



**Faculty of Social Sciences**

**Department of Local Governance Studies**

**ILLEGAL STREET VENDING ON BULAWAYO CENTRAL BUSINESS DISTRICT  
URBAN SPACE: CHALLENGES AND POSSIBLE SOLUTIONS**

**BY**

**LAWRENCE SIMANGO (R145193H)**

**A dissertation submitted to the Midlands State University to the Department of Local  
Governance Studies in partial fulfilment of the Bachelor of Science Local Governance  
Studies Honours Degree**

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**RELEASE FORM**

**DEGREE PROGRAMME**                      BSC Local Governance Studies Honours Degree

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## **DECLARATION**

Declaration: I Lawrence Simango hereby declare that this research is a product of my own individual, conscientious, and original efforts. The work has not been presented elsewhere for academic or any other conceivable purposes. The views of others used to augment or clarify issues have duly been acknowledged.

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**FACULTY OF SOCIAL SCIENCES  
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The undersigned certify that they have read and recommend to the Midlands State University for acceptance of a dissertation entitled: **Illegal Street Vending on Bulawayo Central Business District Urban Space: Challenges and Possible Solutions.**

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## **DEDICATION**

I dedicate this study to my beloved mother Jesca Simango, wife Josephine Ngwenya, daughters Blessing Simango and Sharon Simango. Your support throughout my studies was amazing.

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First and foremost, I thank God our creator for the wisdom and blessings he bestows on me. Secondly, I wish to acknowledge the support rendered by my wife Josephine Ngwenya during the period of my studies. Thirdly, I acknowledge the unwavering support from my children Blessing Simango and Sharon Simango from whom valuable time was taken to devote sufficient time to my study. Without their dedicated support and encouragement, I would not have been where I am today.

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## **ABSTRACT**

People are forced into street vending due to various factors. First and foremost street vending is a source of livelihood for the urban poor and those who couldn't be absorbed into the formal sectors of the economy. Zimbabwe is facing a plethora of economic challenges and under such a precarious state of affairs street vending activities are on the rise. The astronomical growth of street entrepreneurs is an addition to multifarious challenges faced by urban local authorities in most developing countries globally. Despite efforts made by urban regulatory authorities through the provision of vending bays in designated areas to cater for the informal sector, illegal street vendors continues to invade the central business district of most cities in total violation of cities By-Laws. Such disregard of the local laws has forced civic authorities to take stern measures to curb the invasion of the CBD by the illegal street vendors. On the other end such measures are seen as a total disregard of human rights and the turbulent economic environment by the groups that advocate for the interests of street vendors. Street vending, is the most visible sub-sector of informal economy and is a common feature of cities in Zimbabwe in general and Bulawayo in particular. This study sought to unearth the motivations, character and context for street vending using an empirical study of the experience in Bulawayo, the second largest of Zimbabwe and industrial hub of the country. Results of the study shows that there are a plethora of challenges caused by illegal street vending in the central business district of Bulawayo. On the other end street vendors themselves are also faced with multiple challenges when conducting their businesses. The study therefore, seeks to explore all the possible solutions and policy options that can be considered for adoption by the Bulawayo City Council in order to handle the phenomenon. The study used the mixed method research approach. Mixed research is a synthesis that includes ideas from qualitative and quantitative research. Data was collected mainly through the administration of 80 questionnaires to illegal street vendors operating in the CBD of Bulawayo and in-depth interviews with the Bulawayo City Council managers, Bulawayo Progressive Residents Association, Bulawayo Vendors and Traders Association and Officials from the Zimbabwe Republic Police. The observation technique was also used to study the activities and behaviour of street vendors. The study used stratified, convenience and purposive sampling techniques. Results show that measures taken by the civic authorities to curb illegal street vending have been largely unsuccessful. Lack of employment has been cited as the major driver of illegal street vending activities. The study recommends that the regulatory authorities should learn constructive lessons from successful participatory models from Durban Municipality in South Africa through projects like the Warwick Junction Urban Renewal Project.

## **LIST OF ABBREVIATIONS USED IN THE STUDY**

BCC	Bulawayo City Council
BPRA	Bulawayo Progressive Residents Association
BVTA	Bulawayo Vendors and Traders Association
CBD	Central Business District
GDP	Group Domestic Product
IDC	Industrial Development Corporation
ILO	International Labour Organisation
LED	Local Economic Development
MSME	Ministry of Small to Medium Enterprise
NGO	Non-Governmental Organisation
SEDCO	Small Enterprise Development Corporation
WIEGO	Women in Informal Employment Globalising and Organising
ZCIEA	Zimbabwe Chamber of Informal Economies Association
ZITF	Zimbabwe International Trade Fair
ZRP	Zimbabwe Republic Police



## **TABLE OF CONTENTS**

<b>RELEASE FORM</b>	<b>i</b>
<b>DECLARATION</b>	<b>ii</b>
<b>APPROVAL LETTER</b>	<b>iii</b>
<b>DEDICATION</b>	<b>iv</b>
<b>ACKNOWLEDGEMENTS</b>	<b>v</b>
<b>ABSTRACT</b>	<b>vi</b>
<b>LIST OF ABBREVIATIONS</b>	<b>vii</b>
<b>CHAPTER 1</b>	<b>1</b>
INTRODUCTION TO THE STUDY	1
1.0 Introduction	1
1.1 Background to the Study	1
1.2 Statement of the Problem	3
1.3 Objectives of the study	3
1.4 Research Questions	3
1.5 Significance of the study	4
1.6 Delimitation of the study	5
1.7 Limitations of the study	6
1.8 Definition of key terms	7
1.9 Chapter Summary	8
<b>CHAPTER 2</b>	<b>9</b>
LITERATURE REVIEW	9
2.0 Introduction	9
2.1 Defining Street Vending	9
2.1.1 Illegal Street Vendors	9
2.2 History of the Informal Sector	10
2.3 Schools of Thought for the informal sector	11

2.4 Bellagio Declaration of Street Vendors, 1995	11
2.5 Basic characteristic of Street Vendors	12
2.6 Factors for choosing street vending as an occupation	13
2.7 Street Vending and the law	14
2.8 Policy Issues on Street Vending	14
2.9 Urban Planning and the informal sector	14
2.10 Local Economic Development and the informal sector	15
2.10.1 Empowerment and employment creation	16
2.10.2 Local Government and the informal sector	16
2.11 Challenges caused by street vending on the CBD	17
2.11.1 Notable challenges faced by local authorities in dealing with the informal sector	18
2.12 Challenges encountered by street vendors	19
2.12.1 Licensing and registration	19
2.12.2 Effects of taxation	19
2.12.3 Harassment	19
2.12.4 Inadequate vending space	20
2.12.5 Relocations	20
2.12.6 Health and Safety risks	20
2.12.7 Negative effects of economic underperformance	21
2.12.8 Political influences in vending	21
2.13 Experiences in Africa, Asia and Latin America	21
2.14 Vending in Zimbabwe	22
2.14.1 Criminalisation of the informal sector	22
2.14.2 The legal and Policy Governance Framework for the informal sector in Zimbabwe	23
2.14.3 Plight of street vendors in Zimbabwe	25
2.15 Possible solutions to street vending	27

2.15.1 Rationale for supporting street vendors	27
2.15.2 Innovative solutions to street vending	27
2.15.2.1 Organising	27
2.15.2.2 Forming alliances	27
2.15.3 Innovative ways that can be adopted by local authorities with regards to the Informal sector	29
2.15.3.1 Creating a conducive environment for policy	29
2.15.3.2 Affordable rates and taxes	29
2.15.3.3 Market access	30
2.15.3.4 Access to infrastructure and basic services	30
2.15.3.5 Creating an enabling regulatory environment	30
2.15.3.6 Understanding the informal sector's needs	30
2.15.3.7 Stakeholder participation	30
2.16 Gaps in Literature	31
2.17 Chapter Summary	31
<b>CHAPTER 3</b>	<b>33</b>
<b>METHODOLOGY</b>	<b>33</b>
3.0 Introduction	33
3.1 Methodology	33
3.2 Research design	34
3.3 Study population	35
3.4 Sampling	35
3.4.1 Sample size	36
3.4.2 Rationale for sampling	36
3.5 Sampling procedure	36
3.5.1 Stratified sampling	37
3.5.2 Convenience sampling	37

3.5.3 Purposive sampling	37
3.6 Sources of data	37
3.6.1 Primary data	37
3.6.2 Secondary data	38
3.7 Data collection instruments	38
3.7.1 Questionnaires	38
3.7.2 Interviews	38
3.7.3 Observation	39
3.8 Reliability and validity	39
3.9 Ethical considerations	40
3.10 Chapter Summary	40
<b>CHAPTER 4</b>	<b>41</b>
<b>DATA PRESENTATION AND ANALYSIS</b>	<b>41</b>
4.0 Introduction	41
4.1 Response rate	41
4.2 Marital status of street vendors	43
4.3 Age ranges of street vendors	43
4.4 Qualifications of street vendors	44
4.5 Vending periods	45
4.6 Major drivers of street vending	45
4.7 Most prevalent vending activities	46
4.8 Business ownership for street vendors	48
4.9 Sources of goods sold by street vendors	49
4.10 Average income per day	50
4.11 Health Challenges	51
4.12 Remedial actions to reduce negative effects	52
4.13 Business training received by street vendors	53

4.14 Factors for choosing a vending site	53
4.15 Storage of goods overnight	54
4.16 Affiliation to an Association that represents street vendors	54
4.17 Ways of integrating street vendors into urban management	55
4.18 Challenges faced by street vendors with regards to law	55
4.19 Penalties for conducting street vending illegally	56
4.20 Stakeholder responses	56
4.20.1 Bulawayo City Council	56
4.20.1.1 Vending activities prevalent along the streets of Bulawayo	56
4.20.1.2 Factors considered when choosing a vending site	57
4.20.1.3 Institutional and regulatory framework that affects street vendors	58
4.20.1.4 How illegal street vendors infringe rules and regulations	58
4.20.1.5 Perceptions of street vendors on the regulatory framework	60
4.20.1.6 Recommendations for integrating street vendors	60
4.20.1.7 Initiation of leadership efforts	60
4.20.2 Zimbabwe Republic Police	61
4.20.2.1 Factors driving people into street vending	61
4.20.2.2 Problems faced by illegal street vendors	61
4.20.2.3 Socio-economic and environmental challenges	61
4.20.2.4 Opportunities created by street vending to the economy	61
4.20.2.5 Government policy	61
4.20.3 Bulawayo Vendors and Traders Association	62
4.20.3.1 Relations with vendors	62
4.20.3.2 Street vendors registered with the association	62
4.20.3.3 Measures taken to address the plight of vendors	62
4.20.3.4 Negative impacts of street vending	62
4.20.3.5 Measures to be taken by the local authorities	63

4.20.3.6 Opinion of BVTA regarding measures against street vendors	63
4.20.3.7 Challenges faced by street vendors in the CBD	64
4.20.3.8 Value of street vending to the economy	65
4.20.3.9 Majority of street vendors	65
4.20.3.10 Other useful comments	65
4.20.4 Bulawayo Progressive Residents Association	65
4.20.4.1 Relations with street vendors	65
4.20.4.2 Negative impacts of street vending on the CBD	65
4.20.4.3 Measures to be taken by Bulawayo City Council	65
4.20.4.4 Opinion on measures taken by authorities against vendors	66
4.20.4.5 Challenges faced by street vendors	66
4.20.4.6 Majority street vendors	66
4.20.5.7 Other general comments	66
4.21 Chapter Summary	66
<b>CHAPTER 5</b>	<b>68</b>
<b>SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS</b>	<b>68</b>
5.0 Introduction	68
5. 1 Document summary	68
5.2 Summary of findings	70
5.2.1 Major causes of street vending in Bulawayo CBD	71
5.2.2 The Institutional and regulatory framework affecting street vendors	71
5.2.3 Challenges faced by Bulawayo City Council	71
5.2.4 The challenges faced by street vendors in Bulawayo	72
5.2.5 Remedial actions for adoption to minimise negative effects	72
5.3 Conclusions	73
5.4 Recommendations	74
<b>REFERENCES</b>	<b>76</b>

## LIST OF TABLES

Table 2.1 Classification of Business enterprises according to the MSME	24
Table 3.1 Sample sizes	36
Table 4.1 Response rate	41
Table 4.2 Marital status of Street vendors	43
Table 4.3 Age ranges of street vendors	43

## LIST OF FIGURES

Figure 4.1 Qualifications of street vendors	44
Figure 4.2 Vending periods	45
Figure 4.3 Drivers of street vending	45
Figure 4.4 Most prevalent street vending activities	46
Figure 4.5 Business ownership for street vendors	48
Figure 4.6 Sources of goods sold by street vendors	49
Figure 4.7 Average incomes per day for street vendors	50
Figure 4.8 Health challenges caused by illegal street vending	51
Figure 4.9 Actions to reduce negative effects of illegal street vending	52
Figure 4.10 Business training received by street vendors	53
Figure 4.11 Overnight storage of goods sold by illegal street vendors	54
Figure 4.12 Penalties for illegal street vending	56



## LIST OF PLATES

Plate 1.1 Tourist map of Bulawayo	6
Plate 2.1 Vendors demonstrate at Bulawayo City Hall against ban on street vending	26
Plate 2.2 Warwick Junction- Aerial view	31
Plate 4.1 Most prevalent activities in Bulawayo	47
Plate 4.2 A street vendor who makes and sells shoes	49
Plate 4.3 Vending activities prevalent along the streets of Bulawayo	57
Plate 4.4 Push cart operators blocking Herbert Chitepo street	59
Plate 4.5 Street vendors blocking L Takawira Avenue	59
Plate 4.6 Bulawayo Municipal Police confiscating goods from street vendors	63
Plate 4.7 BCC police confiscating vendor wares	64

## **LIST OF APPENDICES**

Appendix 1 Access Letters	82
Appendix 2 Questionnaire administered to street vendors	84
Appendix 3 Interview guide for Bulawayo City Council Management	90
Appendix 4 Interview guide for the Zimbabwe Republic Police	92
Appendix 5 Interview guide for the Bulawayo Vendors and Traders Association	94
Appendix 6 Interview guide for the Bulawayo Progressive Residents Association	96

# **CHAPTER 1**

## **INTRODUCTION TO THE STUDY**

### **1.0 Introduction**

Informality is one of the major challenges facing urban policy makers in developing countries like Zimbabwe. Street vending which is a subsector of the informal sector is pervasive across all major cities and towns in Zimbabwe. It provides an important source of earnings for the unemployed in urban areas, as well as a source of relatively affordable goods and services for city residents. Street vending in recent years has become an area of interest and has culminated into heated debate in Zimbabwe. It also represents a vital and growing aspect of the urban informal economy that is often the subject of municipal regulatory efforts that seek to control, confine or extinguish it. Under this precarious setting, street vending activities have been expanding. This introductory chapter is structured into nine sections. The first part covers the background to the study, the second section explains the statement of the problem, and the third section presents the objectives of the study. The fourth section provides the research questions part while the fifth section covers significance of the study. The sixth section features the delimitation of the study followed by the seventh section that contains the limitations of the study and the eighth provides definition of key terms. The chapter concludes with a chapter summary.

### **1.1 Background to the study**

High levels of unemployment compounded by low productivity in agriculture and worsened by rural to urban migration in Zimbabwe has driven most people to engage in the informal sector as a survival strategy. At an international level, during the turn of the new millennium, informal employment contributed to around 18 percent of the economies of the Organisation of Economic Development countries. Street vending as a subsector within the informal sector constitute around 25 percent in Africa. Similar scenarios have also been witnessed in Asian countries and Latin America. According to Benjamin et al..... (2014) the informal sector dominates even the rapidly growing economies in Africa. The economic realities in most African cities is not different from the Zimbabwean scenario. Skinner 2008) argued that due to the nature of the street vending activities it is difficult to compile statistics at a global level. However, according African Development Bank (2014) the informal sector contributes about

55 per cent of Sub-Saharan Africa's Gross Domestic Product (GDP) and 80 per cent of the labour force. The informal sector in Zimbabwe directly employed an estimated 3 to 4 million people while the formal sector accounted for about 1,3 million people (Tibaijuka 2005 and Coltart 2008). These are outdated yet telling statistics.

The role of the informal sector in economic sustenance can never be never be underestimated. Mbayiwa-Makuvatsine (2015) highlighted that most Zimbabweans are employed in the sector with over 7 billion dollars believed to be in circulation in this sector that is not given the attention it deserves. Mbayiwa-Makuvatsine (2015) further argued that employed people's ages range from 15 years and above and are estimated to be over 5 million. More than 80 percent are employed in the informal sector compared to only 11 percent in the formal sector of the economy whereas 5 percent remained unclassified. Women constitute 67 percent of the informal sector employment.

Street vending remains ubiquitous, especially in developing countries (Mramba 2015). Despite its role in pro-poor economies, it has received little attention; much has been focused on its negative impacts like, use of public space, congestion, health and safety risks, tax evasion and the sale of shoddy merchandise.

Regulatory authorities in developing countries are against illegal Street vending because of its undesirable effects in the cities. They are seen as invaders of public space which is against modern urban planning methods (Bhowmik 2000). However, the presence of illegal street vendors in the cities is a direct response to economic challenges experienced in the developing countries and Zimbabwe is among the developing countries going through economic doldrums. The visibility of street vendors in heart of the cities however, cannot go unchallenged by the authorities as they create urban management challenges.

In Bulawayo the second largest city of Zimbabwe there is no cordial existence between illegal street vendors and the Bulawayo City Council as the regulatory authority. The relations between illegal street vendors and the Council is confrontational in nature. Council is currently applying all the means at its disposal to curb the astronomical rise of illegal vendors in the city's central business district. However, results show that the usual approach of insisting on evicting street vendors has largely been unsuccessful with a failure rate of 79.6% (Onodugo et al... 2016). The major thrust of the research is to look into the challenges

of illegal street vending on the CBD urban space of Bulawayo and proffer possible solutions to the identified challenges.

## **1.2 Statement of the problem.**

The overall research problem to be addressed by the study is that despite efforts by the government and urban local authorities in Zimbabwe to curb street vending little has been done to proffer solutions to the challenges of street vending. The upsurge of street vendors on the Bulawayo Central Business District (CBD) urban space is a clear testimony that the current methods employed by the Municipality to curb vending in the city centre have not adequately addressed the challenges. This study provides comprehensive recommendations that will assist the Bulawayo City Council as the regulating authority in addressing the identified challenges.

## **1.3 Objectives of the study**

The following are the objectives of the study:

- To identify the major causes of street vending in Bulawayo Central Business District.
- To reveal the institutional and regulatory framework affecting street vendors as well as the perception of the vendors on these frameworks.
- To identify the problems faced by the Bulawayo City Council due to street vending activities.
- To investigate the challenges faced by street vendors in Bulawayo.
- To proffer remedial action that can be adopted by the Bulawayo City Council to contain the undesirable effects of street vending.

## **1.4 Research questions**

In view of the stated statement of the problem and objectives, the study shall attempt to answer the following questions:

1. What challenges are posed by illegal street vending in the Central Business District of Bulawayo?
2. What are the major reasons that drives citizens into street vending?
3. How should urban planners deal with the challenges of illegal street vending?
4. How does street vending as part of the informal sector contribute meaningfully to the economy in general and to the urban poor in particular?
5. What are the impacts of illegal street vending on the socio-economic and environmental situation of the city?
6. What remedial actions should be taken by the governing authorities and all concerned parties to facilitate and/or control illegal street vending?
7. What are the categories of illegal street vendors trading on the street of Bulawayo Metropolitan City?
8. What is the nature of illegal street trading activities in the Bulawayo Central Business District?
9. What are the institutional and regulatory framework affecting illegal street vending in Bulawayo?

