CHARACTERIZATION AND SUSTAINABLE MANAGEMENT OF STREET TRADING IN BUKAVU TOWN, DEMOCRATIC REPUBLIC OF CONGO

By

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A Thesis Submitted to the School of Humanities and Social Sciences in partial fulfilment of the Requirements for the Degree of Master of Arts (Geography) of Kenyatta University.

May, 2009
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Characterization and sustainable
DECLARATION

This thesis is my original work and has not been presented for a degree or any other award in any other university or organization.

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DEDICATION

To my late parents Mr. Jerome Mzuri M’mbwuelwa and Mrs. Spherose Yohali Mlibinge for inculcating in me a deep passion for education and hard work.
I would like to acknowledge all persons and organizations that made this study possible. My sincere gratitude goes to Deutscher Academischer Austausch Dienst (DAAD) for granting me a scholarship to pursue my masters. I wish to express my heartfelt thanks for kind assistance and cooperation I received from the Department of Geography, Kenyatta University that enabled me to pursue this study.

Special thanks go to my two supervisors Dr. Philomena Muiruri and Dr. Stephen Wambugu for guiding me through the entire process of proposal writing, fieldwork and writing of this thesis. Their devotion and insightful contribution helped me accomplish this study. I also acknowledge special contribution of Mr. David Osebe for his guidance during proposal writing. I am grateful to Mr. Birembano R. Bahati, the Administrative Registrar of Bukavu High Pedagogical Institute; and Mr. Ganwamulume Norbert, my research assistant, for their contribution during data collection. Further appreciation goes to my colleagues at Department of Geography, namely: Echessa M. George, Edwin Sang, Sylvester Hayker and Mahiri Joseph.

Mention is made of my family members: Zaina, Abeid, Wakilongo, Tchakubuta, Kakozi, Bokechi, Shukuru and Mwangaza Mzuri for their encouragement and support. I am most grateful to my beloved wife, Olive N. Bulongo, my children Christelle and Christian Alembe for their love, support and patience during my study. To them, I owe the success of this study. Above all, I extend special thanks to the Almighty God for His love, mercies, guidance, care and provision throughout my Master of Arts (MA) programme.
TABLE OF CONTENTS

DECLARATION ........................................................................................................... ii
DEDICATION ............................................................................................................. iii
ACKNOWLEDGEMENTS ........................................................................................ iv
TABLE OF CONTENTS ............................................................................................ v
LIST OF FIGURES .................................................................................................... vii
LIST OF TABLES ...................................................................................................... viii
LIST OF PLATES ...................................................................................................... ix
OPERATIONAL DEFINITIONS OF CONCEPTS AND TERMS ............................... xii
LIST OF ABBREVIATIONS AND ACRONYMS ..................................................... xi
ABSTRACT ............................................................................................................... xiii

CHAPTER ONE ........................................................................................................ 1
INTRODUCTION ....................................................................................................... 1
  1.1 Background to the Research Problem ............................................................... 1
  1.2 Statement of the Research Problem ................................................................. 4
  1.3 Research Questions .......................................................................................... 5
  1.4 Research Objectives ......................................................................................... 5
  1.5 Research Hypotheses/ Premises ...................................................................... 6
  1.6 Justification and Significance of the Study ....................................................... 6
  1.7 Scope and Limitations of the Study .................................................................. 7

CHAPTER TWO ....................................................................................................... 9
LITERATURE REVIEW ............................................................................................... 9
  2.1 Introduction ....................................................................................................... 9
  2.2 Empirical Literature ......................................................................................... 10
    2.2.1 Overview of Street Trading Activities ....................................................... 10
    2.2.2 Institutional Responses to Street Trading ................................................. 12
    2.2.3 Profiling the Street Trading ....................................................................... 13
    2.2.4 Perceptions and Attitudes Towards Street Trading ................................. 14
  2.3 Conceptual Framework ................................................................................. 15

CHAPTER THREE .................................................................................................... 20
RESEARCH METHODOLOGY ................................................................................... 20
  3.1 Study Area ....................................................................................................... 20
  3.2 Study Design ................................................................................................. 24
  3.3 Sampling Procedure and Sample Size ............................................................ 24
3.4 Methods of Data Collection and Data Type .......................................................... 24
3.5 Methods of Data Analysis ....................................................................................... 26
3.5.1 Chi-Square Test ................................................................................................. 28
3.5.2 Descriptive Analysis ......................................................................................... 29

CHAPTER FOUR ................................................................................................. 30
RESEARCH FINDINGS AND DISCUSSION ....................................................... 30
4.1 Introduction ........................................................................................................... 30
4.2 Profiling of Street Trading Activity in Bukavu Town ........................................... 30
4.2.1 Socio-economic Characteristics of Street Traders .......................................... 30
4.2.2 Street Trading Activities .................................................................................. 34
4.2.3 Ownership and Frequency of Operation ......................................................... 35
4.2.4 Reasons for Street Trading .............................................................................. 36
4.2.5 Amount and Sources of Starting Capital ......................................................... 38
4.2.6 Amount of Income per Month ......................................................................... 39
4.2.7 Street Trading Hours ....................................................................................... 41
4.2.8 Number of Employees .................................................................................... 42
4.2.9 Number of Years as Street Trader ................................................................... 43
4.2.10 Challenges and Constraints Experienced by Street Traders ......................... 44
4.3 Assessment of the Mode of Street Trading Governance ..................................... 50
4.3.1 Institutional Location and Policies on Street Trading ..................................... 50
4.3.2 Empowering Street Traders ............................................................................. 53
4.3.3 Governance Challenges .................................................................................. 56
4.4 Perceptions and Attitudes of Stakeholders on Street Trading ......................... 60
4.4.1 Challenges Posed by Street Trading Activities to Formal Operators ............ 61
4.4.2 Ranking of Challenges Resulting from Street Trading Activities by Stakeholders .... 62
4.4.3 Potential Solutions to Challenges Caused by Street Trading ...................... 63
4.4.4 Best Practices Towards Improving Street-Trading Activities ....................... 64
4.5 Stakeholders’ Concerns and Government Regulations ..................................... 67
4.5.1 Concerns to Street Traders’ Problems by Authorities ..................................... 68
4.5.2 Assistance from Local Authorities and Other Stakeholders ......................... 68
4.5.3 Need to Pay Before Receiving Required Services ........................................ 71
4.5.4 Street Traders’ Satisfaction with Trading Sites ............................................. 72
CHAPTER FIVE .................................................................................................................. 74
SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS ................. 74
  5.1 Introduction ................................................................................................................. 74
  5.2 Major Findings .......................................................................................................... 74
  5.3 Conclusion ................................................................................................................. 77
  5.4 Recommendations .................................................................................................... 78
  5.5 Areas for Further Research ....................................................................................... 80
REFERENCES ..................................................................................................................... 82
APPENDICES ....................................................................................................................... 86
Appendix 1: Structured Questionnaire for Street Traders .................................................. 86
Appendix 2: Structured Interview Guide for Local Authority .............................................. 88
Appendix 3: Interview Guide for Other Stakeholders ......................................................... 89
Appendix 4: Questionnaires pour Les Marchands Ambulants .......................................... 90
Appendix 5: Interview Guidee pour l’Autorite Locale ....................................................... 92
Appendix 6. Interview Guidee pour d’Autres Partenaires .................................................. 94
LIST OF FIGURES

Figure 2.1 A Model Profiling Street Trading and Sustainable Management 17
Figure 3.1 A Map Showing Location of Bukavu Town in South Kivu District 23
Figure 4.1 Street Trader’s Age Groups in Bukavu Town 32
Figure 4.2 Respondent’s Level of Education 34
Figure 4.3 Frequency in Business Operation 36
Figure 4.4 Reasons for Trading 37
Figure 4.5 Traders’ Sources of Starting Capital 39
Figure 4.6 Number of Years Traders Have Been on the Street 44
Figure 4.7 Assistance from Local Authority and other Stakeholders 70
LIST OF TABLES

Table 3.1 Methods of Data Collection and Analysis ..............................................27
Table 4.1 Street Trading Activities .................................................................35
Table 4.2 Traders’ Amount of Income per Month .............................................40
Table 4.3 Street Trading Hours .................................................................41
Table 4.4 Number of Employees .................................................................43
Table 4.5 Challenges Experienced by Traders in Bukavu .............................49
Table 4.6 Ranking of Challenges Resulting from Street Trading ................62
Table 4.7 Chi-square Results on Challenges Caused by Street Trading ..........63
Table 4.8 Potential Solutions to Challenges ..............................................64
Table 4.9 Concerns to Street Traders’ Problems by Authorities .................68
Table 4.10 Street Traders’ Area of Preference ...........................................73
LIST OF PLATES

4.1 Street Traders Displaying Goods along Major Vangu Road----------------48
4.2 Street Traders Displaying Goods along Vamaron Road-----------------48
LIST OF ABBREVIATIONS AND ACRONYMS

AERC  African Economic Research Consortium
DRC   Democratic Republic of Congo
FC    Congolese Currency
ILO   International Labour Organization
IADB  Inter-American Development Bank
ISP   High Pedagogical Institute
KIPPRA Kenya Institute of Public Policy Research and Analysis
UNESCO United Nations Educational Scientific and Cultural Organization
UN-Habitat United Nations Human Settlements Programmes
USIP  United States Institute of Peace
WIEGO Women Informal Employment Globalizing Organization
OPERATIONAL DEFINITIONS OF CONCEPTS AND TERMS

Characterization: Refers to street traders attributes such as marital status, family size and education level, among other socio-economic characteristics. It also involves the types of businesses, reasons for trading, income level, trading activities and challenges experienced in the streets of Bukavu Town.

