where further clarity was requested, the respondent was cooperative to provide further information. The

semi-structured interview followed a protocol with questions specifically tailored to underlie the research – as per research questions for the municipality official (Appendix 2).

To enhance the conversational rapport across topics that were covered in the interview dialogue, open-ended questions were used. Open questions provide significant room for flexibility, rapport-building and in-depth exploration. However, the researcher took care to keep the interview sufficiently focused, bearing in mind the need to reconcile and analyse the generated data. Ambiguous issues should be clarified during the interviews to facilitate future analysis and enhance the overall interview experience, as this research sought to do.

Of the potential sampling strategies used in social science research, a stratified random strategy was identified as the most suitable for the focus group interview with street traders. Stratified random sampling involves separating the study population into different categories based on certain criteria and thereafter the sample can be selected randomly from each of the resulting strata. However, this is only possible when it is relatively easy to categorise and distribute units to strata (Bryman, 2001:79). In this research, it was relatively easy to set out the criteria for the classification of the data as some categories were already clearly evident. Therefore, to gain a good representative sample of street traders, two key strata were identified: the experience of the street traders (whether they had been operating for more than a year); the location (whether the trader was located outside or within the CBD), as shown in the table below.

Table 3.2: STRATA for focus group interview

STRATA 1				STRATA 2			
Experience in years				Location in the CBD			
0 - 10	11-20	21-30	Above 30	Victoria Street	Smith Street	Tongaat Taxi Rank	Queen Street
2	5	2	1	3	2	2	3
10 respondents				10 respondents			

Source: Author (September 2017)

Table 3.2 above reflects the respondents that were randomly selected from the population of street traders in the CBD. The table indicates the experience in years as well as location of each street trader within study area. It is evident from Table 3.2 that half (50%) of the

street traders selected to participate in this research had between 11 and 20 years of experience. Only 20% of the respondents had less than 11 years of experience in street trading. Having respondents with such experience was good for the focus group discussion as they had much to discuss on the research objective. Conducting a focus group discussion with respondents from different trading areas enhanced the discussion because it gave perspective that even though street traders are scattered in the CBD, their challenges are similar.

With a large sample from which to draw conclusions and gain a balanced insight into the general experience of street traders, which was the central aim of the research, a stratified random sampling of street traders was used to gather respondents for objective one of the perceptions of street traders about the approaches utilised by the municipality for support. The interview schedule was structured around overarching questions followed by more detailed probes, with contentious issues such as trader perceptions of support mechanisms provided by the municipality in the latter part of the interview (Appendix 1). This strategy contributed to an approach whereby the interviewer questions were short while interviewee answers were longer, spontaneous, comprehensive and relevant, ensuring the quality of the findings – an important issue.

Gaining access to street traders willing to participate was a major challenge in this study. This is because many of the traders had experienced dissatisfaction from the municipality and they were adamant that their opinions were of no significance, some insisting that they had previously been interviewed with no obvious benefit. However, the researcher was able to gain the trust of some traders through a gatekeeper, and through his familiarity with the terrain as well as the predicament of the traders. The researcher had to convince traders of the significance of continually speaking out irrespective of the seeming futility of doing so, as they do not know which consultation could lead to a breakthrough in their desire for better support from the municipality.

3.5.3. Sample and sample size

Qualitative research design is aimed at unpacking diverse beliefs from respondents and one person's opinion is enough to generate themes for data analysis. With excellent recruiting "studies can have as little as 6 to 10 participants and still yield extremely fruitful, and applicable results" (Freitas, Oliveira, Jenkins & Popjoy, 1998:11). The study sample for this research included two categories as per Table 3.3 below.

Table 3.3: Sample and sample size

SAMPLE TYPE	No.	AIM
CBD street traders	10	Through focus group discussions with street traders, the researcher aimed to discover the perceptions of street traders on the support approaches provided by the municipality.
eThekwini Municipality BSTMU informal economy official	1	BSTMU has a Department of Informal Trade which is dedicated to street trading. Through a semi-structured interview, the researcher aimed to obtain information through responses to the research question about the strategies utilised by municipality to support street traders.

Source: Author (September 2017)

3.6. DATA QUALITY CONTROL

Various researchers criticise qualitative methodology for its lack of structure, inability to check the trustworthiness and credibility. However, according to Creswell (2014:201), “qualitative validity checks the accuracy of findings”. Creswell (2014:201) also maintained that “validity is one of the strengths of the qualitative research method based on determining whether the findings are accurate”. For the purpose of this research, a semi-structured interview was conducted with an official whose sole responsibility is to provide guidance and strategies for the development of street trading.

Thus, the researcher employed peer debriefing in order to eliminate the above disapproval. Creswell (2014:202) defined peer debriefing as a “the review of the data and research process by someone who is familiar with the research or the phenomenon being explored”. Lincoln and Guba (1985:64) maintained that “a peer reviewer provides support, plays devil’s advocate, challenges the researcher’s assumptions, pushes the researcher to the next step methodologically, and asks difficult questions about methods and interpretations”. The peer debriefing technique is simulated during the whole research. Peer debriefs offer feedback to the researcher (Lincoln & Guba, 1985:64). Through a peer debrief, the researcher of this study was aiming to enhance trustworthiness and credibility of the study.

3.7. DATA ANALYSIS

“Content analysis are strategies for analysing data using systematic coding and categorizing data to determine, patterns of words, relationships, the structures, frequency,

and discourses of communication” (Vaismoradi, Turunen & Bondas, 2013:400). It is used to refer to individual features of information by probing who said what, to whom and what was the impact. Also, Onwuegbuzie, Leech and Collins (2012:22) asserted that “theme analysis involves a search for relationships among domains and searching for how the relationships link to the overall cultural context”. On the other hand, Sandelowski and Leeman (2012:1411) posited that “devision between content analysis and thematic analysis is not clearly defined thus the terms have been used interchangeable since there is confusion between their similarities and differences”. For the purpose of this research study, the researcher analysed data through the following five stages:

- Collecting and managing data: A focus group was conducted with street traders, after which a semi-structured interview was conducted with a municipality official. Tape recorded and handwritten notes were utilised to capture data. The interviews were conducted in English which is the language understood by both the researcher and the participants. The recordings and handwritten notes were used to create transcripts.
- Reading and memoranda: The transcripts were read to identify themes that had developed. The researcher noted significant phrases and key concepts.
- Classifying: Themes with phrases carrying the same meanings were highlighted. Codes were applied to identify different themes.
- Interpretation: Diverse data were considered, based on Chapter 1 of this study, in connection with themes to elaborate on the research findings in order to achieve the research objectives.

3.8. ETHICAL CONSIDERATIONS

Ethics include those factors the researcher should consider in safeguarding the interest of respondents and the prevention of irregularities that can negatively affect them during and after their participation in the research study. Creswell (2014:99) maintained that ethical considerations protect the privacy of participants. According to Saunders, Lewis and Thornhill (2000:460), “it is the responsibility of the researcher to explain as fully as possible, and in terms meaningful to the participants; the aim and nature of the research, who is undertaking it, who is funding it, its likely duration, why it is being undertaken, the possible consequence of the research, and how the results are to be disseminated”.

Firstly, the researcher received a Gatekeeper letter from eThekweni Municipality giving approval for the researcher to conduct the study within the municipality (see Appendix 4). Secondly, ethical clearance was obtained from the Humanities and Social Sciences Research Ethics Committee of the University of KwaZulu-Natal (see Appendix 5). The researcher ensured that the study was in compliance with all the ethical codes of conducting research as prescribed by the University of KwaZulu-Natal. Lastly, the researcher provided the respondents with an Informed Consent Form (see Appendix 3) which they all signed. The consent form gave them the assurance that information provided would remain confidential between researcher and the respondent and that the research would not cause any harm to the respondents.

3.9. CONCLUSIONS

Chapter 3 reflected on the transformational worldview on which this research was based. The research utilised the qualitative design, a single case study of the CBD in eThekweni Municipality. This chapter also discussed the research strategies and elaborated on sampling. Furthermore, data collection methods and analysis as well as ethical considerations were discussed. The following chapter discusses the analysis and findings of the data collected through the focus group and semi-structured interviews.

CHAPTER 4

DATA ANALYSIS AND FINDINGS

4.1. INTRODUCTION

This chapter presents research data as sourced from respondents. The chapter begins with the background of street trading in the CBD, eThekweni Municipality. The demography of the research area as well as mapping spatial aspects of street trading are briefly provided, followed by a discussion on the location of the sites and the goods sold so as to provide an understanding of the research area. Furthermore, an analysis of data collected through a focus group discussion with street traders in the CBD (Appendix 1) and a semi-structured interview with the key informant (Appendix 2) are presented.

4.2. BACKGROUND OF STREET TRADING IN THE CBD, ETHEKWINI MUNICIPALITY

Street trading at eThekweni Municipality is the responsibility of BSTMU which has six regional offices that are responsible for 14,000 authentic street traders. As alluded to in the preceding chapter, almost half the street traders are located in the CBD (Budlender, 2015:3). It must be emphasised that the focus of this research was on street traders that are legal, and are supported by the municipal office located at 22 Stratford Road, Warwick Avenue, Durban.

Preference for most street traders at eThekweni is in strategic locations on busy pedestrian routes in the CBD. However, street traders face challenges of illegal street traders, with congestion on pavements as street traders often extend on their trading sites. Street trading is arguably a vital and most contested sector in the municipality. This can mainly be attributed to the operation of street trading activities, as the most successful locations for street trading are in busier areas, which are key public sites, like Smith and West streets, and lack basic infrastructure like toilets and storage facilities. Street traders often occupy public spaces, which increases pressure for city authorities to provide infrastructure for them.

BSTMU is responsible for establishing and amending street trading by-laws as well as the general management of street trading. The eThekweni Municipality passed by-laws for the management of street trading within the municipality as a way of appreciating the

existence of the sector, as well as providing support to the sector within the municipality (eThekweni Municipality, 2014:23). BSTMU focuses on support programmes and the management of spaces where street traders operate. Its responsibilities include the implementation of the municipality's street trading policy, dealing with permits, allocating and managing sites, ensuring compliance with environmental health and safety regulations, and budgeting for and managing infrastructural projects.