### **1.5 Significance of the study**

This study seeks to identify the challenges of illegal street vending in the CBD of Bulawayo and proffer possible solutions. The research will be very significant in several ways:

- First, it will highlight the socio-economic value of street vending to poor urban dwellers which makes it to thrive despite the harsh regulatory environment in which they continue to operate under in Zimbabwe.
- Secondly, the study will benchmark successful programmes on street vending which provides useful lessons that are expected to help local and central government policy makers in Zimbabwe rethink their rather usual combative approach to street vending.
- Thirdly, it will explore the efficacy of a participatory inclusive urban planning approach involving all stakeholders to devise a long lasting solution to this phenomenon that is becoming a defining feature of economies in Sub-Saharan Africa.
- It is also expected that the findings of the research project will orchestrate policy rethink of the approach of the urban local authorities towards handling the issue of street vending.

- The study provides a foundation and an effective contribution to students and scholars with a special interest in carrying similar research in the future.
- The results of the study acts as an important source of information to the urban regulatory authorities and interested stakeholders as it raises awareness on the challenges faced by the urban poor in Bulawayo.

## **1.6 Delimitation of the study**

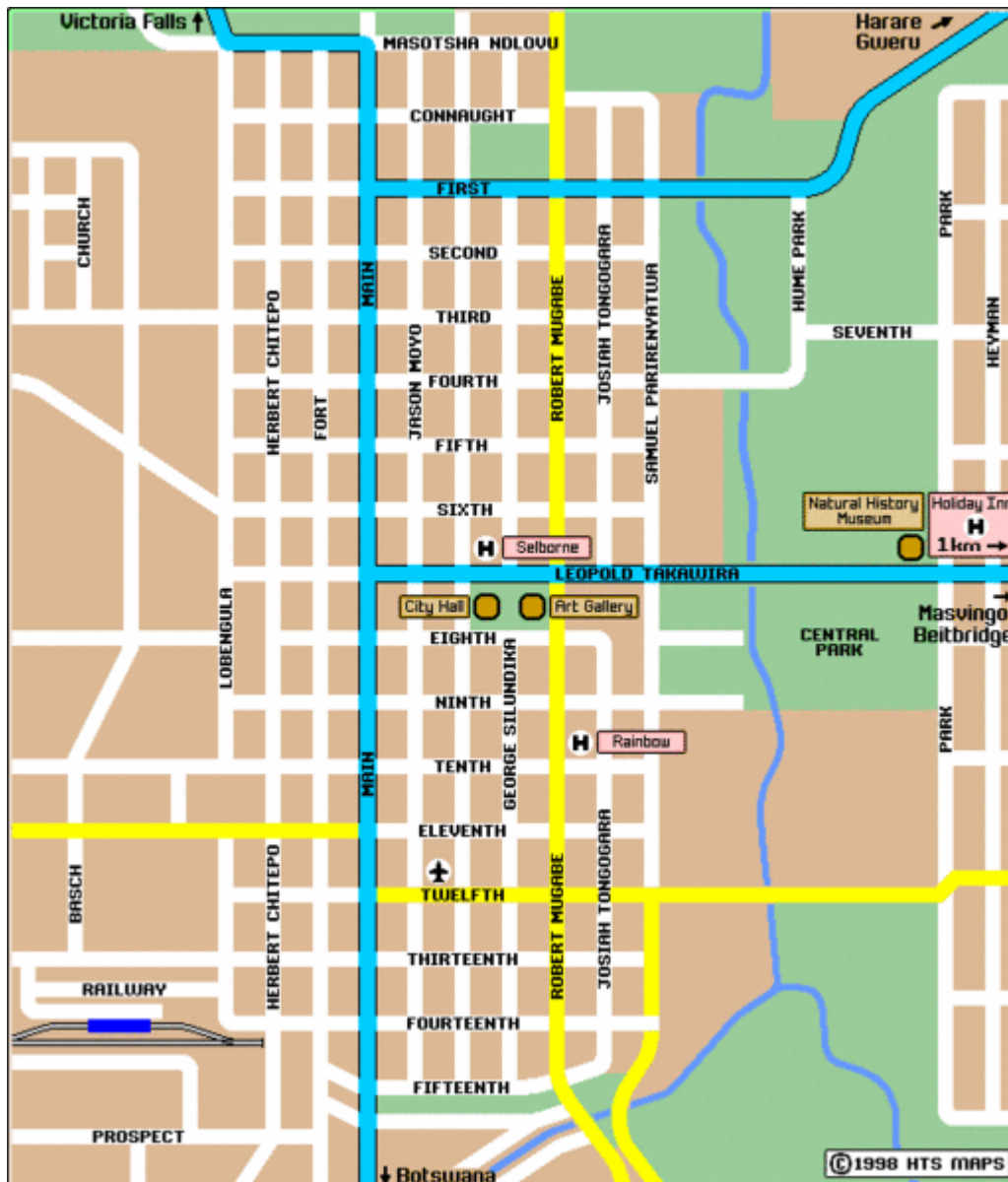
This research is restricted only to the Bulawayo Central Business and is focused only on illegal street vendors selling on streets or pavement and moving vehicles in traffic .In order to interact and get more respondents, the researcher has decided to confine the work to the city centre. The researcher is only looking at the areas within the Bulawayo Metropolitan City where illegal street vending activities are mostly common. Bulawayo, the heart of a tremendous wide sweep of the western parts of Zimbabwe, is the second largest city in Zimbabwe with a population of 655 675 according to the 2012 National Census, fully integrated people of different races, tribal groupings and cultural backgrounds. Bulawayo is home to 655 675 people according to the August 2012 National census. Males constituted 304 446 while females constituted 351 229. Bulawayo's location is interesting from a geological point of view. The City stands on some most ancient rocks ever laid down on earth and is strategically placed on the apex of the great Zimbabwe plateau and commands access to it from the south. Located at a vantage point in the Sub-Saharan Region, Bulawayo forms the axis of well-planned road and rail network to the north, south, east and west of Zimbabwe. It has the dual role of being the regional capital for Southern Zimbabwe and also a link to the interior of Southern Africa. With its proximity to South Africa, it was natural for Bulawayo to develop as the industrial hub of Zimbabwe. It is located as a link between South Africa, Botswana and Zambia to the rest of the country. Bulawayo Metropolitan City covers an area of 479 square kilometres. Bulawayo's proportion of the country's population is 5,1%.





## Tourist Map of Bulawayo

Plate 1.1



Source: Mappery.com

The CBD is in a grid pattern with 17 avenues and 11 streets.

### 1.7 Limitations of the study

Street vending issues have not been given more coverage in Zimbabwe leading to shortage of well recorded literature on the topic. In addition to lack of organised literature the researcher was further constrained by the following factors:

- Limited time due to pressure of work since the researcher is a full time employee with the Bulawayo City Council
- Street vendors' were unwilling to provide effective responses due to continued harassment by the Bulawayo City Council Security Guards and the Zimbabwe Republic Police (ZRP).
- Some street vendors were mobile thereby making the collection of data difficult and time consuming.
- Street vendors were suspicious of people who seem to investigate their activities hence they hold on to some high value information.
- Financial constraints.

In view of the above constraints the researcher proffered the following solutions to overcome the limitations:

- Took of a vacation leave in an effort to devote more time to the research project.
- The researcher applied the best ethical considerations to avoid compromising the social positions of the subjects.
- Great care and circumspection was exercised by the researcher with the major objective of collecting detailed information as much as possible.
- Explaining the benefits of the research findings to the Street Vendors and Bulawayo City Council decision makers.

## **1.8 Definitions of key terms**

**Informal sector**- the segment of the economy characterised by those unable to find or retain full-time regular wage employment, ease of entry with low capital investment requirements and by being relatively labour intensive and unregulated. Informal sector are not officially registered businesses and exist largely outside the tax system.

**Street vending**- refers to income-generating activities whereby individuals sell their wares along streets and pavements to passing pedestrians and motorists. Street vending is one

activity within the informal economy, the sector of a country's economy that operates outside the regulation and protection of the state.

**Illegal Street vendors** refers to the people who sell goods and services from public space especially the pavements and streets against the laid down rules and regulations of the regulating authority.

## **1.9 Chapter Summary**

The first chapter of the study opened with an introduction to the informal sector and goes further to highlight street vending as a subsector of the informal sector. The Chapter introduces the central problem which the study seeks to find answers to. More importantly, this introductory chapter covers the background to the study, objectives of the study, research questions as well as the significance of the study. The delimitation of the study followed by its limitations were also covers by the chapter. The chapter concludes by defining key terms. The next chapter covers a review of related literature on street vending.

## **CHAPTER 2**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

In order to understand the nature of the informal economy in general and street vending in particular, this chapter provides a review of the related literature. The chapter begins with the definition of terms and provides a historical background of the informal sector, theories of the informal sector and also looks at the Bellagio Declaration of Street Vendors of 1995. Characteristics of street vendors and factors for choosing street vending as an occupation are also looked into. Street vending and the law, policy issues on street vending, urban planning and the informal sector, Local Economic Development (LED) and the informal sector, challenges caused by street vending on the Central Business District (CBD) space are among the topics covered by the chapter. In addition to this theoretical and empirical literature it focuses on experiences of other countries and governments' responses to street vending. Street vending literature in Zimbabwe in general and Bulawayo in particular is also provided. The chapter closes by covering innovative solutions to street vending.

#### **2.1 Defining Street Vending**

According to McGee (1977) various researchers used a number of definitions associated with street vendors. He goes on to define them as individuals who provide a variety of merchandise and service for selling purposes operating from public places.

##### **2.1.1 Illegal street vendors**

Bhattacharya and De (1987) explained that illegal street vendors are those people who do not have a permanent place of their own and who offer goods and services without having proper trade license for sale from public spaces. Jongh (2015) argued that the main reasons for them to become illegal vendors included a lack of business in the market and a lack of capital which prevented them from occupying a (legal) spot in one of the designated markets. In the market, there is fierce competition as many people are selling similar items. By following the customers, these vendors circumvent such competition which allows them to sell more of

their merchandize, and thereby increase their profits. Thus, some vendors did stay for some time in the market, but abandoned their stand for this reason.

## **2.2 History of the Informal Sector**

Literature on the informal sector backdates to the 1950s and 1960s when it was widely assumed that, with the right mix of economic policies and resources, low-income traditional economies could be transformed into dynamic modern economies. In the process, the traditional sector comprised of petty trade, small-scale production, and a range of casual jobs would be absorbed into the modern capitalist or formal economy and, thereby, disappear. This perspective according to Chen (2012) is associated with research carried out in the 1950s by Lewis. According to Lewis gradual development economically in the world would in turn create jobs to accommodate extra labour that was prevalent in the traditionally based economies. Gradual economic development would shift workers' wages. This led to what is referred today as the 'Lewis turning point'.

However, other development experts like Hans Singer had diverging views and argued that in early 1970s the Lewis Tuning point was not visible. In typical contrast Singer argued that the experience in the developing world signifies serious cases of unemployment as well as underemployment of varying degrees. Singer warned of a serious crisis in terms of employment. In 1972 the ILO later reflected on this important employment concern and embarked on a missions to the developing world. One such mission was carried out in Kenya. Singer partnered Richard Jolly for that mission. Outcomes of the mission revealed that the concept of 'informal sector,' had already been propounded in 1971 by British Anthropologist Keith Hart after embarking on a series of studies in the northern parts of Ghana. According to Hart (1973) the mission to the African country of Kenya provided positive outcomes. His conclusion was that, though external migrants encountered constraints due to capitalist tendencies those within were already engaged in the informal sector activities and had sound capacity for income generation.

According to the International Labour Organisation (1972) the African mission emphasised the capacity of the informal activities as an employment generator with the potential of poverty reduction. The notable legacy of the mission is the informal sector concept. During the early 1980s the sector became visible in the capitalist world. As highlighted by Lee

(1988) millions who lost jobs during the Asian crisis in the 1990s found solace through informal sector employment. Economic adjustment programmes in Africa, former Soviet Union as well as Eastern and Central Europe were typical of the expansion of the sector. Therefore, the history of the informal sector can be understood best by grouping into three distinct epochs as follows: the 1970s, 1980s and the 1990s. Chen (2012) therefore, emphasised that the capacity of the sector to create employment has created serious attention at a contemporary global arena.

### **2.3 Schools of Thought for the Informal Sector**

Chen (2012) noted that the debate on the large and heterogeneous informal sector has crystallized into four dominant schools of thought regarding its nature and composition, as follows:

- The *Dualist* school views the informal sector of the economy as comprising marginal activities that are distinct from and not related to the formal sector, that provide income for the poor and a safety net in times of crisis (Hart 1973; ILO 1972).
- The *Structuralist* school sees the informal economy as subordinated economic units (micro-enterprises) and workers that serve to reduce input and labour costs and, thereby, increase the competitiveness of large capitalist firms (Moser 1978).
- The *Legalist* school sees the informal sector as comprised of plucky micro-entrepreneurs who choose to operate informally in order to avoid the costs, time and effort of formal registration and who need property rights to convert their assets into legally recognized assets (De Soto 1989).
- The *Voluntarist* school focuses on informal entrepreneurs who deliberately seek to avoid regulations and taxation but, unlike the legalist school, does not blame the cumbersome registration procedures.

### **2.4 Bellagio Declaration of Street Vendors, 1995**

Sinha and Roeber (2011) highlighted that at an international level, street vendors began to organise during the 1990s as globalisation and urbanisation exacerbated city-level conflicts between vendors and local authorities. In November 1995, representatives of street vendors from 11 cities across five continents held the inaugural meeting of the International Alliance of Street Vendors in Bellagio, Italy. The declaration was a landmark development in the

vendors' movement at the global level. The Declaration identified six common problems of street traders around the world, namely: lack of legal status and right to vend, lack of space or poor location, restriction on licensing, cost of regulation, harassment, bribes, confiscation and evictions, lack of services and infrastructure and lack of representation or voice. According to Sinha and Roeber (2011) following the Bellagio Declaration governments across the globe were urged to:

- Give vendors legal status by issuing licenses, enacting laws and providing appropriate hawking zones in urban plans.
- Provide legal access to the use of appropriate and available space in urban areas, protect and expand vendors' existing livelihood.
- Make street vendors a special component of the plans for urban development by treating them as an integral part of the urban distribution system.
- Issue guidelines for supportive services at local levels.
- Enforce regulations and promote self-governance.
- Set up appropriate, participative, non -formal mechanisms with representation by street vendors and hawkers, NGOs, local authorities, the police and others.
- Provide street vendors with meaningful access to credit and financial services.
- Provide street vendors with relief measures in situations of disasters and natural calamities.
- Take measures for promoting a better future for child vendors and persons with disabilities.

## **2.5 Basic Characteristics of Street Vendors**

Street Vending has been described as a form of work that is full of controversy, diversity and fluctuating tendencies and also manifests itself everywhere around the globe (Bromley 2003). Mitullah (2003) argued that slight variations at country and regional level in terms of the merchandise and services offered by vendors are noticeable. However, Mitullah (2003) further provided research findings based on the case studies conducted in Kenya, Cote D'ivoire, Ghana, Zimbabwe, Uganda and South Africa hence the general conclusion that: Women constitute the greatest majority of vendors, although a significant figure are children and men; a significant portion of the vendors work to fend for their families, are also married and most breadwinners are the women; some street vendors are divorced, widowed while some are single parents; women work most since they are also involved in domestic work at

home; males procure the services of assistants than women; most street vendors chose to stay near their work places and prefer to walk as a cost cutting measure; their educational standard is very low compared to the formal sector though some possess higher qualifications especially males; people are driven into vending because of employment problems as well as scarce sources of livelihood; women suffer most as their spouses abandon them and their only viable source of living is street trade; males embark on street vending at a young age and migrate to different ventures compared to women who joins the trade in their late ages till they grow old; men tend to invest in entrepreneurial ventures that are capital intensive with better profit margins compared to their female counterparts. Lastly, Street vendors work for long hours because they start early and dismiss late compared to the formal sectors

The implications of the above is that street vending is a global phenomenon and is not just confined to African cities. The highlighted characteristics also implies that the informal sector in general and street vending in particular is sustaining countries and women constitute the majority. Therefore, women are playing a major role in economic development around the world through street vending activities. In Zimbabwe for example, women are active participants in economic issues however, they lack recognition. There is need to integrate and support women in the informal sector particularly street vending at an international, regional, national and local level by formalizing street trade. Lastly, the above mentioned characteristics implies that it's high time for governments both central and local governments to recognise vending as a form of employment.

## **2.6 Factors for Choosing Street Vending as an occupation**

There are a number of factors that stimulate people to embark on street vending business (Njaya 2014). Some of the cited factors are: vending is the easiest and fastest means to earn income; vending acts a way of livelihood for the urban poor families; inadequate jobs in the formal sector; fewer obstacles to start a vending venture; affordable capital is required to start the business; working hours are very flexible compared to the formal sector; vending business is not associated with costs that consumes profits such as overhead costs such as licensing fees, rates, and rentals; job losses due to company closures worsened by retrenchments driven by economic meltdown in Zimbabwe. Lastly, the current monthly pension offered in the country are not in line with the cost of living realities.



## **2.7 Street Vending and the Law**

Legalising street vending remains a thorny issue in most countries across the globe. The legal issues remains the stumbling blocks for people in the informal sector (Bhowmik 2010). Harassment of street vendors by the regulating authorities is a common feature in cities of the world due to lack of enabling laws. Lack of recognition of street by local authorities remains a serious challenge. The end result of lack of recognition is massive evictions by the authorities (Roever 2014).

## **2.8 Policy Issues on Street Vending**

Most cities in Africa must commit themselves to promoting economic development, but the lack of a policy frameworks to aid proper support and management of people in the informal sector is an area that calls for urgent attention from the responsible authorities. The majority of cities in Zimbabwe lacks clear cut policies that promotes the informal sector especially street vending. South Africa for example has made significant strides in terms of policy issues that has some positive bearing on the informal sector (Skinner 1999). Policies must facilitate rather than inhibit the informal sector development.

## **2.9 Urban Planning and the Informal sector**

Brown (2006) posts that urban public space is a key element in the livelihoods of the urban poor, but its importance in development policies for cities is largely ignored. Unfortunately, however, the urban planners' view of street vending is that of public nuisance and misuse of the public space (Onodugo et al 2016). Modernist planners believe that the cities should be planned to be orderly at all cost even at the expense of the livelihood of a greater number of its population living in poverty (Skinner 2009). Planners have reacted accordingly to street vending by frequent eviction, seizing and destruction of goods, as well as fining and detention of vendors. Despite the measures used to reduce and or stop street vending the practice continues unabated as it remains most times the only means of survival for the vendors. Urban planners and government policy makers therefore, must rethink their rather usual combative approach to street vending.

The urban informal economy is becoming predominant in many developing countries, the most visible manifestation being street vending (Basinsiki 2009). The challenges posed by street vending to the government and urban management professionals as presented by Cross (1998) are, production of goods and services without appropriate permits, land use distortion, tax evasion and non-compliance with labour regulations. They have operated in unsteady policy environments, are often viewed as nuisance and because they lack legal status, their livelihoods are constantly at risk (Roever et al 2011).

Various challenges posed by street vending in most developing countries have elicited varying responses from government officials and urban planners. These responses range from benevolent disregard, forceful ejection, suppression and imposition of levies and fines all in pursuit of good city image. According to Tibaijuka (2005) these negative responses are more common in countries such as Zambia, Zimbabwe (where they practiced operation Murambatsvina (clean up), Ghana, Nigeria among many other countries.

## **2.10 Local Economic Development (LED) and the Informal Sector**

According to Helmsing (2001) Local Economic Development (LED) “is a process in which partnerships are forged between local governments, the private sector and community-based groups to create jobs, manage existing resources and stimulate the economy of a well-defined territory” Canzanelli (2001) provided a similar conception on LED and defined it as “participatory process that encourages and facilitates partnership between the local stakeholders, enabling the joint design and implementation of strategies, mainly based on the competitive use of local resources with the final aim of creating jobs and sustainable economic activities”. The most interesting aspect of LED is that its success lies in its participatory and consultative process between stakeholders and local community.