Sustainable Management: Finding a balance between the needs of street traders and maintaining the status of a modern functioning urban centre.

Stakeholder: Refers to any group or individual in the public and private sector who can affect or is affected by the planning and management of street trading activities. These included street traders, members of the public, business associations, formal business operators, health officers, various NGOs and the central government.

Enterprises and Businesses: Are used synonymously in this study to mean activities carried out by street traders to earn an income on the street within the precincts of Bukavu Town.

Street Trading Governance: Refers to ways by which local authorities and other stakeholders manage the activities of street traders. These include public policies, rules and regulations concerning access to infrastructure, public space, basic services and how this impact on the profitability of street trading activities.

Street Trader Profile. It refers to trader’s attributes like gender, level of education, age, marital status and legality of his/her business activities.

Urban Informal Sector. This constitutes livelihood options of urban residents that are not accounted for in official government economic blueprint. The sector is denoted by lack of long-term measures to address it is sustainability from state organs and local authorities.
ABSTRACT

The main objective of this study was to examine socio-economic characteristics of street trading activities and determine their sustainable management practices by local authority and other stakeholders. Urban planning and its associated paradigms, and state intervention measures directly affect sustainability of street trading. Street trading activities are further shaped by socio-demographic attributes of street traders, political, economic and geographic variables in urban environment. Studies have only managed to exaggerate the uncertainties involved in using the institutional, fiscal and legal framework in explaining crises of street trading management in urban centres. This study was accomplished by pursuing the following specific objectives: examining the profiles of street trading activity, assessing the mode of street trading governance and response of other stakeholders, determining the perception and attitudes of stakeholders towards street trading activities and analysing how stakeholders' concern and government regulations impact on the viability of street trading activities. The hypotheses were tested using both chi-square and descriptive analysis. Apart from the second hypothesis, the other three were rejected based on the significant differences observed on the findings. Both primary and secondary data were collected using questionnaires, in-depth interviews and focus group discussions. A sample size of 120 respondents was considered and the respondents were drawn from; street traders, local government officials, and other stakeholders in street trading business. Descriptive and inferential techniques were used to analyse data and it involved calculation of means, frequencies, percentages and chi-square test. Qualitative analysis based on study themes was done to determine mode of governance and various institutional responses to street trading. The study established that education level, gender and starting capital were crucial factors in determining profitability of street trading activities. Although most of the street traders (37.1%) sell foodstuffs, it was found that monthly returns from food selling activities were very low compared to other street trading activities. Investigations on governance mode of street trading activities revealed that dealing with street traders is a difficult task and this was attributed to the ever-increasing number of street traders, hostility between traders and local authority, and inability to register traders by local authority. The greatest setback to good governance of street trading activities was lack of collaboration between stakeholders, and inability to solicit divergent views. Qualitative analysis showed that policies on street trading are not clearly backed by action to improve the profitability of street trading activities. Absence of an organised institutional body was noted as a major drawback in addressing the plight of street traders. Most stakeholders (67.8%) believed that street trading activities are viable and lucrative in providing jobs and social safety nets to many urban households. They identified sanitation, garbage generation, obstruction, and undignified behaviour of street traders as major challenges. The study recommends intervention measures that can enhance the profitability of street trading activities. They include policies on livelihood options for low-income urban residents and dialogue between various stakeholders on sustainable management of street trading activities. The study, further, recommends need to foster working partnership between street traders, other stakeholders and the officials of local authorities as one way of sustainable management of street trading activities.
CHAPTER ONE
INTRODUCTION

1.1 Background to the Research Problem

There is a growing interest in the phenomenon of street trading by the public, the business community, academics and the public sector for different reasons (Lalta, 1997, Streeten, 1995). Studies show that 80 out of 100 jobs created in the 1990’s were mainly in the street trading sector (Alter et al., 2001). The growth of street trading sector was also witnessed in the advanced economies, where it was estimated that in the year 2002, about 20 million people in the European Union were working in this sector (ILO, 2002).

Street trading represents efforts of people to earn a living in a rapidly urbanizing Africa. The activities of street traders are unplanned for by the local authorities and are unregulated by the mechanisms of formal economy. Most of the operators in the sector have little skills or are lacking skills to manage their business activities. Other features that characterise the street trading include requirement of little capital to start trading labour intensive activities and reliance on family networks to raise capital and labour. The operators within the sector lack basic services like security, market stalls, water, garbage collection and sanitary facilities. According to Mitullah (2003), the above are the characteristics of urban informal economy.

Although street trading is not a recent phenomenon in developing countries, the events in 1980s and 1990s occasioned by diminishing formal jobs, privatization, liberalization and structural adjustment programmes gave it a renewed vitality (Montgomery et al., 2004).
Since 1990s, formal labour markets in Africa have been absorbing less than 25% of the newcomers into the labour force (Rakodi, 2001). At the same time, security in formal labour markets is diminishing while the private sector has stagnated. As a result, the share of urban labour force in informal sector, especially in street trading activities is growing and ranges from 30% to 70% with the average standing at 50% (Jasper, 1995).

In the Democratic Republic of Congo (DRC), the sector has a long history stretching back to the period before the 1984-1990 economic recessions (Macgaffey, 1992). Even before the onset of the current conflicts, informal economy sector networks were the only remaining economic realities on the ground (Koen, 2002). Today, street trading activities in major urban centres in DRC range between 60% and 80% of all trading activities. In Kinshasa, street trading activities account for 80%, of all urban informal economy, while in Bukavu it stands at 60% of all trading activities (Lubuva, 2004).

Bukavu Town has a population estimated at 492,605 inhabitants (Bukavu City Council, 2006). Street trading is the dominant informal economic activity and involves mainly agricultural and manufactured products (Koen, 2002; Misser, 1997). Street trading activities in Bukavu are carried out along the main roads and streets. This has led to conflicts between street traders and the public, formal business operators and the local authority. The public has complained about cleanliness and solid waste disposal, congestion and obstruction to the traffic. Formal traders complain about irregular and often illegal nature of many street trading activities. The many complains levelled against street traders have led to their harassment and official persecution. This lacuna has created mafia style protection rackets, which portend to organize and create
harmony among street traders while shielding street traders from harassment and official persecution. Where state authorities have tried to intervene and realign street trading, there has ensued contestation and conflicts between street traders, other stakeholders and local authorities. This is because street trading activities are enormous; vary in sizes, coverage and composition. To address the diversity of street trading, there is need to understand forms, modes and strategies of urban informal economy, mobilize resources and influence the changing structures of urban services and respond to the needs of street traders.

Studies on street trading management indicate a rampant crisis facing urban centres in the developing world. For example, Misser (1997), Maina (1997), Boland (1998), Hassan (2003); Montgomery et al., (2004) and Mitullah (2005), have sought reasons for the continued malaise in image and failure to integrate street trading activities in the cultural, social, legislation, economic, and physical fabrics of urban centres. Misser (1997) and Boland (1998) unveiled the mushrooming cartels in Bukavu Town with the view to streamlining street trading activities.

The greatest drawback in street trading is that operators within the sector work under difficult conditions. They lack access to basic urban services, institutional and infrastructure support and most of them come into conflict with urban planning regulations, public health concerns and other urban activities (Stoyan et al., 2003). However, given the crucial role the sector plays in the market economy, its viability has to be taken into account in regional, urban, fiscal and social policies. Therefore, there is need for the economic planners and policy-makers to integrate street trading into urban planning. This is because the vitality and sustainability of the sector will
depend on the quality of urban management, which in turn, involves access to social and physical infrastructure.

1.2 Statement of the Research Problem

Urban planning and its associated paradigms, and state intervention measures directly affect sustainability of street trading. Street trading activities are further shaped by socio-demographic attributes of street traders, political, economic and geographic variables in urban environment. However, despite the enhanced numbers, visibility and emerging potential of street trading activities, little attention has been given to it by urban planners and various municipal authorities. The circumstances under which street traders operate or have been formed, as well as upsurge of informal cartels and state authority influences sustainability and profitability of trading activities. Studies have only managed to exaggerate the uncertainties involved in using the institutional, fiscal and legal framework in explaining crises of street trading management in urban centres.