4.3. RATIONALE FOR RECORDING THE SPATIAL DISTRIBUTION OF STREET TRADE

Recording the spatial distribution is significant for providing street names for distribution of street trading in the CBD. The concentration of traders at given locations gives an indication of the physical and economic attributes of the specified location. It is, however, important to note that in the case of CBD, traders do not choose the location from which they trade. Instead, they are instructed by the municipality based on the spaces available as well as products traded. The locations where traders are active at eThekweni CBD are indicative of places that the local government would consider to be suitable areas in which the traders can apply their trade. The profiling of trading site locations on the streets allowed the researcher to determine to what extent the municipality should provide effective support to street traders. Questions included in the focus group interview schedule addressed issues such as the extent to which traders are satisfied with infrastructure provided by the municipality. The responses to these questions proved useful in determining whether the main focus of the local government is to consider the needs of the traders specifically.

4.4. LOCATIONAL ATTRIBUTES OF STREET TRADING

Profiling the location of trading sites prior to conducting the focus group interview facilitated the research, as it assisted to quantify street traders as well as types of products sold per street. Profiling the composition of the goods sold by the traders and the locations from which they are sold, allowed the researcher to determine whether the type of infrastructure provided by the municipality is convenient for street trading. By profiling the trading sites and products sold the researcher was able to identify support approaches that could be satisfactory to street traders.

4.5. DATA COLLECTION METHODS

Creswell (2014:189) claimed that “data may be gathered using different methods, i.e. observation, visual material and documentary sources”. In order to achieve a qualitative research aim, data collection should be detailed and descriptive. “For a qualitative design, data collection includes the collection of information through unstructured or semi structured observations and interviews, documents and visual materials as well as establishing the protocol for recording information” (Creswell, 2014:61).

The focus group interview was conducted to collect in-depth information from a sample of street traders. A focus group interview data collection method is founded on an assumption that group contact is productive in widening the range of responses and realising inhibitions that may otherwise discourage participants from telling it all. Strydom and Puren (2012:3) stated that the main aim of focus group discussions is to gain an understanding of how the community conceptualises space for transformation and future interventions. Many researchers maintain that focus group interviews produce data rich in detail that is difficult to achieve with other research methods. Ten street traders from the CBD were randomly selected to participate in a focus group discussion. According to Gray (2013:69), “focus group participants build on each other’s ideas to provide an in-depth understanding of the study”.

Zorn (2010:7) stated, “Semi structured interview instrument was selected because of its known primary strength of greater flexibility in the discussion by the participant as it allows for two-way communication”. A semi-structured interview allows the researcher to conduct follow-up questions and to review the respondents’ responses. One official from BSTMU was interviewed by means of a semi-structured interview. While collecting data, the researcher contacted the eThekweni Municipality to obtain permission to conduct research about their municipality.

4.6. DATA ANALYSIS AND DATA INTERPRETATION

4.6.1. Focus group interview

The focus group interview was conducted to explore the perceptions of street traders regarding their relationship with municipality officials concerning the support mechanisms provided by the municipality. The focus group discussion was aimed at identifying responses addressing the first research question. The researcher communicated with the

BSTMU official and requested to address street traders regarding the research. The researcher then attended a regional street traders' meeting conducted at Trump Hall in Warwick Avenue at which the researcher was given a slot to explain the research purpose. The researcher elaborated on the research topic and objectives, after which she requested that street traders interested in participating in the study should remain in the venue after the meeting. Street traders were hesitant to participate, concerned that information might get into the wrong hands and they might be sabotaged by the municipality and even have their permits terminated. The researcher assured the street traders that they did not have to provide their personal details and that all information shared would remain confidential. That assurance convinced street traders to participate in the research study.

After the meeting, the researcher further alluded to the research aim and proposed that traders pick a paper from the table; if the paper was marked 'participant' then that trader would be part of the focus group. There were ten papers written, making it ten street traders participating in the research. The researcher agreed with the participants about the date and time of the focus group interview, which was to be at the same meeting place as it is easily accessible to all participants.

4.6.1.1. Profile of street traders

It was interesting to note the background of street traders; this aided the researcher's understanding of support mechanisms expected from the municipality. Ages of street traders range from 18 years to 85 years. Respondents indicated that they have operated from the streets of eThekweni even before the BSTMU was established by the municipality. This shows that these people have a good understanding of the dynamics of street trading and how the municipality can work towards providing them with sustainable support mechanisms. The researcher observed that the majority of street traders are females, as illustrated in Figure 4.1 below.

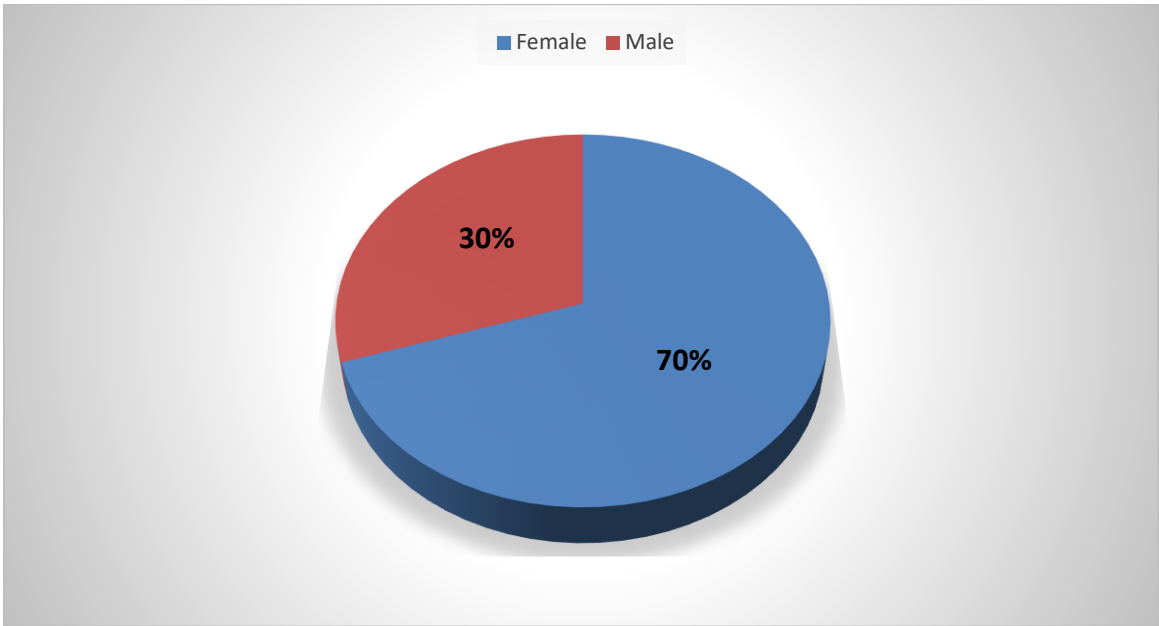


Figure 4.1: Gender

Source: Author (August, 2017)

From Table 4.1 below it is evident that the majority of street traders are between the ages 18 to 35 and 66 to 75. This indicates that either people starting their career or people of retired age can be found in street trading in the CBD.

Table 4.1: Ages

Age	Number	Percentage
18 TO 35	3	30%
36 to 45	1	10%
46 to 55	1	10%
56 to 65	2	20%
66 to 75	3	30%
TOTAL	10	100%

Source: Author (August 2017)

It was significant that the researcher gained an understanding of the respondents' experience in street trading. A person's experience determines their level of understanding

of the crucial needs in the sector. A street trader with more experience will have a better understanding of the circumstances of the sector than someone with less experience.

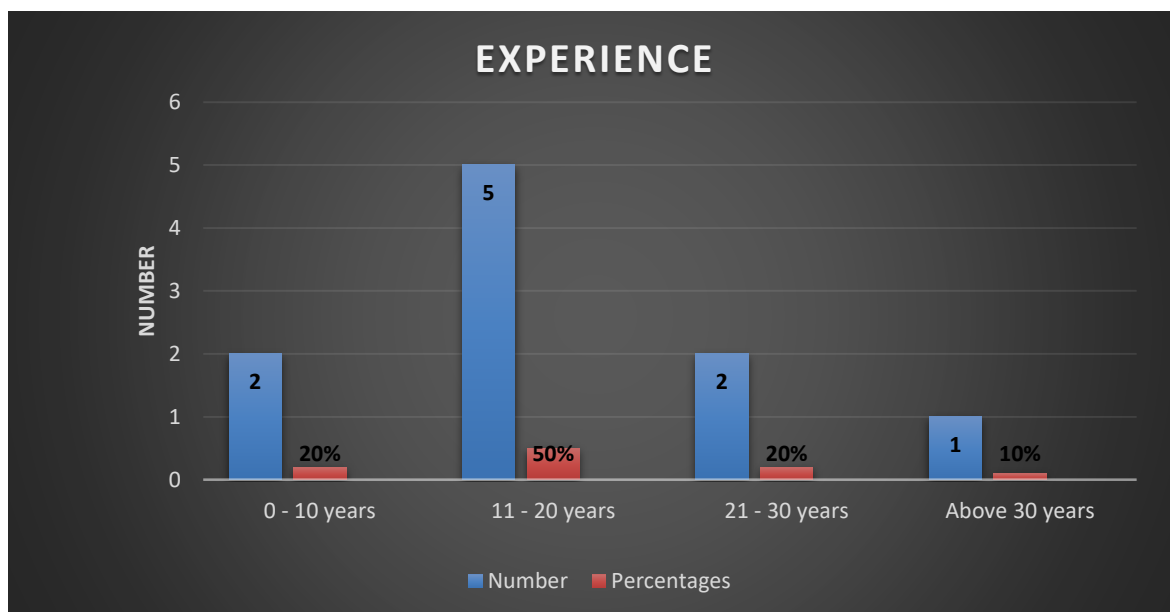


Figure 4.2: Experience

Source: Author (August 2017)

It was also necessary to establish the kinds of products/services provided by street traders in the CBD and to understand that street traders' needs depend on the services/products they provide.