What is significant about LED is that it tends to revolve around issues of job creation, empowerment, the pursuit of economic growth, the restoration of economic vitality and diversification in areas subject to recession and establishing the ‘locality’ as a vibrant sustainable economic entity. It therefore becomes apparent that local authorities must be at the forefront of promoting the informal sector through LED initiatives. According to Rogerson (2004) one lucrative strategy that could make inroads in assisting the informal sector concerns the policy and support environment offered by local as well as national

government. However, Zimbabwe as a country is lagging behind in terms of support rendered to the informal sector.

According to Rogerson, the most effective level of policy intervention and support for this group of the informal sector should come from the local level rather than the national government (Rogerson 2004).

### **2.10.1 Empowerment and employment creation**

Local authorities should strive to create employment through local economic development initiatives. The Constitution of Zimbabwe Amendment (No.20) act 2013 compels local authorities to embark on employment creation and empowerment programmes in their areas of jurisdiction. Section 14(1) of the constitution clearly provides for empowerment and employment creation. It clearly states that “The state and all institutions and agencies of government at every level must endeavour to facilitate and take measures to empower, through appropriate, transparent, fair and just affirmative action, all marginalised persons, groups and communities in Zimbabwe”. Section 114 (2) further states that “At all times the state and institutions and agencies of government at every level must ensure that appropriate and adequate measures are undertaken to create employment for all Zimbabweans, especially women and youths”.

### **2.10.2 Local Government and the Informal Sector**

SALGA (2012) pinpointed that local government in African countries has tended and still tends to deal with the informal sector actors largely on the basis of By-Law formulation, particularly in respect of street vendors. The approach is based on an inherently restrictive view of the problem of the informal sector. Pejorative perceptions of the informal sector both within municipalities and some formal businesses – have contributed to the marginalisation of the informal economy within official economic development policy. This marginalisation is clearly illustrated in the almost complete absence of reference to the informal economy in official planning and economic strategy documents. The informal economy is most often considered by municipal planners as a spatial problem rather than as an integral part of the local economy, and a key factor preventing even higher levels of unemployment.

According to [www.citiesalliance.org](http://www.citiesalliance.org) however, from a government perspective, various factors have made it difficult to put together appropriate policies towards the informal sector; some of these are:

- **Instability and vulnerability** of informal worker's representation and associations;
- **Proliferation of organisations representing** informal workers in each city or town, where organisations are fighting for recognition, support and power;
- **Multiple structures within municipalities**, (which usually do not plan and operate jointly) are mandated to facilitate, manage, implement and monitor informal activities;
- **Complex co-ordination processes** within municipalities, each using its own strategies; and,
- **Low literacy levels**: as such, informal workers are unable to exercise their constitutional rights and duties; a feature which continuously frustrates municipal officials.

## **2.11 Challenges Caused by Street Vending on the Central Business District**

### **(CBD) Space**

Street vending has vast contributions for the urban poor however, scholars have also identified the negative aspects of street vending in the Central Business District (CBD) of cities (Hart 1989). Illegal street vendors are notorious for constructing shoddy vending sites that are totally against the local authority's building and zoning regulations (Murry 1991). Street vendors are noted for generating excess litter which in most cases stretches the capacities of the health or sanitation departments of the cities and towns.

In a study carried out by Njaya (2014) in Harare the capital city of Zimbabwe, the City Council cited the following as the major challenges caused by street vending activities in the Central Business District: noise generation while marketing their merchandise; astronomical rates of criminal activities, vehicular and human traffic congestion; overstretching the infrastructure ;hazardous and illegal products find their way via the informal sector; failure to comply with regulations and laws; complicating law and order maintenance; creating a filthy environment; trading in substandard goods and services; foods stuffs that do not conform to health standards and conflicts with the formal business sector as they compete for customers with formally registered businesses.

Jimu (2004) argued that no wonder street vending is regarded as a social evil and an affliction to be purged. Environmental, economic, social and aesthetic concerns highlighted above minimise the comfort that is hypothetically characteristic of urban life. Street vending is regarded as an inappropriate form of earning a living and inconsistent with the ideals of economic life for the city. Street vending is not in line with modernity.

### **2.11.1 Notable Challenges faced by Local Authorities in dealing with the Informal sector**

There are some notable examples of local authorities who have adopted an inclusive and developmental way towards the informal sector especially in South Africa. However, many regulatory authorities are yet to realise the high potential provided by the sector in terms of sustainable livelihoods and job creation. According to [www.vanuatau2010.un.org](http://www.vanuatau2010.un.org) “National governments and municipal authorities in many countries generally treat the urban informal economy as undesirable and often target punitive or restrictive policies specifically at informal enterprises”.

Local authorities that have shown some commitment for inclusion and promotion of the informal sector normally find themselves facing a plethora of challenges on where and how best to embrace the sector in planning processes and government policy. Notable challenges encountered by local government are:

- Inclusion of government ministries and departments in aiding local authorities to craft and implement development oriented approaches for the informal sector.
- Bringing the informal sector key issues to the fore in local government planning processes, regulations and policies.
- Coming up with LED pro-poor policies and local laws guidelines specifically for the informal sector.
- Failure to bridge the gap of communication and relations between the informal sector and local governments.
- Local government lacks the capacity to deal with the diverse and complex nature of the informal sector.

- Local governments fails to appreciate the presence and the importance of the sector as fundamental in the development of local economies as well as failing to act as facilitators in changing beliefs about the informal sector.
- A few local government with Local Economic Development Officers especially in Zimbabwe however, fails to engage the informal sector actively. Involvement of the informal sector in LED is crucial for the development of local economies and it also acts as a platform to cement relations between the two parties.

## **2.12 Challenges Encountered by Street Vendors**

According to [www.zimcodd.org](http://www.zimcodd.org) (2016) “the informal sector in general and the vending enterprise in Zimbabwe is marred with many challenges that affect the growth of the sector as well as its contribution to the national economy. These range from political, economic, social and environmental challenges”. The following key challenges for the sector were unearthed by the study:

### **2.12.1 Licensing and Registration**

In Zimbabwe, the street vendors are not registered hence they do not pay taxes but they are actually willing to be contributing to national fiscus. The registration processes are not friendly to the vendors as they are cumbersome. This is further worsened by the vendors’ lack of knowledge in relation to the licensing and registration procedures ([www.zimcodd.org](http://www.zimcodd.org) 2016)

### **2.12.2 Effects of Taxation**

On taxation issues, vendors expressed dissatisfaction over high taxes which takes most of the profit they make. Governments are applying a cocktail of measures to increase their revenue bases and one such measures is taxing the vendors ([www.zimcodd.org](http://www.zimcodd.org) 2016). These measures impact negatively on the profitability of the business.

### **2.12.3 Harassment**

Street vendors in particular are exposed to harassment by the municipal police as well as the Zimbabwe Republic Police. Their wares are confiscated on the basis that they will be

operating from undesignated places. At times when their wares are confiscated, they fail to recover them from the police, in Harare for example, there was an incident where the confiscated goods were burnt. Women are subjected to sexual harassment ([www.zimcodd.org](http://www.zimcodd.org) 2016).

#### **2.12.4 Inadequate Vending Space**

“The issue of vending can be looked at from a human rights perspective. There is the individual’s right to work and the collective right to public space” ([www.zimcodd.org](http://www.zimcodd.org) 2016). By its nature street vending requires some space for people to trade on. In turn this spatial issue has created tension between the vendors and the public. Some people therefore, argue that their collective rights are violated when street vendors appropriate public space for their own use. Right to free movement is grossly violated by the vendors.

Thus both central and local governments should institute measures to protect public space from such encroachments by regulating or even outlawing street vending. On the other hand the vendors hold that they have the right to do business especially under the current economic hardships affecting the country ([www.zimcodd.org](http://www.zimcodd.org) 2016). Vendors do not have enough space to carry out their businesses.

#### **2.12.5 Relocations**

Decision taken by local authorities to relocate most vending sites has sparked serious controversy as it was met with stiff resistance because it lacked consultation ([www.zimcodd.org](http://www.zimcodd.org) 2016). Serious battles were witnessed between the street vendors and the regulating authorities leading to serious losses of merchandise. Vendors and their representatives feel that relocations can only be effected if the proposed new sites have standard infrastructural facilities and market value. Vendors therefore continue to resist relocation regardless of threats from the army and relevant state security apparatus. New sites provided by Councils outside the CBD remain abandoned as vendors prefer the CBD where business is viable ([www.zimcodd.org](http://www.zimcodd.org) 2016).

#### **2.12.6 Health and Safety Risks**

Vendors conduct their businesses in the open spaces along pavements, bus termini, and directly in the front areas of registered shops. Bad weather conditions affects vendors as they tend to lose their wares due to incessant rains, extreme heat or cold and dusty conditions. Unpleasant weather conditions in turn affect the health of vendors and this is also

compounded by lack of sanitary facilities. This type of working environment undermines their incomes as well as their health. In addition to these challenges storage facilities remains critical as vendors are forced to carry their wares to and from their sites on a daily basis ([www.zimcodd.org](http://www.zimcodd.org) 2016).

### **2.12.7 Negative effects of Economic Underperformance**

Vendors are not spared by the economic, political and social environments. Periods of economic challenges are characterised by loss of income for the vendors. If the economy plunges profit margins tend to tumble and rise when the economy is at its best. Economic challenges are characterised by job losses forcing many people into vending which in turn increases competition among the vendors. Stiff competition also erodes profit ([www.zimcodd.org](http://www.zimcodd.org) 2016).

### **2.12.8 Political influences in vending**

Politics as a challenge on vending manifest itself in a number of ways. People who are into vending are taken for a ride by those into politics. Politicians fan serious divisions amongst vendors as they tend to create activists among the vendors based on political patronage. Vendors lose valuable time attending political gatherings at the expense of their only source of living. Vending bays are then allocated based on political affiliation and those perceived to be enemies are denied access to vending bays. This is common amongst councillors. Empty promises are also made during political campaigns as a vote buying strategy. Such promises include the crafting of enabling laws for the informal sector particularly vendors. However, such legislations remains a dream for the people engaged in informal work ([www.zimcodd.org](http://www.zimcodd.org) 2016). Vending remains politicised in various parts of the world and politics remains a stumbling block than an enabling process for crafting enabling laws on street vending.

## **2.13 Experiences in Africa, Asia and Latin America**

Globally, a significant and growing population of the informal workers carry out their activities on the streets of cities, pavements and various public spaces, trading a variety of products from fresh farm produces to modern electronic gadgets. Millions of people who are poor from developing nations and who can't afford to buy from the retail sector rely on vendors for cheap goods ([www.wiego.org](http://www.wiego.org) ).



It is not so easy to estimate the population who are employed as street vendors, due to seasonal variations in their work and high mobility. However, in a study carried out in developing countries it was found that less than 10 percent of the totality of non-agricultural work is constituted by vending. Over a million vendors were recorded in each of the two Latin American nations of Mexico and Brazil. In India it is estimated that around 10 million people are employed as vendors. Another study carried out in nine Asian and African nations revealed that above 70 percent of the total employment in trade came from vending activities which translates to over 50 percent of the total Gross Domestic Product from trade ([www.wiego.org](http://www.wiego.org)).

## **2.14 Street Vending in Zimbabwe**

This section will focus on street vending in Zimbabwe broadly, and specifically at local government level, using the Bulawayo Metropolitan city as the case study. The informal sector in Zimbabwe directly employ an estimated 3 to 4 million people while the formal sector accounts for about 1,3 million people ( Tibaijuka 2005 and Coltart 2008) in Fayayo (2015). These are outdated yet telling statistics (Fayayo 2015).

Street vending activities is not unique to Zimbabwe's second largest city of Bulawayo alone but a general phenomenon in most cities across the globe. Vendors in Zimbabwe are confronted by a plethora of challenges including unfair treatment from regulatory authorities (Fayayo 2015). High levels of urbanisation did not match employment opportunities in Zimbabwe. The situation was further exacerbated by job losses due to economic reform programmes adopted by the government in the early 1990s and 2000s. These reform programmes resulted in deindustrialisation, and the obvious consequence was the astronomical growth of the informal sector in general and street vending in particular.

Operation Murambatsvina of 2004 is also cited as one of the Government programs that resulted in thousands being displaced and further impoverished. Admittedly, the Bulawayo City Council (BCC) has made significant strides in supporting the interests of street vendors but there are still policies with negative implications (Fayayo 2015).

### **2.14.1 Criminalisation of the Informal Sector**

There are legal and institutional challenges that are faced by street vendors in Bulawayo. There is a disjuncture between central and local government policy. In the context of an

increasingly informalised economy, owing largely to the inability by the government to revive the comatose economy, there is a paradox of the criminalisation of the hapless citizens through harassment by municipal officers, corruption in the allocation and access of vending rights, and the continued reliance by policy makers on restrictive and draconian relic colonial city by-laws to deal with street vendors (Ncube and Mugweni 2015). These researchers also highlighted an important issue characteristic of Zimbabwean politics when they said “The informal sector, in particular, street traders are easily criminalised during the off-season of electoral politics but are quick to be re-embraced by political parties when it is election season”.

#### **2.14.2 The Legal and Policy Governance Framework for the Informal sector In**

##### **Zimbabwe**

It is quite interesting to note that the Constitution of Zimbabwe Amendment (No.20) Act 2013 has provisions which can be invoked when discussing the informal sector. Section 13(1) mandates the State and all institutions and agencies of government at every level to facilitate rapid and equitable development, and in particular must take measures to promote initiative and self-reliance. According to section 64 of the supreme law of the country it is the right of each person to pursue an occupation and profession of their choice. However, the practice of such occupation and profession may be regulated by law. Therefore, it can be deduced that street vendors should be supported in pursuing self-reliance and should not be labelled as ‘able-bodied people sitting down to sell tomatoes on pavements instead of doing something worthwhile (Mphoko quoted in *ZimEye*, 27 January 2015) in Fayayo (2015). The then Minister of Local Government Ignatius Chombo (quoted in the *Newsday*, 3 February 2015) further castigated street vendors saying they acutely affect the ambience of the cities. Despite these provisions that obligate the duty bearers to ensure that citizens enjoy their rights as enshrined in the supreme law of the land, there has been lethargic movement in aligning legislation at local and national government levels with the constitution.

Chapter 14 of the Constitution of Zimbabwe Amendment (No.20) Act 2013 confers powers to Metropolitan Councils to plan social and economic activities in each province. The supreme law provides for a type of governance that allows local authorities to ensure that space, institutional design, legislation and practices addresses the plight of the poor. In terms

of planning, in urban and rural areas, Zimbabwe inherited spatial structure created by the British colonists from 12 September 1890 until 1980 (Chirisa and Dumba 2012). Fayayo (2015) highlighted that most of the challenges faced by the country now have their origins in this century span of the colonial epoch. Therefore, most of the legislation has not been aligned to the present challenges and aspirations and even the supreme law of the land. A good example is the Regional Town and Country Planning Act, Chapter 29:12 which restricts local authorities' flexibility in addressing spatial planning issues which in turn affect street vendors in Bulawayo. Freund (2007:156) in his reflections of post-colonial African cities argued that planning ordinances and decrees often show little real variation from colonial patterns.

The City of Bulawayo's Model Hawkers and Street Vendors By-Laws of 1976, is also one piece of legislation that readily strikes one by its out datedness; pre-independence law is still superseding post-independence realities (Fayayo 2015). Fayayo (2015) in the same context also noted that a 1977 By-Law in the same city, spells out Informal Trade and Boundaries. He went a step further to say that licencing procedures spelt out in these outdated laws also grant Council sweeping powers which were supposedly meant to oppress the indigenous people under colonial rule.

The exploration of the policy framework under which the informal sector operates in at a national and local levels in Zimbabwe, for the purpose of this study, helps unpack what is informal sector and how it is supported (Fayayo 2015). The Ministry of Small and Medium Enterprises (MSME) which supports microenterprises in the country classifies business enterprises into microenterprise, small enterprises and medium enterprises as indicated in the table below.

**Table 2.1 Classification of business enterprise according to the MSME**

<b>Name of enterprises</b>	<b>Description</b>
Micro-enterprises	This is the informal sector class (where street traders belong)
Small enterprises	Employees 1-50 people
Medium enterprises	Employees 51-75 people
Big' large enterprise	Employees above 75 people

(Source: Chirisa, 2009)

Support through institutions and or facilities such as the Small Enterprises Development Corporation (SEDCO) and the Industrial Development Corporation (IDC) under the Ministry has limitations as it does not cover vendors (Fayayo 2015). Chirisa (2009) argues that the institutional support remains theoretical for Informal Sector Operations (ISOs) given that the majority fall outside the framework of the support because they lack collateral. The result is that politicians often make promises of financial and other support especially during election times. This has made street vendors in the informal sector more vulnerable to manipulation and sporadic local and national Government reactions as they are not covered by policy and thus not supported (Fayayo 2015).

### **2.14.3 Plight of Street Vendors in Zimbabwe**

The sprawling informal sector in Zimbabwe has created more jobs than the formal sectors (Fayayo 2015). According to Kanyenze (2009), rather than the formalisation of the non-formal sects of the economy that one would expect from any development process, it is the informalisation of the formal sector that has occurred in Zimbabwe. He argues that by 2004, four out of every five jobs in Zimbabwe were to be found in the informal economy. However, the perception of the street trade as an inconvenience, shown by policy and legal gaps, has resulted in so many lost opportunities to explore the potential gains for the economy at large.

One of the indelible spates of Government-induced plight of street vendors is Operation Murambatsvina launched as a clean-up exercise in 2005. The state agencies went about razing down residential and business structures set up as a form of self-provisioning of accommodation and business by the urban poor but deemed illegal by the state. According to Tibaijuka (2005), it is estimated that 700,000 people in cities across the country lost their homes, their source if livelihood or both. Indirectly, a further 2.4 million people were affected in varying degrees.

In the period June 2015 vendors were threatened out of the streets by the then Minister of Local Government, Ignatius Chombo. The minister had roped in the armed forces to give vendors an ultimatum to leave their vending sites in the urban areas of Harare and Bulawayo (Fayayo 2015).

**Plate 2.1 Vendors demonstrates at the Bulawayo City Hall against ban on street vending**



Source: [www.southerneye.co.zw](http://www.southerneye.co.zw) (2016)

Fayayo (2015) cited the following as major challenges encountered by street vendors in the Bulawayo Metropolitan Province:

- Inadequate informal sector infrastructure and trading space which result in vendors identifying convenient spots regardless of what the law decrees.
- High and prohibitive licence fees charged by the Bulawayo City Council. This has forced vendors to avoid the licences as paying them means less income.
- Haemorrhaging of meagre incomes through bribes paid to the Police.
- In instances where licences are granted but do not assist as space allocated are either off the route of customers or without adequate sanitation and or shelter facilities.
- Lack of access to financial and training facilities. This has retarded growth of the sector.
- Limited access to information on vending sites, by-laws, licensing procedures, axes and other critical issues.

## **2.15 Possible Solutions to Street Vending**

### **2.15.1 Rationale for supporting street vendors**

Researchers such as Bromley (2000) carried out reviews at a global scale on street vending and came up with a reasoned exposition for appreciating the role of street vending. He argued that vending made a significant contribution to the economies of nations through job creation. Failure to integrate vendors into the mainstream economy has downstream effects for related business ventures as well as the final consumers. He went further to say that those who can't afford to buy or rent fixed premises or raise capital to meet other business start-up needs strikes the chance through street vending. Lastly, the researcher argued that the sector plays a role of increasing competition levels. Its delivery of low-cost goods and services in extremely small quantities enables poor households to consume what they otherwise would not be able to.

### **2.15.2 Innovative solutions to street vending**

According to [www.ilo.org](http://www.ilo.org) “The answer to improving the quality of life of vendors may not all lie in the law, but in the organisation and real empowerment of the vendors themselves so that they are freed from a state of permanent uncertainty”. It is clear from the above sentiments that innovative ways to street vending should address issues to do with increasing their income, operating environment as well as a plethora of constraints that affect street vendors. Some of the best approaches include:

#### **2.15.2.1 Organising**

Organisations serves double roles externally and internally. Externally they assist in forging relationships between vendors and regulatory authorities. Internally they help their members in securing vending sites, access to credit facilities and coming up with mechanisms for saving their earnings ([www.wiego.org](http://www.wiego.org)).

