

Street Traders Survey

November 2007

FOR



PREPARED BY

INCLUSION

Table of Contents

Table of Contents	2
1 MANAGEMENT SUMMARY	3
1.1 What stands out?	3
2 OBJECTIVES OF THE STUDY	6
3 SURVEY METHODOLOGY	7
4 MAIN FINDINGS	8
4.1 Respondent Profile	8
4.2 Background in relation to the business	11
4.2.1 Reasons why they are engaged in street trading	11
4.2.2 Length of time in business	11
4.2.3 Ownership of business	12
4.2.4 Trading Licenses/Permits	14
4.2.5 Formal business training	14
4.2.6 Ways to improve the conditions of the business	16
4.3 Nature of business	16
4.3.1 Type of goods sold	16
4.3.2 Source of supplies	18
4.3.3 Customers	19
4.3.4 Challenges faced in this business	20
4.3.5 Harassment in Business	21
4.3.6 Time invested in the business	23
4.3.7 Profit from the business	23
4.3.8 Effective Trading periods for Street traders	24
4.3.9 Major uses of proceeds from Street trading	24
4.4 Location	26
4.4.1 Key drivers of location	26
4.4.2 Payment of Rentals	26
4.5 Traders' Associations	28
4.5.1 Membership and participation in Traders Associations	28
4.5.2 Grievances against Traders Associations	28
4.6 Trade Regulations/Laws/Policies	30
4.6.1 Responsibility of trade regulation	30
4.6.2 Communication with Trade regulators	31
4.7 General Comments	33
5 CONCLUSIONS	35

MANAGEMENT SUMMARY

This report gives an overview of the Street Traders' Survey conducted in November 2007 by Infusion, hereinafter referred to as Agency, on behalf of ESSET, hereinafter referred to as Client. This report will focus on the objectives, the main findings as well as the conclusions of the survey.

1.1 What stands out?

It emerged out of this survey that most of the Street Traders are of local origin (54%) with the rest being foreigners from neighboring countries. The bulk of the Street traders (43%) fall in the 25-34 years age category and (22%) fall in the 35-44 years age category. There are very low levels of literacy amongst the Street Traders. Most of them (58%) are single whereas 40% are married or have long term partners. Most households are small (1-2) 40% and (3-4) 40%. There are few large households (5-6) 15%; and even fewer very large households with more than 7 people (5%). Most households have about 1-2 people contributing to the household income (89%) which for the bulk of them (95%) it falls below R5000. Generally, personal monthly income for Street traders falls below R2500. Those making more are likely to be multiple stall owners, have more profitable trade lines, or are having clandestine activities.

The main motivation for most street trading is not an entrepreneurial decision but failure to secure formal employment. This is a consequence of the low literacy levels among them, illegal immigrant status for some and the general high unemployment levels in the country. Street Trading for most Street Traders is for personal survival and that of their families with nowhere else to turn, many shunning crime. Only a few of the Street Traders genuinely enjoy their trade and relish the entrepreneurial 'opportunity' of being one's own boss. There are more owners operating their own businesses compared to employees. The majority of those who own businesses (90%) employ 1-2 people, (5%) 3-4 people and another (5%) employ more than 10 people and have thus created 'jobs' or some sort of source of income to their fellows.

It is apparent that currently, the majority of Street Traders (84%) do not have Traders licenses. Street Traders generally do not want to conform to licensing laws as this may entail financial responsibility in that they will then be expected to keep renewing them, pay levies and Income tax. The majority (90%) of Street Traders have not received any formal business training at all. Those that received formal business training have serious misgivings about some associations professing to offer training in certain trade sectors.

Whereas some traders sell goods that they copied from friends, there is a good number who gave due consideration and research as to the products that they sell. The majority (92%) have always been selling the same type of products ever since they started their businesses, those that have since changed cite competition, lack of customers and seasonal nature of products as the major reasons.

Passers by provide Street traders of all age groups with the most business than any other source. The elderly age group of 55+ years enjoy greater patronage from school children, Taxi drivers supply all traders of all age groups with about 1/3 of their business and women generally buy twice more frequently from Street traders than men. These are the four significant groups of customers for the Street traders: Passers by, School Children, Taxi drivers & women.

The worst perpetrator of most harassment to all Street traders is Metro Police. Almost every trader from every age group has been harassed by Metro Police. The other main source of harassment is other traders, resulting from clashes over 'hijacking' of each other's business.

More than half of the Street traders are somewhat comfortable with the kinds of margins that they are making. 39% are not comfortable at all, the majority (71%) being those that have no schooling at all. The period 20th – 30th is by far the busier period for Street traders, coinciding with the most common salary payment dates for most employees. The period 8th -19th is by far the worst time for business for Street traders.

Location is one of the key issues that the traders would need assistance on. The main reasons cited for current location are; availability of customers, proximity to where one lives (reduction in transport costs to business place), and affordable rentals. The majority of those who wish to change location cite reasons of convenience. Almost 2/3 of the Street traders said they were not expected to pay for the current locations that they were using, those paying mostly pay monthly (83%), the common range is R50 to R249 (87%). According to the street traders an ideal trading environment could be summarized as having or being one with: *“Toilets, electricity, cleaner, safer & healthier environment, spacious and with secure, overnight storage facilities”*.

Traders Associations are very unpopular with the majority of Street traders not wanting to be involved with them. They believe the associations have been hijacked by people who have the

least interest of the traders at heart. Street traders prefer interface with the other stakeholders by way of meetings, especially those not so literate. Generally more than half of the Street Traders (57%) are of the opinion that it is very important for their trade to be regulated by laws and policies and that the matters of regulation and policy should be between themselves, Traders' associations and Local government.

2 OBJECTIVES OF THE STUDY

The primary objective of the survey was to gather information that could be used to advance the level of discussion with Street traders.

In more detail the objectives were;

- to gain insight into the different aspects of Street Traders' welfare
- to explore what Street Traders worry about the most, and how they believe their worries may be alleviated with regards to business / operating environment
- to explore relationships among Street traders : local and foreign traders
- to gain insight into the activities that Street Traders get involved in, their relationship with authorities, Traders' unions and other stakeholders who influence regulation of their trades

3 SURVEY METHODOLOGY

Face to face interviews were conducted among street traders in the City of Johannesburg. A sample of **258** respondents was selected at random. In order to give each respondent an equal chance of being selected, precautions were taken to ensure that the sample was free from bias. Moreover respondents were required to sign a form of consent in order for them to participate in the survey.

The only major prerequisite for eligibility on this study was that all respondents had to be Street traders in the City of Johannesburg. The survey was undertaken amongst Street traders in select malls and street corners of Johannesburg.

Fieldwork began on the 20th of November 2007 and concluded on the 29th of November 2007. A total of 10 interviewers participated in the data collection exercise.

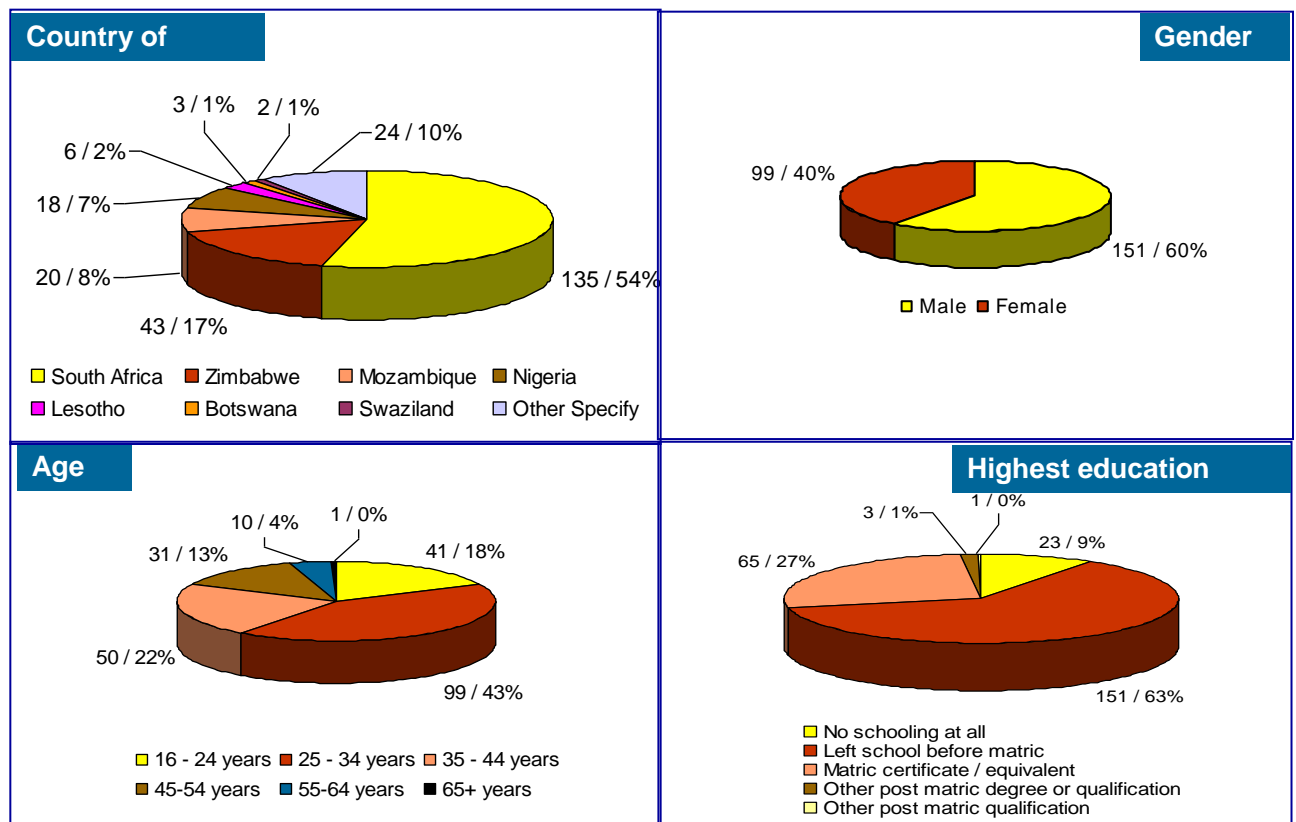
4 MAIN FINDINGS

4.1 Respondent Profile

Most of the Street Traders are of local origin (54%). Zimbabwe is the highest contributor of all the foreign Street Traders (17%), followed by Mozambique (8%) and Nigeria (7%). About 60% of all the Street Traders are male and 40% female. It is interesting to note that all the traders from Nigeria are male.

The bulk of the Street traders (43%) fall in the 25-34 years age category and (22%) fall in the 35-44 years age category. There is quite a number (18%) of youth (16-24 years) who are also trading on the streets. Most elderly Street Traders are of local origin (81% in 45 -54 age category and 59% over 55 years). The majority of the young Street Traders are foreigners (60% in 16-24yrs age category). Street traders of Zimbabwean origin are spread evenly across all the age groups. There are very low levels of literacy amongst the Street Traders, 63% left school before matric and 9% claimed they had no schooling at all. Less than 30% have matric and above, as shown in **Figure 4.1.1** below.