Table 4.2: Products sold

Product/s Sold	Number	Percentage
Sweets, snacks and drinks	3	30%
Fruits and vegetables	3	30%
Second-hand clothes	1	10%
Cooked food	1	10%
Cellphone covers and batteries	1	10%
Cosmetics	1	10%

Source: Author (August 2017)

4.6.1.2. Focus group findings

a. Relationship between street traders and municipality officials

Most traders in the study were of the view that there are no good relations between street traders and the municipality officials from BSTMU. Of the ten respondents, only three reported to have good relations with municipality officials. Seven confirmed that they had bad experiences with municipality officials, which means that is 70% of street trader who participated in this study do not have good relations with municipality officials. Two of the seven street traders were concerned that the officials only come to their trading sites during inspections with the Metro Police. They reported to have been treated badly by the Metro Police who throw away their trading goods. Four of the seven street traders raised the concern that there are bad relations because officials only come to trading sites to remind and threaten traders to pay for the trading permits. Street traders added that the municipality officials never take into consideration any of the complaints and challenges they face. A street trader with 15 years' experience asserted that:

“According to street trading by-law, trading times in the CBD starts from 7am, these trading time cause inconvenient because these are the busiest times in the city centre, there are more pedestrians who can buy. As a result, we lose profits. This challenge has been raised with the municipality but there is no consideration in the matter” (Anonymous, 2017, Focus group).

b. Support for non-South African street traders

Street traders shared differing views in this regard. Eighty percent of the respondents asserted that municipality officials favour non-South African street traders more than the SA traders. These respondents expressed their anger about the municipality officials by sharing the following information:

“Officials are friend with non-South African street traders and they collect bribe money from non-South African street traders in return for not inspecting their trading sites”.

“Municipality officials are more protective of Pakistanis street traders which causes South Africans to be angry with both the officials and Pakistanis traders” (Anonymous, 2017, Focus group interview).

c. Permit fees versus ideal permit fee

All street traders that were in the focus group discussion had valid permits. Of the ten respondents, 40% are paying R528,10 annually while 60% said they are paying R940 annually. All ten street traders stated that they were not happy with the permit fee and they all shared the view that the ‘permit fee does not add any value to their businesses’. For the respondents, the permit amount is a ‘money making scheme by the municipality’ with nothing for sustaining street trading in return. Fifty percent of the street traders shared similar views, namely that:

“In the beginning the municipality did not charge anything and did not issue permits. At that time business was booming and there were no illegal traders”
(Anonymous, 2017, Focus group interview).

The permit fee does not add value to street traders. Respondents felt that there are more illegal traders than legitimate traders in the CBD. They have pleaded with the municipality to register illegal traders so they can also pay for permits, but the municipality is not doing anything about it. One trader was upset about illegal traders who laugh at them for paying and making little profit:

“Illegitimate traders who sell in my street always pass sarcastic remarks that I am paying for nothing because they are also enjoying the same profits as us”
(Anonymous, 2017, Focus group interview).

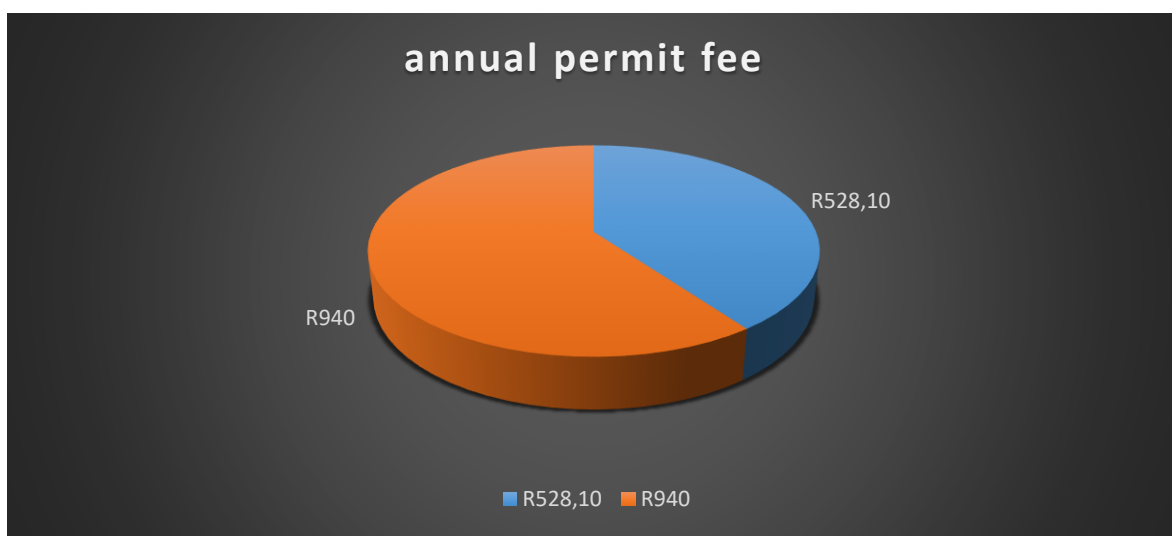


Figure 4.3: Annual street trading fee

Source: Author (September 2017)

According to Figure 4.3 above, traders that pay R940 are in sites with trading tables; whereas traders that pay less are located in demarcated sites without tables. Respondents felt they should not be paying for permits because there is very little that the municipality is doing for street trade. Four (40%) respondents alluded to the fact that it would be better if they paid R100 for the permits for maintenance of sites:

“R100 would be the right fee so the municipality can repaint our sites and repair tables when they are broken” (Anonymous, 2017, Focus group interview).

Respondents (20%) felt that the municipality has the responsibility to provide excellent services to all poor citizens. The municipality has a budget for the informal economy, implying that street traders should not be paying any permits as there is expenditure reserved for street trading:

“It is within our rights to use public space for the benefit of the society, including participating in economic Activities. Municipality should not be forcing us to pay because our sector is informal anyway” (Anonymous, 2017, Focus group interview).

Concern from respondents (100%) was that there is no transparency on how much is collected from street traders and also how these monies are spent. Over the years, street traders have been requesting that financial statements must be discussed with them through their committees but that has not materialised. Members of the EMIEF have raised the concerns of street traders during forum sessions but there is still no transparency. That is one of the reasons street traders strike against the municipality.

d. Sites allocation

All traders acknowledged that they do have trading sites provided by the municipality. Sites are located on the pavements, at the taxi ranks and in the market areas of the CBD. Most traders occupy pavements in the CBD. Respondents stated that when the municipality advertises, it stipulates the location of the site but does not allocate areas where traders have indicated they would prefer to trade. “The allocation criteria is not transparent”, one respondent angrily declared. Sixty percent of the respondents expressed

the fact that they had to make informal arrangements with other street traders to change sites to their most preferred spaces, as the municipality would not have assisted:

“.. this way, you can only go to the office and tell them to change you from the system to avoid getting penalty fines from Metro Police” (Anonymous, 2017, Focus group interview).

“I spoke with street committee and they assisted me to change to my preferred space, otherwise I would have waited forever” (Anonymous, 2017, Focus group interview).

One frustrated respondent stated that:

“ I had tried numerous times to change trading location but the municipality officials said they will terminate my permit if they discover that I have made changes without their permission. They have not assisted me even today. I am not making enough money at West street, I know if I can sell from Tongaat taxi rank I can make enough profit to expand my buisness, both the municipality is not assisting” (Anonymous, 2017, Focus group interview).



Figure 4.4: Products displayed at trading tables

Source: Author (September 2017)



Figure 4.5: Site allocated near robot intersection

Source: Author (September 2017)

Street traders who alluded to having been provided with open trading spaces, as in Figure 4.5 above, further elaborated that:

“It is difficult because we have to provide our own tables and in the afternoons we must pack everything and clear the trading site. We have expressed our frustrations to the municipality that we end up using crates as trading tables, but when Metro Police do inspections they throw crates in a DSW truck and say it is causig traffic for the pedestrians” (Anonymous, 2017, Focus group interview).

One street trader who emphasised that he started trading 34 years ago expressed that:

“We never experienced such bad treatment from the apartheid government, we were not paying any monies and we knew not to expect anything from that government. Nevertheless, apartheid government did not throw our products

away. At that time, there were not so many street traders and the business was booming” (Anonymous, 2017, Focus group interview).

“The current government is forcing for payment of permits yet they are not allowing us to choose preferable trading sites. Municipality favour other street traders against others by not providing all with tables” (Anonymous, 2017, Focus group interview).

e. Infrastructure provision

Respondents in the sample shared a similar view that the only form of infrastructure provided is a table which is not provided to all. Of the ten respondents in the focus group, 60% are provided with steel tables, while 40% are provided with open trading spaces.



Figure 4.6: Trading table

Source: Author (September 2017)

Figure 4.6 above shows the trading tables that are used by street traders in the CBD to display and sell their products. It is clear from the photograph that the table is not big enough; traders have to put some products on the pavement so that the public can see all the products that are for sale. Respondents shared that they have been requesting the municipality to add shelves so that all products can easily be seen by the public.

Respondents said they are convinced that when the municipality finally decides to provide their demands, they will be forced to pay even more. Respondents expressed their frustrations:

“ ... These tables are not enough for me to display all my products. Sometime products get stolen as I cannot clearly see from all sides of the table and the municipality does not want to change designs” (Anonymous, 2017, Focus group).

“We need toilets, storages and closed trading shelter to enhance and sustain our businesses” (Anonymous, 2017, Focus group).

“.. Why are we forced to pay when we don't even have toilets and storages? What is the municipality thinking by giving me an open space and then not provide storage where I can put my table at the end of business day” (Anonymous, 2017, Focus group)?

Street traders explained that the burning issue around the provision of storage space in the CBD has been raised on numerous occasions in the meetings with BSTMU management, but they have not delivered on their request. One street trader pointed out that they even went on to open a case against the municipality to provide them with storage as this is ‘their constitutional right’. Street traders said they are concerned that the municipality does not take into consideration that most of them stay far from their trading sites; they have to take transport to and from home, which is very difficult with big bags of trading stock every day. Two street traders even asserted that:

“The municipality is putting our lives in danger and subjecting us to robbery by ‘amaphara’ ” (Anonymous, 2017, Focus group interview).