#### **2.15.2.2 Forming Alliances**

According to [www.wiego.org](http://www.wiego.org) organisations that promote the interest of the street vendors have been in existence for several decades, there are contemporary organisations that are shaping up in direct response to the current scenarios. StreetNet International is a typical

example of such organisations that have formed alliances at a global level with the broader aim of exchanging information and promoting ideas on issues affecting vendors globally.

StreetNet International held its 5<sup>th</sup> International Congress from 4 – 6 October 2016 in Delhi, India. 109 delegates from 42 out of 49 registered affiliates in Africa, Asia, the Americas and Europe, representing a paid-up membership of over 600 000 assembled for three days to discuss the progress of the organisation and the international struggle to promote the organisation of street vendors, informal market vendors and hawkers as part of the international movement of workers in the informal economy (StreetNet Newsletter 2016). It is quite interesting to note that Lorraine Sibanda the current president of ZCIEA in Zimbabwe was elected President of StreetNet on a three year mandate at an international level during the above three day congress. This could also herald a new era in tackling street vending challenges in Zimbabwe since experiences and best practices from other countries can also be implemented in Zimbabwean cities especially Bulawayo.

As already highlighted previously one of the fundamental objective of StreetNet is to improve social protection and legal rights of Street vendors, and one notable achievement of StreetNet so far is the crafting of the Street Vendors (Protection of Livelihoods and Regulation of Street Vending) Act of India which was passed in 2014, in terms of which statutory Town Vending Committees have been established. Many organisations in various countries have initiated approaches to their authorities about the establishment (or reform) of local-level negotiating forums using StreetNet's 2013 Model Framework document guidelines (StreetNet Newsletter 2016). StreetNet has become visible at a global level in terms of street vendors' issues. According to StreetNet Cities across the globe should plan for street vendors.

Organising can also be done at national as well as local levels. A good example of such innovative organisations is the Self Employed Women's Association in India whose aim is to address issues affecting females in the vending business ([www.wiego.org](http://www.wiego.org)). During the month of February 2014 India became the first nation to adopt a central law that supports vendors. The country's national associations of vendors as well as WIEGO played a central role in ensuring the vending bill sailed through the parliament after a long struggle with the authorities. The law is expected to curb various constraints affecting vendors such as police and municipal authorities' harassment in the country ([www.wiego.org](http://www.wiego.org)).

In May 2014 the street vendors in Lima the largest city of Peru saw the city authorities' approval of new law that will protect as well as regulating vending activities on the public spaces of the city. It was a consultative initiative where more than 100 vending organisations and the local authority's leadership agreeing on a law to regulate vending in the public spaces after 3 years. The law's top priorities are to promote fair registration and licensing of vendors living under strenuous conditions such as widows, the elderly and the disabled. The vision of the ordinance is to promote the vendors to shift from the street through collective savings, credit as well as capacity building initiatives. A tripartite committee was also set up to handle arising issues. It is composed of municipal representatives, local residents and vendor's representatives ([www.wiego.org](http://www.wiego.org)).

### **2.15.3 Innovative ways that can be adopted by Local Authorities with Regards to the Informal sector**

Local governments can adopt a number of proactive interventions in order to engage and promote people in the informal sector.

#### **2.15.3.1 Creating a conducive environment for policy**

The South African Local Government Association (2012) noted that local authorities must not exclude people in the informal sector in LED strategies and planning. This can be achieved through the process of direct consultation with all the relevant stakeholders. Recognition of this vital sector's contribution is the first step towards crafting policies for LED.

#### **2.15.3.2 Affordable rates and taxes**

Street vendors pay fees for their vending spaces just like formally registered business ventures. High levies charged by local government for the vending sites must be revised to improve earnings. The solution lies on adopting a differentiated taxes and rates system between the formal and informal sectors. Size is one factor that can be considered, site as well as service levels can also be factored in. Services will include storage facilities, water, removal of solid waste, lights and shelter for the street vendors.



### **2.15.3.3 Market Access**

A fundamental role the local government can play for the informal sector is to assist them in reaching markets. This can be achieved through training, creating cooperatives, and training. Markets are crucial for the survival of the informal sector.

### **2.15.3.4 Access to infrastructure and basic services**

Infrastructural requirements for the informal sector must be addressed in the same way as the formal businesses. The informal sector also require basic infrastructure backed by reliable services for example security, waste removal lightning and potable water.

### **2.15.3.5 Creating an enabling regulatory environment**

Local government regulations influences the informal sector operating environment. Street vending laws are very restrictive for example through fines and confiscation of merchandise. Such punitive laws impact negatively on livelihoods. Therefore, councils can put in place trading regulations which are favourable where the responsibilities and roles of involved parties are clearly stated.

### **2.15.3.6 Understanding the informal sector's needs and appreciating its varied facets**

Davies and Thurlow (2009) argued that the informal sector is comprised of related economic activities which calls for decision makers to adopt a differentiated approach of the sector and craft sound strategies to suites those different needs.

### **2.15.3.7 Stakeholder participation**

Municipal governance requires multiple stakeholder participation for example registered business enterprise are represented in local governance through the Retail Associations or the National Chamber of Commerce in the case of Zimbabwe. People employed in the informal sector must also be accorded the same representation in local governance issued so that their interests are brought to the attention of regulatory authorities such as the Bulawayo City Council. South Africa is one country that has adopted a multiple stakeholder approach in the City of Durban through integrating the informal sector in municipal governance. The stakeholder participation approach in Durban resulted in the construction of Warwick junction with accommodates thousands of people in the informal sector. Local authorities need to make provision for continued participation with stakeholders for example, issues to

do with new vending sites, participation in trade fairs in the case of Bulawayo through the Zimbabwe International Trade Fair (ZITF) as well as conflict resolution mechanisms and development priorities. Local authorities should play a fundamental role in organising bodies who represent various stakeholder in the participatory programmes. Below is an aerial view of one of the best project of a participatory approach between the municipality of Durban and multiple stakeholders including vendor representatives in South Africa.

**Plate 2.2 Warwick Junction-Aerial view**



**Source: Xulu 2015**

## **2.16 Gaps in Literature**

There is vast literature on the nature of the informal sector around the world, there has been no attention on the role of the informal sector in coping with economic crises in Zimbabwe. Again the economic contributions of people working in the informal sector especially women have not received in-depth study in academic literature.

## **2.17 Chapter Summary**

The chapter provided a thorough examination of related literature on street vending. A brief history of the informal sector which encompasses street vending was covered by the chapter. From the history provided it became crystal clear that the street vending phenomenon has

existed over several years ago. Views of multiple scholars were gathered to give insights into the study. Four schools of thought for the informal sector were also highlighted by the review. The Bellagio Declaration of Street Vendors of 1995 which was a major score for the vendor's organised action at a world-wide level was also covered. Challenges faced by both urban local authorities as well as street vendors were provide by the review. Arguments for and against street vending were also highlighted by the chapter. The chapter closes by covering innovative solutions to street. The next chapter centres on research methodology to the study.

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.0 Introduction**

The chapter describes the research methodology used in the study. The research design and the population and sample are described. The data collection instruments used to collect data, including methods implemented to maintain validity and reliability of the instruments are described. To ensure credibility of the results that were gathered the chapter also highlights ethical considerations that were taken into account by the researcher.

#### **3.1 Methodology**

Hart (1998:28) defined methodology as “a system of methods and rules to facilitate the collection and analysis of data.” He goes further to argue that it provides the starting point for choosing an approach made up of theories, ideas, concepts and definitions of the topic; therefore the basis of a critical activity consisting of making choices about the nature and character of the social world (assumptions). The methodology will therefore provide tools for undertaking research in order to obtain useful and accurate information.

The study used the mixed method research approach. Mixed research is a synthesis that includes ideas from qualitative and quantitative research. Mixed methods research is the type of research in which a researcher or team of researchers combines elements of qualitative and quantitative research approaches (e.g., use of qualitative and quantitative viewpoints, data collection, analysis, inference techniques) for the broad purposes of breadth and depth of understanding and corroboration (Johnson et al 2007). Homogeneity and heterogeneity can be seen from this definition. . Alternatively, these two methods can be adapted, altered, or synthesized to fit the research and cost situations of the study.

Methodological justification for bringing quantitative and qualitative methods together is provided by Bryman (1992). Eleven approaches to combining these methods were identified. However, this study will be limited to the following:

- Logic of triangulation- The findings from one type of study can be checked against the findings deriving from the other type. For example, the results of a qualitative investigation might be checked against a quantitative study. The aim is generally to enhance the validity of findings.
- Quantitative and qualitative research are combined in order to provide a general picture- Quantitative research may be employed to plug the gaps in a qualitative study which arise because, for example, the researcher cannot be in more than one place at any one point.
- Researchers' and subjects' perspectives- Quantitative research is usually driven by the researcher's concerns, whereas qualitative research takes the subject's perspective as the point of departure. These emphases may be brought together in a single study.

A decade ago Collins, Onwuegbuzie, and Sutton (2006) identified four rationales for conducting mixed research: participant enrichment (e.g., mixing quantitative and qualitative research to optimize the sample using techniques that include recruiting participants, engaging in activities such as institutional review board debriefings, ensuring that each participant selected is appropriate for inclusion), instrument fidelity (e.g., assessing the appropriateness and/or utility of existing instruments, creating new instruments, monitoring performance of human instruments), treatment integrity (i.e., assessing fidelity of intervention), and significance enhancement (e.g., facilitating thickness and richness of data, augmenting interpretation and usefulness of findings).

### **3.2 Research Design.**

The purpose of a research is to provide a framework for the collection and analysis of data. Research design connects research questions to data (Punch 2005). In order to get a detailed and balanced analyses of street vending in Bulawayo Central Business District both qualitative and quantitative research methods were used. Specific data collection tools were designed for the question of different types of data. The research design situates the researcher in the empirical world, and connects the research questions to data. Since the research is based on mixed research methods both descriptive and explanatory approach were used. To put it around the other way, description is a first step towards explanation. Description focuses on *what* is the case, whereas explanation focuses on *why* something is the

case. If we want to know why something happens, it is important to have a good description of exactly what happens (Punch 2005).

### 3.3 Study Population

According to Punch (2005) the population “is the total target group who would, in the ideal world, be the subject of the research, and about whom one is trying to say something.” However, it is not really feasible to work with the entire population. Therefore, the target population for this study includes street vendors, representatives of street vendors, senior BCC officials and other stakeholders for example Senior Officers from the ZRP, BVTA and BPRA. The population under study is thought to be around 4000.

### 3.4 Sampling

To obtain data for the study it was critical to sample the population size. A sample is the actual group who are included in the study, and from whom the data are collected (Punch 2005). The sample must be representative of the whole population and must possess the same qualities. This will obviously affect the reliability of the study results, conclusions, recommendations and generalisations the researcher comes to. The sample under study was large enough to be generalisable, small enough to be manageable and was also representative.



The data were collected from a sample, and analysed to produce the study’s findings. But the findings were still about the sample, so the next step was to generalise the findings from the sample to the population. This involved a sample-to-population inference.

In order to determine a sample size for the study, a sampling frame was required. However, getting the actual number of street vendors was complicated by the nature of their operation. The numbers of street vendors vary depending on time of day or the season of the year. Some prefer to carry out their business in the morning, afternoon, or evening; while some vend only

on weekends. This posed a serious challenge on getting the actual number of street vendors that operate in Bulawayo to draw the sampling frame from which the sample size for the study is selected.

### 3.4.1 Sample size

The following table highlights the sample size:

**Table 3.1 Sample sizes**

<b>Group Targeted</b>	<b>Population</b>	<b>Sample</b>
ZRP Senior Officers	60	4
Street vendors	4000	80
Senior BCC management	10	4
Representatives of Street Vendors (BVTA)	4	2
BPRA Officials	4	2
<b>TOTAL</b>	<b>4078</b>	<b>92</b>

### 3.4.2 Rationale for Sampling

Haque (1989) argued that sampling is justified for a variety of reasons which he provided as follows:

- Sampling enables the researcher to make precise estimate of the standard error which helps in obtaining information concerning some characteristics of the population.
- Sampling is cheaper than census method. It is therefore cost effective.
- As the magnitude of operations is small in case of sampling, so data collection and analysis can be carried out accurately and efficiently.
- Sampling is the only way when the population is large as the population of the country.

### 3.5 Sampling Procedure

The research applied both random and non-random sampling techniques which are the stratified sampling and the convenience sampling and purposive sampling and observation. Probability sampling was used to achieve representativeness. Random sampling techniques were applied to quantitative methods whereas non-random techniques were applicable to qualitative methods.

### **3.5.1 Stratified Sampling**

According to Walliman (2014) stratified sampling is used when cases in population fall into distinctively different categories ‘strata’. An equally randomised sample will be obtained from each stratum separately to ensure that each is equally represented. These samples will then be combined to form the complete sample from the whole population.

### **3.5.2 Convenience Sampling**

Convenience or accidental sampling involves using what is immediately available (Walliman 2014:154). This involved the haphazard selection of cases because they were easily available to obtain.

### **3.5.3 Purposive Sampling**

Purposive sampling was used in qualitative research. Walliman (2014:154) highlighted that “purposive sampling is when the researcher selects what he or she thinks is a ‘typical’ sample.” His views were reinforced by Punch (2005:187) who says “purposive sampling means sampling in a deliberate way, with some purpose of focus in mind.” Therefore, the researcher applied purposive sampling in order to obtain the specific key locations where there is high concentration of street vending in Bulawayo CBD. To obtain samples from the BCC officials, BPRA officials, the ZRP and Bulawayo Traders and Vendors Association (BTVA) purposive sampling method was employed. The rationale of the researcher for selecting purposive sampling was to involve those who had the relevant information for the study.

## **3.6 Sources of data**

Data were collected from both primary and secondary sources in order to analyse the challenges and prospects of street vending on the Bulawayo Central Business District urban space.

### **3.6.1 Primary data**

Primary data was collected through intensive fieldwork and specifically from the sample populations such as street vendors, BCC officials, ZRP officers, BPRA officials and BTVA officials.



### **3.6.2 Secondary data**

To supplement the primary data, secondary data were obtained from published and unpublished documents, such as books, journals, Bulawayo City Council publications such as full Council meeting minutes, periodicals, thesis, and dissertations.

## **3.7 Data Collection Instruments**

In order to achieve the intended objectives data collection instruments are very important. Thus, the instruments employed for data collection for this study are questionnaires, interviews and observation.

### **3.7.1 Questionnaires**

Questionnaires are research tools through which people are asked to respond to the same set of questions in a predetermined order. Questionnaires are perhaps the most popular data gathering tools, probably because they are thought to be easy to design (Gray 2009:136). As Gilliam (2000) points out, the popularity of questionnaires is also probably based on some of their inherent advantages. For example: They are low cost in terms of both time and money. They can be sent to hundreds or even thousands of respondents at relatively little cost. The inflow of data is quick and from many people. Respondents can complete the questionnaires at a time and place that suits them. Data analysis of closed questions is relatively simple, and questions can be coded quickly. Respondents' anonymity can be assured. The questionnaires were distributed to the selected street vendors to collect quantitative data on street vending. The researcher used both close and open-ended questionnaires to obtain information from the street vendors.

### **3.7.2 Interviews**

An interview is a conversation between people in which one person has the role of researcher. Very often, the interviewer will have on hand a set of written questions which are posed in a structured and methodical fashion to remind the researcher of the key areas that need probing (Gray 2009:168). Interviewing is a powerful way of helping people to make explicit things

that have hitherto been implicit- to articulate their tacit perceptions, feelings and understandings (Arksey and Knight 1999:32) in Gray (2009:169).

The interview is the favoured approach where: there is a need to attain highly personalised data, opportunities for probing are required, a good return rate is important, and where respondents have difficulties with written language (Gray 2009:170). To obtain more detail and meaningful information on the topic structured and semi structured interviews were held with selected Bulawayo City Council senior officials, BPRA officials, Senior ZRP officers and Bulawayo Traders and vendors Association (BTVA) official who represents street vendors in Bulawayo.

### **3.7.3 Observation**

As a research strategy observation has particular importance when you suspect that people might be acting in a different way than they say or intend to (Greetham 2009). Therefore in this study the subjects' understanding of the situation is revealed more by their actions than by their explanations. Actions speak louder than words. Observations are unique in that they allow the researcher to assume a detached view, so they can be an important source of objective, reliable data, both quantitative and qualitative. In this study the researcher used field notes. The researcher took up positions outside the line of sight where his activities were largely unobserved. This involved negotiations with shop owners and shop managers. The observation method allowed the researcher to supplement and strengthen data collected through questionnaires and interviews. Moreover, data were collected with the aid of pictorial documents.

### **3.8 Reliability and validity**

Reliability is a central concept in research. It basically refers to consistency. A second central concept in research is validity. Measurement validity means the extent to which an instrument measures what it is claimed to measure; an indicator is valid to the extent that it empirically represents the concept it purports to measure (Punch 2005). Validity in this study therefore, is about inference. To ensure the reliability and validity in this study, standardised interview guide were sent to the subjects in advance so that at the researcher and subjects can follow the same structure. During the interview information will be recorded down and latter transcribed into the data base to ensure the validity of the study.

### **3.9 Ethical considerations**

Walliman (2014:123) highlighted that many dissertation subjects require the getting of information from people, whether they are experts or members of the general public. He goes on to emphasise that whenever dealing with other people, one must be sensitive to issues of privacy, consent, safety, confidentiality of information and impartiality.

Below are some of the main aspects to which the researcher checked:

- Informing people.
- Asking permission and allow refusal to participate.
- Respecting privacy through anonymity.
- Attribution.
- Obtain authorisation.
- Fairness.
- Avoid sexism.
- Being punctual, convenient and brief.
- Being diplomatic and avoiding offence.
- Giving thanks.

### **3.10 Chapter Summary**

This chapter described the research methodology. The purpose of a research design is to maximise valid answers to a research question. This was achieved by using an exploratory-descriptive approach that was contextual. Data was collected by means of interviewing, use of questionnaires as well as observation methods. Ethical considerations were also factored in. Observing the principles of beneficence, human dignity as well as justice ensured that the participants were morally and ethically protected. The next chapter discusses data analysis and presentation.

## CHAPTER 4

### DATA PRESENTATION AND ANALYSIS

#### 4.0 Introduction

The chapter focuses on the tools that were used to collect data. Primary and secondary data were used in the study. Primary data gathering tools involved questionnaires distributed to street vendors in identified busy streets of the City of Bulawayo on a one on one approach. Direct observations on the activities of street vendors was also applied as well as the literature reviews. The other primary data collection tool adopted by the researcher were key informant interviews with management representatives from the Bulawayo City council, the Zimbabwe Republic Police officials, the Bulawayo Vendors and Traders Association as well as the Bulawayo Progressive Residents Association officials. The questionnaires used both closed and open ended questions. The interviews were carried out using semi structured questions to aid the researcher gather authentic data. The case of Bulawayo Central Business District helped to portray the reality of the astronomical rise of vending activities in Zimbabwe. Secondary data collection involved literature review from published sources such as textbooks, BCC publications, journal articles and internet sources. The data collection tools used enabled the researcher to be in charge. The collected data was then analysed quantitatively as well as qualitatively. The gathered data was summarised and then presented through a variety of methods graphically.