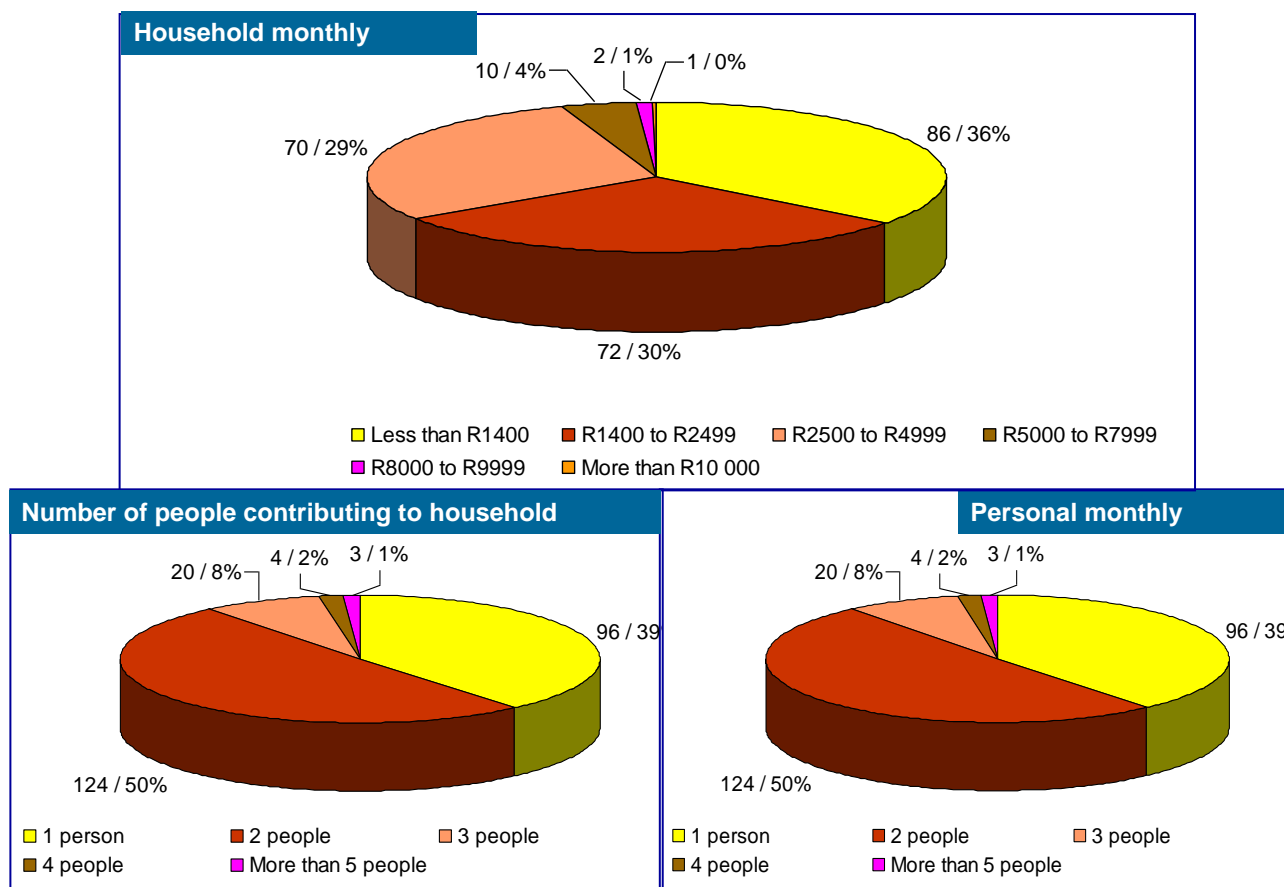
Figure 4 .1.1



Of the Street traders with no schooling at all the majority (55%) are above 45 years. Mozambiquean and Zimbabwean Street Traders have the lowest levels of literacy. 32% of South African Street Traders have matric education or better, suggesting failure to secure formal employment. The most literate Street Traders are Nigerians, all with some form of schooling and 41% with matric certificate or equivalent.

Most of the Street Traders (58%) are single whereas 40% are married or have long term partners. Most households are small (1-2) 40% and (3-4) 40%. There are few large households (5-6) 15%; and even fewer very large households with more than 7 people (5%). Most households have about 1-2 people contributing to the household income (89%) which for the bulk of them (95%) falls below R5000. The personal monthly income for the majority of traders (90%) falls below R2500 as shown in **Figure 4.1.2** below. Regardless of the size of income, about half of income earners support only themselves and at most one other person, about 30% support 3 to 4 people, about 10% support 5-6 people and about 7% support very large families of more than seven people.

Figure 4.1.2



Matriculants have slightly better income than their less literate counterparts, only 39% earning less than R1400. Generally, the personal incomes for Street Traders are low, the upper limit being R2500 for the majority. The few that exceed R2500 (11%) are likely to be stall owners, have more profitable trade lines, or are having clandestine activities e.g. drug pushing under the guise of harmless street goods such as sweets

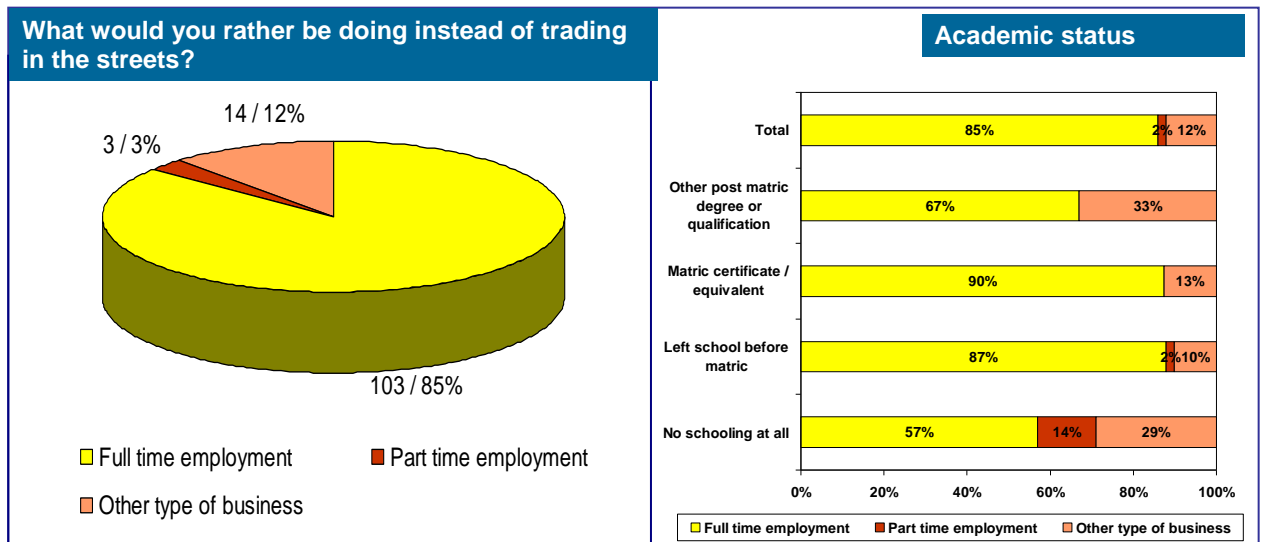
Generally South African Street traders speak all their local languages, with Isizulu spoken by more than half of them. Zimbabwean Street traders speak IsiNdebele (44%), Isizulu (20%), English (10%), Xitsonga (10%) in that order of popularity, in addition to their own home languages. Their advantage is similarities in the languages across the border. Nigerians only speak English (53%) and their home languages (47%). Mozambiqueans and other nationals largely speak English and their own local languages but attempt to speak local South African languages, Isizulu, Xitsonga, Sesotho, isiXhosa, Sepedi and isiSwati.

4.2 Background in relation to the business

4.2.1 Reasons why they are engaged in street trading

The main motivation for Street Trading is not an entrepreneurial decision but failure to secure formal employment which is a consequence of the literacy levels among them. Street Trading for most Street Traders is for personal survival and that of their families with nowhere else to turn, many shunning crime.

Figure 4.2.1



The majority of Street traders (85%) would rather be in full time employment, further evidence that they are in forced entrepreneurship, as illustrated in **Fig 4.2.1** above. 3% want part-time employment to raise money to boost their business. Only 12% would prefer to continue in business, albeit a different type of business. Those with no schooling at all are less confident of securing permanent employment; and together with other post-matric qualified traders, 1 in 3 would rather continue in business having tasted entrepreneurship. The majority of the moderately educated Street traders (90%) with Matric certificate /equivalent) would rather have more permanent and more respectable jobs.

4.2.2 Length of time in business

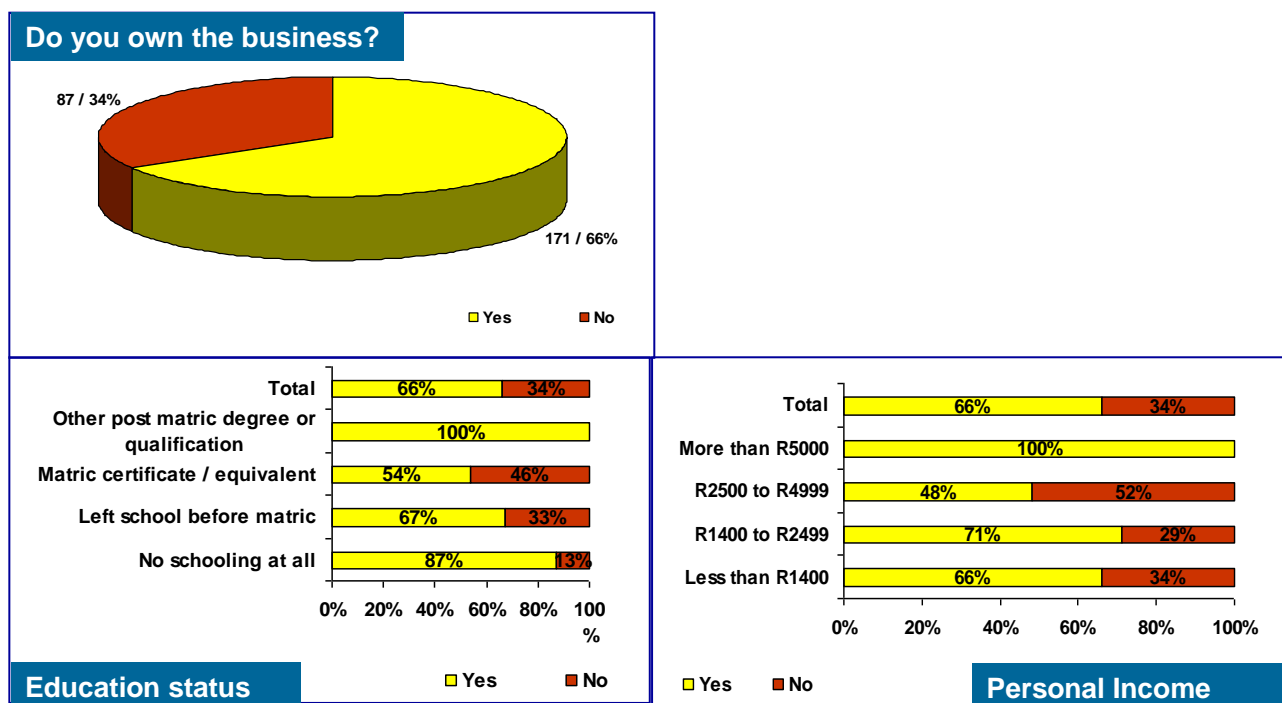
The majority of businesses surveyed are two years old and less (57%). The more elderly Street traders have been in business for longer, a significant number above 45 years having been trading for more than 10 years, generally earning between R1400 and R4999. Those

earning significant amounts (more than R5000) have been in business for between 1 and 3 years suggesting their trade is in more innovative, high yield goods and products.