“... I sit in the EThekweni Municipality Informal Economy Forum (EMIEF) with municipality management. We have raised the significance of getting storages in the CBD for years but the municipality does not want to make decision in this matter. There are dilapidated building in almost every street in the CBD which the municipality can get ownership and convert into a storages” (Anonymous, 2017, Focus group interview).

Figure 4.7 below is a reflection that most street traders (70%) do not use municipality storage, 50% of these are forced because storages are not close by their trading site and are not suitable for the type of products they sell, such as fruits. The other 20% prefer to use private storage instead of taking their products home in the afternoons. The municipality earmarked only old buildings; most of them don't have roofs. Street traders selling perishable products and selling clothes are therefore unable to use these facilities because their products will be damaged.

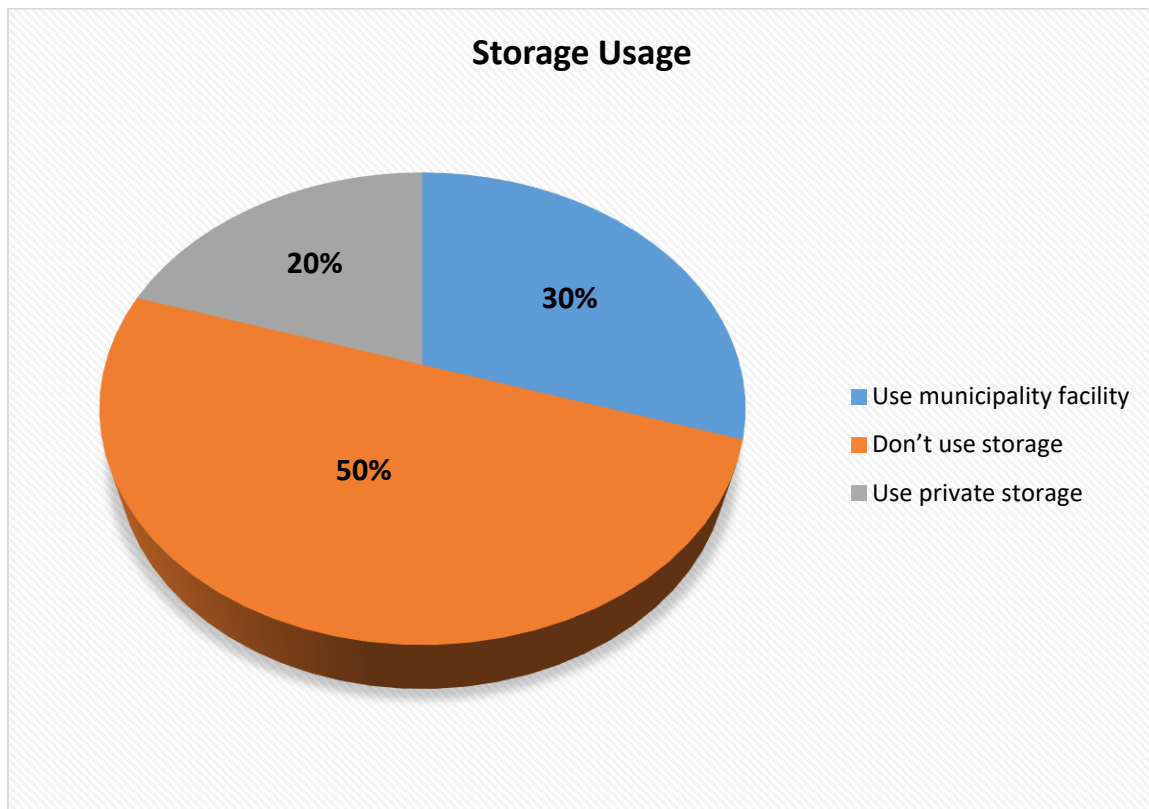


Figure 4.7: Use of storage facility

Source: Author (September 2017)

Another burning issue was that of toilets; street traders feel that the municipality does not consider them as a source of income because they don't provide them with toilets. Street traders' indicated that their concern is that they have to pay R2 at the municipality toilets located in taxi ranks and to buy 10 litres of water to use in their businesses. Most of the street traders not trading closer to taxi ranks are forced to pay R2 each time for the use of toilets at formal businesses close by their trading sites. One respondent shared her bad experience:

“I used to go to the toilet from Nandos for free but the store manager noticed that I was a regular in the shop but not for buying, so manager instructed the security guard not to allow me the shop” (Anonymous, 2017, Focus group interview).

f. Support mechanisms provided by the municipality

All street traders acknowledged that the municipality does provide support mechanisms including financial aid. Respondents (50%) trading in fresh fruits shared similar opinion stating that the municipality should allow them to buy on credit in the fresh produce markets, sell more goods and earn more profit while paying market debt. One of the street traders indicated that:

“The challenge with SEFA loans is that not every trader has membership card for the market, traders are forced to buy through others” (Anonymous, 2017, Focus group interview).

Street traders expressed their concern that it is mostly Indian traders that have membership cards allowing them to buy on credit in the fresh produce markets. They said they reckon that the municipality system must be scrutinised and be decolonised as it favours only the minority. Street traders maintained that if they buy on credit from other traders, they don't make any profits because they have to pay back the debt with interest. If they cannot afford to pay back the debt, they still pay interest from the little they make.

Respondents with experience of longer than five years were concerned that training and workshops provided do not enhance their business skills. All street traders (100%) asserted that the municipality organises workshops quarterly, including compliance and by-law workshops where other departments provide educational information.

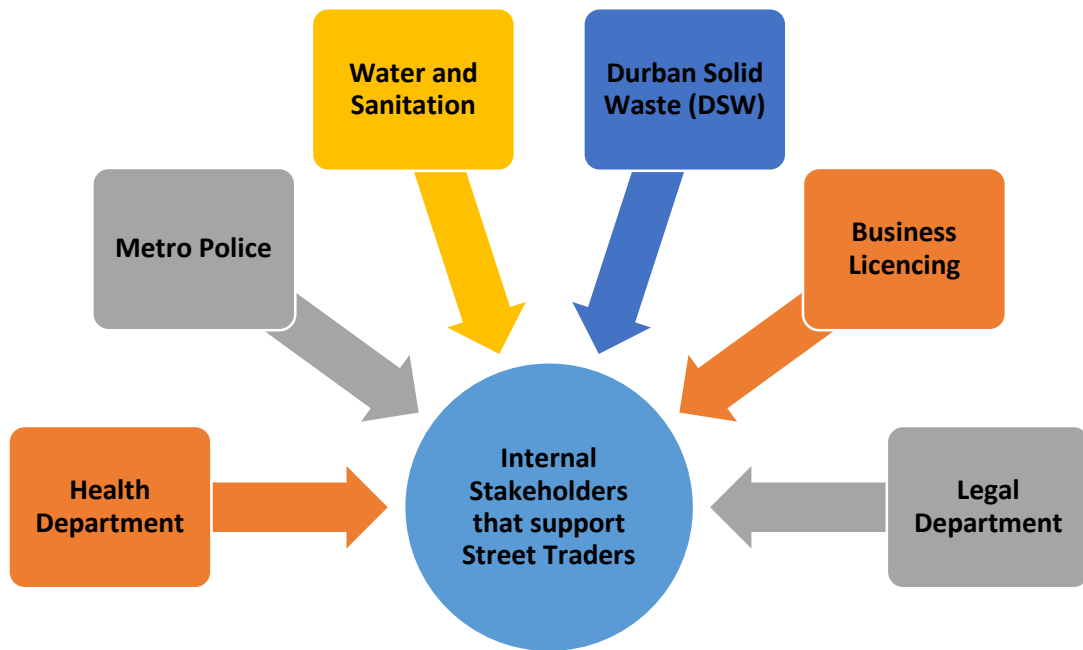


Figure 4.8: Internal stakeholders

Source: Author (September 2017)

It also emerged that, as illustrated above in Figure 4.8, during compliance workshops, the Departments of Health, Water and Sanitation, Storm Water, Business Licensing, Durban Solid Waste (DSW) and eThekweni Water Services (EWS) provide educational sessions. In addition to the compliance workshops, the municipality also schedules quarterly by-law meetings where Metro Police and the Legal Department are involved.

Apart from the workshops, respondents mentioned that the municipality provides training sessions in collaboration with other stakeholders. Even though all respondents (100%) stated that the municipality does provide support mechanisms, such workshops do not assist traders to develop their entrepreneurial skills. One street trader indicated that:

“...I started trading 19 years ago and has been attending trainings workshops ever since with not improvement to the way she conducts business (Anonymous, 2017, Focus group).

In contrast to the above statement, two respondents (20%) said they appreciate the support provided by the municipality and they have benefitted a lot from attending. The two street traders said:

“... When I started trading on the streets, I only had passed standard 3. I joined the ABET classes for free until I wrote my matric (grade 12) exams and I passed. Through municipality support, I now have business management skills as well as good financial management. The municipality arranged Ithala bank to assist us to open bank account, as a result I am able to save my profit” (Anonymous, 2107, Focus group).

“...I don't have any formal education, since I attended workshops and trainings provided by the municipality on sewing and fashion design. My business keeps increasing because when I started, I was only focusing of sewing pinafores. Now I have extended to designing and sewing traditional clothes which gives me more high-class customers” (Anonymous, 2017, Focus group).

g. Gross monthly income, contribution to LED

Respondents were reluctant to share their earnings, they wanted to summarise the facts by saying that they are not earning much. Only three (30%) of the respondents were happy with their monthly income, those earning above R7 500 monthly. These respondents call themselves small entrepreneurs and were excited to share that their businesses are growing:

“Since I joined street trading 19 years ago, my business has been growing. The great decision I ever made was to identify the market with better income opportunity, then I changed from selling fruits to selling second hand clothes. My business has been booming ever since. I now have clients from other municipalities who buy for reselling. Through training provided by the municipality, I now am able to maintain a good relations with my loyal customers such that I always give them opportunity to buy from new stock before I open to public” (Anonymous, 2017, Focus group).

“I am now able to pay for a person who delivers my stock daily. Some of the money I invest with a group of traders through stokvel” (Anonymous, 2017, Focus group).