#### 4.1 Rate of Response

**Table 4.1 Rate of response**

<b>Type of Respondent</b>	<b>Quantity of Questionnaires / Interview Administered</b>	<b>Quantity of Questionnaires/ Interviews Returned/ Conducted</b>	<b>Response Percentage</b>
Street Vendors			

	80	70	87.5%
Bulawayo City Council Management	4	4	100%
Bulawayo Vendors and Traders Association	3	2	67%
Bulawayo Progressive Residents Association	3	2	67%
Zimbabwe Republic Police	4	3	75%
<b>Total</b>	<b>94</b>	<b>81</b>	<b>86%</b>

**Source: Survey data (2017)**

A total of 80 questionnaires were administered to the street vendors, 6 interviews were scheduled with the BVTA and BPRA who represented the street vendors, 4 interviews were conducted with BCC management as the regulatory authority and 4 interviews were scheduled with the Zimbabwe Republic Police as the law enforcing agent in Bulawayo. 70 questionnaires were successfully completed and returned by the street vendors. Interviews were conducted with the other respondents which included the BCC management, BPRA and BVTA as well as the ZRP. The overall response rate for this study 86%. The good response rate was mainly influenced by the researcher's data collection approach since questionnaires were delivered and collected on the same days in busy street such as Herbet Chitepo, Leopold Takawira and Jason Moyo and 6<sup>th</sup> as well as 10<sup>th</sup> Avenues. The researcher also established good relations with the ZRP official since authority was accorded through the Press and Public Relations Section of the Police at Ross Camp. The researcher also managed to establish cordial relations with vendor representatives whose sound knowledge with local governance issues was amazing.

## 4.2 Marital Status of Street Vendors

**Table 4.2 Marital status of street vendors**

Single	22 %
Married	56 %
Divorced	6 %
Widowed	16%
<b>Total</b>	<b>100</b>

**Source: Survey data (2017)**

The study reveals that most of the street vendors are married constituting 56% of the population followed by those who are single at 22% while those who are widowed also constituted a significant figure of 16 %. Those who are divorced constituted 6% of the population. The marital status of the respondents supports the results of the study carried out by Mitullah (2003) that a significant portion of the vendors work to fend for their families, are also married and most breadwinners are the women; some street vendors are divorced, widowed while some are single parents.

## 4.3 Age Ranges of Street Vendors

**Table 4.3 Age ranges of street vendors**

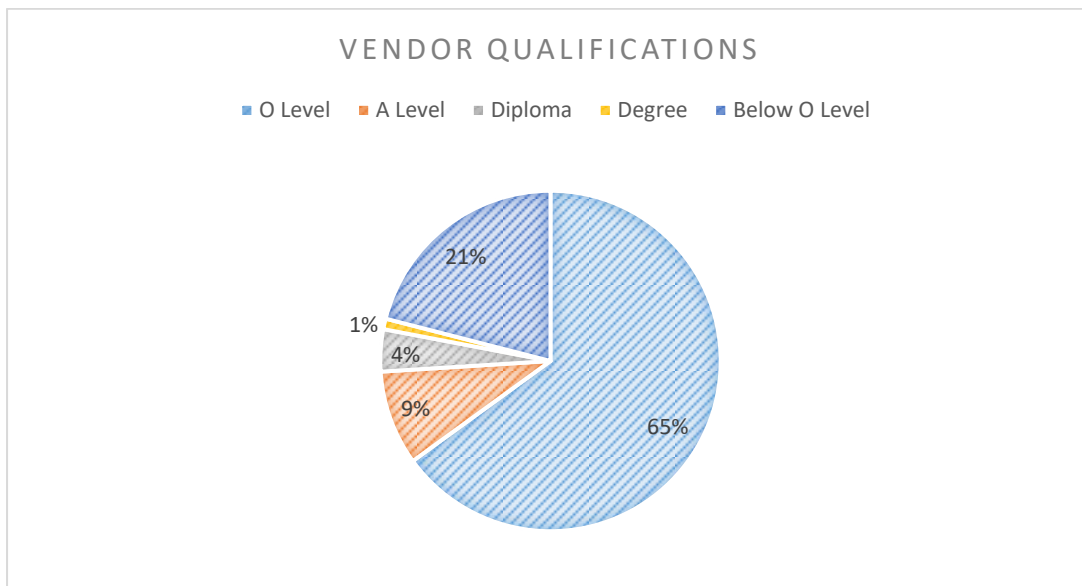
Age	%
Below 18	2
20 - 30	24
31 – 40	28
41 – 50	29
51 – 60	11
Above 60	6
<b>Total</b>	<b>100</b>

The findings of the study shows that various age groups are engaged in street vending for different reasons. Those aged between 20 and 50 years represents the largest population of

street vendors constituting 81%. Those aged between 20-30 years represents 24%, those in the 31-40 and 41-50 years age groups represents 28 and 29 % respectively. The findings supports Mbayiwa-Makuvatsine (2015) who argued that the ages of people in the informal sector in Zimbabwe range from 15years and above and are estimated to be over 5million. In a well performing economy the 20- 50 years age groups must be employed in the productive sector of the economy.

#### 4.4 Qualifications of Street Vendors

**Fig 4.1 Qualifications of street vendors**

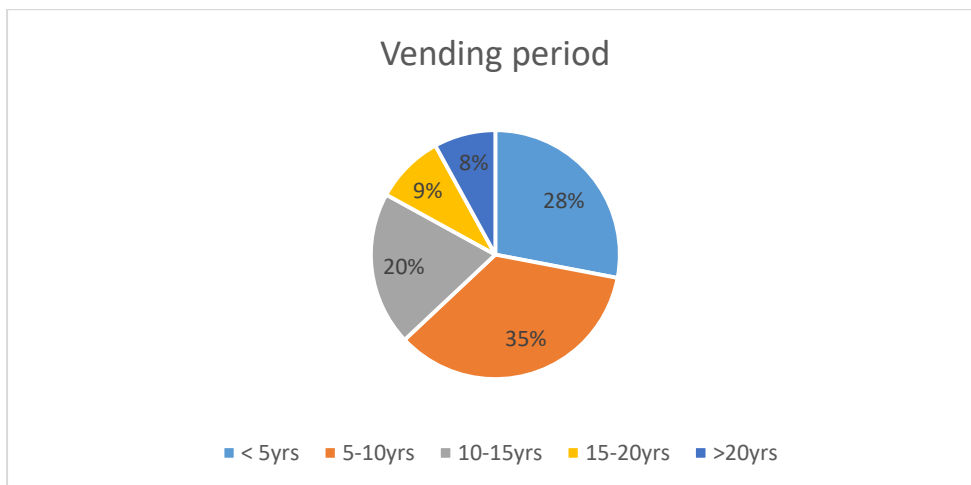


**Source: Survey data (2017)**

Street vendors were asked about their educational qualifications and the findings shows that the greatest number of street vendors attained Ordinary level which stood at 65%. Those below the Ordinary level stood at 21%. It is quite interesting to realise 9 % of the vendors attained Advanced level of education while 4% hold Diplomas and 1% graduated with university degrees. Mitullah (2003) argued that their educational standard is very low compared to the formal sector though some possess higher qualifications.

## 4.5 Vending Period of Street Vendors

Fig 4.2 Vending period

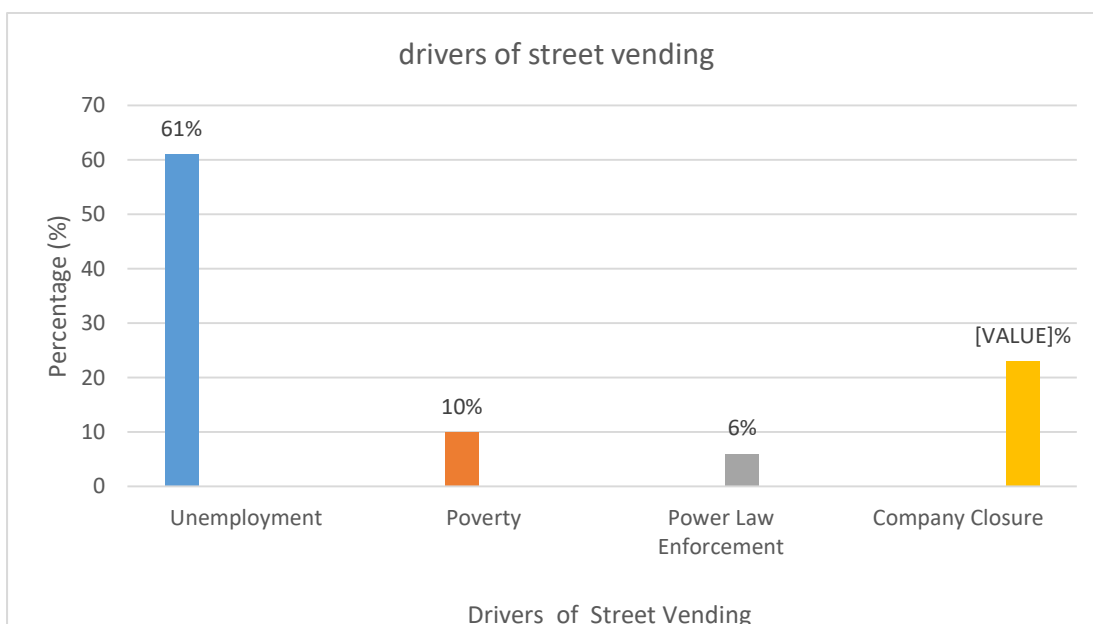


Source: Survey Data (2017)

The study indicates that street vendors have varying experiences in the street vending business. Those engaged in street vending for 5-10 years represent 35%, followed by those in the less than 5 years period at 28%. Those who have been trading for 10-15 years represent 20%. It is important to note that street vendors have been in the business for a long period, as those who have been vending for 15-20 and above 20 years represent 9% and 8% respectively.

## 4.6 Major Drivers of Street Vending

Fig 4.3 Drivers of street vending



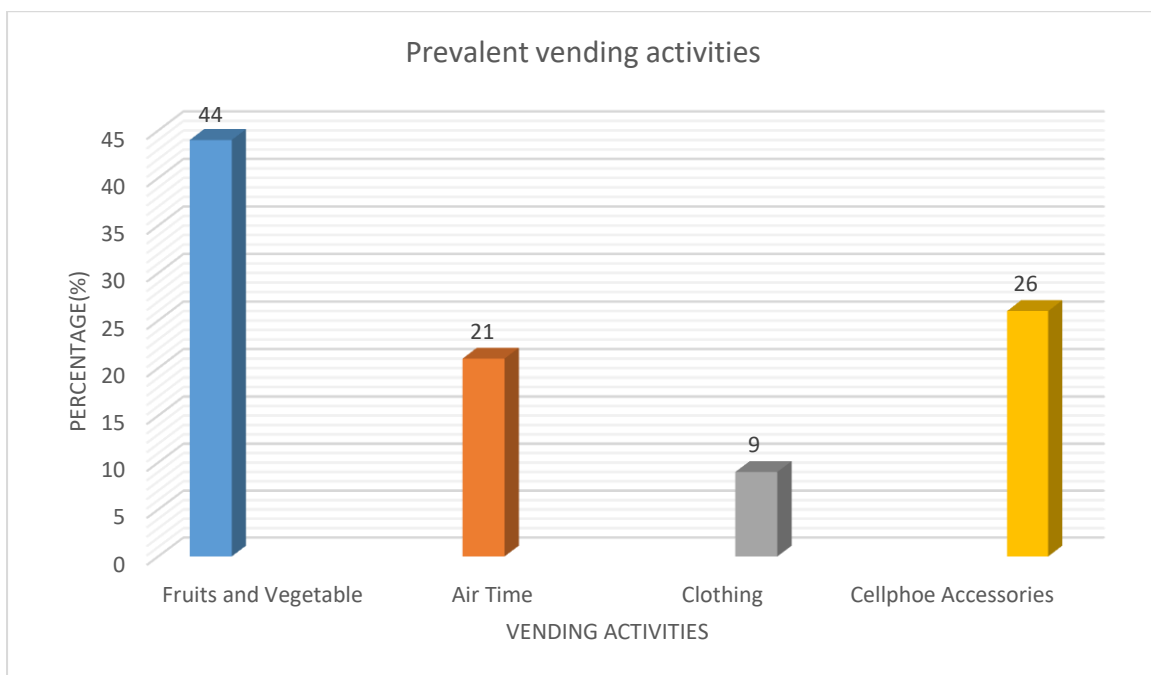


**Source: Survey Data (2017)**

People are driven into the informal sector in general and street vending in particular due to a number of factors. Street vendors were asked about the key reasons of choosing street vending as a source of livelihood and varied answers were provided. The study shows that unemployment which stood at 61% is the major driving force for people engaged in street vending, followed by company closure at 23 % .Bulawayo the industrial hub of Zimbabwe is now characterised by massive company closures forcing the majority of former employees in the industrial sector to engage in street vending as a survival strategy. Other driving factors include poverty at 10% and poor law enforcement at 6%. These findings are in total agreement with Fayayo (2015)’s argument that high levels of urbanisation did not match employment opportunities in Zimbabwe. The situation was further exacerbated by job losses due to economic reform programmes adopted by the government in the early 1990s and 2000s. These reform programmes resulted in deindustrialisation, and the obvious consequence was the astronomical growth of the informal sector in general and street vending in particular.

### 4.7 Most Prevalent Street Vending Activities

**Fig 4.4 Most Prevalent Street vending activities**



**Source: Survey Data (2017)**

Street vendors trade in a variety of goods. The results of the study reveals that the majority of the street vendors sell fruits and vegetables in the CBD of Bulawayo. Fruits and vegetables represents 44% of the vending activities followed by cell phone accessories at 26%. The highly technological society has forced many people to adopt modern information and communication technologies hence vendors have also capitalised on the technological innovations by selling various cell phone accessories to the readily available market. Cell phone accessories constitute 26% while Clothing represents 9% of vending activities in Bulawayo Central Business District.

**Plate 4.1 Most prevalent vending activities**

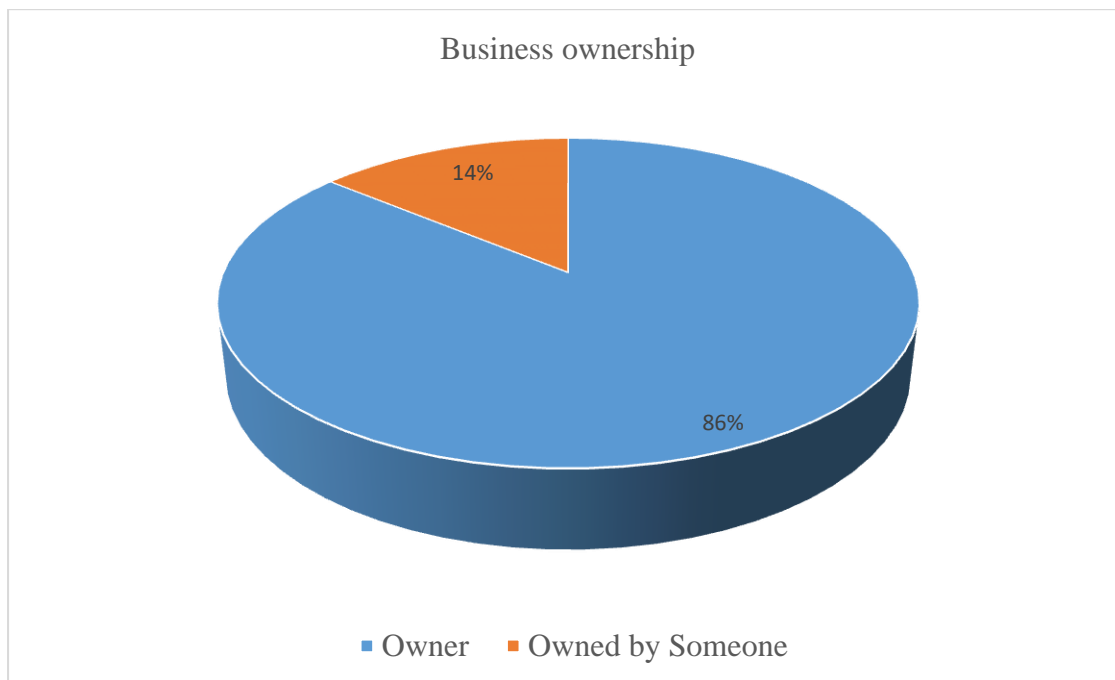


*A street vendor along Leopold Takawira serving a customer buying tomatoes*

Source: Survey data (2017)

## 4.8 Business Ownership for Street Vendors

Fig 4.5 Business Ownership



**Source: Survey Data (2017)**

The findings show that 86% of the street vendors own the businesses compared to 14% who are employed by other people or who are family members of the owner. Due to lower profit margins, people opt to operate the business without employing assistants. The findings resonate very well with the views of Njaya (2014) that vending business is not associated with costs that consume profits such as overhead costs like licensing fees, rates, and rentals. In order to maximise profits, the majority of street vendors are the owners of the business so that they do not pay salaries for the assistants. Similar views were shared by De Soto (1989) that the *Legalist* school sees the informal sector as comprised of plucky micro-entrepreneurs who choose to operate informally in order to avoid the costs, time and effort of formal registration.

## 4.9 Sources of Goods Sold by Street Vendors

Fig 4.6 Sources of goods



**Source: Survey data (2017)**

Street vendors buy their goods from different sources as shown above. The findings shows that 65% of the street vendors buy most of their goods for resale from local wholesale. Vendors also trade amongst themselves because they sell a variety of goods. Goods acquired from fellow vendors constitute 15%. Street vendors also source some of their goods from neighbouring countries which represents 9% while other sources represents 11%. Other sources include agricultural produces sourced from other places outside Bulawayo like Gokwe communal areas, edible worms (*amacimbi*) from Gwanda and Plumtree, wild fruits, agricultural produces from neighbouring farms. Other street vendors produce their own goods for sale especially cooking sticks, sandals and shoes.