4.2.3 Ownership of business

There are more owners (66%) operating their own businesses compared to employees or children trading on behalf of their employers or parents respectively (34%). More men own their businesses compared to their female counterparts. The majority of those aged above 25 years own the businesses they are running. However most of those aged below 25 years (54%) are employees or children standing in for their parents. Significant income earners of more than R5000 are largely owners of the businesses that they run with a probability of them employing other traders and owning more than one stall.

Figure 4.2.2



There are inconsistencies in the incomes declared by street traders, the most culpable being those who make the most money. 25% of those who earn more than R5000 claim that in fact they make at most R1000 per month. These inconsistencies are either because:

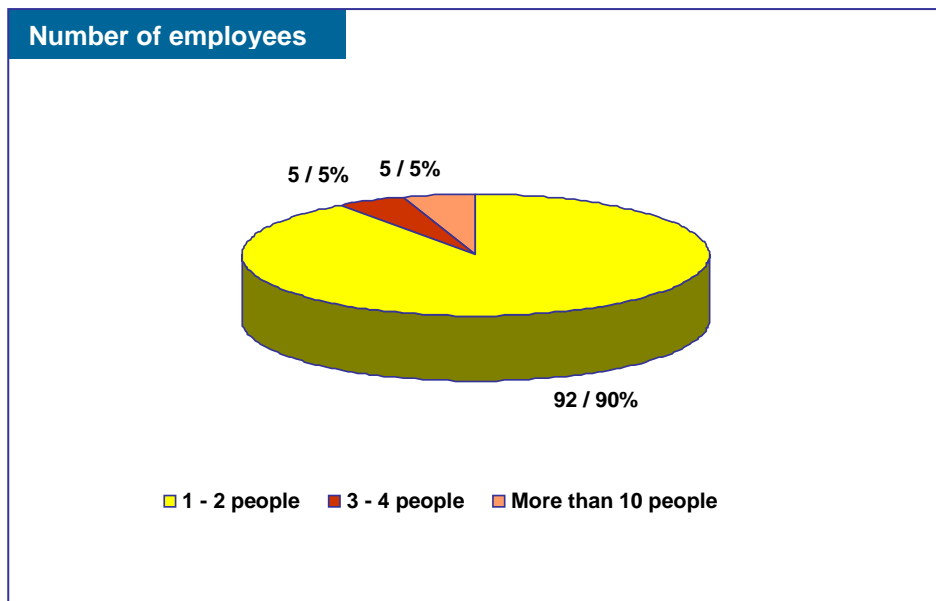
- Businesses are mainly for survival and therefore run 'hand to mouth' making it difficult to see the incremental gain

- Lack of proper accounting knowledge to properly calculate one's turnover and profit
- Suspicions of clandestine activities that make expected income and declared income to mismatch
- Under-declaration due to skepticism of the purpose of the study i.e. would it not result in raise of rentals, license fees etc

¾ of Mozambiquean and Zimbabwean street traders own their businesses while 2/3 of South African traders and Nigerian traders also own their businesses. This is less attributable to an entrepreneurial drive than it is to personal survival. Most of the Street Traders of foreign origin are illegal immigrants, which leaves them with very few chances of getting formally employed.

About 2/3 of the Street Traders are business owners some of whom employ others and have thus created 'jobs' or some sort of source of income to their fellows. The majority of those who own businesses (90%) employ 1-2 people, (5%) 3-4 people and another (5%) employ more than 10 people as illustrated in **Figure 4.2.3** below. A few of the Street Traders genuinely enjoy their trade and the entrepreneurial 'opportunity' of being one's own boss.

Figure 4.2.3

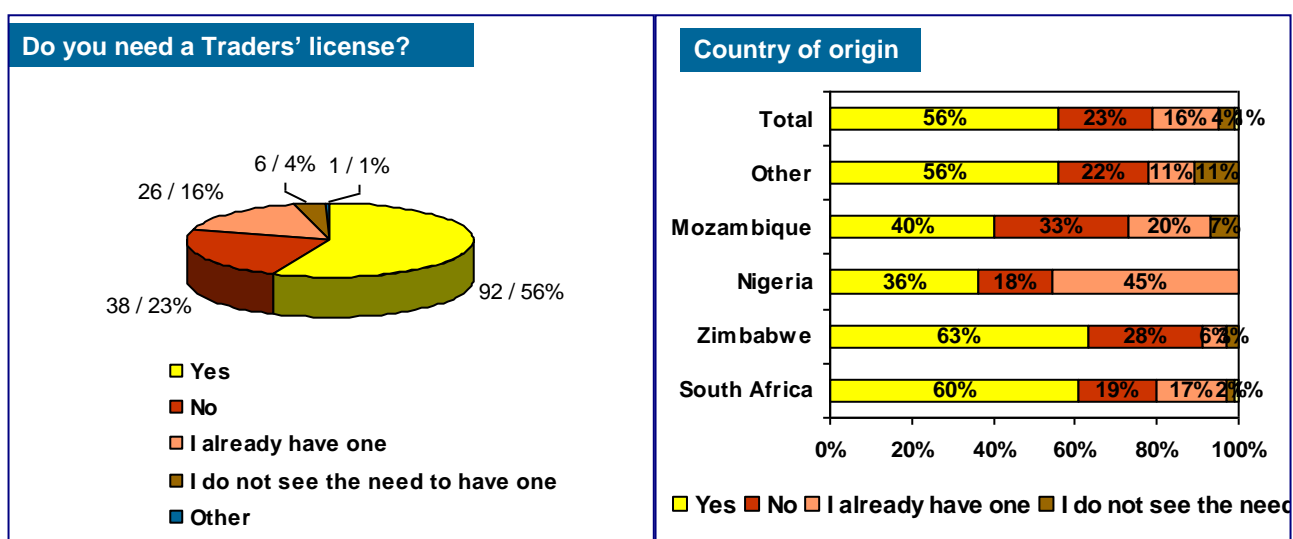


Most employers pay their employees less than R250 per month. Employers whose monthly personal income is less than R1400 claim to be paying their employees R100-R249 (53%), R250-R499 (13%) and more than R500 (5%).

4.2.4 Trading Licenses/Permits

It is apparent that currently the majority of Street Traders (84%) do not have Trading licenses with the remaining (16%) being the only ones who are in possession of the trading license, as illustrated in **Figure 4.2.4** below. A significant number (56%) however admit that they need the licenses. Of all the Street Traders of foreign origin the Nigerians (45%) stand out as having obtained the trading licenses already. Street Traders generally do not want to conform to licensing laws as this may entail financial responsibility in that they will then be expected to keep renewing them, pay levies and Income tax.

Figure 4.2.4



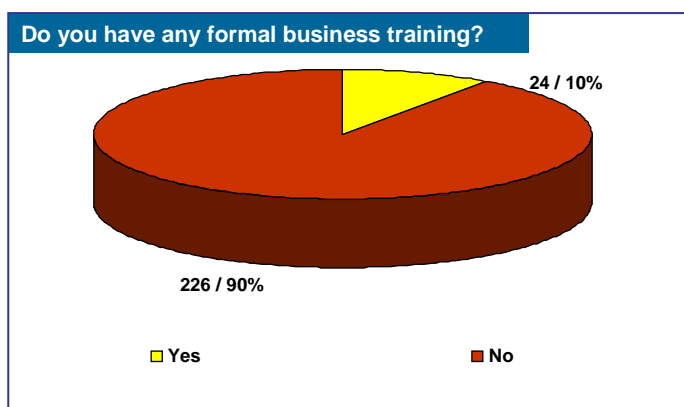
It is common for the traders' license to be renewed monthly (59%). Also depending on the location of the business there are some who do a once off payment (18%) others every six months (11%) and others yearly (11%). The majority of those who have been in the business for 1-2 years are the ones who claim that they renew their traders license monthly.

4.2.5 Formal business training

It emerged that 9 out of every 10 Street Traders have not received any formal business training at all as shown in **Figure 4.2.5** below. Of those (10%) that said they have received some formal business training many of them have been trained specifically in general business administration (74%), others on how to write a business plan (39%) and marketing (17%). There are more South African traders who have received formal business training compared to

their foreign counterparts. 50% of those that have a personal income of over R5000 have received formal business training. All the traders who have some post matric qualification have also received some form of formal business training.

Figure 4.2.5



The following are some of the institutions that were mentioned as having provided formal business training for some Street Traders;

- Boston Business College,
- Damelin, Intec College,
- Onitha College of Education,
- Wits University in collaboration with CEDA,
- Roodepoort College,
- Institute of Bankers.

The traders have misgivings over some associations that profess to offer them formal business training as well as mentorship. The traders suspect that many of these seminars are just so that the organizers may have something to point at should their promoters require accountability. They believe that these institutions receive funding from Government or some other Non Governmental institutions to facilitate these programmes.

The traders also complain that they are never consulted on their specific training requirements/needs. Most traders feel that the training that they have received is very theoretical and the skills cannot be implemented in the day to day realities of their businesses out there in the streets; e.g. when they try to follow the proper text book costing programmes, they cannot sustain as there is 'unreasonable' stiff competition and price wars out there. They have also been trained on bulk buying but most of them do not have storage facilities and

there is also the menace of rodents. All it means is after the training they resort to their hand to mouth or daily purchasing because the training was just for 'window dressing'.

At the end of it all the facilitators may feel they have done something worthwhile yet the beneficiaries would not have benefited anything in terms of their practical needs for their businesses. For future seminars the traders would want the course organizers to consult them first so that they can structure their stuff in ways that will benefit the traders in practical and profitable ways.

The mentoring programmes that were instituted are not of any help as the 'mentees' feel that there is no practical help that they are getting from the mentors. All the mentors do is refer the traders to suppliers who charge the same as any ordinary suppliers and whose payment conditions are not any different. There are some trades who were trained on the job by the owners of the businesses that they are running.

4.2.6 Ways to improve the conditions of the business

Capital injection is the key issue that the traders would need assistance on, followed by location. There are slightly more females concerned about issues of location (45%) compared to males (36%). More foreign traders are also concerned about location issues compared to the locals. Street Traders not so keen to seek assistance from the Government, some would however wish to be awarded tenders e.g. cleaning, laundry. Business skills' training is also not a major priority for Street Traders. More interestingly, the more enlightened Street traders want help with franchises and other sophisticated business opportunities.