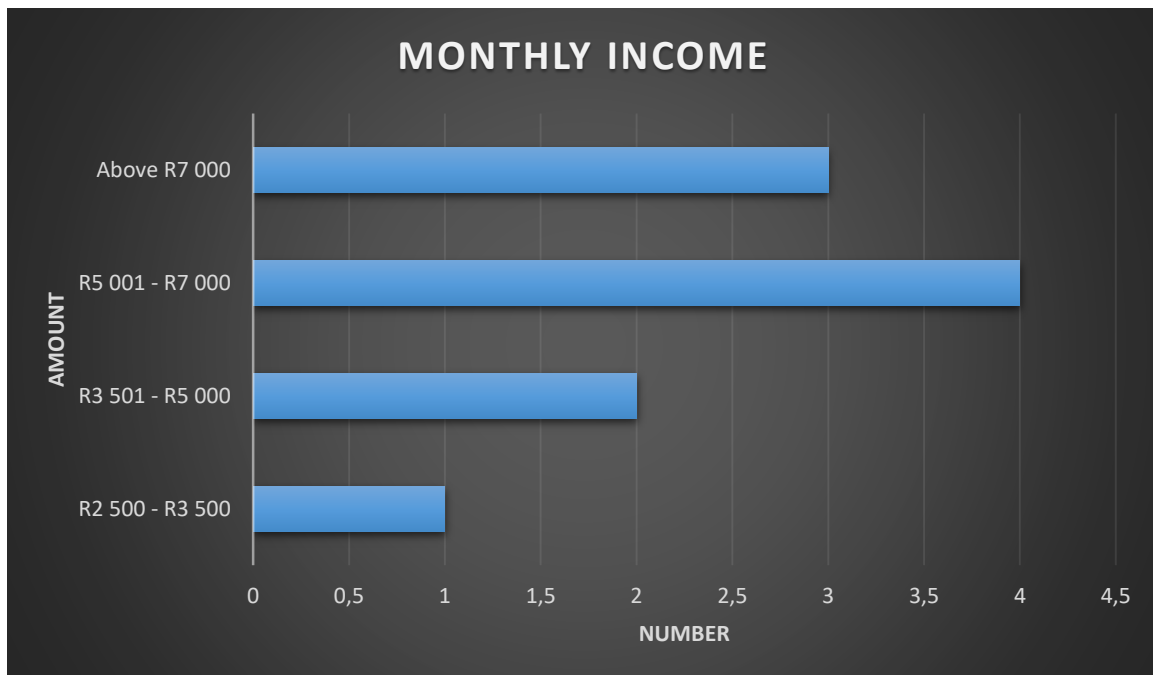


Figure 4.9: Monthly income

Source: Author (September 2017)

According to Figure 4.9, the majority of street traders earn above R5 000 monthly. The respondents felt that they could be making even more income if the municipality had a strong law enforcement agency to chase away all illegitimate traders. There are more illegal traders on the streets hindering the growth of street traders.

Thirty percent of the respondents said they are struggling to make ends meet in the streets. One of the reasons for slow business is the location of sites. These respondents expressed that the business is slow on the east side of Smith Street because there are no retail shops. This area has more business offices and there are few pedestrians going to their work places. The municipality officials refuse to relocate them to busier spaces. Thus, their businesses are struggling. These traders refuse to be referred to as entrepreneurs because they feel they are not making a contribution to sustainable development.

h. Perceptions of street traders about municipality approach to provide support

Street traders in the focus group discussion (100%) shared a similar perception that the municipality is not doing enough to provide support that empowers them. Street traders are not satisfied with support approaches even though they acknowledge that the municipality does have support mechanisms in place:

“... Municipality organizes these trainings and workshops only to give their friends tenders for food” (Anonymous, 2017, Focus group).

“... municipality support approach is not assisting us, most of us are old we just need conducive trading shelters” (Anonymous, 2017, Focus group).

“...municipality officials conduct inspections only for legal traders and leave illegal street traders. One day an official from Business Support came to my table and asked for a permit, I told her I had forgotten it at home and she summoned me to pack and leave the site, stating that I cannot sell without a permit. A few metres from my table there was an illegal trader, I told the official to go and do inspection there but she ignored me. She only concentrated on the legal traders in the whole block, threatening to terminate our permits” (Anonymous, 2017, Focus group).

Respondents strongly feel that the municipality is only concerned with the collection of income from them with nothing in return.

“... if one considers the permit fees and the number of traders in the CBD, the municipality should be providing more effective support mechanisms. Municipality does not invite us to participate in big events i.e. fashion fair and social dialogues on small businesses. Instead such opportunities are given well established entrepreneurs” (Anonymous, 2017, Focus group).

“... There was a court interdict in 2009 that the municipality should not confiscate our products unless there is a holding storage. Municipality continues to confiscate our products, then we are forced to pay fines at Metro Police station before our products are released” (Anonymous, 2017, Focus group).

Respondents (100%) believe that the municipality is working with property owners in trying to force them out of the streets, thereby raising the question of discrimination against the sector mostly owned by the poor black people. Respondents said that they think officials are threatened by white property owners and act one-sidedly, in the interest of the minority:

“... I was given a trading space outside a white owned building with banks and offices. Nine years after selling second hand clothes, an official came to tell me to identify another vacant spot where they will relocate me to the site of their choice. When I followed on the matter I was told that the building owner behind my trading site has laid a complaint that my business is inviting the wrong crowd which is not safe for their clients. Eventually I was relocated, fortunately I did not lose most of my clients” (Anonymous, 2017, Focus group).

“... Municipality is working with organisations that wants to eliminate street trading in the CBD” (Anonymous, 2017, Focus group).

“... Officials are paid by the property owners to remove us from the right trading locations and that is unfair to us” (Anonymous, 2017, Focus group).

It was clear from the focus group discussion that street traders are not happy about support mechanisms provided by the municipality. Respondents with experience of longer than ten years share a similar opinion that the municipality is not giving them value for their money. Also, that the municipality favours the white monopolists who are formal business owners and those who own property in the CBD. For the respondents, the municipality needs to be decolonized in order to allow economic freedom for all. The following section analyses the findings from the semi-structured interview conducted with the municipality official from BSTMU.

4.6.2. Semi-structured interview

This research study intended to explore the municipality support mechanisms provided for street traders in the CBD, eThekweni Municipality. It was, therefore, necessary to conduct a semi-structured interview with the key informant, enabling the researcher to get insight into the underlying issues that respond to the research objective. The respondent was chosen based on the role and responsibility as well as the knowledge of municipality processes regarding street trade. Key informants are knowledgeable people who provide direct information that could not be revealed from other people. Thus, the interview was aimed at soliciting information and allowing the respondent to provide relevant and accurate information.

The semi-structured interview was conducted with an official from BSTMU at middle management level who is responsible for street traders. The interview was conducted in the office of the respondent, which was entirely at the respondent's convenience. The semi-structured interview followed a protocol with questions tailored specifically to underlie the research, as per the questionnaire for the municipality official (Appendix 2). To enhance the conversational rapport across topics that were covered in the interview dialogue, open questions were used. Open questions provide significant room for flexibility, rapport-building and in-depth exploration.

a. Street trading permits

According to the respondent, the CBD has almost 13 000 legitimate street traders operating in various parts of the city. Permits are utilised to measure the number of street traders at each point in time. Permits have the information of the traders, including the products/service sold, location of the trader as well as the history of payments for the trading site. It is through the permit that the municipality line departments are able to differentiate between the legitimate and illegitimate street traders. It is also through the permit card that street traders are able to receive waste bags supplied weekly by the department of solid waste. Valid permits assist in facilitating proper communication between the municipality and the street traders, e.g. sending invitations to training and workshops. Permit fees are payable annually in advance and the fee depends on the location and availability of a trading table. Street traders with tables pay more than those without tables. An amount of R940 is paid by a street trader with a table while R528,10 is paid by those without tables. Proper communication takes place with street traders to explain the fee payment, through workshops when a person is first registered as a street trader.

b. Trading sites and tables

The respondent stated that the municipality provides sites to all 13 000 traders in various parts of the city, including pavements, foot passages, taxi/bus ranks, robot intersections and markets. Depending on the location of the site, some sites have steel tables while some do not have. A resolution of the provision of such equipment was made, collaborating with requirements by line departments mentioned above. For example, a street trader located at the robot intersection does not have a table, to allow for easy flow of traffic:

“... about 8 000 street traders are provided with steel tables while 1200 are provided with concrete tables. Concrete tables are provided in the ranks and markets areas because in those areas traders do not have to clear the site in the afternoons like in the pavements”.

All street trading tables are repaired by the municipality at no cost to the traders. “As soon as incident is reported to our offices, inspection is conducted by team of community liaison officers (CLO) and repaired/replaced within seven days”.



Figure 4.10: Street trading table

Source: Author (September 2017)



Figure 4.11: Trader's own trading table

Source: Author (September 2017)

Figures 4.10 above shows a steel table provided by the municipality and Table 4.11 is at a trading site that is used to sell second-hand clothes, with the trader's own table used for the goods. Street traders are provided sites with site numbers, then they provide their own stands, suitable for the products they sell. Trading sites are repainted every six months to ensure that demarcations are clear for both trader and the officials. The cost of repainting is born by the municipality, including all maintenance to street trading equipment.

The CBD is the most congested region because of its centrality, making it difficult for the municipality to provide trading tables at all sites. Thus, about 3 800 street traders are provided only sites without tables. The decision to provide or not to provide a trading table is communicated with other departments like Area Based Management (ABM), Business Licensing, Durban Solid Waste (DSW) as well as eThekweni Transport Authority (ETA).

c. Storage facility

A resolution was made in 2007 that the municipality should provide storage facilities to all street traders in the CBD. Thus, five storage facilities are available to street traders. Storages are fully managed by street committees who decide on the fees to be paid. The

municipality identified these dilapidated buildings and secured them to be utilised for storage. Storage places are situated in Aliwal Street, Queen Street, Badsha Peer Centre, Denis Hurley and Prince Edward Street. Street traders in the south and south east of the CBD do not have storage facilities. This information correlates with information received from street traders during focus group discussion:

“... We acknowledge that storage facilities are not enough for all our street traders, thus we are communicating with property owners to let. It should be noted that the municipality cannot pay rent for street traders as their permit amount does not cover such cost”.