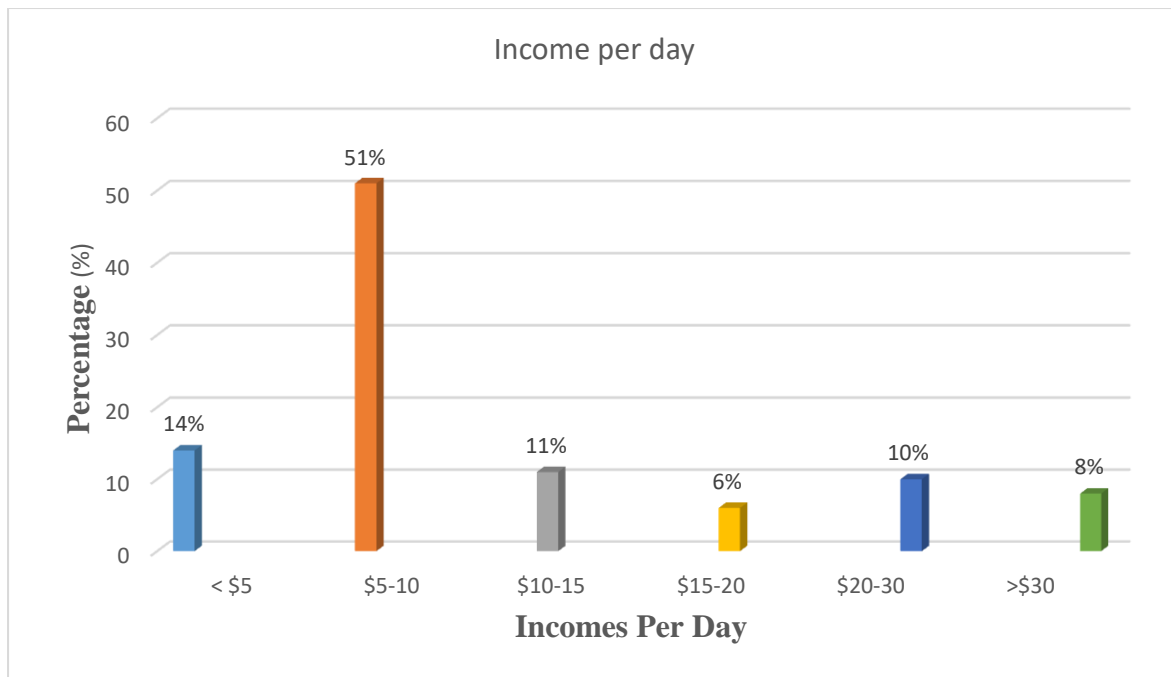
**Plate 4.2 A street vendor who makes and sells shoes**



**An enterprising street vendor who makes and sell shoes and sandals along Leopold Takawira Street Source: Survey data (2017)**

## 4.10 Average Income per Day for Street Vendors

Fig 4.7 Average income per day

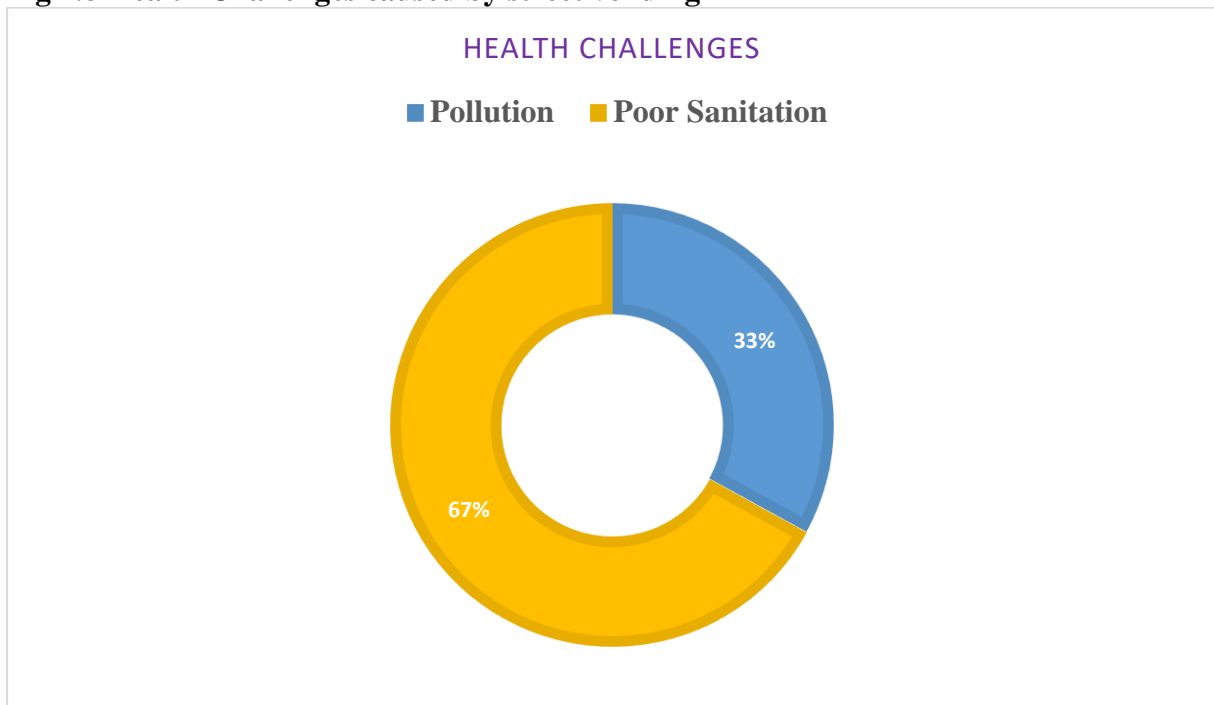


Source: Survey data (2017)

Street vendors realise different earnings per day from their activities. The study shows that the 51% of the vendors get between \$5-10 a day while those collecting less than \$5 represents 14%. Those who realised between \$10-15 per day constitute 11% while 6% represents vendors pocketing between \$15-20 per day. Only 10% take between \$20-30 whereas as 8% of the street vendors get more than \$30. The majority of those who pocket more money are males trading in cell phone accessories. The findings resonates very well with (Roever 2010) that income variations is a common feature of street vending activities and that vendors earn around \$2 a day, the majority are poor, food products generate less compared to non-food items, women get less than men and finally that some vendors earn more and enjoy better quality of life.

## 4.11 Health Challenges due to Vending in the Streets

**Fig 4.8 Health Challenges caused by street vending**

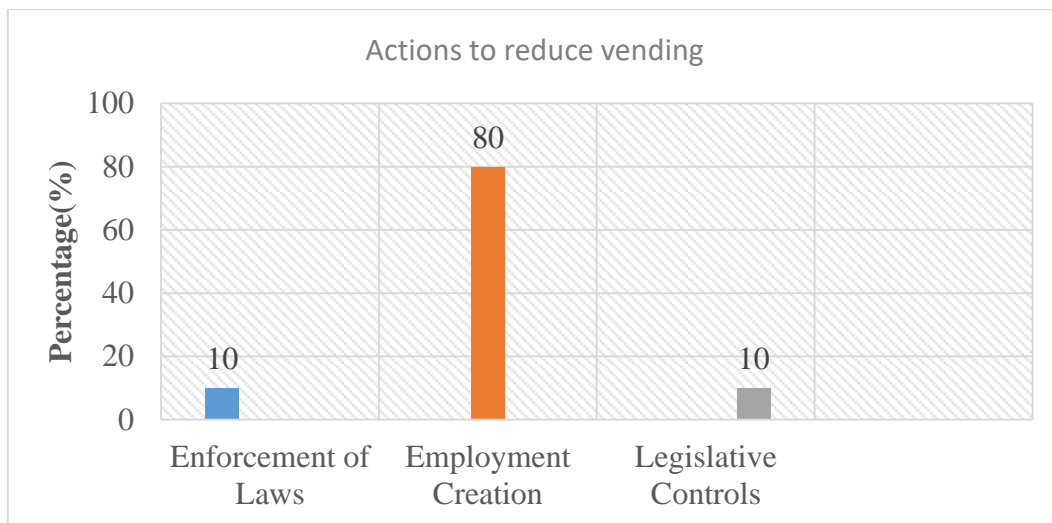


**Source: Survey Data (2017)**

Two major health challenges revealed by the study are pollution and sanitation. Sanitation accounted for 67% while pollution represents 33%. While the Bulawayo City Council tries its best to maintain a cleaner urban environment their efforts are thwarted by illegal street vendors who continue to invade the CBD thereby overburdening the health department's capacity to maintain good health standards in the city. These findings tally with Murry (1991) that street vendors are notorious for littering which complicates the capacity of the cities' health departments.

## 4.12 Remedial actions to reduce negative effects of street vending

**Fig 4.9 Actions to reduce negative effects of illegal vending**



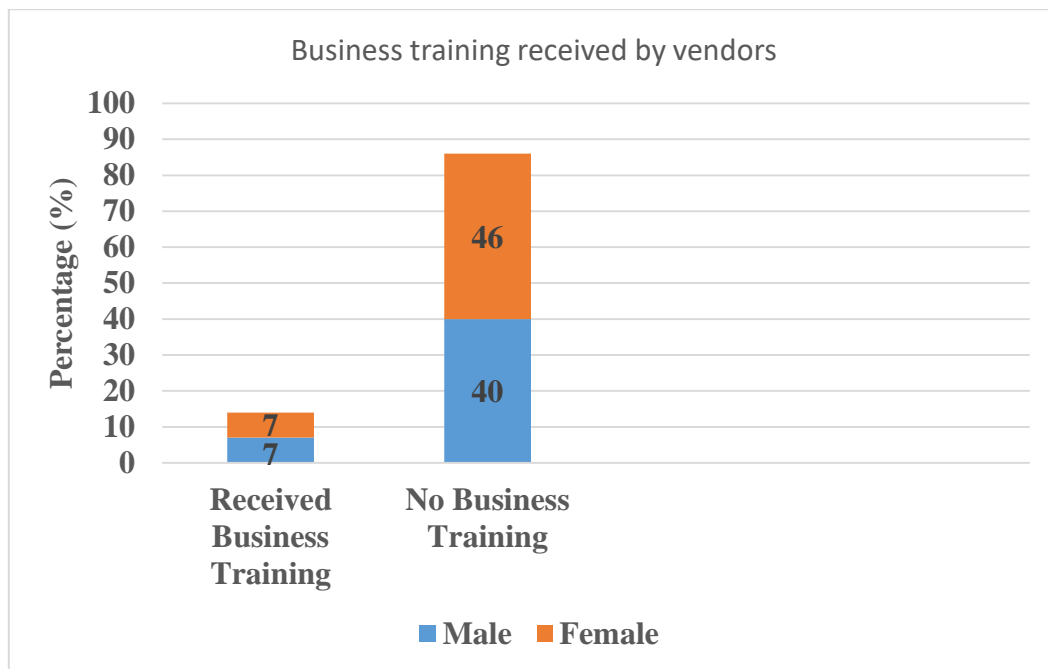
**Source: Survey data (2017)**

Street vendors were asked about the remedial actions which they feel can be adopted to minimise the negative challenges of street vending and the findings of the study shows that employment creation topped the list with 80%. The other two remedial actions of legislative controls and enforcement of laws represented 10% each. It is clear that employment creation in the city of Bulawayo is the panacea to the rapid growth of the street vending activities in the CBD. The City's LED section must be at the fore front in terms of employment creation. The City should therefore see an opportunity of employment creation through the informal sector -especially street vending activities. The outcomes of the study therefore, helps to consolidate the views by Rogerson (2004) that one lucrative strategy that could make inroads in assisting the informal sector concerns the policy and support environment offered by local as well as national government.



### 4.13 Business Training Received by Street Vendors

Fig 4.10 Business training



Source: Survey data (2017)

The findings of the study indicates that 86% of the illegal street didn't receive any business training compared to 14% who received varying levels of business training. Of the 86% who lacked training, females constitute 46% while males represents 40%. Those who received training constitute 7% each for both sexes. Lack of training is a major characteristic of illegal street vendors in the CBD of Bulawayo. The results of the study consolidate Fayayo's sentiments that lack of access to financial and training facilities has retarded the growth of the informal sector.

### 4.14 Factors for choosing a vending site

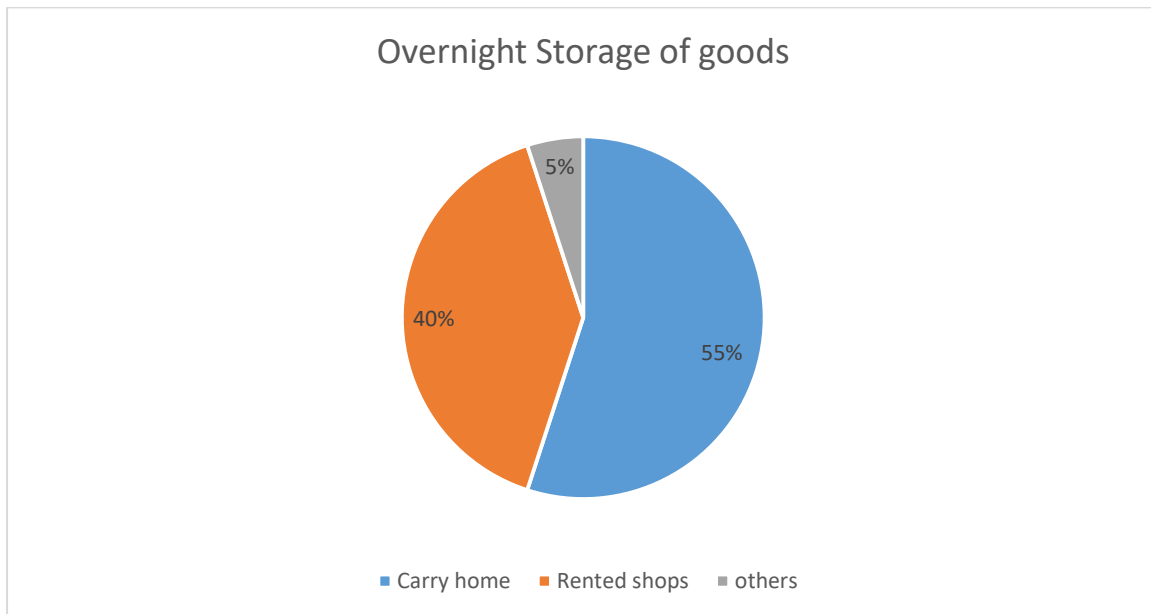
Street vendors came up with a number of responses concerning the factors that influences their choice of a site. Among factors mentioned in the responses include high levels of human traffic that constituted 68%, good sanitation facilities constituted 8%, while other factors such as the availability of shade, less competition, big shops and high volumes of vehicular traffic represented 24%. It is clear from the responses that the choice major factor for selecting a site is to increase volumes of sales. Street vendors therefore, prefers places where there is a ready market. These findings are a fulfilment of the results of the study carried out by Mitullah (2003) which states that street vendors strategically locate themselves in places with high



level of human traffic and some of the vendors are mobile. They position themselves near shopping areas, main roads, and corners where they are visible to the passing pedestrians as well as motorists.

#### 4.15 Storage of Goods Overnight

**Fig 4.11 Overnight storage of goods**



**Source: Survey data (2017)**

The study revealed that storage facilities is a serious challenge for the illegal street vendors. The findings shows that 55% of the respondents carry their goods home, 40% can afford to pay rentals and 5% of the respondents did not disclose how they store their products overnight. In South Africa for example, Mitullah (2003) noted that one the services provided by the vendors associations is storage facilities for their members. Illegal Street vendors in the Bulawayo CBD cannot enjoy such services due to their disorganised nature. Similar sentiments are found on ([www.zimcodd.org](http://www.zimcodd.org) 2016) that storage facilities remains critical as vendors are forced to carry their wares to and from their sites on a daily basis.

#### 4.16 Affiliation to an Association that Represents Street Vendors

The study found that the majority of the illegal street vending in the CBD of Bulawayo are not members of the associations that represent street vendors. 81% of the street vendors do not value joining such associations and 19% were at various stages of registration with the associations. Some vendors views the associations as money spinning initiatives for the office

bearers. However, it is crucial for illegal street vendors to join the BVTA so as to speak with one voice on operational issues affecting their businesses. [www.wiego.org](http://www.wiego.org) noted that organisations serves double roles externally and internally. Externally they assist in forging relationships between vendors and regulatory authorities. Internally they help their members in securing vending sites, access to credit facilities and coming up with mechanisms for saving their earnings.

#### **4.17 Ways of integrating street vending into urban management and Planning Processes**

With regards to ways of integrating street vending into urban management and planning processes street vendors came up with multiple suggestions. They suggested that the Bulawayo City Council should issue out more licences to the vendors. Allowing street vendors to trade at their respective places at an affordable fee, provision of state of the art infrastructure, vending bays in areas close to town, formalising their operations as a source of employment, encouraging vendors to clean their vending areas, improve the easy of doing business through timely processing of licences were some of the issues raised by the street vendors.

In addition to the above suggestions some street vendors felt that there should be extensive consultations between the BCC and street vendors on policy issues, allow them to pay \$1 a day, licensing push carts, \$10 per month and also the introduction of street monitors to supervise vending activities so as to curb pollution of the streets. Some vendors came up with brilliant ideas such forging partnership with the private sector to improve the welfare of people in the informal sector employment. It is therefore. Apparent from these suggestion that one of the solutions to the challenges posed by illegal street vending in the CBD of Bulawayo lies on formalising their operations.

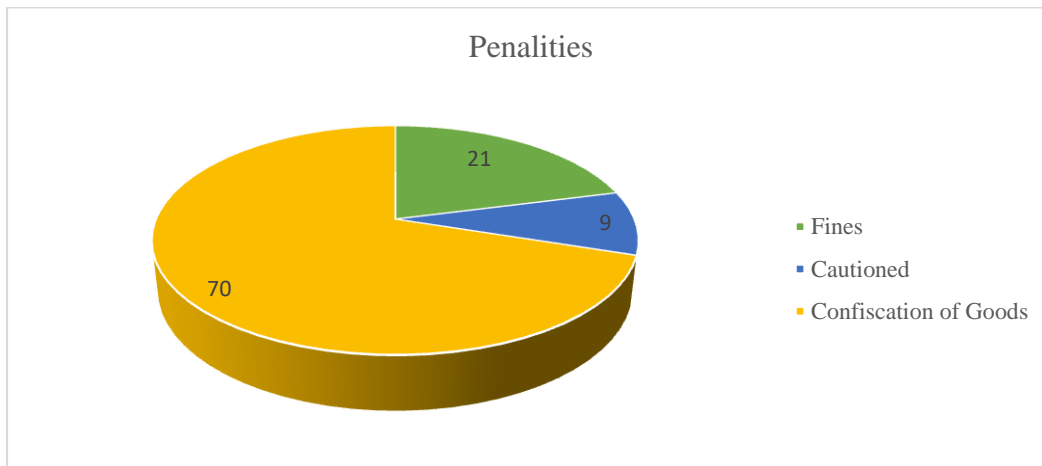
#### **4.18 Challenges faced by street vendors with regards to law**

The findings of the study revealed that street vendors faces a number of challenges with regards to the laws of the city as well as national laws. They mentioned confiscation of their goods as a threat to their source of livelihood, harassment by the municipal police and the ZRP. They are arrested and made to pay fines and in the process lose income, lack of

awareness programmes and knowledge of the laws were cited as challenges. The cat and mouse type of relations between them and the authorities is also a major challenge, they suffer from bribes, selective application of laws, and shop owners also chase them away. Another response was that By-Laws are old and outdated. Generally street vendors find it difficult to restock after confiscation of goods and their families suffer from such actions especially old women who are widows. The challenges faced by street vendors in Bulawayo are similar to those identified by Sinha and Roever (2011) following the 1995 Bellagio Declaration of street vendors. Common problems identified are: lack of legal status and right to vend, evictions, harassment and restriction on licensing.

#### 4.19 Penalties for conducting street vending illegally

**Fig 4.12 Penalties for illegal street vending**



**Source: Survey data (2017)**

Street vendors responded that the major penalties for illegal street vending activities are confiscations representing 70%, fines constituting 21% and mere 9% for those who are simply cautioned by the authorities. According to (Skinner 2009) authorities have reacted accordingly to street vending by frequent eviction, seizing and destruction of goods, as well as fining and detention of vendors.

#### 4.20 Stakeholder Responses

##### 4.20.1 Bulawayo City Council Management

##### 4.20.1.1 Vending activities prevalent along the streets of Bulawayo

Information gathered from interviews with the BCC management revealed that illegal street vendors specialises in a variety of goods for sale to the public. Such goods are second hand clothes, vegetables and fruits, odds and ends (second hand goods such as electrical appliances, bolts and nuts, tools etc.), meat at Egodini Terminus, maize roasting, photocopied books, food prepared at home, cell phone accessories, pirated compact discs and groceries sold from parked cars.

**Plate 4.3 Vending activities prevalent along the streets**



*Vendors selling a variety of goods along Herbert Chitepo Street*

Source: Survey data (2017)

**4.20.1.2 Factors considered when choosing a vending site**

The findings unearthed a number of factors that are taken into account by illegal street vendors when selecting a vending site. Such factors are: strategic places with high volumes of human and vehicular traffic such as Egodini Terminus, near sources or supplies of their products for example Chinese owned shops, where there are opportunities to escape from the authorities, pick up and drop off points and finally in front of big retail shops such as OK, Chicken Inn, Zapalala and Greens Supermarkets.



#### **4.20.1.3 Institutional and regulatory framework that affect street vending activities**

Council officials highlighted that the City of Bulawayo's Model Hawkers and Street Vendors By-Laws of 1976 seeks to control illegal street vending activities in restricted Council areas. However, the BCC is reviewing the By-Law to give council the disposal powers of confiscated goods which is currently carried out by the Zimbabwe Republic Police. Other legal instrument that seeks to regulate vending activities are the Urban Councils Act Chapter 29:15 section 142, Bulawayo Public Health By-Laws controls food vending, The Shop Licenses Act, The Regional Country and Town Planning Chapter 29:12, Council Resolutions and the Informal Vending Policy. It is however, important to note that the major By-Law that regulates vending activities in the City of Bulawayo is being reviewed in order to make some amendments.