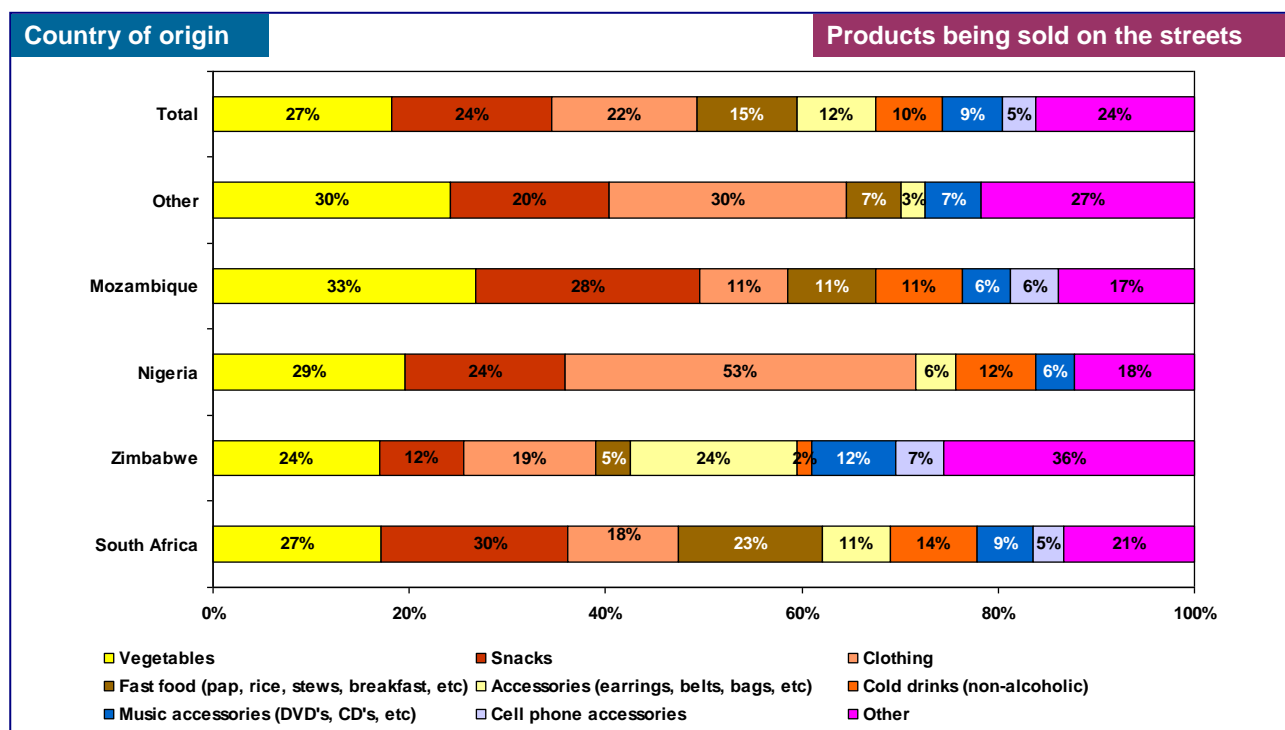
4.3 Nature of business

4.3.1 Type of goods sold

The types of products sold by Street Traders are diverse but the obvious would be vegetables, snacks, clothing & accessories, fast foods and cold drinks amongst the many. Whereas some traders sell goods that they copied from friends, there is a good number who gave due consideration and research as to the products that they sell. There is a clear preference in the goods traded. Vegetable vending is quite popular with the elderly, aged above 55 years (56%) while the younger prefer clothing, music and gadgets. Local traders tend to prefer more the vegetables, snacks and fast foods, Nigerian traders prefer clothing while Zimbabwean traders are notable for their variety

The majority (92%) has always been selling the same type of products ever since they started their businesses; there are some who have since switched. Traders from Mozambique and Nigeria and all those who have no schooling at all have not switched to anything else, whatever products they have been selling from the beginning is what they are still selling.

Figure 4.3.1



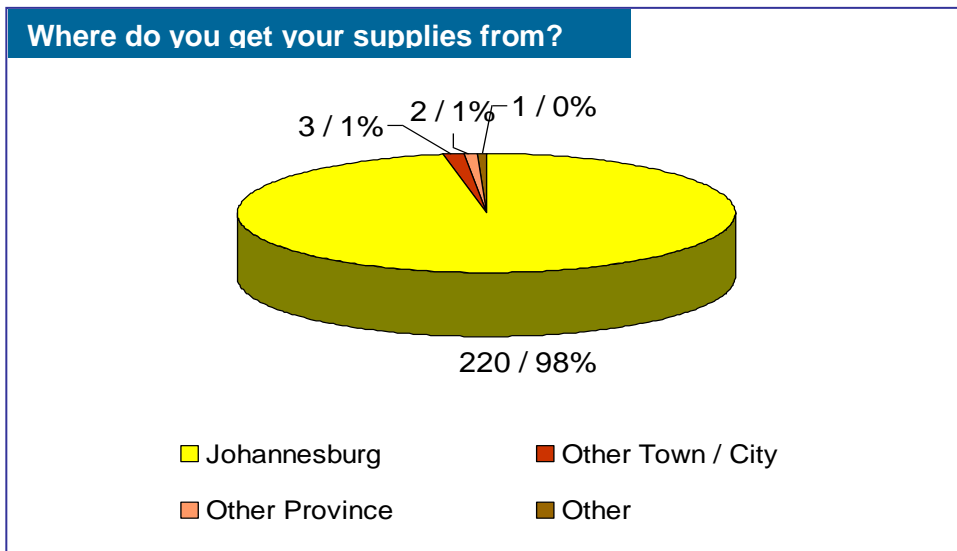
Street traders of all nationalities generally sell diverse products from their stalls as shown in **Figure 4.3.1** above. Nigerian Street traders overwhelmingly favor selling clothes above all else. Zimbabwean Street traders appear to have the most options of all goods sold on the streets, with over a third of the goods they sell not falling into any predefined category. About a third of Mozambiquean traders sell vegetables, which is way above average of 27%.

The product lines that have been dropped by those who have since changed their products are among others, clothing (24%), vegetables (24%), beauty accessories (18%), music accessories (12%), non alcoholic beverages (12%), Cell phone accessories (6%) and Snacks (6%). Reasons for dropping include competition, lack of customers, diversification and seasonal trends.

4.3.2 Source of supplies

Most supplies are sourced from within and around Johannesburg, suggesting Street traders get their supplies from local wholesalers and markets. Negligible quantities are sourced from other provinces and other countries (2%) as shown in **Figure 4.3.2** below.

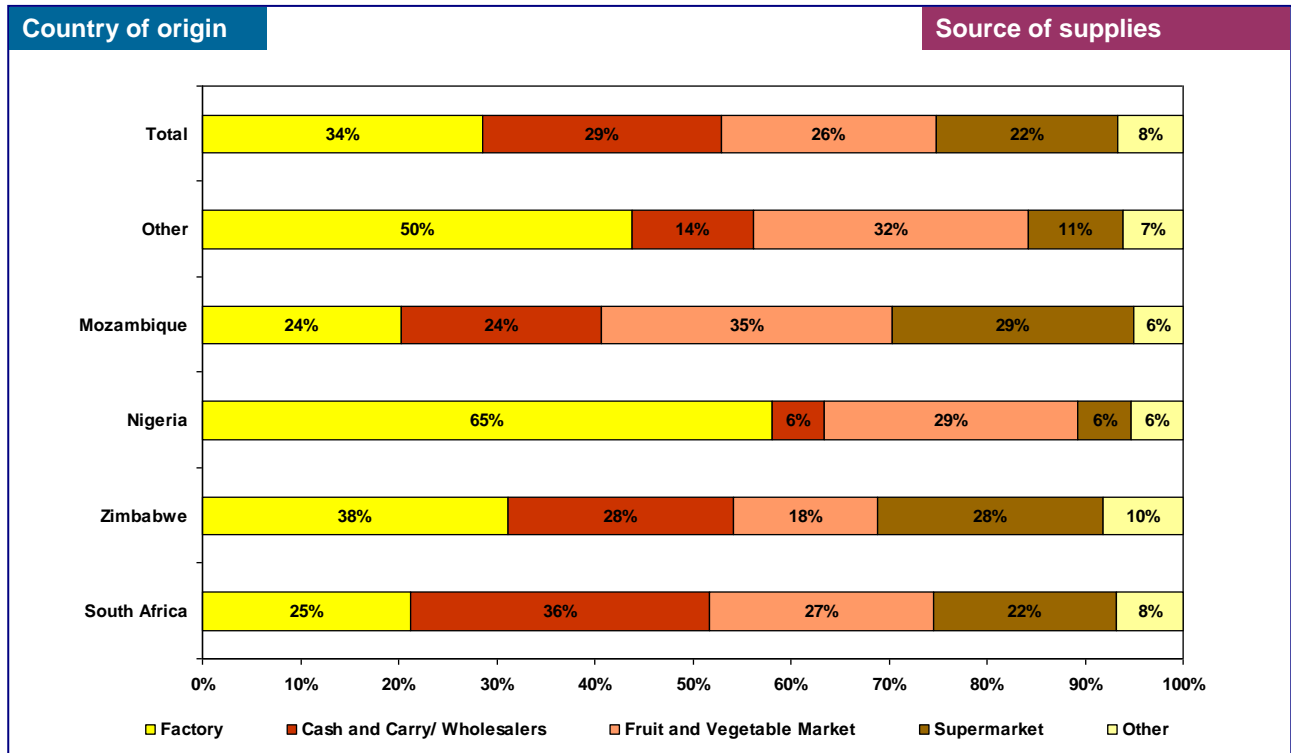
Figure 4.3.2



In terms of actual place of purchase the most popular are the Factories (34%) followed by Cash & Carry wholesalers (29%), Fruit & Vegetable Market (26%), Supermarkets (22%) and other various places (8%) in that order. The most elderly age category (55+ years) favors the sale of Fruit and Vegetable. Most of those aged 45 to 54 years patronize Cash and Carry/Wholesalers more frequently. The 25-34 years age category sells most of the clothing goods on the street as they frequent factories more than any other category.

Nigerians (65%) and 'Other' nationalities (50%) trade the most of the Clothing and related goods as they frequent factories more than others. South African Street traders frequent Cash and Carry/ Wholesalers more than other nationalities while more Mozambiquean nationals frequent the Fruit and Vegetable markets as illustrated in **Figure 4.3.3** below.