Figure 4.12: Municipality storage facility

Source: Author (September 2017)

Figure 4.12 above is a picture of a storage facility provided by the municipality, situated at the corner of Ngcuze and Aliwal Street. As can be seen from the picture, this storage is not roofed, making traders' products exposed to both the sun and rain.

d. Water, toilets and electricity

Water and toilets are provided only in the market areas and taxi/bus ranks. The municipality provides toilets in various parts of the CBD, which the street traders use, as well as members of the public. It is difficult for the municipality to provide water tabs for street traders on pavements, considering that they are scattered across in public spaces:

“... Toilets and water tabs are provided in the public transport ranks where street traders from all parts of the CBD can access for free. This way the services are monitored and maintained for the benefit of all”.

Electricity is available to street traders in the market areas where cooks, dress makers and barbers are based. Such street traders are given individual metres and pay for their electricity. Street traders dealing in other products that don't need electricity do get electricity light as a provision to all members of the public.

e. Capacity building

According to the respondent, the municipality is committed to empowering small business entities, including street traders so that they can contribute to LED. One way of achieving this is by continually improving the entrepreneurial skills of street traders. Thus, the municipality engages street traders in frequent training and workshop sessions.

Table 4.3: Frequency of training and workshops

Training and Workshops Provided	Frequency
Conflict Management	Annually
Business Management	Annually
Financial Management	Annually
HIV/Aids awareness	Half Yearly
Health & Safety	Quarterly
Compliance	Quarterly
Bylaw	Annually
Waste Management and Cleansing	Quarterly

Source: Author (September 2017)

Table 4.3 above reflects the types of training and workshops provided by the municipality and the frequency of such assistance. According to the respondent, BSTMU collaborates with line departments and external stakeholders to provide empowerment to street traders:

“... the municipality have assisted street traders to establish cooperatives and to register in the municipality database for provision of services.”



Figure 4.13: Street trading workshop

Source: Key Informant (October 2017)

The researcher was privileged to receive pictures of the workshop conducted on the 18th of October 2017 from 10am to 2pm at ITrump hall (see Figure 4.13). According to the municipality official, attendance was overwhelming, almost 80% of street traders attended. The workshop was separated into two sessions, with the first session being for financial management and the second session was for business management. The workshop was facilitated by SEDA in partnership with the municipality.

Figure 4.14 below was also shared by an official as evidence of the compliance workshop which was conducted in collaboration with Metro Police and SAPS in March 2017.



Figure 4.14: Group discussion during workshop

Source: Key informant (September 2017)

Table 4.4 below lists the training and workshops coordinated by the municipality to empower street traders so they can contribute to LED. Training and workshops are facilitated in collaboration with other stakeholders.

Table 4.4: Service providers of training and workshops

Training and Workshops Provided	Service Provider/s
Conflict Management	SEDA
Business Management	SEDA and SEFA
Financial Management	SEFA, Ithala Bank and Nedbank
HIV/Aids awareness	Health Department
Health & Safety	Health Department
Compliance	Business Licensing, Metro Police and SAPS
Bylaw	Legal Department
Waste Management and Cleansing	DSW

Source: Author (September 2017)

By means of proper communication with street traders, attendance of these sessions has always been positive. Full attendance is received when there is a by-laws workshop. By-laws workshops are facilitated together by legal and Metro Police departments. One

burning issue the municipality is always challenged on is that of impounding of goods. The municipality only confiscates goods belonging to illegal traders as support for legitimate street traders:

“Bylaws were established to provide guidelines for street trading and to ensure that the sector is well managed. Also, Bylaws protect against illegal trading and unlawful Activities”.

The private public partnership (PPP) between the municipality, Ithala Bank and Nedbank has benefited most street traders in the CBD. These financial institutions have, over the years, provided training in financial management. The municipality has partnered with the Small Enterprise Finance Agency (SEFA) and the Small Enterprise Development Agency (SEDA) for training and the provision of financial counselling to street traders. Some of the training sessions mentioned above are conducted by these agencies. The respondent added:

“... we understand that street traders require financial institutions to offer financial assistance in the form of loans at lower rates, but the municipality cannot enforce that to the banks. We only negotiate agreements on skills development opportunities. Nonetheless, we have witnessed more street traders upgrading from street trading to formal businesses attributing their progress to trainings they attended through the municipality”.

Besides training and workshops, the municipality in partnership with KZN Department of Economic Development (KZNDED), provides financial incentives to assist street traders to improve their businesses. For example, in April 2017, KZNDED provided equipment to the value of R9000 to 40 street traders in the CBD. Equipment provided was chosen by traders based on their business need. Traders selected were dress makers and cooks. So, the department provided sewing machines and stoves to the value of R9000 to each street trader and this was not the first in the CBD.

4.7. CONCLUSIONS

This chapter provided a detailed analysis of data that was collected through the focus group discussion with street traders as well as data collected through a semi-structured interview with a key informant. Findings of this research study show that there are conflicting views

between street traders and the municipality in terms of the support mechanisms provided. This study has shown that the municipality has strategies and activities in place, but these strategies are not serving their purpose for the street traders. What lacks is communication between street traders and the municipality. Thus, the municipality must do a needs' assessments to gather information of what services are required by street traders. This will minimise wasteful expenditure incurred by providing services that are weighted as less relevant by street traders. In the following chapter, a summary of the research findings is provided. Also, research questions and objectives revisited. Furthermore, the chapter focuses on providing recommendations based on the findings of the research.

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.1. INTRODUCTION

Chapter 1 focused on the background of the research study, the problem statement as well as the objective and questions for the research. Attention was also given to the public service-dominant theoretical framework which formed the basis of the research. It further gave details on the significance, justification as well as limitations of this research.

Chapter 2 paid attention to the policy framework and literature review for the study. It also served the purpose of outlining the gaps leading to this research study.

Chapter 3 focused on the research methodology, study population, strategies as well as the study sample.

Chapter 4 paid attention to the research findings and analysis. Pictures, tables and figures were used to analyse the data.

The current chapter focuses on giving answers to research questions and on determining if the research objective was achieved or not. This chapter also provides recommendations for eThekweni Municipality based on the outcomes of the study. Lastly, gaps for future research are highlighted. The next section is an analysis of the respondents' profiles with the impact on the research project.

5.2. SUMMARY OF RESEARCH FINDINGS

It was interesting to note during discussion how respondents engaged with the researcher after having profiled them. The aim of profiling respondents was to determine if there would be similarities or differences in how they view support provided by the municipality based on any of the criteria used. Respondents' profiling criteria included:

- gender
- age
- experience
- products sold.

Firstly, it was noted that there were more female (70%) than male (30%) street traders. During discussions, female respondents provided more points for discussion and were faster to provide their responses. With male respondents, the researcher had to call them formally by name and request their responses. As the discussion progressed, male respondents started to participate more actively in the topic. Both females and males shared similar views that relationships between street traders and the municipality needed more work. Research revealed that both females and males were not impressed with the support mechanisms provided by the municipality. They all felt that the most compelling issue to be addressed by the municipality is infrastructure provision. Females were more concerned that there are not enough toilets in the CBD. Male respondents were more concerned about provision of storage facilities.

Secondly, the age of street traders played a fundamental role in identifying what the street traders would expect from the municipality for supporting the street trading sector. Street trading is dominated by people older than 45. Only 40% of respondents were between the ages 18 to 45. Perceptions of younger respondents (between 18 and 45) were different to those of elderly respondents. Younger respondents focused more on what they needed to be economically empowered so they can contribute more to the LED. Young respondents were more concerned that the municipality is not providing formal education opportunities. They have requested the municipality to provide bursaries to street traders so they can have formal education and qualifications. On the other hand, elderly respondents (between 46 and 75 years) were more concerned about provision of infrastructure like storage facilities and allowing more street trader committees to manage. Respondents expressed the view that managing storage gives opportunity to earn more money from rent paid. Also, elderly respondents recommended that trading tables be inherited by their family members upon death or retirement of the street trader. Their concern was based on the fact that these traders are breadwinners in their families. Currently, the by-law stipulates that if a trader can no longer pay for the permit for any reason, the trading permit should be revoked.

Thirdly, it was interesting to note differing opinions of respondents based on their experience in street trading in the CBD. Twenty percent of the respondents had an experience of less than ten years while 80% of respondents had experience of 11 years and more. Respondents with less experience expressed the view that relations with the municipality are good. They also claimed that, besides lack of infrastructure, the

municipality uses proper communication channels to cascade information to street traders. The above views were in contrast to the perception of respondents with experience of more than 11 years. These respondents declared that the relation between traders and the municipality is bad. They were concerned that the municipality is not using effective communication channels to cascade information. During workshops, facilitators speak English making it difficult for traders to participate. Also, when inviting traders for meetings, the municipality prints out letters which are distributed by street committees a week prior to meeting. By the day of the meeting traders have forgotten about the meeting and there are no reminders sent. According to respondents, the municipality should use a loud hailer a day before the meeting and on the morning of the meeting to receive full attendance

Lastly, research findings revealed that even though street traders sell different products, their expectations from the municipality are similar. The biggest concern expressed by all respondents was shortage of infrastructure. Respondents shared similar views that the current trading tables are inappropriate as there is no space to store products and lock up after trading hours. Respondents pointed out that they buy in bulk and would prefer to have storage underneath the table to put their products and display only a few for customers to buy. If lockup storage is provided for each table, then there would be no need to pay for the untidy storage areas. Respondents trading in perishable products emphasised that provision of lockup storage will work better for them because then they can use coolers and water for keeping products clean.

Profiling respondents before the focus group discussion assisted the researcher in gaining an understanding that they shared similar views even though they differ in gender and also sell different products. On the other hand, respondents' views were different when based on age and experience in street trading. In the next section, the researcher revisits research questions and objectives.

5.3. REVISITING RESEARCH QUESTIONS AND OBJECTIVES

The focus of this case study was to explore the municipal support mechanisms for street traders in the CBD. Below are responses to the research questions.

5.3.1. How do street traders perceive their relationship with municipal officials regarding provision of support mechanisms?