This research, however, proceeds on the premise that street trading activities can be more profitable and sustainable if well-managed. This has been hampered by failure to involve all stakeholders in the decision-making process, which, in turn, is highly correlated with perception. Corollaries to perception are economic, personal, and socio-psychological traits of individuals that, in turn, affect the patterns of street trading. Consequently, the focus of this study is to examine the characterization and sustainability of street trading patterns in the study area. Moreover, the study will identify ways of modifying and/or improving on conventional management strategies applied to street trading planning and sustainable management. It is,
therefore, against the above backdrop, that this research project poses the following research questions.

1.3 Research Questions

The following research questions guided this study

1) What is the profile of street trading in Bukavu Town?
2) What are the modes of street trading governance among traders?
3) How do the local authorities respond to street trading over time and space?
4) What are the perceptions and attitudes of other stakeholders towards street trading?
5) How do the stakeholders’ concerns and government regulations impact on the viability of street trading in Bukavu Town?

1.4 Research Objectives

In the light of the foregoing research questions, the main objective of this study was to characterize street trading activities in Bukavu Town and determine sustainable management strategies of street trading. The specific objectives were:

1) To examine the profiles of street trading activity in the Bukavu Town.
2) To assess the mode of street trading governance and ascertain the response of local authority and other institutions towards this activity.
3) To document the perceptions and attitudes of other stakeholders on street trading.
4) To analyze how stakeholders’ concerns and government regulations impact on the viability of street trading activities in Bukavu Town.
1.5 Research Hypotheses/ Premises

The guiding hypotheses of the study were:

- **Ho1.** The socio-economic characteristics of street traders do not differ across various street-trading activities.
- **Ho2.** There is no appropriate street governance mode in Bukavu Town.
- **Ho3.** There is no significance difference on the perceptions and attitudes of other stakeholders on street trading activities.
- **Ho4.** The stakeholders’ concerns and government regulations do not have any significant impact on street trading activities in Bukavu Town.

1.6 Justification and Significance of the Study

Street trading is a more visible and economically important manifestation of informal economy. Street trading activities dominates major urban centres in DRC. Its important role in creating employment opportunities to Bukavu dwellers cannot be undermined and more so, its immense contribution to the urban economy.

Street trading constitutes the bulk of urban informal economic activities (Hassan, 2003). The local authorities’ management response has direct impact on street traders than any other sector of urban informal economy. According to Hassan (2003), the problems associated with sustainable existence of hawkers are less often mentioned. This has been occasioned by the dearth of studies directly touching on street vending. To fill this gap, this study profiled the characteristics of street traders and examined the sustainability of street trading patterns in Bukavu Town. Furthermore, the study also attempted to identify and suggest best ways of improving the existing management strategies of street trading activities in Bukavu Town.
Bukavu Town was selected because of its cross-border activities with Cyangugu Town in the Republic of Rwanda. This activity has greatly enhanced access to diverse commodities from the bordering country. The war effects also left a great percentage of Bukavu dwellers without any formal employment, hence more people ventured into street trading activities as the next and easier source of income. The war effects did not hit Kinshasa so much as compared to Bukavu Town, and hence the choice of Bukavu Town for the study.

This study on the mode of governance provides an insight into policies and legislation that have been put in place in response to growing numbers of street traders. This is relevant in addressing the predicament of street traders and the viability of small-scale business in urban economy. The information gathered will form the basis of entry point by policy-makers on how to enhance the profitability of trading activities and assist street traders to make their businesses viable and legally binding.

1.7 Scope and Limitations of the Study

This study solely dealt with traders operating on streets. These are traders who operate on daily basis or during designated days. Their activities are constantly in conflict with the local authority.

The major limitation to this study was the period during which the fieldwork was carried out. The study coincided with electioneering period in the DRC. Therefore, most of the respondents, especially officials of local authorities, appeared to have busy schedules, as they were involved
in campaigns. This problem was minimised by interviewing those officials who were available in their offices at that period.

Some of the street traders were quite reluctant to disclose the nature of their business since they engage in illegal black market activities. Still, some were suspicious that the research was aimed at capturing data to enable the local authority to levy taxes on their activities. However, this challenge was overcome by assuring them that the information was going to be kept confidential and used only for academic purposes.
CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

For purposes of this study, both empirical and theoretical literature was reviewed mainly addressing issues affecting street trading in developing countries, a category in which the DRC falls. The empirical literature reviewed was based on brief overview of street trading activities, institutional response and modes of governance of street trading and its impact on performance of trading activities, and the perception of various stakeholders towards street trading activities.

Literature review was done so as to pick variables that guided this study and identify existing gaps on urban informal economy. It enabled the researcher to concretize his knowledge on urban street trading in order to offer academic discussion and discourses on street trading. Further synthesise of literature enabled this study to identify and sharpen research instruments as well as validate research tools and methods. Finally, literature review was done so as to develop conceptual framework that guided this study.
2.2 Empirical Literature

2.2.1 Overview of Street Trading Activities

There is growing recognition of the role played by informal economy in which street vending is a major component in urban and national development. There is also growing realization that formal and informal sectors are intertwined and mutually complimentary. However, according to UN-Habitat (2001), the irregular and often illegal nature of many of informal activities makes the operators in the sector subject to official harassment or prosecution as well as prone to *mafia* style like protection rackets. The growth of the informal sector can be traced to inappropriate macro-economic and social policies. Such policies are often developed without tripartite consultations and therefore lack appropriate legal and institutional framework and governance for their proper and effective implementation.

Sharit, *et al.*, (2002) found existence of oppressive rules in the operation of street trading in Turkey. The rules prohibited construction of stalls, displaying or selling goods on streets. In addition, licenses could be revoked without prior notice while the police were allowed to prosecute anyone deemed acting contrary to the rules. The study further unveiled that most cities lacked hawking space and this led to conflicts between traders and urban authorities. The study, however, did not provide a profile of traders involved in trading activities. Hassan (2003) found that in Kuala Lumpur, the operators within the sector ranged between age brackets 20-45 years. They also had low education profile, while the household size ranged between 5 to 6 people. He also found that most of street traders had permanent stalls and 52% were operating illegally. The study further indicated large presence of males in the sector contrary to traditional finding, which always show large presence of females in informal sector. The study did not address the issues of
sustainability as pertains to street trading activities especially matters related to management of trading activities by local authorities.

Alber et al., (2001) established abrasive relationship between street traders and formal business operators and residents within immediate neighbourhoods. On the residential front, the neighbours could raise complaints about the smell and noise created by backyard mechanics doing their work and welding. On the street, a formal businessperson could complain about the flies and rats, which were brought by informal operator’s fresh meat stall adjacent to the shop. However, the study observed a different situation in Durban where cordial mutual relationship existed between formal and informal operators. There was cooperation between them in identifying and cracking down on criminals. At the same time, formal operators provided the informal ones with storage facilities at night. This particular study is very important to the current one. It sheds some light on the existing relationships on the streets. However, the study did not highlight the effects of these relationships on street trading activities.

Mitullah (2003) found that businesses owned and operated by women performed dismally as compared to those owned by their male counterparts in Kenya. The major factor contributing to these disparities is mainly the patriarchal nature of society and other social institutional factors. This includes rules that reduce chances of women accessing credit facilities, owning property, attaining training and education, and the negative perception that people have over women venturing into some areas traditionally seen as men’s reserve. In addition, women’s role in caring for the families reduces the number of hours and time spent working in their businesses. This makes them less competitive in their businesses. However, her study mainly focused on
performance of women. There is need to investigate how institutions affected not only women enterprises but also those operated by men.

Mbuthia (1998) conducted a study in Nairobi to determine profit linkages in the urban informal economy. She found high and rapid turnover where business activities get started and close down at the same time because of low earnings and returns. This was attributed to lack of both physical and financial capital, lack of effective demand of goods and services and limited skills on the part of traders. She established that working capital was the most significant variable in determination of profits followed by gender, output price and competition. In addition, she found massive outflow of resources from the informal sector to the formal sector than vice versa. The study did not show involvement of other stakeholders and how they contributed to the profitability of the sector. Maina (1997) carried out a research in Kenya to determine performance of women in informal activities. She found that the volume of capital, credit level, and education background influenced the performance of enterprises as compared to the family characteristics like marital status, duration of marriage, family size and financial commitment. The study did not assess the role of the local authorities and other stakeholders on street trading activities, which is part of the objective of this study.

2.2.2 Institutional Responses to Street Trading

According to Anne (2004), there are only two ways to address the predicament faced by the informal sector, notably good laws and their proper application, and the second option being self-organization and collective action. Institutional framework shapes, gives incentives and constrains the operation and profitability of businesses. Mitullah (2003) found that although
there were some policies on how to improve informal business sector in Kenya, there existed
discrepancy between what is written and practised. The urban local authority was identified as a
major stumbling block to the smooth running of the sector. Licensing which was aimed at
regulating street trading was an obstacle for entry into business. This is because it was
accompanied with many requirements that made it difficult to start business. In addition, the
rules governing street trading were out-dated requiring urgent overhaul. This study investigated
how local authorities respond to street trading activities in Bukavu and if this has any impact on
the performance of trading activities.