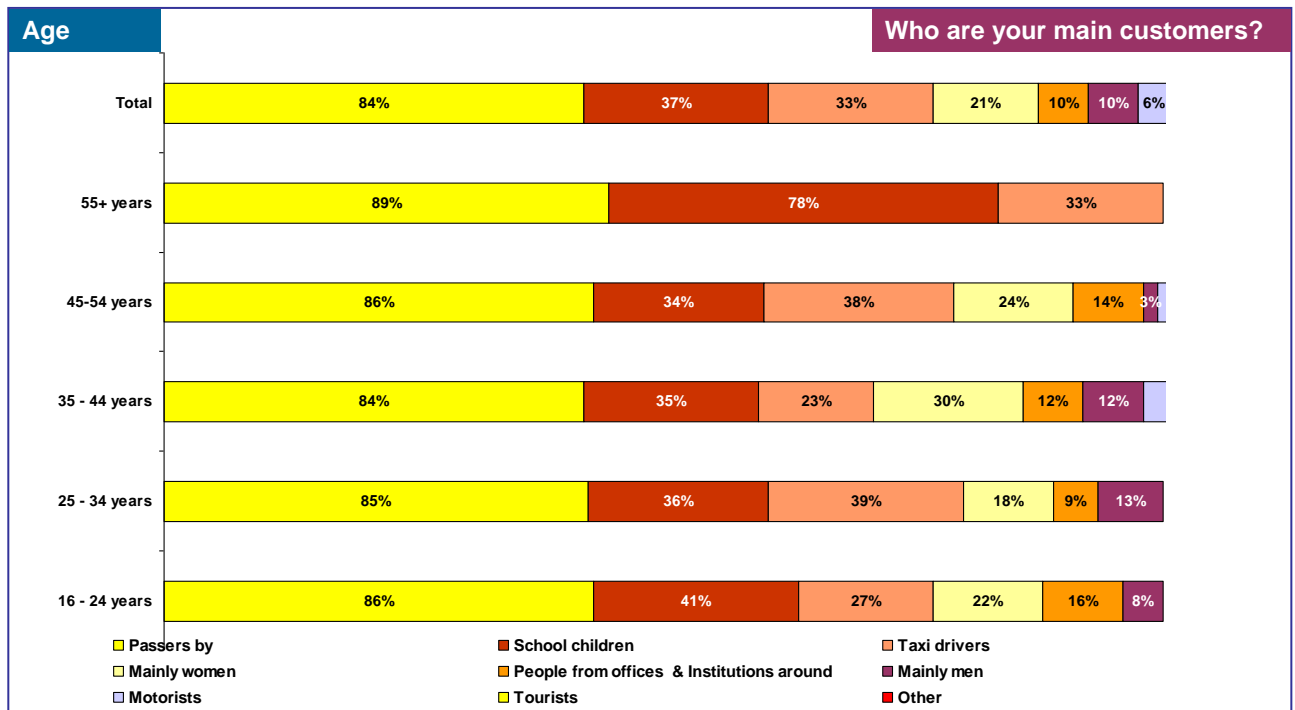
Figure 4.3.3



4.3.3 Customers

Passers by provide Street traders of all age groups with the most business than any other source as indicated in **Figure 4.3.4** below. Interestingly, the elderly age group of 55+ years enjoys greater patronage from school children, suggesting it is this age group that sells the most snacks, cold drinks and the kind of goods pocket money can buy. Taxi drivers also supply all traders of all age groups with about 1/3 of their business. Generally women buy more frequently from Street traders than men; motorists also have a noticeable purchase rate.

Figure 4.3.4

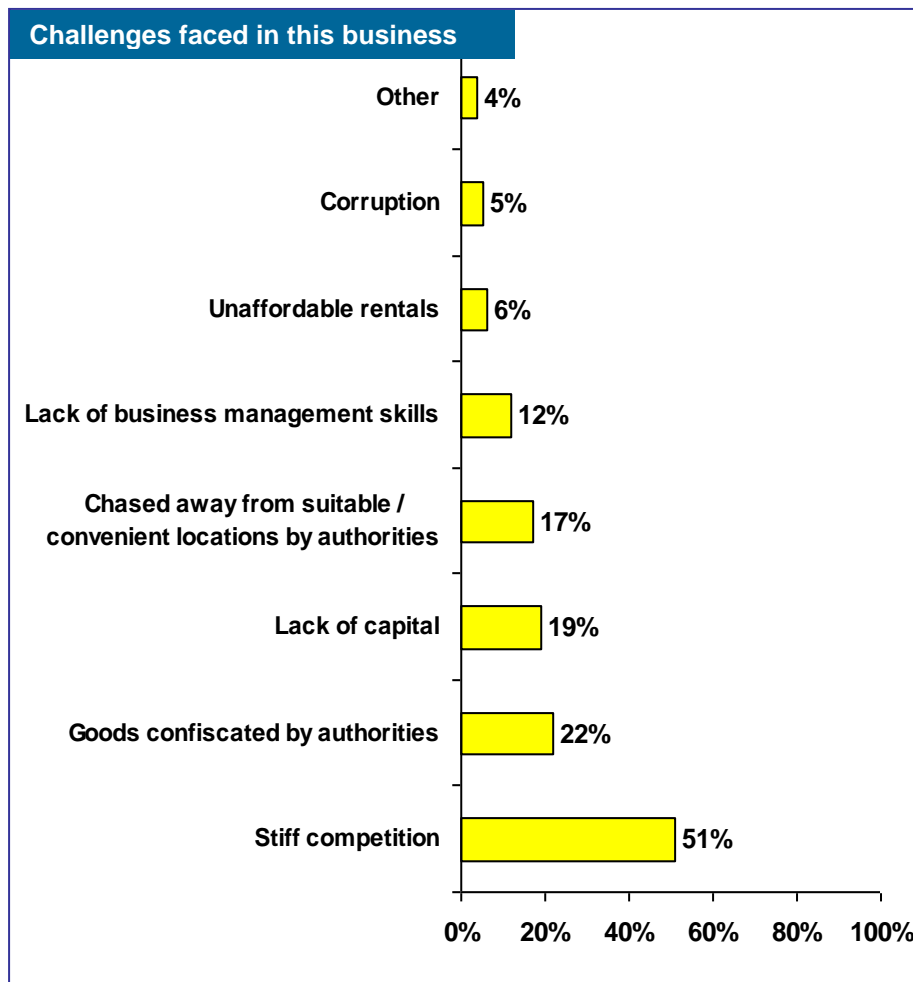


Across Street traders of different nationalities, the pattern of customers is more or less uniform, with the most prominent patterns being passers by, school children, taxi drivers and mainly women. Zimbabwean Street traders show the variety of their goods by having tourists and other customers in addition to the categories stipulated.

4.3.4 Challenges faced in this business

The most daunting challenge to all Street traders, regardless of nationality, is stiff competition as shown in **Figure 4.3.5** below. Interestingly, South African Street traders face above average competition while Zimbabwean nationals face the least competition because of variety. The second challenge is confiscation of goods by authorities (22%), closely linked to another significant challenge of being restricted from trading in suitable / convenient / profitable locations by authorities (17%). 1 in 5 cite lack of capital as causing slow business progress, closely linked to lack of business management skills at 12%.

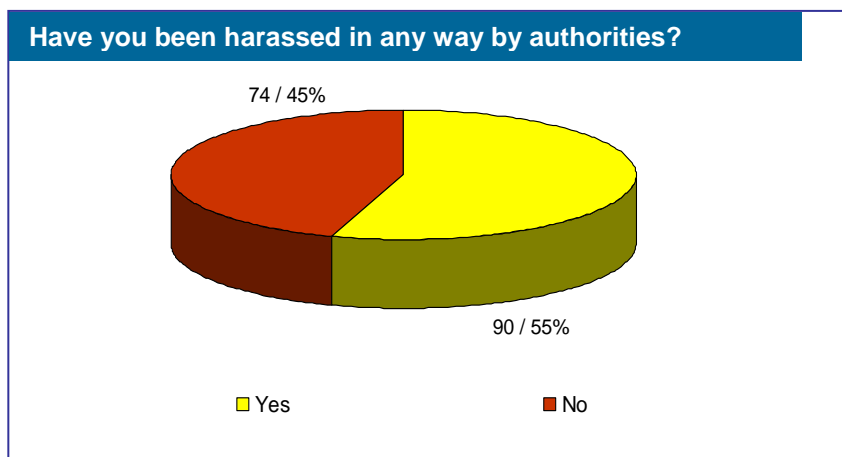
Figure 4.3.5



4.3.5 Harassment in Business

More than half of the Street traders have experienced some **harassment** of some sort as illustrated in **Figure 4.3.6** below. There are slightly more women (57%) who have experienced harassment compared to their male (54%) counterparts. There are more Zimbabweans (64%) who have experienced harassment compared to locals and any other traders of foreign origin which could be a result of their largely illegal immigrant status.

Figure 4.3.6



Almost all Street traders have had their business disrupted by authorities regularly for one reason or another. 82% have had their stock confiscated, most of them at least twice, thrice or more. After *confiscation of goods*, only 2/3 managed to get receipts for these goods, and only 1/3 ever got their stock back. Fines that are charged by Authorities are not “reasonable” as they make recovering goods confiscated not worthwhile. This means traders are always starting over many times. Corruption of Municipal Police and other authorities received repeated mention. ‘Protection fees’ are paid regularly to these authorities.

The perpetrator of most harassment to all Street traders is Metro Police. Almost every trader from every age group has been harassed by Metro Police. Other sources of harassment are other traders, locals claiming harassment from foreigners and vice-versa. This is a result of clashes where local traders are housed in mall stalls but foreigners on the streets outside hijack the business before it can reach them.

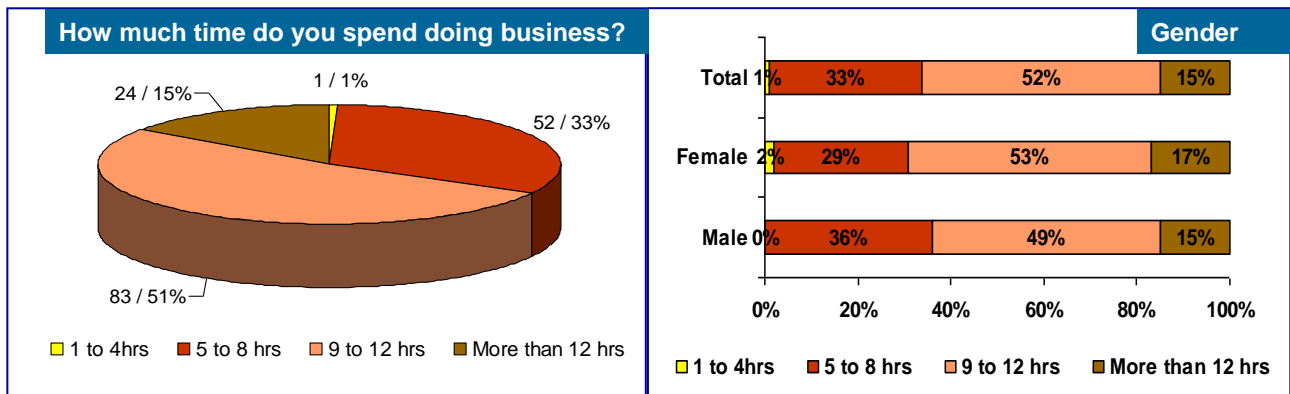
Competition is described by some Street traders as “stupid competition” because it is tantamount to price wars disregarding costing issues in order to win customers. The source of this problem is a proliferation of traders in one place selling identical goods / products, e.g. fast food outlets at Bree Mall.

Unaffordable rentals are a challenge. Many who have been allocated formal trading space with a rental requirement find fitting the overhead into their costing very challenging, especially when competing with others paying less or no rentals.

4.3.6 Time invested in the business

More than half of the Street traders spend between 9 to 12 hours of their day doing business. Interestingly, there are slightly more female traders (17%) spending more than 12 hours on their business compared to male traders (15%) as illustrated in **Figure 4.3.7** below.