Chapter 4 explored relationships between street traders and the municipality regarding provision of support mechanisms. Focus group interviews with ten street traders were conducted to gather responses to the first question. Findings revealed that relationships between street traders and the municipal officials were not good. Respondents (70%) stated they believe that the municipality focuses more on enforcing by-laws than on providing support for development. Street traders have been trading in the street long enough (for some, 30 years and more) to understand the tricks of the trade as well as strategies that can empower them into being better entrepreneurs. Research revealed that the municipality does not value the experience of street traders even though they have first-hand information of the street circumstances. Respondents advised that the municipality should not convene meetings on month ends, on the 15th, on the 25th and on Fridays because those are the busiest days in the business. Also, street traders utilise Wednesdays to go and buy products from wholesalers and fresh produce markets.

During focus group discussions, the researcher discovered that the BSTMU and line departments mentioned in Chapter 4 are concerned with income generation and that street traders do not extend their trading beyond their trading sites. Unequal treatment of street traders to the benefit of foreign traders was another concern. Findings show that foreign traders are treated better by the municipality than local traders. Such allegations can be eliminated by the formation of street trader teams, mixing locals and foreign street traders for support. It is significant for the municipality to enhance relations with street traders, because achieving this will boost the local economy.

The research findings revealed that all respondents (100%) were concerned about lack of transparency especially regarding how the municipality utilises revenue from street trade. According to the Batho Pele principle (RSA, 1997), it is significant for public administration institutions to be transparent in decision-making and to ensure public consultation. Respondents were concerned that the municipality makes decisions for them and convenes meetings to dictate but not to consult on how the budget allocated to street trading will be spent. Research findings revealed that there was an agreement that the municipality will always coordinate mass meetings prior to EMIEF meetings. The aim of these meetings was to provide an open platform for street traders to discuss their requests

to the municipality at each particular point in time. Those proposals should then form part of the Agenda for the EMIEF quarterly meetings. After each EMIEF meeting, the resolution was for the municipality to convene another mass meeting where EMIEF members would provide feedback emanating from decisions of the EMIEF. According to the respondents, the municipality is not consistent in facilitating meetings prior to the EMIEF. As a result, the mandate of the EMIEF is not from the entire street trading population but from the municipality and members of the EMIEF. Decisions made in the EMIEF determine how the budget is spent and respondents said they are not impressed with the way things are happening. The focus group discussion was able to bring to light factors that could unlock excellence in service delivery from the client's point of view; the client being the street trader in this research.

To enhance street trading in the CBD, officials should take into consideration the challenges raised by street traders and work collaboratively to resolve them. This is a strategy that speaks directly to the application of Public Service-Dominant Theory, which emphasises that a public administrator should act in the best interest of the end user (Osborne, Radnor, & Nasi, 2012:138), as discussed in Chapter 1. Firstly, the municipality is obligated to provide an enabling environment for all street traders. With that said, research findings have revealed that the municipality lacks understanding of what the street traders need. Research revealed that street traders require meetings with the municipality to have robust engagement on the design of trading tables. The current steel tables provided are not suitable, according to the respondents, as they need a lockup table. Also, findings revealed that the municipality should reconsider permitting foreign street traders because some of them were found by Metro Police to be selling drugs. Respondents further revealed that wheelbarrow boys should be registered in the municipality database so that Metro Police cannot chase them away when carrying products to and from the storage facilities.

Secondly, the municipality has an obligation to empower citizens at local level and to open more doors for BBBEE in municipalities. Research findings revealed that street traders are hoping to get mentoring opportunities from the private sector. Respondents revealed that when approaching private businesses, doors are shut in their faces even though they have the vision to grow as entrepreneurs. According to the respondents, such opportunities should be coordinated by the municipality. Street traders would like to learn from formal

businesses. Also, research revealed that some traders have cooperatives registered in the municipal database but they are never considered to provide services like catering for corporate meetings. According to the respondents, the municipality should appoint street traders' cooperatives to provide services like catering for BSTMU meetings and workshops. Such exposure will allow more people to contribute in the LED and this will also transform the local economy.

5.3.2. What is eThekweni Municipality's approach to support street trading and how does this approach affect the LED process?

Firstly, findings from this research revealed that the municipality has mechanisms in place to support street trade with a purpose to allow inclusivity in the LED (see Section 4.6.2). Since formulation of street trading by-laws in 2001 and amendment in 2014, street trade has been efficiently managed. By-laws made it unproblematic to identify possible trading sites and they gave direction to all stakeholders on the pros and cons of street trade. Research findings revealed that the municipality makes provision through the annual budget to maintain and improve conditions of businesses, including street trade, e.g. the municipality budgeted R4 million in the financial year 2016/17 to upgrade the Mansel road taxi rank (eThekweni Municipality, 2016:41). From the R4m budget, R900 000 was budgeted for construction of 25 traders kiosks, provision of 14 cooking facilities for the cookers as well as provision of one equipped hair salon. The rank was completed in June 2017 and the municipality convened a meeting with street traders in Mansel road and their street committees to share the information and to inform traders that were displaced to prepare for relocation in July 2017. Such transparency was positively received by street traders.

Secondly, the municipality collaborates with various stakeholders including Metro Police and the Health Department to enforce by-laws (see Section 4.6.2). Metro Police have a street trade enforcement unit which is designated to enforcing laws in the sector. The enforcement unit is utilised to eliminate illegal traders and illegal activities like selling of drugs on the streets of eThekweni. Such support strategy from the municipality enhances legitimacy of street trade thus assisting traders to increase turnover. Law enforcement is directed at ensuring safety of pedestrians to buy from street traders without fearing theft. Also, research findings revealed that the Health Department is responsible for constantly monitoring street traders dealing with food and cutting hair. The aim is to ensure trading

sites are kept hygienic and clean at all times for the health and safety of both the trader and the customer. The Health Department provides workshops for all food handlers and barbers. Research findings revealed that this collaboration between units of the municipality enhances service delivery while keeping the city clean from drug abuse and illegal activities.

Thirdly, research findings revealed that the municipality has a challenge in providing storage facilities to all street traders. Only dilapidated and unhygienic buildings are owned by the municipality in the CBD. There are five such buildings and none are suitable for storing perishable products and clothes (see Figure 4.11). These facilities have no roof and no one cares to keep them clean. There are no vacant spaces owned by the municipality that can be used as storage. Research findings revealed that the municipality gave permission to the street committee to search for spaces and to negotiate a fair rental fee with the landlord, then recover monies from rent that will be paid by traders. Street traders are reluctant to negotiate on their own with property owners; they want an agreement from the municipality that they guarantee to pay rent should traders fail. Respondents emphasised that, according to MFMA, such transactions would be illegal and might lead to irregular expenditure. Respondents also revealed that the permit fee does not include a storage fee, therefore there will be no way to recover monies paid for storage facilities.

Lastly, research analysis revealed that municipality does not respect the opinions of street traders for future programmes. The municipality provides support programmes in collaboration with internal and external departments discussed in Chapter 4, without undertaking a needs assessment from street traders. This demonstrates the lack of public service-dominance as an approach by the municipality. As a result, the municipality keeps making similar decisions which do not entirely benefit the street traders. The following section provides detailed recommendations on how the municipality can provide better support to street traders.

5.3.3. How can the eThekweni Municipality better support the street traders to contribute to a sustainable and inclusive LED?

The eThekweni Municipality as a government entity is responsible for development of small businesses, including street traders. To achieve this objective, the municipality commits to participatory decision-making processes. “Involving all relevant stakeholders in decision-making would probably result in more appropriate and acceptable policies with

a greater chance of implementation and success” (Brown, 2006:205). This research revealed that there is involvement of street traders from the planning to the implementation programmes and infrastructural matters concerning street traders from trading facilities to permit fee changes. This recommendation is in line with the Batho Pele principle (RSA, 1997) that all stakeholders should be consulted on the nature, quantity and quality of services to be provided to determine the needs and expectations of the end users.

As an empowerment tool, the municipality should facilitate workshops to establish cooperatives for street traders. Those cooperatives can then be registered in the municipal database of service providers. Priority must then be given for street trade cooperatives tendering within all departments of the municipality. These can include catering services and designing of staff uniforms. This can be achieved if to begin with, street trader cooperatives are appointed as sub-contractors under the main service provider. The municipality can make resolutions that will apply to all service providers within BSTMU, 30% of the appointment value to be shared with the informal economy sector, e.g. if a service provider is appointed at the value of R100 000, then 30% which is R30 000 is shared by appointing a street trader cooperative based on the skill required. Such resolutions will increase the number of people benefitting and also contributing to the municipal economy.

There is a municipality-owned fresh produce market based in Montclair, amongst others, which allows bulk buying for traders. Currently, the market provides credit sales to people with membership cards only. These membership cards are provided to people who buy in bulk of ten quantities each time and for each product. Such restriction discriminates against street traders who need to buy at least two quantities at a time. The fresh produce market should allow all street traders to buy on credit. Again, partnership between the eThekweni Municipality and SEFA should be open to all street traders to buy fresh produce on credit. This will assist street traders when business is low while also training them to keep a good credit record.

The municipality should build lock-up shelters similar to kiosks which are built in the public transport ranks. Kiosks will assist street traders to store and lock up their products at the end of the business day. This way, street traders will minimise costs of paying for private storage. Where trading sites are not provided, the municipality should communicate justification for such decisions. Research findings revealed that private storage ranges

between R30 and R100 a week, excluding wheel barrow boy's fees to deliver the products to and from the trading site. Such extra costs negatively impact on the modest profits, thus minimising street traders' chances to contribute to sustainable economic growth.

The municipality should allow street traders' dependants to inherit the trading sites when the permit owner dies or when they retire. To ensure that the system is not corrupted, upon registration, the street traders can provide details of their dependants. This information can be updated as and when necessary on the BSTMU database. When a street trader is no longer available to continue trading, dependants should be able to register as traders and to continue with the business. Appropriate evidence like a death certificate or medical certificate can be used for replacing traders. Approval of this recommendation will ensure that dependants continue to obtain a source of income and it will also decrease the population depending on the government for social grants.