2.2.3 Profiling the Street Trading

Street vendors trade in a number of commodities in different locations of cities and provide a
range of services. They include transport, shoe polishing, hairdressing, photography, and
commercial pay phone service. Others include mechanical repairs, music recording, accessories,
security, designing, manufacturing and all types of repair work (Mitullah 2003).

Today, street vending is no longer a reserve for the lower cadres in the society. There are many
reasons why many people are opting to venture into the sector that include a need to supplement
income, lack of formal jobs, desire for high income, need for self-employment, changes in
technology and desire to be autonomous from day- to- day employment related red tape. This
study collected data on the profile and characteristics of street traders in DRC by looking at their
socio-demographic attributes and the activities carried out by the street traders.

The socio-demographic characteristic of street traders has elicited certain views and perception
from other stakeholders. These views and perceptions are responsible for the stance adopted by
the local authorities and other stakeholders towards street traders (Racep, 2000 & Mitullah, 2005).

2.2.4 Perceptions and Attitudes Towards Street Trading
In Kuala Lumpur, Hassan (2004) found existence of negative perception of the public towards street traders. The reasons advanced for the public’s negative attitude are: dishonesty in their activities especially which involved the use of weights and measures, blocking pavements, visiting customers at odd hours and rude language used especially by male traders. Following the study, 51% of the people raised cleanliness occasioned by reckless dumping and disposal of solid waste as major factor contributing to their negative view of street trading. Some 62% were concerned with the location of the stalls along the roadsides that caused considerable congestion and obstruction to traffic. Seventy-five percent of the respondents wanted the street hawkers to be relocated to centres that nevertheless must be strategically located close to their place of residence. Mitullah (2003) established similar findings.

The above studies could not mention the official perception of various local authorities and how they were relating with street traders. Therefore, this study tried to establish officials’ perception on street trading in Bukavu Town. This was wrapped up by organising a focus group discussion that acted as a guide line in coming up with sites and policies that are comprehensively agreeable to all stakeholders for sustainable management of street trading activities in Bukavu Town.
A Summary of Literature Review
The literature review established some crucial areas that warrant further studies. This will assist in strengthening the understanding about street trading in urban areas. This understanding is of great value in responding to the needs of street traders, especially from state institutions and local government. There is already in-depth knowledge about socio-economic characteristics of street traders, and how they influence performance or profitability of trading activities. However, there is limited information on how official response from state apparatus leads to socio-economic characteristics of street traders. Equally, it is not apparent how formal or informal stance adopted by other stakeholders influence the characteristics of street traders. Therefore, there is need to address the following gaps in the literature. First and foremost, there is need to underscore how socio-economic profile of street elicits overt response from state institutions towards street trading. Second, it is important to establish any sustainable response to street trading activities in urban area or how official neglect could be aggravating livelihood option of urban residents. Finally, this study will endeavour to bridge the gap on the role and perception of stakeholders and how these shape street trading activities.

2.3 Conceptual Framework
The study employed policy analysis framework (Lund et al., 2001). According to the framework, governments need to analyze what their current response is, implicit or explicit towards the street trading activities and then decide what their future action should be. The range of possible approaches illustrated here by alternative local government stances towards street vendors include; dismissive which involves ignoring, hoping that street vendors will go away, punitive that is to eliminate by evicting street vendors or try to restrict by issuing a limited number of permits and restricting vending sites. Lastly, the local government can decide to support street
vendors by providing them with much needed physical and social infrastructures. However, the
government may also adopt different stances or mixed approaches like promoting or containing
different activities of street trading.

The above model needed modification to meet the objectives of this study. While outlining
measures to contain or support street trading, the model does not consider socio-demographic
characteristics of urban traders and the role the sector plays as socio-economic safety for the
urban poor. This is aptly captured by Anne (2004). She observes that the above is not enough
when addressing challenges experienced from street trading. All the four dimensions of decent
work: employment right, social protection, collective organization and social dialogue must be
put into consideration. Another area ignored by the model is the need to involve street traders
and other stakeholders on policy issues affecting the activities. Attempting to take action on the
livelihood of the people without their involvement or consultation can be counter-productive.
This is bound to elicit resistance, something that the model did not envision. There was need,
therefore, to strengthen Lund et al., (2001) model, where state intervention will have to consider
socio-demographic aspects of people involved, the nature and activities of street traders and the
perception of other stakeholders.

The model for this study precedes on premises that policy environment needs to stimulate pro-
poor promotion of more and better jobs. This involves taking into account vulnerable groups like
women, youth, first time job seekers, and migrants, among others. Furthermore, consultation and
dialogue are essential for the sustainability of street trading. Street trading activities can be
characterized based on variables such as capital level, education background, enterprise size and
the nature of goods sold as shown in figure 2.1. The response to the livelihood option of the
people should be based on characteristics of the operators in the sector and type of trading activities. The perception of stakeholders and the response of the local authority will definitely affect the viability of trading activities.

Fig. 2.1 A model profiling street trading and sustainable management of street trading activities

Other attributes involved in profiling street trading are age of traders, gender, and marital status among others. Street trading activities include selling clothes, food vending, music recording, and all types of repair and security services.

The rapid growth of street trading activities has created chaos in urban centres. This is because these activities were never envisaged in long-term plans and development of urban centres. Most urban centres lack a clear framework governing street trading activities. This has led to upsurge of informal networks and cartels to try and harmonize trading activities while the response of local authorities has been piecemeal through licensing and exclusions.

The urban authority has responded to this challenge by issuing legislation, regulation while banning and restricting other activities within urban centres. Due to the realization on the essential role street trading activities play as a safety net, there is increasing call to put in place measures aimed at sustainable management through provision of social and physical infrastructure. Further analysis has shown that perceptions and attitudes play a leading role in formulation of rules and regulation by stakeholders.

There is also growing conflict between stakeholders on essence of street trading activities. While others dismiss them as nuisance ventures, the activities of underprivileged and bane of health and environmental challenges, others hold differing perceptions. They see street trading activities as a source of income, progressive enterprises which represent indomitable efforts by the urban population to eke out a decent living. The perceptions of stakeholders and the response of local
authorities have had impact on the profitability, performance, legality and viability of street trading activities among others.

As shown in Figure 2.1, street traders differ based on gender, age and level of education. They can also be differentiated based on goods they trade in and marital status. These are demographic characteristics which influence business enterprises one can venture in. The business ventures include manufacturing, cloth ware, foodstuffs or service provision. Despite rapid growth of street trading activities, it has elicited divergent views among stakeholders. Some regard it as a nuisance to public as well as compromising health standards of the clients. However, others regard it as a viable source of income and jobs.

Amid ensuing debate on the role of street trading in urban informal economy, official authorities in urban centres and informal cartels have emerged to try and harmonize activities within this sector. This is done through policies, licensing and informal cartels. This consequently has impact on performance and viability of street trading activities.
CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Study Area

The study was carried out in Bukavu Town, the major town in South Kivu Province. It is located on the south western part of Lake Kivu of the Democratic Republic of Congo. It is surrounded by the rural zone of Kabare to the South and Western part. Bukavu Town has a tropical climate with a short dry season. The effects of altitude combined with presence of Lake Kivu explain why the annual average temperature oscillates between $18^\circ$ and $21^\circ$C. The area has abundant rainfall ranging between 1,024mm and 1,594mm with annual average of 1305mm (Manyuku, 1995). The size of Bukavu Town is approximated at 60.10 km$^2$ (Lambert, 1998). The altitude varies significantly within the study area and ranges from 1460m to 1750m above sea level. Chimpunda Hill is the highest point in the study area. Bukavu has uneven relief, characterized by steep hills, high plateau and a deep valley. Bukavu Town is located on the latitude $2^\circ\ 33^1$ South and longitude $28^\circ\ 48^1$ to $28^\circ\ 51^1$ East. Bukavu Town is drained by Lake Kivu to the north eastern and Ruzizi River to the East.

Bukavu Town was chosen because there are varieties of street trading activities in the area. These activities cover agricultural produce, handicraft, textile, pottery, basketry, industrial and factory manufactured products. Another reason for the choice of the town is strategic location of the town on the border with Rwanda. The response to street trading may not be the same in the two neighbouring countries. These will invariably affect the nature, volume, and legality of some activities. There are numerous cross border trade activities between traders in Bukavu and neighbouring Cyangugu Town, in Rwanda. The periodic markets are convened once or twice a
week depending on need and supply of trading items. The street traders provide urban dwellers with numerous trade items on daily basis. Trading sites and markets are located in public open spaces or on streets. In Bukavu Town, the municipal authority is responsible for physical and social service provision, planning market place facilities, controlling places as well as setting up new markets, appointing law enforcing agents, and collecting tax. Figure 3.1 represents the location of Bukavu Town in the DR Congo.

The rate of unemployment in Bukavu Town has been on rapid increase, especially in the formal sector of economy. This has led to the emergence of numerous informal activities for many inhabitants of the town. Many industries that previously provided jobs to the people have closed down, leading to massive job loss. The movement of the people from rural areas has led to high population in the area. The reasons why people move to Bukavu include; search of employment, escape insecurities caused by conflicts and war that has ravaged eastern part of DRC. They also migrate to the town in search of market for the agricultural produce. Majority of the inhabitants of Bukavu are young people aged between 14 and 42 years (DRC, 2005). This age bracket represents energetic, but jobless people whose future lies in how well state institutions plan and manage street trading activities.