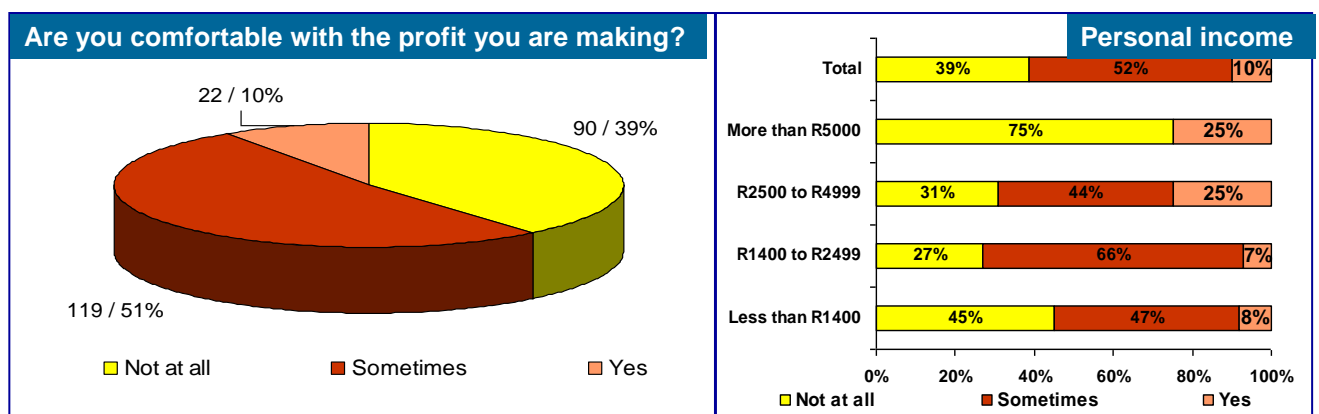
Figure 4.3.7



4.3.7 Profit from the business

More than half of the Street traders are somewhat comfortable with the kinds of margins that they are making. 39% are not comfortable at all; the majority being those that have no schooling at all. About ¾ of those that earn a personal income of more than R5000 expressed great disappointment as far as the profitability of their business is concerned. There are at least 25% of those that earn more than R2500 that were quite comfortable with their profits as shown in **Figure 4.3.8** below.

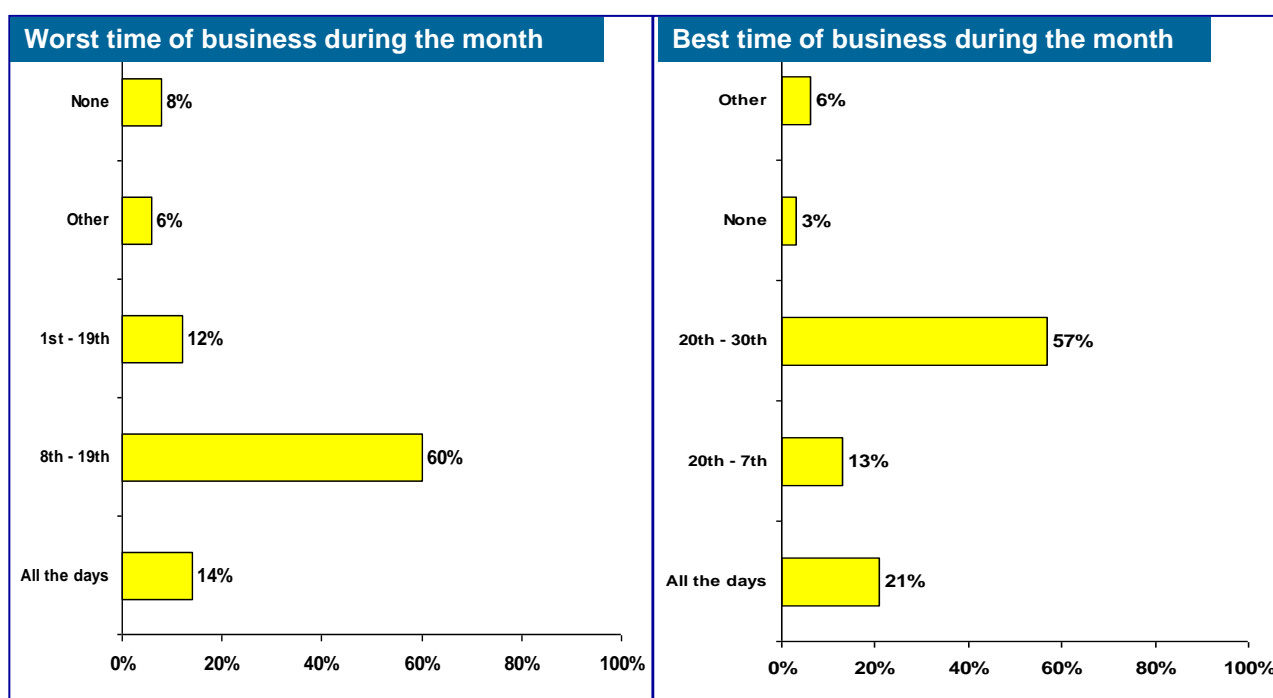
Figure 4.3.8



4.3.8 Effective Trading periods for Street traders

The period 20th – 30th is by far the busier and most profitable period for Street traders, coinciding with the most common salary payment dates for most employees. Traders selling clothing items get their most income during the common pay day cycle (Nigerian traders). Only 1 in 5 regards all trading days to be equally profitable. The days just after month-end also have significant mention, especially by Zimbabwean traders (25%) who supply goods on credit and will be collecting their dues in that period.

Figure 4.3.9



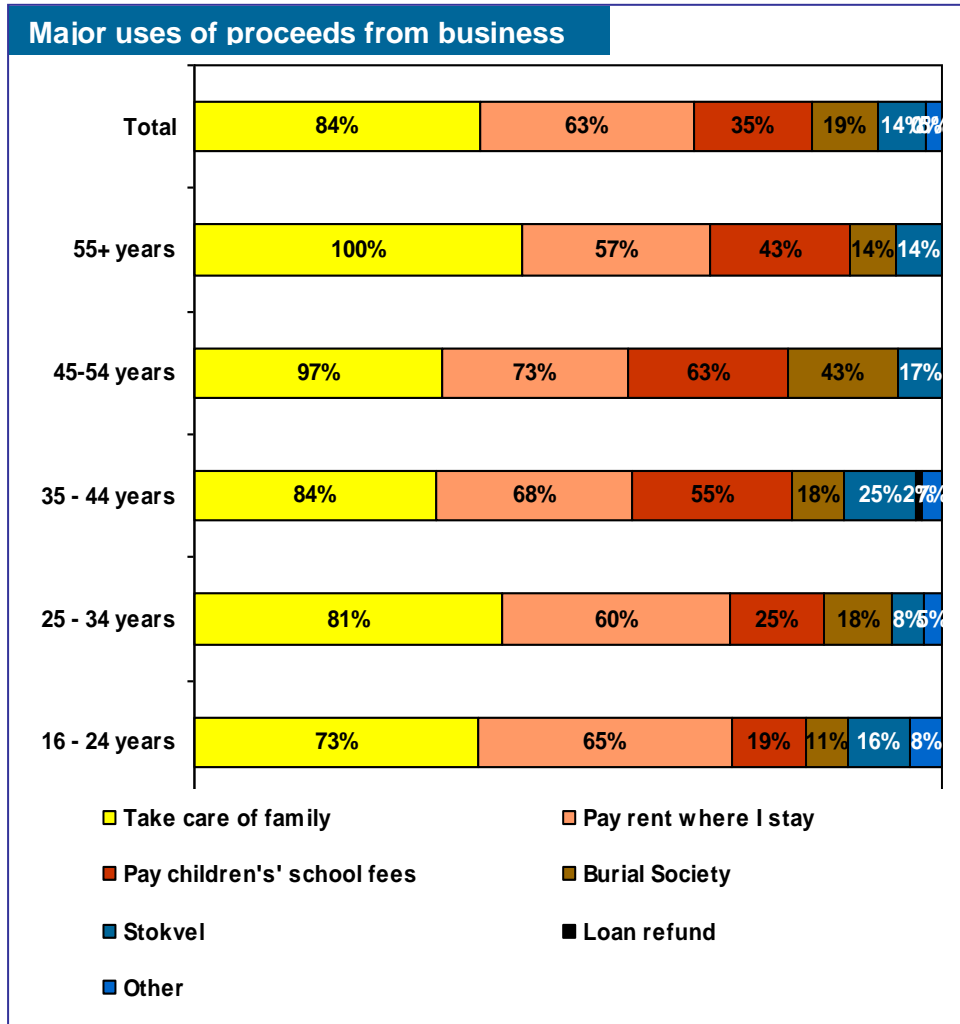
The period 8th -19th is by far the worst time for business for Street traders as shown in **Figure 4.3.9** above. Only 8% do business that is not affected by payment cycles of employed people, probably involved in communication, food and other perennial and non luxury goods.

4.3.9 Major uses of proceeds from Street trading

The main uses of the proceeds from business are to take care of one’s family (84%), paying rent and school fees. Burial societies and Stokvels receive significant proceeds of businesses. The patterns of expenditure are consistent across all age groups, showing a dire lack of discretionary income across the board as illustrated in **Figure 4.3.10** below. More women use

their money for paying children’s fees (49%) compared to men (27%), and for burial society payments at (29%) compared to (13%) respectively.

Figure 4.3.10

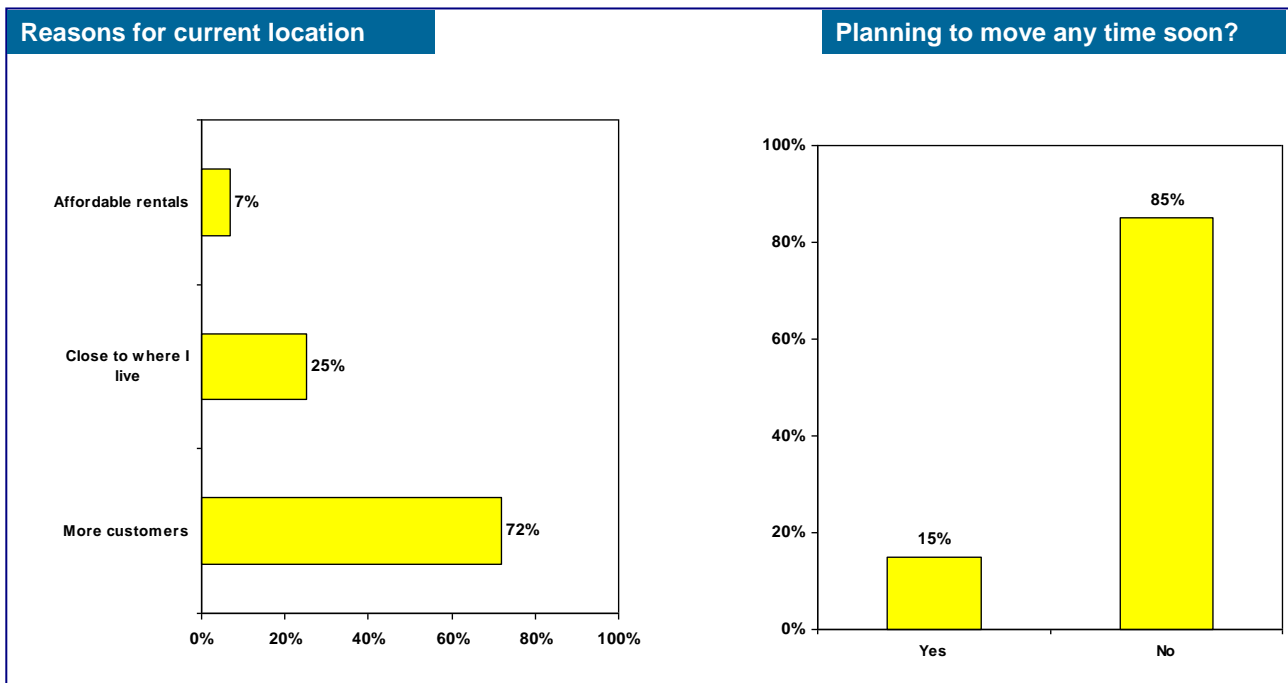


4.4 Location

4.4.1 Key drivers of location

The main reasons cited for location are availability of customers, proximity to where one lives (reduction in transport to business place), and affordable rentals. Most Street traders (85%) have no plans to move to any other location anytime soon as shown in **Figure 4.4.1** below. This however does not necessarily mean that they are satisfied with their current location. The Street traders raised a lot of concerns concerning the appalling state of their current locations. Because of slack enforcement, Street traders would rather be on the open street than in stalls: there is more money closer to the footpaths where passers by walk. The majority of Street traders wish to change location for reasons of convenience. 48% of those that are planning to move are planning to do so in 6-12 months time.