The municipality in collaboration with the Department of Basic Education (DBE) should provide opportunities for street traders to improve their education through formal and informal education. The municipality should negotiate with the private sector to provide empowerment programmes as a corporate social responsibility (CSR) task. For example, if formal businesses provide training or a workshop to street traders they should get points from the municipality which could contribute to getting tax incentives. Such actions will benefit all, the trader, the formal business as well as the municipality. The municipality should establish mentoring programmes for street traders. These can be established in partnership with formal businesses, by formulating incubation programmes to improve business management skills for street traders. Street traders could then enhance their contribution to sustainable economic development. Mentoring programmes could lay the foundation for a better socio-economic foundation needed in the running of a successful business. The municipality enforcement agencies should strengthen their strategies to fight against illegal trading in the CBD. Regular site inspections will ensure that only legitimate street traders are trading. Also, it will motivate street traders not to default on their permit fee payments, thus assisting the municipality to increase income for the maintenance of the sector.

5.4. FUTURE RESEARCH

Further research can be conducted in future comparing support mechanisms from different metro municipalities. Such research will assist in identifying variances amongst

municipalities, allowing benchmarking of the positive aspects from this research for better service delivery. Future research needs to focus on integrated approaches to street trade management.

5.5. CONCLUSIONS

Analysis of this research shows that by-laws are made only to prohibit certain activities in street trading, rather than to provide opportunity for enhancement of street trading. Street traders are not benefitting from the establishment of the by-laws. Instead, the by-laws are seen as an oppressive strategy created by the municipality to limit the freedom of street traders to use public space for economic activities. The formulation and implementation of a working policy framework will enhance relationships between street traders and the municipality. Street traders should be active participants in decisions about the kind and the standard of support mechanisms to be provided. Positive ideas can be taken from the existing relationships and from addressing all negative linkages that exist.

The reality is that opportunities afforded by the Municipality for street trading in the CBD do allow for the creation of an enabling environment for improving the socio-economic status of many people in eThekweni. It should be noted that public space in the CBD, which is occupied by street traders, is viable for creating successful entrepreneurs. Lack of growth in street trading can be attributed to an increasing number of illegal traders as well as ineffective strategies utilised by the municipality to empower street traders. Public institutions, including municipalities, should strive for economic freedom for all. Like most people in developing countries, street traders are making ends meet. Therefore, the municipality should continue working with all stakeholders and street traders to provide sustainable support mechanisms for street traders.

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APPENDIX 1:
FOCUS GROUP INTERVIEW QUESTIONS

FOR STREET TRADERS IN THE CBD, ETHEKWINI MUNICIPALITY

1. How long have you been involved in street trading? How is the relationship between street traders and municipality officials? Explain your answer.
2. How do street trade officials support non-south African to avoid or deal with potential xenophobic attacks of street traders?
3. How much do you pay per year for the right to trade at this trading site? What would be the ideal license fee for you? If you are not happy with the current fees, what have you done to address the issue?
4. Do you have a trading site allocated by the municipality? Are you happy with you trading site and your location? Please explain.
5. What infrastructure is provided by the municipality to you? Are you satisfied with the infrastructure that is provided to you? Please explain.
6. Besides infrastructure, what other support programmes do you receive from the municipality? Are the support programmes effective for you as street trader? Please explain.
7. What is your average monthly income from street trading? As an entrepreneur do you feel you are contributing to LED in eThekwini? Please explain how.
8. What would you recommend the municipality to do to provide better support to street traders in the CBD?

THANK YOU FOR YOUR TIME!

**APPENDIX 2:
SEMI-STRUCTURED INTERVIEW QUESTIONS**

**FOR ETHEKWINI MUNICIPALITY OFFICIAL FROM BSTMU:
INFORMAL TRADE**

1. In what level of management are you? (Tick \checkmark that which is applicable)

Lower Level		Middle Level		Senior Level	
-------------	--	--------------	--	--------------	--

2. How many street traders are allocated in CBD?

.....
.....

3. What type of trading sites are provided by the municipality? (Tick \checkmark that which is applicable)

Demarcated sites		Non-demarcated sites		Both	
------------------	--	----------------------	--	------	--

Explain:

.....
.....

4. What infrastructure is provided by municipality to street traders? (Tick \checkmark that which is applicable)

Infrastructure	Not provided	Yes, to all traders	Yes, to some traders
Trading Tables			
Storage			
Toilets			
Running water			
Electricity			

Other:

.....
.....

5. What trainings and workshop services are provided by municipality to street traders?
 What is the frequency of services provided? (Tick \checkmark that which is applicable)

Service	Not provided	Provided			
		Monthly	Quarterly	Half Yearly	Yearly
Conflict Management					
Business Management					
Financial Management					
Business Linkages					
Computer Literacy					
Financial Grants					
Health & Safety Training					
HIV/AIDS Workshops					
Bylaw Workshops					
Compliance Workshops					
Waste collection					
Cleaning					

Other:

.....

6. In question 5, where a service is not provided, please justify the rationale:

.....

7. How does the municipality communicate information to street traders? (Tick \checkmark that which is applicable)

SMS		Word of Mouth		Letters		Loud Hailer		E-mail	
-----	--	---------------	--	---------	--	-------------	--	--------	--

Explain:

.....
.....

8. Does the municipality request feedback on the effectiveness of support services provided? (Tick ✓ that which is applicable)

Yes		No		Sometimes	
-----	--	----	--	-----------	--

Explain:

.....
.....

9. What is the participation rate of street traders in trainings and workshops/

.....
.....

10. Do you feel that the municipal support mechanisms for street traders are assisting to improve contribution to the eThekweni LED? Please justify your response.

.....
.....

THANK YOU FOR YOUR TIME!

APPENDIX 3:
INFORMED CONSENT FORM

**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

25 June 2017

Greetings,

My name is **Mrs. Lungile Phumzile Mabaso** from University of KwaZulu-Natal (UKZN); School of Management, IT and Governance; college of Law and Management Studies. My contact details are: 083 348 6313 or via email at lungilelp@gmail.com/216074815@stu.ukzn.ac.za.

You are being invited to consider participating in a study that involves research on the **municipality support mechanisms for street traders in the CBD, eThekweni Municipality**. The aim and purpose of this research is to explore the perception of street traders in the CBD regarding support strategies provided by the municipality. The research study also seeks to discover the support approaches utilized by the eThekweni Municipality to empower street traders and also to make recommendation for better support strategies that can be applied by the municipality. The study is expected to include a total of 11 participants, one official from eThekweni Municipality Business Support, Tourism and Markets Unit and ten street traders from the central business district (CBD). It will involve a focus group with ten street traders, a semi structured interview with one official from BSTMU as well as studying and analysis secondary documents from various municipalities including eThekweni Municipality. The duration of your participation, if you choose to participate and remain in the study, is expected to be three months. The study is not funded.

There are no severe risks involved with this research study. The study may involve the risks of street traders and municipal officials not willing to participate in the research study. The study will not provide any direct benefits to participants.

The research study will contribute to the body of knowledge on street trading and role of local government in empowering street traders. In addition, it will provide practical information that will inform policy makers of the perceptions of street traders regarding support approaches provided by the municipality. Lastly, the study seeks to provide practical recommendations for the eThekweni Municipality to better support street traders to contribute to local economic development.

This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee (**approval number: HSS/1055/017M**).

In the event of any problems or concerns/questions you may contact the researcher at 083 348 6313 or the UKZN Humanities & Social Sciences Research Ethics Committee, contact details as follows:

HUMANITIES & SOCIAL SCIENCES RESEARCH ETHICS ADMINISTRATION

Research Office, Westville Campus

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

Your participation in the study is voluntary, and by participating, you are granting the researcher permission to use your responses. You may refuse to participate or withdraw from the study at any time with no negative consequence. There will be no monetary gain from participating in the study. Your anonymity will be maintained by the researcher and the School of Management, I.T. & Governance and your responses will not be used for any purposes outside of this study.

All data, both electronic and hard copy, will be securely stored during the study and archived for 5 years. After this time, all data will be destroyed.

If you have any questions or concerns about participating in the study, please contact me or my research supervisor at the numbers listed above.

Sincerely

Lungile Mabaso

APPENDIX 4:
APPROVAL FROM ETHEKWINI MUNICIPALITY



OFFICE OF THE CITY MANAGER

1st floor City Hall,
Dr Pixley KaSeme Street, Durban, 4001
PO Box 1014, Durban, 4000
Tel: 031 311 2130 Fax: 031 311 2170
www.durban.gov.za

Date : 23 June 2017

TO WHOM IT MAY CONCERN

UKZN Research Office
Govan Mbeki Building
Westville Campus

Re: Approval to Conduct Academic Research

Mrs Lungile P. Mabaso, student number: **216074815** is a Master in Public Administration student at the University of KwaZulu Natal (UKZN). She has approached the EThekweni Municipality to seek consent to conduct academic research in the field of Public Administration. Her masters research topic is **"Municipal Support Mechanisms for Street Traders: A Case of CBD EThekweni Municipality"**

This letter therefore, serves to confirm that consent is granted for this academic research project. Her research Supervisor is Professor B.C. Mubangizi who can be contacted at 031 260 8730 or mubangizib@ukzn.ac.za . This consent is granted on condition that all research related ethical considerations are observed during the research period in the Municipality.

Consent is granted by



Mr. Siphon Nzuza
EThekweni Municipality City Manager

Date

23/06/2017

APPENDIX 5: ETHICAL CLEARANCE LETTER



UNIVERSITY OF
KWAZULU-NATAL
INYUVESI
YAKWAZULU-NATALI

03 August 2017

Mrs Lungile Phumzile Mabaso (216074815)
School of Management, IT & Governance
Westville Campus

Dear Mrs Mabaso,

Protocol reference number: HSS/1055/017M

Project title: **Municipality support mechanisms for street traders: A case of CBD, eThekweni Municipality**

Approval Notification — Expedited Application In response to your application received on 14 July 2017, the Humanities & Social Sciences Research Ethics Committee has considered the abovementioned application 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.

The ethical clearance certificate is only valid for a period of 3 years from the date of issue. Thereafter Recertification must be applied for on an annual basis.

I take this opportunity of wishing you everything of the best with your study.

Yours faithfully

.....
Dr Shenuka Singh (Chair)

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