#### **4.20.1.4 How illegal street vendors infringe rules and regulations of urban management**

The officials highlighted that vendors survive through unorthodox means that violate modern urban management practices. Vendors create multiple challenges such as blocking of pavements, they remove paving / tiles on the pavements, cause littering of the streets, blocking council drainage system, fouling on pavements especially mothers with young children, banana peels cause accidents, violating health By-Laws through the unhygienic food they sell whose source is unknown especially meat, disrupting free movement of vehicular traffic for example air time vendors on busy street during traffic pick periods in the morning and afternoon, they operate in areas without ablution facilities, their activities are not regulated by the laws of the city and other national laws, conflict with regulatory authorities for example Bulawayo City Council police and the ZRP, conflict between them and licenced operators who in turn put the blame on council, affecting the community well-being, they create town planning problems and finally affects the beautification of the city. The following plates shows street vendors and push cart operators blocking some of the busiest streets in the city of Bulawayo.



**Plate 4.4 Push cart operators block Herbert Chitepo Street**



**Plate 4.5 Street vendors blocking L. Takawira Avenue**



**Source: Survey data (2017)**

#### **4.20.1.5 Perception of street vendors on the institutional and regulatory framework affecting their operations**

BCC officials noted that illegal street vendors believe that the institutional and regulatory framework inhibits their operations, have negative perception about the law, the law protects registered vendors, laws are outdated, do not conform to modern trends and that the framework does not address unemployment issues.

#### **4.20.1.6 Recommendations for integrating street vendors into urban planning and management**

Council officials suggested a number of recommendations such as more educational campaigns, that the BCC website should be accessible to the people especially on By-Laws, illegal street vendors must register with council for planning purposes, Government to play an active role through the relevant ministries for example the Ministry of Local Government as well as Ministry of Finance as well as Ministry of Small to Medium Enterprises, Council must be receptive to the needs of vendors, political parties must fulfil their promises with regards to informal sector legislation, employment creation, setting aside properly designated sites for the vendors to avoid conflict with shop owners, provision of sanitary facilities. Lastly, vendors must form associations which will interact with council officials on issues affecting their operations. The findings resonate well with the innovative ways suggested by the South African Local Government Association (2012) that can be adopted by local authorities with regards to the informal sector. The ways suggested include: creating a conducive environment for policy, access to infrastructure and basic services, creating an enabling regulatory environment and understanding the informal sector's needs and appreciating its varied facets. On being receptive to the needs of the vendors, Davies and Thurlow (2009) argued that the informal sector is comprised of related economic activities which calls for decision makers to adopt a differentiated approach of the sector and craft sound strategies to suit those different needs.

#### **4.20.1.7 Who must initiate leadership efforts to reduce street vending in Bulawayo?**

100% of the officials interviewed agreed that the Bulawayo City Council should take the lead as the regulating authority followed by law enforcing agencies since they normally conduct joint operations with the ZRP. They also said that Non-Governmental Organisations and churches can also assist through partnership with council to establish sites in residential areas or other identified areas outside the CBD to decongest the city centre. The officials also



argued that residents associations such as BPRA and BURA must play an active role as well as formal business. Government ministries mentioned above may also take the lead. The findings fulfil the views by Rogerson (2004) that the most effective level of policy intervention and support for this group of the informal sector should come from the local level rather than the national government.

## **4.20.2 Zimbabwe Republic Police**

### **4.20.2.1 Factors driving people into street vending**

The law enforcing agencies mentioned a number of factors that drives people into the street such as unemployment due to economic challenges exacerbated by company closures, vending requires little capital to start, evading the bureaucracy involved in starting the business and fast returns due to the brisk nature of the business.

### **4.20.2.2 Problems faced by illegal street vendors**

The police officers are also aware of the challenges encountered by the vendors. Among the challenges mentioned are lack of sanitary facilities and space to conduct their business, get arrested, confiscation of goods, bad weather conditions, conflict with formal businesses and negative effects of the underperforming economy.

### **4.20.2.3 Socio-economic and environmental challenges due to street vending**

The ZRP noted that environmental problems caused by illegal street vending are disease outbreaks like cholera and typhoid especially in periods of heavy rains, littering and blocking storm drains. Socioeconomic challenges include thieving and that criminal syndicates survive amongst street vendors for example theft from parked cars and pickpocketing. Lastly, the officers mentioned that illegal street vendors do not pay taxes and therefore, unfairly compete with registered businesses.

### **4.20.2.4 Opportunities created by street vending to the economy and the urban poor**

80% of the officers highlighted that if well nurtured the informal sector has the capacity to boost the economy and reduce poverty as part of the poverty alleviation cluster of ZIMASSET. Street vendors while blamed for fuelling criminal activities it can also help to curb the evil through employment creation. Vending also provide goods at convenient periods and is an income generating activity. The views from the ZRP supports Bromley

(2000) when he argued that street vending made a significant contribution to the economies of nations through job creation.

#### **4.20.2.5 Government Policy towards street vending**

The ZRP officers came out clear on the government policy with regards to the street vendors which states that they should be regularised and operate from designated places. Government has an empowerment policy for the informal traders.

### **4.20.3 Bulawayo Vendors and Traders Association (BVTA)**

#### **4.20.3.1 Relations with street vendors**

The BVTA officials agreed that they have a cordial relationship with the street vendors in operating in Bulawayo.

#### **4.20.3.2 Street vendors registered with the association**

It was found the 800 street vendors are registered with the association. However, the 800 street vendors registered with BVTA are operating legally.

#### **4.20.3.3 Measures taken by the association to address the plight of street vendors**

The association addresses the interests of street vendors in a number of ways for example policy advocacy to change the laws notably the review of city By-Laws; engaging the central government so that it can come up with laws that address needs of the vendors such as pension schemes and health issues. The association also initiate dialogue with the BCC that is to say it acts an interface between street vendors and the local authority to provide a win-win scenario.

Another important measures that were brought up during the interviews was the capacity building function on socio-economic rights of street vendors as well as referral legal support for the vendors. The findings agrees with Mitullah (2003) that associations' mandate is to deal with the welfare of their member on issues concerning operational sites, advocacy and policy.

#### **4.20.3.4 Negative impacts of street vending on the CBD urban space**

The BVTA officials are aware that street vending has some negative effects on the urban environment such as waste disposal challenges, conducting business in undesignated areas ,

congesting the pavements and streets, illegal street vendors do not want to pay for licences and that unregistered vendors create planning problems for the local authority. The officials also raised another issue that deserves the attention of the authorities when they argued that vendors feel discriminated as illegal money or foreign currency dealers are left untouched when they also operate illegally. The BVTA blamed the regulatory authorities for selective application of laws.

#### **4.20.3.5 What the local authority can do to minimise the negative impacts of illegal street vending**

The interview revealed that the BCC must allocate bays in strategic areas, create a conducive working environment for the vendors, decriminalise street vending, shift the mind-set of authorities, capacity building for municipal police to respect people's rights and that municipal police must put on their uniforms to avoid criminals who masquerade as municipal cops.

#### **4.20.3.6 Opinion of BVTA regarding measures taken by regulating authorities against street vendors**

According to the BVTA the measures taken by the authorities against street vendors are a clear violation of socio-economic and constitutional rights of street vendors. Cases of corruption through bribes were reported as challenges faced by the vendors.

**Plate 4.6 Municipal Police Confiscating goods from vendors**



### *BCC-Vendor Wars*

Source: [www.southerneye.co.zw](http://www.southerneye.co.zw) (2016)

**Plate 4.7 BCC confiscate vendors wares**



*BCC confiscate vendors wares*

Source: [www.southerneye.co.zw](http://www.southerneye.co.zw) (2016)

In view of the above measures taken by the municipality, Ncube and Mugweni (2015) argued that there is a paradox of the criminalisation of the hapless citizens through harassment by municipal officers, corruption in the allocation and access of vending rights, and the continued reliance by policy makers on restrictive and draconian relic colonial city by-laws to deal with street vendors.

#### **4.20.3.7 Challenges faced by street vendors in the CBD**

The BVTA highlighted that the street vendors face harassment challenges, lack proper vending bays, selective application of law because spouses of the law enforcing agencies are also vendors but they are not arrested, poor relations with the authorities, bad weather elements such as rain, heat wind and colds, lack of adequate infrastructure and sanitation facilities as well as child care challenges for women of child bearing age. These challenges militate against vending activities thereby reducing their income. These challenges supports

the views put forward by Fayayo (2015) with regards to challenges that confronts street vendors in Zimbabwe.

#### **4.20.3.8 Value of Street vending to the economy**

The responses from the BVTA points that billions of dollars every year are circulating in the informal sector therefore it is a good source of employment if accorded the seriousness it deserves. The money generated from vending also drives the economy through payment of fees in council schools, rates, and presumptive tax.

#### **4.20.3.9 Who are the majority of vendors?**

The response indicated that women are the majority of street vendors

#### **4.20.3.10 Other useful comments**

The BVTA are of the opinion that the design of the city must accommodate street vendors as the current city planning model doesn't recognise the informal sector. However, these opinions go against modern urban planning which views street vending as nuisance in public space.

### **4.20.4 Bulawayo Progressive Residents Association**

#### **4.20.4.1 Relations with vendors**

The officials from BPRA agreed that they play a loco parentis role to the vendors' associations. As a residents' association some of the organisation's members are street vendors. Therefore BPRA advocate for better working conditions and policies for the street vendors and work hand in hand with the vendor's association in Bulawayo.

#### **4.20.4.2 Negative impacts of street vending on the CBD**

BPRA officials also admitted that littering and confusion on the street are some of the challenges caused by illegal street vending activities in the CBD. They also agreed that the regulatory authorities also loose revenue from unregistered street vendors.

#### **4.20.4.3 Measures that can be adopted by the BCC to minimise the negative the negative effects**

On measures to minimise the challenges of illegal street vending in the CBD, the officials believed that allocation of vending bays in areas with high concentration of human traffic where there is brisk business can solve the problems. They also felt that vendors should be allowed to operate in the CBD at a minimal fee. On issues of beautification they felt that such factors are not important considering the economic challenges facing the nation at large. Poverty is high and the people are going through hardships.

#### **4.20.4.4 Opinion of the association regarding measures taken by authorities against street vendors**

The PBRA is of the view that actions taken by the regulatory shows lack of morality and lack of concern for protecting livelihoods of the people. They believed Council must should be sensitive to the prevailing economic environment. There is too much harassment of street vendors by the ZRP and municipal police. Bulawayo City Council is not gaining much from arresting vendors as fines are paid to the ZRP not the Council.

#### **4.20.4.5 Challenges faced by street vendors in the CBD**

Basically challenges mentioned by the other stakeholders are similar to those raised by the BPRA officials.

#### **4.20.4.6 Who are the major street vendors?**

The officials responded that women constitute the majority of street vendors though official statistics were not readily available. The scenario is a result of the fact that more women are bread winners. Men are shy to be engaged in street vending and most men will be at work in the few remaining industries where they get insufficient incomes. Women therefore supplement those meagre incomes. The responses agrees with Mbayiwa-Makuvatsine (2015) that women constitute 67 percent of the informal sector employment.

#### **4.20.4.7 Any general comment**

The Bulawayo City Council should allow people to be enterprising and sell their goods as well as making them pay at least \$2 a day.

## **4.21 Chapter Summary**

The chapter focused on data collection tools as and how the gathered data was analysed. It is fundamental to take into account that the gathered data was the presented using various graphical methods. The graphical methods included pie charts, bar graphs, tables and picture of vending activities taken from the study areas. Narration was also used to present data gathered from the qualitative techniques. The next and final chapter of the study focuses on the recommendations, summary of findings and conclusions.

## **CHAPTER 5**

# **SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS**

### **5.0 Introduction**

This chapter marks the end of the study on the challenges of illegal street vending in the central business district of Bulawayo the second largest city in Zimbabwe. The study also covered possible solutions to the identified challenges caused by illegal street vending. The objectives of the study will now be incorporated into this chapter with the major aim of comparing them with the findings. The objectives of the study are: to identify the major causes of street vending in Bulawayo Central Business District, to reveal the institutional and regulatory framework affecting street vendors as well as the perception of the vendors on these frameworks, to identify the problems faced by the Bulawayo City Council due to street vending activities, to investigate the challenges faced by street vendors in Bulawayo and lastly, to proffer remedial action that can be adopted by the Bulawayo City Council to contain the undesirable effects of street vending. The chapter will provide the conclusion to the study and ends with a list of recommendations that can be adopted by the Bulawayo City Council in order to overcome the challenges of illegal street vending.

### **5.1 Document Summary**

The study sought to unearth the major challenges of illegal street vending on Bulawayo central business district urban space. The study also proffered possible solution that can be adopted for consideration by the Bulawayo City Council as the regulatory authority in dealing with the phenomenon. In attempting to highlight the major challenges of illegal street vending in the city of Bulawayo the study was underpinned by a number of objectives



Research questions were also formulated in order to aid the researcher in realising the major objectives of the study.

A review of related literature on the informal sector in general and street vending in particular was also carried out by the researcher to highlight what other scholars have said about the challenges of illegal street vending. Various issues were raised from the literature review including definitional issues. A brief historical background of the informal sector was provided in the literature review. The major schools of thoughts which are the dualist perspective, structuralist perspective, legalist perspective and the voluntarist perspective were provided in the review in order to understand varying views about the informal sector activities. The other three perspective except the structuralist perspective are very relevant to this study as it is clear that illegal street vendor always evade legal provisions which in turn motivates civic authorities to take stern measures against them.

However, it became crystal clear from the review of the literature that underperforming economies in the developing world coupled with high levels of urbanisation and urban poverty are the major drivers of illegal street vending. The influx of illegal street vending activities has caused a plethora of challenges for local authorities across the globe and Bulawayo City Council has not been spared from such challenges. On another note most governments and local authorities have failed to adequately address the phenomenon as evidenced by lack of comprehensive legal frameworks and policy actions to address the needs of the informal sector in which street vending is the most visible subsector.

It is paramount to highlight that literature also points to a number of challenges faced by street vendors on a world-wide level. At an international level street vendors began to organise in an attempt to voice their concerns and the Bellagio Declaration of Street Vendors in 1995 in one such initiatives with the objective of reducing increased city level conflicts between vendors and local authorities. Basic characteristics of street vendors were also highlighted in the literature review including LED and the informal sector, challenges faced by local authorities in dealing with the informal sector as well empirical evidence from other regions that face the same challenges. The literature review ends with possible solutions to street vending and gaps in literature.

The study used the mixed method research approach. Mixed research is a synthesis that includes ideas from qualitative and quantitative research. Mixed methods research is the type of research in which a researcher or team of researchers combines elements of qualitative and

quantitative research approaches (e.g., use of qualitative and quantitative viewpoints, data collection, analysis, inference techniques) for the broad purposes of breadth and depth of understanding and corroboration (Johnson et al 2007).

Data was collected mainly through the administration of 80 questionnaires to illegal street vendors operating in the CBD of Bulawayo and in-depth interviews with the Bulawayo City Council managers, Bulawayo Progressive Residents Association, Bulawayo Vendors and Traders Association and Officials from the Zimbabwe Republic Police. The observation technique was also used to study the activities and behaviour of street vendors. The study used stratified, convenience and purposive sampling techniques. The overall response rate for the study was 86%. The good response rate was mainly influenced by the researcher's data collection approaches.

The study found that illegal street vending is a serious challenge on the central business district of Bulawayo urban space through blocking pavements, blocking traffic, littering in the streets and compromising the community health. However, the study also found that people are forced to engage into illegal vending by many factors chief among them being lack of employment in the country. Zimbabwe as a nation is characterised by economic doldrums that led to industrial closures, retrenchments and a liquidity crisis forcing millions of people to survive through the informal sector activities such as street vending. The challenges of illegal street vending in Bulawayo calls for a comprehensive multiple stakeholder participation approach in order to address the challenges. The City of Bulawayo has great potential to generate employment due to its strategic location and a consultative approach in dealing with illegal street vending is the panacea to the phenomenon.

## **5.2 Summary of findings**

### **5.2.1 Major causes of street vending in Bulawayo Central Business District.**

The study unearthed a number of factors that promotes the rapid increase of street vending activities in the Bulawayo Central Business District. The findings revealed that the major cause of street vending is lack of employment opportunities which stood at 61%. The other factors cited were company closures, evading the bureaucracy in the business registration processes, vending business requires less capital and that it quick to realise returns due to the brisk nature of the trade. These factors are related in the sense that once companies are forced

to close due to economic challenges unemployment levels are bound rise forcing former employees and job seekers into the street vending business as a survival strategy. The central business district therefore becomes the ideal place due to its strategic nature associated with high volumes of human traffic where the business is lucrative these findings therefore are a direct fulfilment of the first objective of the study.

### **5.2.2 The institutional and regulatory framework affecting street vendors as well as the perception of the vendors on these frameworks.**

The study found that there are institutional and regulatory challenges that affects street vending activities. Confiscation of goods topped the list followed by harassment by the authorities especially municipal police and the Zimbabwe Republic police as well as being arrested for trading in public spaces illegally. Illegal street vendors also complained that lack of awareness programmes and lack of knowledge with regards to the regulations were militating against their sources of livelihood. Council By-laws are outdated and this calls for the authorities to revisit them in order to address issues of unemployment in the city regarded as the industrial hub of the nation. However, from a regulatory perspective these By-Laws aims to control the illegal vending activities prevalent in Bulawayo.

From the illegal street vendor's point of view the institutional and regulatory framework work against them. They hold negative perceptions about the regulatory framework. They believe that laws protect those who are formally licenced by council at their expense. The Bulawayo City Council however, is trying its best in terms of allocating proper vending sites. Illegal street vendors do not want to operate in designated sites as they believe that the CBD is the most ideal place to conduct their business.

### **5.2.3 Challenges faced by the Bulawayo City Council due to street vending activities.**

The findings of the study also indicate that the Bulawayo City Council as the regulatory authority is also confronted by multifarious challenges with regards to illegal street vending in the city. First and foremost illegal street vending poses planning challenges for the authorities. Illegal street vending activities remains as unorganised thereby posing serious challenge to the planning authorities. Blocking the pavements thereby inhibiting free movement of the member of the public is another serious challenge for the Bulawayo City Council as the public in turn put the blame on Council for failing to address the challenges. Health related challenges such as littering, blocking drainage system as well as public health issues such as sanitation were raised by the Council management. Vendors are also known for blocking vehicular traffic and the fact that their activities are unregulated remains a thorn in the flesh. The beautification of the city is also compromised by illegal vending activities. There is also conflict between illegal street vendors and formally registered business entities

as there is unfair competition from the vendors who continue to operate without licences. Formal business again blame council for failing to deal decisively with the illegal street vendors. Another notable challenge caused by illegal vending activities is rising cases of criminal activities. Illegal street vendors work alongside criminal syndicates who cannot be recognised since they pose as street vendors. Selling of dangerous and illegal products is another challenge for the city authorities.

#### **5.2.4 The challenges faced by street vendors in Bulawayo.**

In their quest for a living illegal street vendors are confronted by a plethora of challenges that threatens their livelihood. The different groups of respondents highlighted a number of challenges faced by illegal street vendors in the city centre of Bulawayo. They are occasionally harassed by the regulatory authorities, lack proper vending sites, have poor relations with the authorities thereby getting arrested, they suffer due to bad weather elements, and lack proper infrastructure and sanitation. Child care for women of child bearing age is another factor that affects the street vendors. Another serious challenge faced by illegal street in the city centre of Bulawayo is constant conflict with the licenced business owners who feel that vendors are competing with them unfairly. In Zimbabwe the economy is in doldrums and this also impacts negatively on the activities of the informal sector in general and street vending in particular.

In addition to the above factors street vendors also suffer from the stigma associated with their form of business despite some having acquired better educational qualifications. Payment of bribes also affects profitability of their activities, and they are prone to fatal accidents while fleeing from the authorities. The BCC wants to assist them but it also suffers from financial constraints due to the underperforming economy. Goods are confiscated by regulating authorities who demand fines from the poor vendors whose goods will never be returned.

#### **5.2.5 Remedial action that can be adopted by the Bulawayo City Council and illegal street vendors to contain the undesirable effects of street vending.**

The rate at which street vending activities is growing in Bulawayo is in line with high rate of unemployment in the country. Unemployment forces people to seek other means of sustaining themselves. There are low barriers to entry into street vending activities. However, the authorities in turn view street vending as a misuse of public space thereby forcing them to

take measures against illegal street vending activities. Both the street vendors and the regulator authorities are in a dilemma as to whether the rapid growth of vending activities is a passing phase or a new reality? The study however, came up with notable remedial actions that can be adopted by the vendors themselves and the BCC as the regulatory authority in orders to minimise the undesirable effects of street vending.