In Bukavu Town, street traders are found at the centre of the town, alongside main roads and streets, they occupy urban open spaces, bus parks and motorist/pedestrian paths. Some display their goods in front of formal enterprises. This has led to rivalry and conflict with registered business operators. Traders are also found operating in designated market while others move from one place to another in search of market for their goods. Some traders display their goods
on constructed market stalls. However, the number is small. Most of the street traders display their goods on trolleys, canvas, polythene bags, wheel burrows, and bicycle carriers. They operate under trees, abandoned buildings, makeshift tents/structures and verandas of shops. There is crowding on streets and traders lack basic services like water, and sanitation facilities like toilets and litter bins. Bukavu Town is managed by Bukavu Municipal Council. The council supervises and manages all activities within the municipality, including the smooth running of street trading activities. As shown in figure 3.1, Bukavu Town is the major town in South Kivu District, and is divided into three urban zones.
Fig. 3.1 Location of Bukavu Town in South Kivu District, Democratic Republic of Congo

Source: Author, 2007
3.2 Study Design
The study was mainly descriptive and analytical, whose purpose was to characterise street trading activities in Bukavu and determine sustainable management strategies of street trading. Both qualitative and quantitative data were obtained from street traders and key informants using structured questionnaires and interview schedules that were translated into French language (appendices 4, 5 and 6).

3.3 Sampling Procedure and Sample Size
Bukavu Town was divided into three distinct zones from which cluster sampling was used to select street traders. The overall goal of cluster sampling was to select a subset of a population with a distribution of characteristics that matches the population of the study area. According to the theories of social science, at least 100 respondents are needed for a valid and meaningful study (Orodho, 2004). In each zone, 35 street traders were selected using simple random sampling techniques. This yielded 105 respondents for the study. Five key informants from Bukavu Town Council and 10 respondents representing stakeholders who have a stake in street trading were selected for this study using purposive sampling. The stakeholders included; formal business operators, business associations, NGOs, CBOs among others. Purposive sampling was done to get respondents and data with predetermined characteristics.

3.4 Methods of Data Collection and Data Type
Data were collected by the researcher with the assistance of research assistants. The data was collected in two phases. The first phase involved the use of a questionnaire, and interview schedules to gather data from street traders (Appendix 1) and other stakeholders as mentioned above (Appendices 2 and 3). The second phase was to bring the representatives of the
stakeholders into a Focus Group Discussion (FGD). The FGD constituted two people from each category who came together for a discussion so as to harmonise issues arising from the data collected. Specific data was collected for each objective.

Data on socio-economic and demographic characteristics were collected using a questionnaire (Appendix 1). This was enriched by information on type of business, and location of business enterprises. Reasons for venturing into trading and problems encountered while doing business were captured. In addition, information on relationship between street traders with various urban authorities was sought. Data on national or local policies, legislation and long-term plans for the development of the town, constituted responses of local authority and institutions towards street trading. The use of key informants was of paramount value.

To assess the mode of street trading governance information on licensing, informal networks, exclusions, legal status of traders, and cartels was sought. The information was gathered by use of in-depth interview with officials from local authorities (appendix 2). Data on perceptions and attitudes of other stakeholders on street trading were collected. This involved finding out the opinion of stakeholders about street trading. The opinion on challenges posed to their activities by street traders was pursued. The study also implored their suggestions on how to curb street trading challenges. Equally important was to find out their opinion on the role of local government in addressing the issues of street trading. The data were captured through Focus Group Discussion with officials of local authorities and respective stakeholders.
3.5 Methods of Data Analysis

The data gathered from the field were sorted out and checked for consistency after which it was coded and entered using the Statistical Package for Social Sciences (SPSS). Descriptive analysis involving calculation of percentages, means and frequencies was done to determine the profile of street traders. Various attributes like gender, education, amount of capital and income level were also discussed descriptively.

The objective on the perception of other stakeholders on street trading activities was analyzed by assessing any support given to traders, opinions and the relationship with traders and working conditions of traders. Chi-square technique was used to test the hypothesis on the perceptions and attitudes of various stakeholders to street traders while descriptive method was used in assessing the mode of street governance in Bukavu Town. The objective on stakeholders’ concerns and government regulation impact on street trading activities involved establishing profitability, legality, volume of trade and working conditions of street traders. The overall findings were presented using tables, photographs, text and maps. Table 3.1 depicts the summary of methods of data collection and analysis.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Data collected</th>
<th>Method of data collection</th>
<th>Data analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>To determine the profile of street traders in Bukavu town</td>
<td>Socio economic characteristics of traders, like age, gender, education, training, capital, size, income level, reasons for street trading challenges/constraints</td>
<td>Questionnaires (street traders)</td>
<td>Descriptive analysis, calculation of percentages, means and frequencies</td>
</tr>
<tr>
<td>To:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- assess the mode of street governance and</td>
<td>Legislation, management, licensing, informal networks, cartels, exclusion,</td>
<td>Review documentary sources,</td>
<td>Descriptive analysis</td>
</tr>
<tr>
<td>- ascertain the response of local authority and institutions towards street trading</td>
<td>Government legislative, regulation, restriction, banning of trading activities, legality of activities, provision of physical infrastructure</td>
<td>In-depth interviews (local authorities)</td>
<td></td>
</tr>
<tr>
<td>To find out the perception and attitude of other stakeholders on street trading</td>
<td>Views and opinions on benefits/problems posed by street trading activities and suggested solutions</td>
<td>Focus Group Discussion</td>
<td>Chi-square</td>
</tr>
<tr>
<td>To analyse how stakeholders’ concerns and government regulations impact on the viability of street trading in Bukavu</td>
<td>Performance of activities Profitability Legality of trading Volume of trade Working conditions</td>
<td>Questionnaire (street traders)</td>
<td>Descriptive using percentages, frequencies</td>
</tr>
</tbody>
</table>

Source: Author, 2006
3.5.1 Chi-Square Test

This is a statistical method used to evaluate whether the observation made differs significantly from what is expected under certain theoretical assumptions (Hammond & McCullagh, 1978). It gauges observation made against what was expected. Chi-square is therefore, a measure of aggregate differences between observed frequencies and those expected under null hypothesis (Ho) so the greater its value the less likely it is that the null hypothesis is correct. It is applied if the data meet the following conditions:

- Data must be in the form of frequencies counted within each category. This means percentages cannot be used,
- The total number observed must exceed twenty,
- The expected frequency in any category must not be less than five, and
- The observation must be independent, that is, one observation must not influence another.

For this study, chi-square ($X^2$) was used to establish if there was any significant relationship between the perception and attitude of stakeholders towards street trading activities and hence test the hypothesis (H0). Chi-square technique was chosen because it was not possible to generate assumptions about parameters of the study population. The technique is flexible because the researcher is able to carry out analysis without making assumptions about the study population. The stakeholders’ understanding of challenges generated by trading activities was analyzed to make inferences on the hypothesis. The formula for computing the chi-square value is as follows:

$$X^2 = \frac{(O-E)^2}{E}$$

Where: $X^2 = \text{chi-square}$

$O = \text{observed frequencies}$
E = expected frequencies

When the chi-square ($\chi^2$) value has been calculated, it is tested for significance by comparing the computed value to the critical value provided by chi-square ($\chi^2$) tables or graphs at certain level of significance. The level of significance is the probability of rejecting the null hypothesis when it is actually true. The maximum level of significance accepted was 0.05. Computer software, Statistical Package for Social Science version 13.0 was used to run chi-square tests.

3.5.2 Descriptive Analysis

Descriptive statistics are used when describing certain attributes of the study population. Descriptive data analysis as a tool provides simple summaries about the sample and measures. In most cases, descriptive analysis is used alongside simple graphic analysis. In this study, descriptive techniques such as percentages and frequencies, simple graphs were used to analyse data. The profiles of street traders in Bukavu were discussed descriptively. Descriptive analysis was also used while assessing stakeholders' concern and government regulations impact on viability of street trading in Bukavu Town.
CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSION

4.1 Introduction

The main objective of this study was to characterize street trading activities in Bukavu Town and determine sustainable management strategies put in place by local authorities to manage it. To achieve the above objective, data on the following specific objectives were collected and analyzed:

1) Profiling of street trading activity in Bukavu Town.
2) Mode of street trading governance and ascertains the response of local authority and institutions towards street trading.
3) Perceptions and attitudes of stakeholders on street trading.
4) Stakeholders’ concern and government regulations impact on the viability of street trading.

4.2 Profiling of Street Trading Activity in Bukavu Town

To achieve the objective on demographic characteristics of street traders, data on sex, marital status, age and level of education were collected. Other information sought included type of trading activities, ownership, frequency of business operation, reasons for trading, sources and amount of starting capital, income per month and gender.