Figure 4.4.1

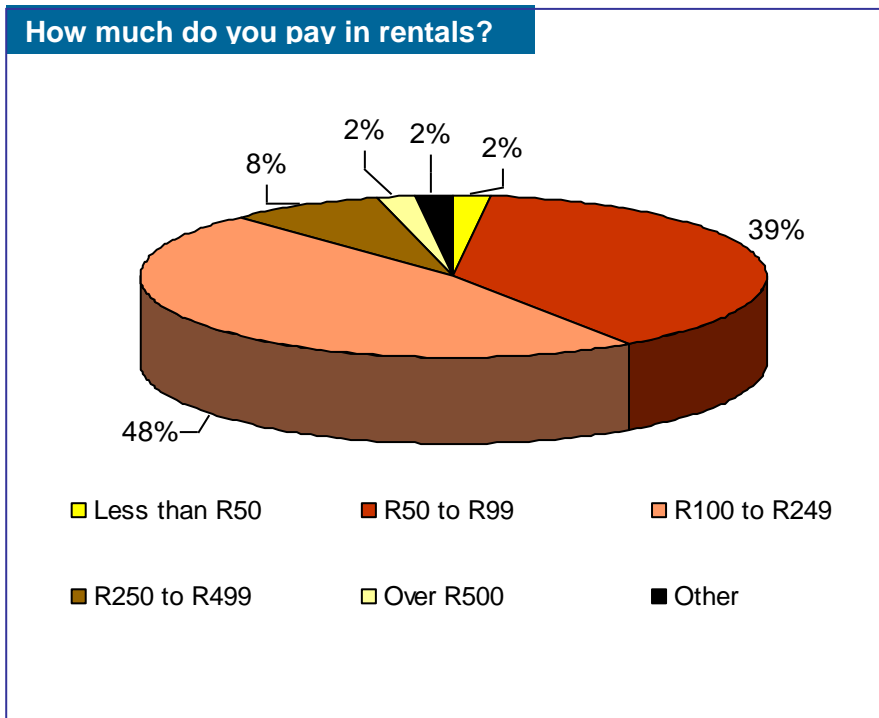


4.4.2 Payment of Rentals

Almost 2/3 of the Street traders said they were not expected to pay for the current locations that they were using. The frequency of paying rentals also differs with the majority (83%) saying that they pay monthly. The rentals also differ in amount and range from as low as R50 to over R500 as

shown in **Fig 4.4.2** below. The variance in cost of rentals could also be due to the different rental payment cycles i.e. daily, weekly, monthly or yearly. The majority pay between R100-R249 (48%) and R50-R99 (39%).

Figure 4.4.2



The following are some specific observations by the Street Traders regarding the current status of some of the trading locations:

- *At Yeoville mall Street traders who were accommodated in interior stalls complained that it was better to be outside as the other traders without stalls were intercepting customers in the streets and offering better prices (no overheads)*
- *King George is characterized by unhealthy surroundings. The stands leak and business is slow because the main customers, taxi drivers, were moved away. There are more foreign than local traders on the streets.*
- *King George has also a situation causing clashes where some pay for their stands while others do not.*
- *Hillbrow has periodic clampdown and traders at times disappear from the streets. Spazas are now built along the wall and small windows opened to the street*
- *Eloff Street is up market and more locals sell from there*

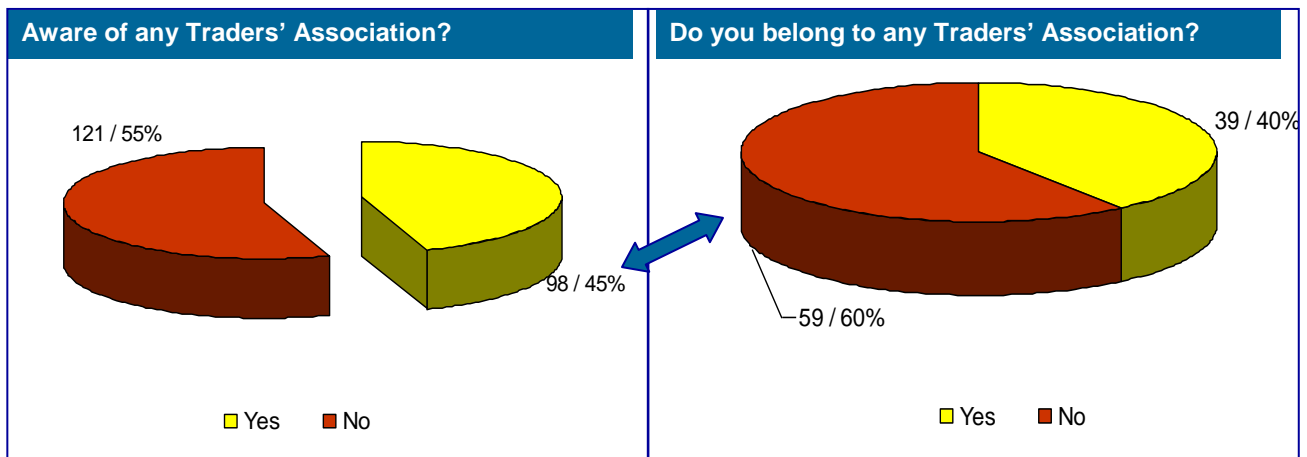
- *Bree Mall: MTC charges high rentals but does not maintain the stalls and the toilets*

4.5 Traders' Associations

4.5.1 Membership and participation in Traders Associations

There are fewer traders (45%) that are aware of the existence or whereabouts of the Traders Associations that are supposed to represent them. Of those that are aware, only 40% actually belong to any Traders' Association, as illustrated in **Figure 4.5.1** below. Besides the traders being disunited, they largely regard the associations as dysfunctional. They also feel that it is a waste of time to even attend the meetings that some of these associations call for, dismissing them as being mere "talk shows"; although the majority of traders, about 80% acknowledge regular feedback meetings are necessary for future effectiveness.

Figure 4.5.1

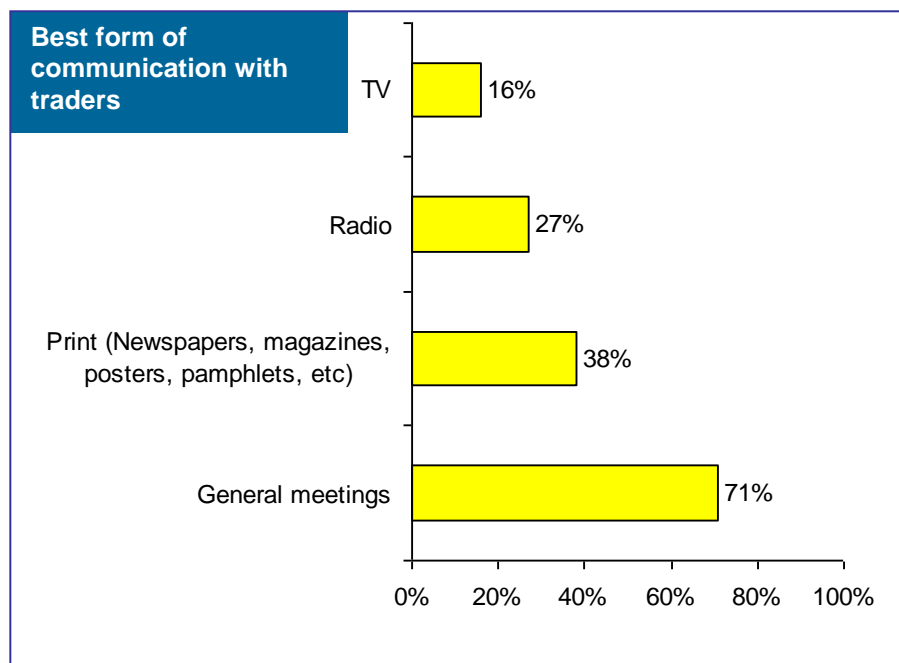


4.5.2 Grievances against Traders Associations

Transparency in association dealings is however a prerequisite in order for this new era to succeed, with every 1 in 3 of Street traders insisting on it. They accuse the leaders of these associations of corruption and as having no interest at all in the welfare of the traders. They do not consult the traders on their grievances and thus the traders wonder whose interests they represent. Some of the so called Association leaders are not even traders so they wonder who elected them and how they landed those positions.

For interface with outside stakeholders, Street traders prefer interface by way of meetings (71%) as shown in **Fig 4.5.2** below. About 38% find time to read the printed matter so that method of communication can also be effective. The majority spend time (about 9-12 hours) away from home with no access to radio or TV so these are not good methods. The more educated Traders would read papers and listen to the radio as well as watch TV. The less literate Traders prefer more the general meetings.