The Bulawayo City Council finds it difficult to plan for unorganised street vending activities and vendors must therefore start organising. Organising assist in forging relations between the parties. It also helps member in securing vending sites and several benefits that comes along with group efforts. Vendors also need to form alliances with the broader aim of exchanging information and promoting ideas on issues affecting them.

The Bulawayo City Council should carry out awareness programmes concerning street vending activities and also increase accessibility to information pertaining to council activities to the general public especially on By-Laws. Registration of more vendors should be undertaken in light of the rapid increase of vendors invading the city centre. The city needs to engage various government ministries and department in order to create employment opportunities for the residents of Bulawayo. Council also needs to receptive of the needs of street vendors. The Local Economic Development section should be at the forefront of employment creation through the informal sector. The Bulawayo City Council again should take the lead in efforts to integrate illegal street vending activities into local development initiatives. Other players such as the government, NGOs, residents associations and churches will also follow in taking measure to decongest the city. The problem is bigger than Council and there is need for multiple stakeholder to take part.

### **5.3 Conclusions**

The section seeks to conclude the study on challenges of illegal street vending in the central business district of Bulawayo. In light of the stated objectives of the study it was discovered that there are multiple factors that force people to engage in illegal street vending activities. The major factors cited however, are lack of employment opportunities and company closures. Other factors are poverty as wells poor law enforcement. Bulawayo the industrial hub of Zimbabwe has not been spared by the economic doldrums facing the nation hence quite a significant number of people have lost formal employment. Street vending has emerged as an alternative source of livelihood to those who lost jobs as well as those who couldn't be absorbed into the formal employment.

The study was an interesting adventure that unearthed the real challenges of illegal street vending activities in the city centre of Bulawayo. Illegal street vendors themselves faces a plethora of challenges in their quest to survive under the current economic conditions in Zimbabwe. The Bulawayo City Council as the regulatory authorities also encounter multiple challenges due to illegal street vending activities. Illegal street vendors views vending as their only source of livelihood and believe that it is their right to carry out street vending .The Bulawayo city council on the other end views the illegal street vendors as invaders of public places and a total violation of the local By-Laws. The relations between the parties has not been cordial as characterised by several joint operations carried out by the council and the Zimbabwe Republic Police against the illegal street vendors. Vendor representatives also feel that the actions taken by the authorities are a violation of the socio-economic rights of citizens. The representatives believes the authorities both at local and national levels must take into consideration the prevailing economic conditions in Zimbabwe and allow people to engage in street vending at an affordable fee. The study went further to cover a number of innovative solutions that can be adopted the by the street vendors and the regulatory authorities to minimise the negative aspects of illegal street vending. The solution to the challenges however, lies on multiple stakeholder involvement since the challenges are bigger than the Bulawayo City Council.

#### **5.4 Recommendations**

In view of the findings of the study the following recommendations are being put forward for consideration with the aim of minimising the challenges of illegal street vending in Bulawayo.

- The Bulawayo City Council as the planning authority need to study the capacity of the study area so as to a significant number of street vendors by means of formalising vending activities.
- The provision of basic infrastructure for street vendors will be a step in the right direction as it is one of the challenges faced by street vendors in the city centre.
- Basic rights of street vendors need to be protected as provided for by the Constitution of Zimbabwe.
- The Bulawayo City Council should engage other stakeholders in order to minimise the negative impacts of Illegal Street vending so that other viable vending sites can be

developed in residential areas to decongest the city centre. Shopping Malls are a good starting point.

- Serious engagement between the local authority, central government ministries and department should be adopted as solution to the challenges of street vending.
- The local economic development section of the Bulawayo City Council should devise pro-poor strategies and establish cordial relationships between council and the informal sector.
- Council should improve the ease of doing business in the city so as to attract investment which in turn generates employment.
- Council should directly engage the Ministry of Small to Medium Enterprise and map the way forward with regards to the crafting of a sound informal sector policy.
- Council should also train its staff especially the municipal police about the Constitution especially on human rights provisions to avoid costly legal wrangles with street vendor.
- Bulawayo City Council must be receptive to the needs of street vendors.
- There is need to engage representatives of street vendors and encourage them to register all the street vendors so that planning issues can be dealt with easily as it is extremely difficult to plan for disorganised people.
- Bulawayo City Council should send a delegation to Durban in South Africa on a learn and visit tour about the Warwick Junction project which is a result of a participatory approach between the urban planning authorities and various stakeholders including representatives of street vendors.
- There is need for council to conduct regular awareness programmes so as to inform the people about development programmes that may benefit them so as to reduce the rapid growth of vending activities.
- Public Private Partnerships are one of the major solutions in creating employment opportunities in the city of Bulawayo especially on infrastructural development.
- Vendors should be encouraged to clean their vending areas so as to avoid stretching the capacity of the city's health department and keep the city clean.
- Vendors should be allowed to pay \$1 a day as per their requests. However, the collection mechanisms must minimise leakages as some corrupt officials might benefit from the system.



- Council should also regulate the activities of money changers as they also congest the pavements which are already flooded by illegal street vendors.
- Council should craft strategies to empower women since they constitute the majority of people engaged in street vending are women.

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## **Appendix 1 – Access Letters**

House No 1771 Nketa 8

P.O. Nkulumane

**Bulawayo**

Tel: 09- 200683/ 201272

Cell: 0773410309

29 November 2016

The Town Clerk

Bulawayo City Council

Municipal Buildings (Fife Street)

P.O.Box 591

**Bulawayo**

**REF: REQUEST TO CARRY OUT AN ACADEMIC RESEARC IN THE CITY CENTRE.**

The above matter refers.

I am student studying for a Bachelor of Science Honours Degree in Local Governance Studies with Midlands State University. It is a university requirement that I carry out a research project (Dissertation) as partial fulfilment of attaining the degree. It is in this respect that I have chosen to carry out my research within your area of jurisdiction. I am therefore seeking your consent for me to carry out the research in the Central Business District (CBD). My research topic is: **Illegal Street Vending on Bulawayo Central Business District Urban Space: Challenges and Possible Solutions.**

I will be grateful if my application meets your most favourable consideration and be authorised to carry out my research as well as to access important information from the Bulawayo City Council which might be beneficial in conducting the research. I am prepared to furnish your office with a copy of my finding as I strongly believe that they might be very relevant to the Council.

Thank You.

Lawrence Simango

Local Governance Studies Student – Midlands State University



## City of Bulawayo

All Communications  
To be addressed to the  
Town Clerk

Town Clerk's Office  
Municipal Buildings  
Fife Street  
P.O. Box 591  
**Bulawayo**

Tel: (263-9) 75011  
Fax: (263-9) 69701  
Email: [tcdept@citybyo.co.zw](mailto:tcdept@citybyo.co.zw)  
Website: [www.citybyo.co.zw](http://www.citybyo.co.zw)  
Facebook: The City of Bulawayo  
Twitter: @CityofBulawayo  
Call Centre: 08084700 (Econet,  
08004700 (Telone) (09)71290

Our Reference: TNB/APNXM N6A/103  
Lawrence Simango  
1771 Nketa 8  
**BULAWAYO**

16 December, 2016

Dear Sir

**RE: REQUEST FOR PERMISSION TO CARRY OUT AN ACADEMIC RESEARCH WITHIN BULAWAYO CITY COUNCIL**

Your letter dated 29 November 2016 on the above matter refers.

Please be informed that Council (06/12/2016) acceded your request to carry out research within Bulawayo City Council premises subject to the following conditions:

- a) You should submit a copy of your research findings including the Executive Summary after completing the research exercise.
- b) Council is to be indemnified against any accidents/mishaps, which may occur during the conduct of the research.

Accordingly you may approach any of Council's Service Departments as appropriate for assistance.



Yours faithfully

**ACTING TOWN CLERK**

**Appendix 2**



**Faculty of Social Sciences**

Department of Local Governance

**QUESTIONNAIRE TO BE ADMINISTERED TO THE STREET VENDORS**

**Introduction**

My name is Lawrence Simango working for Bulawayo City Council. At the moment I am studying with Midlands State University for a **BSC Local Governance Studies Honours Degree**. The bearer is carrying out a research for academic purposes entitled “**Illegal Street Vending on Bulawayo Central Business District Urban Space: Challenges and Possible Solutions**” I am kindly asking for your cooperation to participate in answering the questions on my questionnaire which will help me in compiling findings on the challenges of street vending on the Central Business District (CBD) of Bulawayo and provide possible solutions. You will not be required to provide your name and information collected using this questionnaire will be treated with strict confidentiality and will not be revealed to anyone who has nothing to do with the research. You are also free not to participate in this research if you are not willing to do so.

**SECTION A- DEMOGRAPHIC DATA**

**Do not write your name. Put a tick [√] against a response of your choice. Explain, comment and elaborate truthfully where necessary.**

1. What is your gender?

Male	
Female	

2. What is your marital status?

Single	
Married	
Divorced	
Widowed	

3. What is your age range?

Below 18 years	
20 – 30 years	
31- 40 years	
41-50 years	
51- 60 years	
Above 60 years	

4. How long have been into street vending business?

Less than 5 years	
5- 10 years	
10- 15 years	
15-20 years	
Above 20 years	

5. Indicate your highest academic qualification.

Ordinary Level	
Advanced Level	
Diploma	
Degree	
Post-Graduate	
None of the above	

## SECTION B - STREET VENDING ACTIVITIES

**Please tick your response.**

6. What do you think are the major drivers of street vending in the Central Business District?

Unemployment [ ] Poverty [ ] Poor law enforcement [ ] companies closures [ ]

7. Indicate the type of Vending activity which you are involved in.

Fruits and Vegetable [ ] Air time Vending [ ] Clothing [ ] Cell phone Accessories [ ]

8. Are you the owner of business?

a) Yes [ ] Explain.....

b) No [ ] Explain.....

9. What is the source of products you sell?

a) Local wholesaler [ ]

b) Fellow vendors [ ]

c) Neighbouring countries [ ]

d) Other specify [ ]

10. What is average income per day?

a) \$5- \$10 [ ]

b) \$10- \$15 [ ]

c) \$15- \$20 [ ]

d) \$20- \$30 [ ]

e) Above \$30 [ ]

11. Are you formally registered?

[Yes] [No]

12. What are the health problems caused by street vending in Bulawayo?

Poor sanitation [ ] pollution [ ]

13. Which remedial action can be adopted to minimise the negative effects of vending?

Enforcement of by-laws [ ] creation of employment [ ]

Legislative controls [ ]

**SECTION C-DECISION MAKING PROCESS**

14. What factors do you take into account when choosing a vending site

.....

15. Did you receive any business training course to help you in managing your business?

.....

.....

16. Do you have any association that represent your interests?

a). Yes [ ] (Explain).....

b). No [ ] (Explain).....

17. Which other institution besides your association have interest in vending activities?

a). Yes [ ] (Explain).....

b). Yes [ ] (Explain).....

17. If so are the institutions or associations addressing your concerns?

a). Yes [ ]

(Explain).....

b) No [ ] (Explain).....

**SECTION D- INSTITUTIONAL AND REGULATORY FRAMEWORK AFFECTING STREET VENDING ACTIVITIES.**

18. Are you aware of the regulations that governs street vending activities?

a). Yes [ ] (Explain).....

b). No [ ] (Explain).....

19. Do you pay any fees for operating street vending and to whom?

a).Yes [ ] (Explain).....

b). No [ ] (Explain).....

20. Does the Bulawayo City Council consult you when making decisions that affects you?

a) Yes [ ] (Explain).....

b) No [ ] (Explain).....

21. Do you think that the Bulawayo City Council should consult you when making such decisions?

a) Yes [ ] (Explain).....

b) No [ ] (Explain).....

**SECTION E -CHALLENGES FACED BY STREET VENDORS**

22. What challenges pertaining to law do you face as a street vendor?

.....  
.....

23. What are the penalties for illegally operating street vending business?

a) Fine [ ]

b) Cautioned [ ]

c) Confiscation of goods [ ]

24. Where do you go for sanitation facilities?

(Explain).....  
.....

25. How do you secure your goods overnight?

- a) Carry them Home [  ]
- b) Leave them in rented shops [  ]
- c) Other Specify [  ]\_\_\_\_\_specify

26. May you suggest how urban planning and management authorities can integrate street vending in their plans .....

.....  
.....

**Thank You, Siyabonga, Tatenda, Twalumba for taking the time to share your views with me**

## Appendix 3



### Faculty of Social Sciences

#### Department of Local Governance

#### **INTERVIEW GUIDE TO BE ADMINISTERED TO THE BULAWAYO CITY COUNCIL (BCC) MANAGEMENT**

##### **Introduction**

My name is Lawrence Simango working for Bulawayo City Council. At the moment I am studying with Midlands State University for a **BSC Local Governance Studies Honours Degree**. The bearer is carrying out a research for academic purposes entitled **“Illegal Street Vending on Bulawayo Central Business District Urban Space: Challenges and Possible Solutions”** I am kindly asking for your cooperation to participate in answering the questions on my interview guide which will help me in compiling findings on the challenges of street vending on the Central Business District (CBD) of Bulawayo and provide possible solutions. You will not be required to provide your name and information collected using this interview guide will be treated with strict confidentiality and will not be revealed to anyone who has nothing to do with the research. You are also free not to participate in this research if you are not willing to do so.

1. What vending activities are prevalent along the streets in the central business district of Bulawayo?

2. What factors are considered by street vendors when choosing vending sites in the CBD?
3. What are the institutional and regulatory frameworks that affects street vending business in Bulawayo?
4. How do street vending activities infringe rules and regulations of urban management?
  
5. What could be the perception of street vendors on the institutional and regulatory framework affecting their business operations?
6. Which challenges are most likely to be encountered by street vendors when conducting their business?
7. May you suggest any recommendations for integrating street vendors into urban planning and management.
8. Who should assume leadership of the efforts to reduce street vending?
9. What must be the first step in reducing street vending in the CBD of Bulawayo?
10. Do you wish to share any views that may be useful for this study?

**Please Tick One Response**

Question 1	Street vending reduces urban poverty?	True / False
Question 2	Street vending creates disorder in the CBD?	True / False
Question 3	Street vending is a health hazard?	True / False
Question 4	Street vendors are not aware of legal and regulatory framework of the city?	True / False
Question 5	Street vendors view the legal and regulatory framework of the city as oppressive?	True / False
Question 6	Street vendors feel discriminated by key social and economic institutions?	True / False
Question 7	Street vendors can play a positive role in Local Economic Development?	True / False



**Thank you, Siyabonga, Tatenda, Twalumbwa for taking the time to share your views with me.**

## **Appendix 4**



### **Faculty of Social Sciences**

#### **Department of Local Governance**

#### **INTERVIEW GUIDE TO BE ADMINISTERED TO THE ZIMBABWE REPUBLIC POLICE (ZRP) OFFICIALS**

##### **Introduction**

My name is Lawrence Simango working for Bulawayo City Council. At the moment I am studying with Midlands State University for a **BSC Local Governance Studies Honours Degree**. The bearer is carrying out a research for academic purposes entitled “**Illegal Street Vending on Bulawayo Central Business District Urban Space: Challenges and Possible Solutions**” I am kindly asking for your cooperation to participate in answering the questions on my interview guide which will help me in compiling findings on the challenges of street vending on the Central Business District (CBD) of Bulawayo and provide possible solutions. You will not be required to provide your name and information collected using this interview guide will be treated with strict confidentiality and will not be revealed to anyone who has nothing to do with the research. You are also free not to participate in this research if you are not willing to do so.

1. What are the factors that drives peoples to street vending?
2. What are the problems faced by street vendors while operating their business in Bulawayo?
3. In your own view, what are the socio-economic and environmental problems occurring due to street vending?
4. In order to solve the above problems what needs to be done by both the central and local governments?
5. What are the opportunities that street vending has to the economy of Zimbabwe and the urban poor in the city of Bulawayo?
6. What is the government policy towards steer vending activities?
7. Do you think the above policy is appropriate?
8. At the moment what are the measures taken by the government or ZRP in order to facilitate or control street vending?
9. Do you have any general comments you would like to add?

**Thank you, Siyabonga, Tatenda, Twalumbwa for taking the time to share your views with me.**

## Appendix 5



### Faculty of Social Sciences

#### Department of Local Governance

#### **INTERVIEW GUIDE TO BE ADMINISTERED TO THE BULAWAYO PROGRESSIVE RESIDENTS ASSOCIATION (BVTA) OFFICIALS.**

##### **Introduction**

My name is Lawrence Simango working for Bulawayo City Council. At the moment I am studying with Midlands State University for a **BSC Local Governance Studies Honours Degree**. The bearer is carrying out a research for academic purposes entitled “**Illegal Street Vending on Bulawayo Central Business District Urban Space: Challenges and Possible Solutions**” I am kindly asking for your cooperation to participate in answering the questions on my interview guide which will help me in compiling findings on the challenges of street vending on the Central Business District (CBD) of Bulawayo and provide possible solutions. You will not be required to provide your name and information collected using this interview guide will be treated with strict confidentiality and will not be revealed to anyone who has

nothing to do with the research. You are also free not to participate in this research if you are not willing to do so.

1. As BVTA do you have cordial relations with the street vendors in the CBD of Bulawayo?
2. Are the street vendors registered with the Bulawayo Vendors and Traders Association?
3. How many street vendors are registered with the Bulawayo Vendors and Traders Association?
4. What are you doing as an Association to address the plight of street vendors in the CBD of Bulawayo?
5. What are the negative impacts of street vending on the CBD urban space?
6. In your own, what can be done by the regulating authorities especially the Bulawayo City Council to minimise those negative impacts?
7. As an Association that promotes the interest of the informal sector, what is your opinion regarding measure taken by the regulating authorities especially the Bulawayo City Council and the ZRP against street vendors?
8. What are the challenges faced by street vendors operating in the CBD?
9. What are the values/ advantage of street vending to the local economy in particular and the national economy in general?
10. Who are the major vendors?  
A [Men]                      B [Women]
11. Do you have any general comments you would like to add?

**Thank you**

## Appendix 6



### Faculty of Social Sciences

#### Department of Local Governance

#### **INTERVIEW GUIDE TO BE ADMINISTERED TO THE BULAWAYO PROGRESSIVE RESIDENTS ASSOCIATION (BPRA) OFFICIALS.**

##### **Introduction**

My name is Lawrence Simango working for Bulawayo City Council. At the moment I am studying with Midlands State University for a **BSC Local Governance Studies Honours Degree**. The bearer is carrying out a research for academic purposes entitled “**Illegal Street Vending on Bulawayo Central Business District Urban Space: Challenges and Possible Solutions**” I am kindly asking for your cooperation to participate in answering the questions on my interview guide which will help me in compiling findings on the challenges of street vending on the Central Business District (CBD) of Bulawayo and provide possible solutions. You will not be required to provide your name and information collected using this interview guide will be treated with strict confidentiality and will not be revealed to anyone who has

nothing to do with the research. You are also free not to participate in this research if you are not willing to do so.

1. As BPPRA do you have any relation with street vendors?
2. Are the street vendors registered with your Association?
3. What are the negative impacts of street vending on the Central Business District Urban Space?
4. What can be done by the regulating authorities especially the Bulawayo City Council to minimise the negative impacts?
5. As an Association that promotes the interests of the informal sector, what is your opinion regarding measures taken by the regulating authorities especially Bulawayo City Council against the street vendors?
6. What are the challenges faced by street vendors in the Bulawayo Central Business District?
7. What are the values/advantages of street vending to the local economy in particular and the national economy in general?
8. Who are the major vendors? A.[ men ] B. [women]
9. In your own opinion why do you think the situation is like that?
10. Do you have any general comments you would like to add?

**Thank you, Siyabonga, Tatenda, Twalumbwa for taking the time to share your views with me.**