4.2.1 Socio-economic Characteristics of Street Traders

These attributes included age of traders, marital status, sex, income level, and level of education, type of ownership, frequency of operation, sources of capital, number of employees and trading
hours in Bukavu Town. It was important to capture this information for the purpose of designing intervention measures.

On marital status and sex of street traders, majority of the respondents (64.8%) were females while 35.2% were male. Most of the street traders (53.3%) were married, while 26.7% were single and 20% were either separated or divorced. These findings are in agreement with Mitullah et al., (2005), Mbuthia (2004), and (2004) that women form the backbone of street trading. Olukosi (2001) also found that women were the pillar of West Africa informal economy and street trading activities, not just as retailers at the domestic level, but also in trans-border transaction. Therefore, it is correct to argue that street trading has provided enormous opportunities for women to create and have control over personal income as well as significant chance to take part in public life. According to Lund (2003), women are conquering a bustling street economy, propelled by defiance and indomitable determination to succeed in the face of global recession.

It can be observed that street trading activities provide important strategy in alleviating poverty among women. Existing evidences point to high levels of poverty among urban women (Mitullah, 2003). Although women post low income that is insecure, they meet essential needs of the family such as rent, food, clothes and school fee. This has direct impact on poverty and the wellbeing of the family. Ironically women face the greatest challenges while on the street. Some policies have fostered gender inequality such as not allowing women to carry their children to markets or spending the night at their work place (Sabrina, 2004). On the street they have to endure the vagaries of the weather, dust, fumes, noise and the danger of traffic. Women are more susceptible to crime, violence and harassment through rape and sexual overtures. Some of these
challenges are triggered off by over regulation and black listing of certain activities of the informal sector (Ibid).

In Bukavu Town, 20% of the respondents were in the age group 18-25 years while 21.9% were in age group 25-32 years. Those in age group 32-37 were 16.2%; and 37-42 groups were 15.2% of the sampled street traders. There is also involvement in street trading activities by the elderly people to eke out a living (those above 42 years of age) which was represented by 24.8% as shown in Figure 4.1.

**Figure 4.1: Information on Street Traders’ Age Group in Bukavu**

Source: Fieldwork, 2006

The majority of street traders (41.9%) in Bukavu Town were between the age of 18 and 32 years. Similar findings were echoed by Hassan (2003), ILO (2002), Lund et al., (2001) and Mitullah (2003). This was attributed to the declining formal jobs for the youth. Age is of paramount value when tracking the history of street traders. Evidence exists to show that men join informal trade at an earlier age and later in life leave for other formal activities or their enterprises eventually become formalized (Lund, 1998). Women, on the other hand, join street trading late in life and
their businesses remain small or they may eventually crumble. Further findings show that some women may choose to remain at this low level due to reluctance to take economic risks (Mitullah 2004, Sabrina 2004). The inability of women to take risks, according to Lund (1998), is because of the importance attached to their income in fending for family welfare. Sabrina (2004) opines that the inability to venture beyond survivalist plane is because of limited access to credit facilities as most of collateral securities necessary for one to get loans are always under men.

On traders' level of education, majority of the sampled respondents had either primary or secondary education. Those with primary level of education were 37.1% and those who had attained post-basic education were 40% of the sampled street traders. The level of total illiteracy stood at 9.5% while only 13.3% had post-primary or tertiary education as indicated in Figure 4.2.

Educational background largely influences street trader's ability to run their businesses and absorb managerial and technical skills. The relatively well-educated and trained tend to engage in fields where technical and managerial skills are essential. For small enterprises to blossom into medium or large-scale enterprises, skills on bookkeeping are of critical importance. The enterprises that successfully culminate into large scale require increased written transaction, licensing and subcontracting. Therefore, it can be concluded that street trading activities in Bukavu Town still remain a preserve of those without tertiary level of education.
Since Hart (1974) coined the term informal sector in Ghana, the sector has been associated with practitioners with low level of education. This makes them indulge in activities requiring less skills and training. This is not exceptional in Bukavu Town. Business management and entrepreneurial skills are critical in the growth and development of small businesses.

### 4.2.2 Street Trading Activities

As shown in Table 4.1, majority of street traders sell foodstuffs (37.1%). Other commodities are distributed as follows; 19% were hawking clothing and 10% were selling cosmetics and beauty products. Those selling electronics were 3.8% while 25.7% were trading other items such as school stationery, herbal medicines and spare parts for bicycles, among others. Another 4.8% were offering services such as tailoring, carpentry, salons and barber shops. Other services were handcart transportation, bicycle and motorcycle taxi.
Street trading is characterized by numerous activities that range from food vending to service provision (Mitullah, 2005). The need to save time by urban inhabitants in food preparation is a factor contributing to high cases of food vending in cities. Unfortunately, street traders sell similar products creating stiff competition among themselves. The reason for this is fear of risks, as they would prefer to sell commodities that, they are assured of market.

### 4.2.3 Ownership and Frequency of Operation

Respondents were required to state the type of ownership of their business activities. The study revealed that 57.1% of activities were family owned while 42.9% of business ventures were individually owned. This study, further, established that 70.5% of the ventures operated on daily basis while 31% operated on specific days as shown in Figure 4.3. This has presented challenges to other urban public space users. The most popular areas for street traders, also served as the parking areas for bicycles and cars creating overcrowding and competition for public space. This

### Table 4.1: Street Trading Activities

<table>
<thead>
<tr>
<th>Activities</th>
<th>Frequency</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food products</td>
<td>39</td>
<td>37.1</td>
</tr>
<tr>
<td>Clothing</td>
<td>20</td>
<td>19</td>
</tr>
<tr>
<td>Beauty products</td>
<td>10</td>
<td>9.5</td>
</tr>
<tr>
<td>Services</td>
<td>5</td>
<td>4.8</td>
</tr>
<tr>
<td>Electronics</td>
<td>4</td>
<td>3.8</td>
</tr>
<tr>
<td>Others</td>
<td>27</td>
<td>25.7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>105</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006
problem can be addressed through periodic markets. This allows multiple uses of space like streets and open spaces. This approach also sees certain streets closed from traffic to allow street traders to carry out their businesses on specific times of the day. It also addresses the conflict that arises between formal traders, traffic police officers, and municipal authorities and provides traders with secure space.

**Fig. 4.3 Frequency in Percentage in Business Operation**

![Graph showing frequency in percentage in business operation]

Source: Fieldwork, 2006

4.2.4 Reasons for Street Trading

The need to eke out a living and lack of formal employment accounted as the main reasons for street trading represented by 48.6% and 22.9% respectively. Those who had other sources of income and were still trading on the street were 17.1% while 10.5% said they were on the street to acquire entrepreneurship skills. Figure 4.4 depicts reasons for street trading in Bukavu Town.
Fig. 4.4 Reasons for Street Trading in Bukavu

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of income</td>
<td>48.6</td>
</tr>
<tr>
<td>Lack of employment</td>
<td>22.9</td>
</tr>
<tr>
<td>Supplement income</td>
<td>17.1</td>
</tr>
<tr>
<td>Acquire skills</td>
<td>10.5</td>
</tr>
<tr>
<td>Others</td>
<td>1.0</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

Findings by Rakodi (2004) and Mitullah (2005), indicated that more people were resorting to hawking not because of unemployment or lack of formal skills and education but due to economic realities occasioned by liberalization, need for autonomy, retrenchment and technological revolution that make it possible to produce goods outside factories and industries.

Research findings show that street trading ventures represent people’s indomitable spirit to make ends meet, broaden the base of participation in society, create jobs, decentralize economic power and give people a stake in future (Obri, 2006). Other factors forcing people into street trading are lack of space in formal markets, lack of school fees to pursue higher studies and family influence.
in form of supporting family members. Lack of finance to start large-scale businesses, orphanhood or widowhood is other factors resulting into street trading (Ibid).

The government should respond to the determination of people to create jobs and generate income by enacting measures that encourage creativity through enabling policy and regulatory framework, which will spur competitiveness of street trading activities. Such measures should strive to improve infrastructure, remove legal and regulatory burdens, and provide incentives to promote both vertical and horizontal growth of small firms. In a world afflicted by much hunger and deprivation, small enterprises are one thing with tested capability, not just in easing pain and suffering, but also in nurturing inclusive middle class, fostering social stability and generating a secure tax base of governments in developing world (Olukoshi, 2001 and Rakodi, 2001).

4.2.5 Amount and Sources of Starting Capital
Capital is a crucial entry into any business. Because street trading does not require any special skills and neither does it need expensive equipment, a baseline of 2000 Congolese Franc (CF) was used. Some 33.3% of the respondents had a starting capital below 2000 CF, 41.9% had a margin between 2000-5000 CF while those who had above 5000 CF(10$us) as starting capital were 24.8%. Koen (2002) cautions that initial capital drives business growth, while determining modes of selling or service delivery. He further adds that, a strong capital base will certainly determine the choice of business and potential market.