Figure 4.5.2

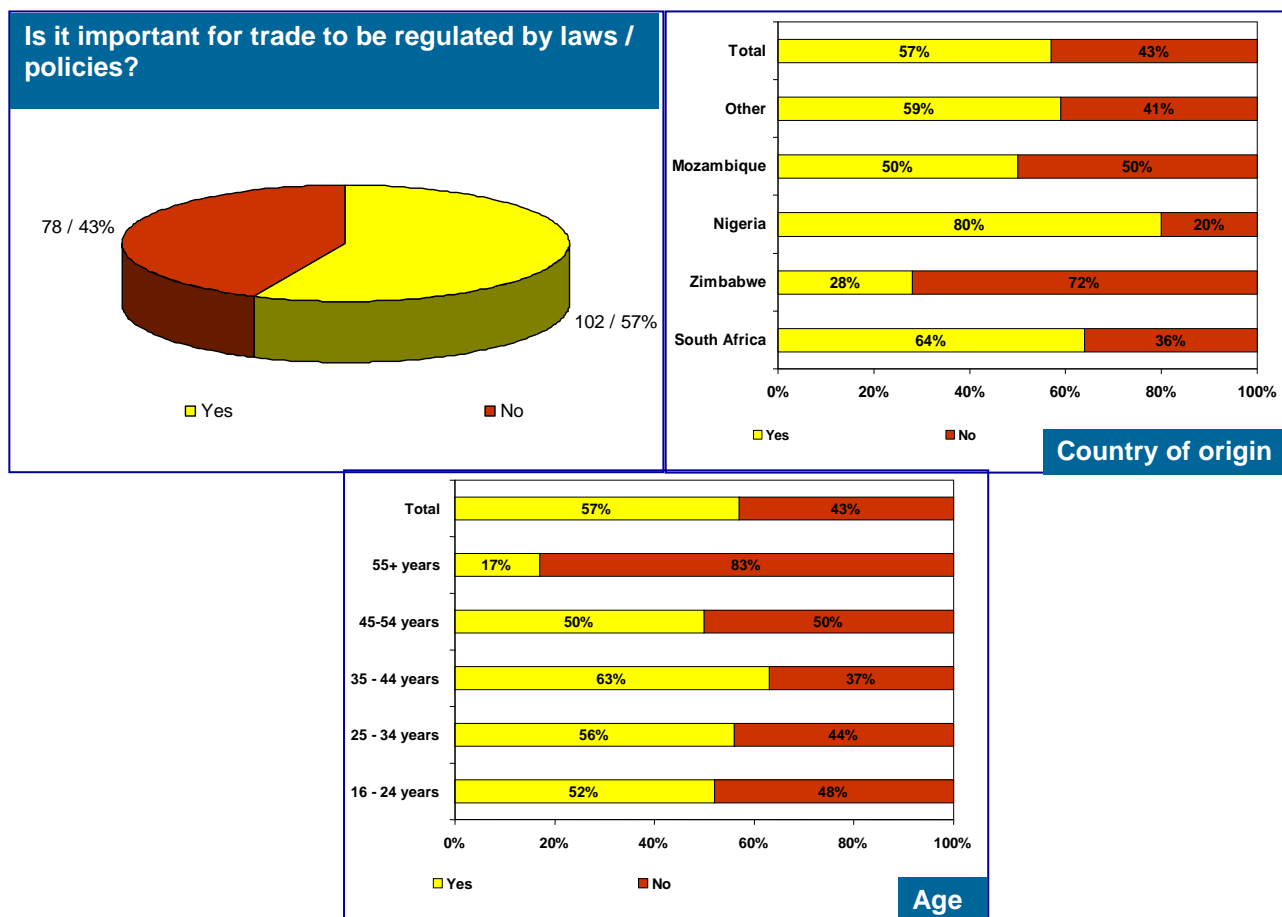


4.6 Trade Regulations/Laws/Policies

4.6.1 Responsibility of trade regulation

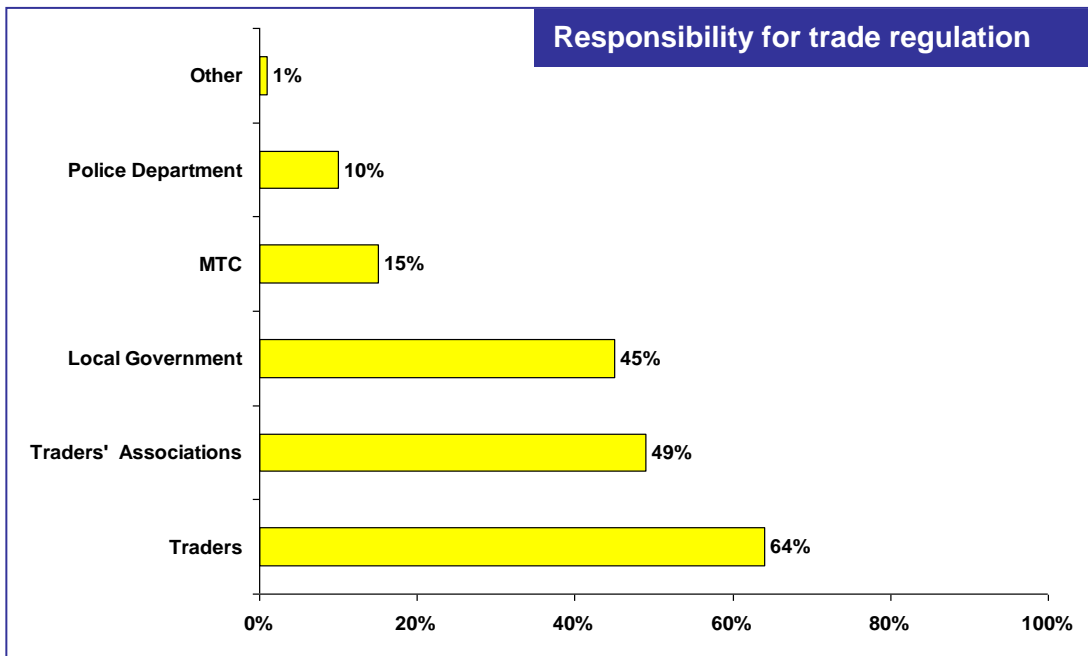
Generally more than half of the Street Traders (57%) are of the opinion that it is very important for their trade to be regulated by laws and policies. The elderly, aged more than 55 years (83%) do not think it important at all. 72% of Zimbabwean traders also share the same notion.

Figure 4.6.1



Street traders believe matters of regulation and policies should be between themselves, Traders' associations and Local government as illustrated in **Figure 4.6.2** below.

Figure 4.6.2

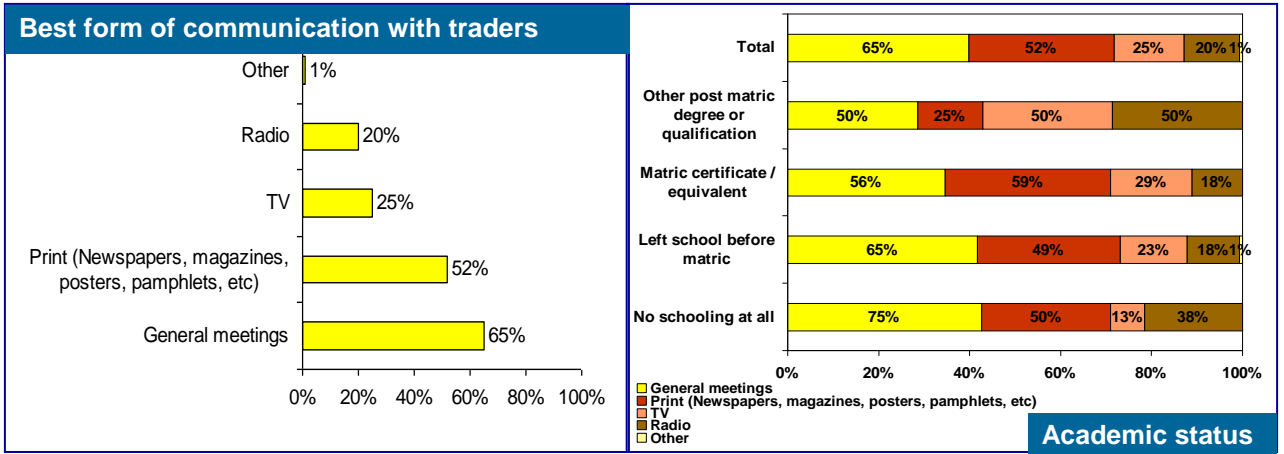


Only a small proportion is of the opinion that Metro Trading Company (MTC) or the Police department should be involved at all in matters of trade regulations. A significant proportion of female traders (73%) and those aged 45-54yr age category (92%) and 55 years and above (75%) feel that it is the responsibility of the traders to regulate their own trade.

4.6.2 Communication with Trade regulators

Street traders prefer to meet with regulators via meetings. About 52% find time to read and are comfortable with printed communication. The majority of traders spend time away from home with no access to radio or TV. The printed matter would be more effective while Radio and TV are discounted as effective methods of communication. The more educated Traders would read papers and listen to the radio as well as watch TV. The less literate Traders prefer more the general meetings as shown in **Figure 4.6.3** below.

Figure 4.6.3



4.7 General Comments

Street traders had a lot to say out of the scope of study when asked to make general comments. Herewith a few sample verbatim quotes:

Location & Environment

- *“We need jobs or bigger shelters and toilets -clean environment”*
- *“We need a healthy environment and toilets and a bigger place to sell”*
- *“The location is very bad... no shelter, electricity, toilets”*
- *The security system is very bad”*
- *“We need a place we can leave our stock overnight, safer and more affordable”*

Authorities

- *“Authorities must engage them faithfully and not try to use bullying tactics and force”*
- *“The authorities should leave us alone to do what we can do to support our families as government fails to give us employment”*
- *“The MTC is very abusing to us as traders and some of the officials are corrupt”*
- *“MTC not consulting the traders”...“Employ the traders in the MTC because they understand street trading better than the people employed by MTC”*
- *“The police should respect us traders we're running businesses not engaged in crime”*
- *We're helpless when Metro Police take our stuff”*
- *“Government does not care about street trading since we got independence”*

Dissatisfaction with Street trading business

- *“Street selling not enjoyable”*
- *“If I can just get a job that will pay me well I will rest from these bad treatments of the Metro police”*
- *“The government should be providing jobs and stop disturbing people who are trying to make a living”*
- *“We need jobs, we don't like what we're doing but no options”*
- *“We make lots of money sometimes, sometimes very little”*
- *“People don't respect you when you sell on the street”*

Licenses & Permits

- *“Everyone should have a trading license in order to sell their stuff”*
- *“We need to know how to get a liquor's license as we are currently treated as criminals”*
- *“Some foreigners get permits ahead of us locals”*

Infrastructure, Capital, Skills & training

- *“Traders are not allowed to access loans from the bank”*
- *“Traders should be given skills development”*
- *“Need easier access to finance, no documents that banks demand”*
- *“We need business training and funding”*
- *“I pray that my business grows into a shop”*

Foreigner Traders

- *“Foreigners are destroying this country, police is working in cahoots with some of them”*
- *“Some foreigners get permits ahead of us locals”*
- *“I am not a South African citizen but I request that authorities must respect us especially Zimbabweans because if the situation was good at home I would not have come here”*
- *“The police must constantly check on some of our foreign traders because some of them sell illegal stuff”*

Creation of Employment

- *“There are no jobs, Informal trade creates self employment”*
- *“I have spent most of my time and life as a street trader, so my life depends on this business and if I die my kids must be able to continue with this business”*
- *“The infrastructure should be redesigned as previous infrastructure favored whites only i.e. there have proper shops”*
- *“Even if I got another job opportunity, I don't think it will work for me because I am already used to the trading sector and being my own boss”*
- *“Trading sustains the family and eliminates poverty”*
- *“Street trading brings bread to families so the government must ensure a fair process of regulation”*
- *“I am depending on this business to earn income and I am too old to get a decent job”*
- *“People are trading to overcome poverty”*

Perception of other Stakeholders

- *“We are tired of people asking questions and not helping us”*
- *“We are tired of people making promises they cant keep”*
- *“Too much lip service, no action”*

5 CONCLUSIONS

From the survey it is quite notable that very few of the Street Traders are doing this by choice: circumstances such as lack of employment, poverty and lack of education have forced most into it. The Street Traders are thus challenging relevant authorities to create jobs or other proper business opportunities for them.

The Street traders want the authorities to be aware of the options they are avoiding, such as crime as they engage in “honest” trading. Foreign traders also point out that were it not for their refuge-like status they would not even be in this country, so they request equitable treatment. Any and all efforts to mobilize and assist Street traders must be re-visited and be properly constituted first. The leadership must be identifiable by the Street traders; it must be from among them.

There must be a consultative process with the Street traders as to how best these efforts can be of real use instead of the self-gratifying efforts to date. Only relevant, sensitive and transparent efforts will be recognized and could have the effect of projecting the purposed few into real business people of note.

In the light of the immediate challenges faced by the Street traders, they however expect:

- Better respect from the authorities, a stop to all forms of harassment and goods confiscation
- Better consultation in legislative and policy issues by the same authorities
- Better policing and enforcement where effort is made to formalize street trading e.g. where traders are moved and put in mall stalls, there must not be street traders outside
- Better transparency from policing agents (MTC, Metro police and SAPS) and avoidance of bribes which skew the trading field in favor of those paying the bribes
- The ideal trading environment, encapsulated in this description:

“Must have toilets, electricity, be a cleaner, safer & healthier environment, spacious and with secure overnight storage facilities. Availability of Capital when needed would complete the ideal picture”.