Asked about the source of starting capital, 53.3% of the respondents said it was personal savings and 13% reported to have drawn their initial capital from joining revolving funds groups. Another 36% had donation as their sources of starting capital as shown in Figure 4.5.
Opondo (1989) found that only 2.7% of street traders in Kisumu (Kenya) had their initial capital from commercial banks. Few financial institutions are willing to provide financial and credit facilities to small enterprises because of the perceived risk of clients. Since they do not have permanent premises or secure tenure on location of their businesses, it is not easy to come up with mechanisms to get them in the event that they default loan servicing. Racep (2000) on his study noted that personal savings is a major source of starting capital for most of the traders. On the other hand, Olukoshi (2001) argues that successful capital mobilization is frequently not through formal financial institutions but through informal sources, family circles and friends.

4.2.6 Amount of Income per Month

Street trading activities are denoted by low profitability especially those selling foodstuffs (Maina, 1998). In this regard, it was deemed necessary to establish the level of profitability of trading activities in Bukavu by looking at amount of income per month. The activities recording monthly income of less than 500 CF were 29.5%; those between 500-1000 CF were 24.8% and
13.3% recorded monthly return of above 1000 CF, while 32.4% of the respondents did not know their monthly income as shown in Table 4.2.

**Table 4.2 Traders’ Amount of Income per Month**

<table>
<thead>
<tr>
<th>Amount in FC</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 500</td>
<td>31</td>
<td>29.5</td>
</tr>
<tr>
<td>500-1000</td>
<td>26</td>
<td>24.8</td>
</tr>
<tr>
<td>Above 1000</td>
<td>14</td>
<td>13.3</td>
</tr>
<tr>
<td>Don’t know</td>
<td>34</td>
<td>32.4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>105</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

Factors leading to low profitability among street traders are high transaction cost due to resources constraints, complex laws and regulations resulting into bribes, insecurity of tenure and property, limited access to public goods and support infrastructure (Moyi et al., 2005). Profit margin is also pegged to size of business, the location of the business and commodities of trade. However, it is important to note from the table that 32.4% of the street traders, which represent the majority, did not know their monthly income. This could be due to lack of proper record keeping among the traders.

Street vendors’ low earning is due to high cost of doing business. This stems from stiff competition for public spaces, insecure places of work, mounting cost of indirect levies in form of bribes, fines, and eviction from their area of operation. This anomaly can be addressed by educating street traders on the benefits of registering or formalizing their trading activities. However, formality has its own challenges that range from taxes, registry, license payments, waiting time, urban planning and environmental protection regulations. The penalty of
informality is severe if apprehended and the operators miss on benefits of government provided good services. These benefits include working in safer areas, access to credit, private and public services.

4.2.7 Street Trading Hours

It emerged that 48.9% of the respondents operate throughout the day and a similar percentage operate between 12.00-8.00pm. Only 2.9% of the traders operate between 6.00am-12.00 noon.

Table 4.3 provides a summary of trading hours in Bukavu Town.

**Table 4.3 Street Trading Hours**

<table>
<thead>
<tr>
<th>Hours</th>
<th>Frequency</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between 6.00-12.00am</td>
<td>3</td>
<td>2.9</td>
</tr>
<tr>
<td>Throughout</td>
<td>51</td>
<td>48.6</td>
</tr>
<tr>
<td>Between 12.00-8.00pm</td>
<td>51</td>
<td>48.6</td>
</tr>
<tr>
<td>Total</td>
<td>105</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

Trading on the streets is difficult and in most cases starts at 4.30am and ends as late as midnight. Mitullah (2006) found that street traders in Johannesburg operate between 8 and 11 hours daily while in Ghana the activities start at 4.30am and end at 9.00pm. The traders only left the street because of darkness presenting security concern especially for women. In areas where crime is not prevalent, street traders operate until mid night.

To accommodate street trading because of its importance in providing jobs and income to the majority of the people, certain hours and part of the day may have to-be allotted for hawking in some cities around the world and by so doing mitigating congestion and commotion on the
streets (Hassan, 2003). In this light, there was need to establish trading hours in Bukavu Town. The purpose of apportioning certain hours for street trading is to address sporadic conflicts that flare up with other public space users. These include acting to prevent traders obstructing traffic or pedestrians. Despite this effort, 77.7% of the urban street traders still have problems in getting work sites for business operation (Moyi et al., 2005).

In DRC, local government is given the responsibility of opening up new markets. Consequently, any formal or informal market opened without express consent of a local authority is considered illegitimate. In addition, the law restricts setting up a market less than five kilometres radius from existing market. This law is implemented without considering the many people who are seeking jobs on the street and the exponential increase in population. This has led to traders jostling for the existing markets leading to overcrowding and encroachment on streets, sidewalks, pavements and other prohibited avenues. The authority should realize that creating certain hours for trade is not the only way to address competition for limited urban open spaces. The major cause of conflict over urban space is due to limited channels to address this problem. There is need to institutionalize and expand the capacity between street traders, local authorities and other stakeholders in bargaining over decisions such as sites for new markets and access to social and physical infrastructure.

4.2.8 Number of Employees

Some 36.2% of the respondents reported to have employed two people to assist them in their work. Another 1.9% of street traders had more than one employee working in their businesses. Small-scale activities have vast potential in creating job opportunities. The fact that micro-
enterprises are labour-intensive means that they are able to create more employment. Meanwhile, 61.9% of street traders operate without assistance of employees as shown in the Table 4.4. According to SBIIP (2006), small businesses provide 75% of new jobs added to US Economy annually; they represent 99.7% of all employers and employ 50.1% of the private workforce.

Table 4.4 Numbers of Sampled Employees

<table>
<thead>
<tr>
<th>No of sampled employees</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 2</td>
<td>38</td>
<td>36.2</td>
</tr>
<tr>
<td>between 3-5</td>
<td>2</td>
<td>1.9</td>
</tr>
<tr>
<td>None</td>
<td>65</td>
<td>61.9</td>
</tr>
<tr>
<td>Total</td>
<td>105</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

4.2.9 Number of Years as Street Trader

Up to 57.1% of the traders have been on the street for less than five years and 32.1% between 6-15 years. Those who reported to have been operating as street traders for more than 15 years were 10.5%. The information on the number of years traders have been in business is shown in figure 4.6.
The study by Lund (2003) established an average of 6.5 years for the existence of small-scale business enterprises. The age of the business has been identified as one of the major indicators of success in small-scale enterprises. Small businesses have short lifespan, with most of them not surviving to see their third anniversaries (Ncwadi, 2006). The reason for this has been neglect of the sector that diminishes increase in size of these businesses. The sector is marginalized, exploited or outlawed, creating abrasive conflict with law enforcement agents.

4.2.10 Challenges and Constraints Experienced by Street Traders

It was significant to look at the challenges experienced by street traders in Bukavu Town. Asked whether local authorities' regulation was an obstacle to running of their businesses, 24.8% of the sampled traders agreed while 30.5% of them said it sometimes negatively affected their businesses. The remaining percentage, 44.7%, either said regulation does not have any impact on them or did not have any clue if the regulation was impacting on their enterprises. It is important to mention that the legal and regulatory environment still treat street trading as problematic and
parasitic to urban economy (Inge, 2000). However, due to the cost of policing street traders, escalating urban unemployment, increasing focus on informal sector to solving problems of poverty and general move towards economic liberalization, most cities have lifted punitive regulation on micro-enterprises.

Regulating street trading should stress promotion of activities rather than the control of trading in lieu of addressing the chronic problem of urban poverty. Regulation is important because lack of official control can lead to problems of informal control; take over of trading areas, rent extortion, informal supply and cartels with their own means of controlling prices, and protection rackets. This kind of arrangement targets those with least resources. This amounts to unfair regulation, which according to Inge (2000), is an indication of a fundamental disjuncture in society-state relations over who makes the rules.

On financial matters, 33.3% of the traders said it was a challenge to their operation especially starting capital, 13.3% sometimes experienced financial handicap while 49.5% said that they did not experience financial constraint with their businesses. Taxation happens to bear minimal impact on street trading activities as only 10.5% of the traders conceded that it had influence on their operation. This could be because of the inability of the authority to put in place measures to tax street trading activities. This can also be attributed to lack of permanent premises and the nature of street traders’ operation, which makes it possible to evade taxation. The street traders should be encouraged to pay some fees. Such fees should be seen as a form of taxation that should be accompanied by an improvement in infrastructure. Measures should be put in place to differentiate rental value for different street traders. It is, however, important to note that 53.3%
of the respondents said taxation on some occasion affects their businesses, 34.3% refuted impact of taxation on their enterprises and finally 1.9% said that taxation did not have any impact on their operation.

Apparently, inadequate infrastructure is a problem to 37.1% of the traders, while 28.6% said they experienced this challenge sometimes. Infrastructure, in this regard, implies access to business sheds, stalls or stands under which street traders can shelter and display their commodities. Another 32.4% and 1.9% of the traders said this was not a problem or did not know if their businesses were affected by the above challenge respectively. The greatest challenge facing street traders is the lack of site for operation or trading space (Moyi, et al., 2006, Mitullah, 2006). The space they occupy is considered illegal. Where they are allowed to operate, urban authorities sometimes evict them without consulting. The major conflict occurs when the traders are required to move in order to pave way for planned development. This has origin in classical thinking that informal sector was an ephemeral activity that would eventually be phased out as formal economy grew creating jobs and other opportunities for urban population.

On insecurity, 18.1% of the traders observed it was an acute problem, 44.8% thought it was sometimes a problem, 36.1% did not agree to this challenge while 1% did not know. Street trading is associated with increasing cases of insecurity in urban centres. Indeed, most of the laws and regulations by local authorities are tailored in a way that views these activities as an abode of criminal gangs. In 2001, Kampala Municipal Council evicted all street traders citing heightened incidences of insecurity (Mitullah, 2004).
Street traders are beaten by municipal police making them operate in fear. The perpetual confrontation between traders and local authorities frightens customers hence diminishing their number. The conflict between traders and local authorities stem from lack of knowledge on the part of street traders on rules pertaining to street trading. While local authorities are called upon to implement more lenient management practices on street, there is need to enlighten street traders on existing rules concerning the use of urban space and constant dialogue with authorities to inform traders on eminent changes on existing laws and new rules concerning street trading.

Another challenge was the location of trading activities where 35.2% of the street traders responded by saying it was a big problem to day-to-day running of their enterprises. Those who said they sometimes faced the problem were 34.3%, while 28.6% said they never faced the problem and 1.9% did not know. Location of business enterprise is very important. It determines access to basic needs, infrastructure and proximity to customers.

Street traders, as shown in plate 1 and 2 below, prefer points with heavy human traffic, along main roads, streets, and pavements and at prominent corners of street roads where they are visible to pedestrians. These are usually open places that expose traders to harsh environmental conditions. The items of traders like fruits, vegetables and clothes are affected by harsh environmental conditions. According to Bellagion International Declaration of street vendors of 1995, such misnomer can be addressed if street vending is integrated in urban development plans. The government in this regard should put in place policies for hawkers by making them part of the structural plans aimed at improving working conditions of traders, give them legal status, issue licenses and provide appropriate hawking zones.
Plate 1: Street Traders Displaying Goods along Main Road in Bukavu

Source: Fieldwork, 2006

Plate 2: Street traders along Vamaron Road in Bukavu Town

Source: Fieldwork, 2006
The town of Bukavu has witnessed sporadic political unrests and instability. It was crucial at this crossroad to establish to what extent this has impacted on street traders. Only 19% of traders said political flares that had engulfed the region had adversely affected them, 49.5% thought it was a problem, 30.5% hesitated and 1% did not know. Bribery from officials of local authorities appears to be a major problem in Bukavu, according to 74.3% of the traders. Others 17.1% see it as a challenge sometimes and the remaining 6.7% did not know.

Finally, it was prudent to find out traders’ perception on authorities’ laxity or inefficiency. Laxity or inefficiency in this domain refers to the inability to respond to the plight of street traders and integrate street trading activities in long-term plan of local authorities. On this challenge, 18.1% of the sampled traders said it is a problem, 39% reported that it sometimes disrupts the smooth operation of their activities, 28.6% said it is not a problem and 14.3% do not see this as an obstacle to their activities on the street. A summary of various challenges experienced by street traders is shown in Table 4.5.

**Table 4.5 Challenges Experienced by Sampled Traders in Bukavu by Percentage**

<table>
<thead>
<tr>
<th></th>
<th>Regulation</th>
<th>Financial Taxation</th>
<th>Infrastr</th>
<th>Crime</th>
<th>Location</th>
<th>Instability</th>
<th>Corruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Often</td>
<td>26</td>
<td>35</td>
<td>11</td>
<td>37.1</td>
<td>18.1</td>
<td>35.2</td>
<td>19.0</td>
</tr>
<tr>
<td>Sometimes</td>
<td>32</td>
<td>14</td>
<td>56</td>
<td>28.6</td>
<td>44.8</td>
<td>34.3</td>
<td>49.5</td>
</tr>
<tr>
<td>Never</td>
<td>44</td>
<td>52</td>
<td>36</td>
<td>32.4</td>
<td>36.2</td>
<td>28.6</td>
<td>30.5</td>
</tr>
<tr>
<td>Don’t know</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>1.9</td>
<td>1.0</td>
<td>1.9</td>
<td>1.0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006
The hypothesis tested in this objective was the socio-economic characteristics of street traders do not differ across various street trading activities. This hypothesis was rejected based on the research findings that indicated that there were differences in the socio-economic characteristics of the street traders in terms of age, sex, level of education, frequency of business operation, reasons for trading, sources and amount of starting capital, income per month and gender.

4.3 Assessment of the Mode of Street Trading Governance

By 1997, street trading activities in DRC had reached an unprecedented level (Boland, 1998; Misser, 1997). The government responded to this phenomenon by putting in place modalities to contain street trading in the urban centres. At the same time, there was mushrooming of informal cartels and networks to try and harmonize street trading activities. The objective on mode of street trading governance intended to assess how trading activities are governed, institutional location of street trading, resources allocated, empowering and protection of traders, legal status of hawkers and enforcement of regulations pertaining to street trading. This prompted in-depth interviews with officials of local authorities. To achieve the above objective, the following research question was put across: What are the modes of street trading governance among traders? The hypothesis tested under this section was that there is no appropriate street governance mode in Bukavu Town. The analysis indicated serious governance challenge. This is exemplified by lack of appropriate mode to govern street trading activities in the town of Bukavu.

4.3.1 Institutional Location and Policies on Street Trading

Street trading activities in Bukavu Town fall under the Department of Trade and Industry. This stems out of need to create jobs, generate income, nurture the spirit of independence among the people, enhance job security and render community services (Boland, 1998). The location of
street businesses gives very different and potentially positive indicators about the importance of the sector to urban economy. A study in the USA shows that 2,650.00 new jobs were created by micro-enterprises compensating for 1,664,000 jobs lost by large industries (Maiyo. 1998).

Bukavu municipal officials said this had motivated them to envision long-term plans for street traders in the running of their municipalities. This vision was made legitimate and legally binding by putting in place various institutional policies to provide a road map on how to spur the growth of the sector and harmonize it within the larger management of urban centres.

UN-Habitat (2004) and Mitullah (2003) note about the slow pace at which institutions were moving to address the predicament afflicting street traders and subsequently called for action from government to streamline street trading by offering the much needed incentives and infrastructures. Mitullah (2003) found that in Kenya the local authorities were still using policies formulated in 1960s by the colonial regime whose intent and plan were to get rid off people in towns and curtail street trading. In Bukavu Town, it appears the trend is different. There is recognition on relevance of street trading and this has been institutionalized through precise policies with the aim of creating jobs and providing social safety nets to the jobless and economically challenged people. It is important to note, however, that there is great asymmetry between stipulated policies and their actual implementation.

The study established that the local government policies permit street trading in Bukavu Town. However, it is required that all street traders with capital exceeding 50,000FC (100$), should acquire a trading license from the local authorities. The rest are allowed to operate without the licenses but pay daily charges to the Bukavu Municipal Council and be issued with a receipt. The
situation on the ground, however, depicts a different picture. Most of the street traders do not acquire trading licenses and majority of them in fact have low capital, and hence, automatically exempted from acquiring them. The payment of daily charges is also not taken seriously by both the local authorities and the street traders. On some occasions, the local authority officials may go round forcing the traders to pay daily charges and even arrest those who do not co-operate. However, it was established that this trend has created a loophole for corruption in that the traders end up bribing the officials in order to get released. When the traders were asked why they were not acquiring the licenses or pay the daily charges, majority of them said that they do not see the need. This is because the local authority does not provide relevant services like garbage collection, sanitation among others. The situation is made worse by the poor governance of the local authority. This makes street traders feel that remitting payments to the authority is merely propagating corruption.

The policies stipulate provision of infrastructure to street traders, reorganization of street trading by providing workspace to traders and rationalization of vocational training. The policies recognize the direct link between infrastructure upgrading and improvement of working conditions of street traders. Despite this, street traders in Bukavu operate largely on open ground, have limited access to credit, lack storage facilities and are poorly organised with limited access to policy-makers, planners and administrators who only engage with them in form of enforcement of law. The study notes that the prevailing policies do not reflect the prevailing reality of street traders.
Since the policies do not reflect a realistic situation, the urban authorities in Bukavu Town have serious problems in enforcing the policies and regulations. The situation is complicated by the fact that most street vendors are not aware of the laws and regulations that govern their operations. There are numerous activities associated with street trading activities. Some of these activities are taken to be illegal, therefore prohibited by the municipal authority. The situation is further compounded by the inability of urban authority to be specific on vending sites. This contributes to the harassment of street traders. These regulations include: trading in specified areas, causing obstruction, illegality of vending sites not allocated by the city.

Lund *et al.*, (2002) established that local authorities in South Africa had gone a milestone higher by providing financial assistance to street traders. They presented this as a model towards eradicating urban poverty and incorporating informal workers not only in physical planning of the cities but also in budgetary obligation. On this, the officials in Bukavu said their involvement in street trading is only limited in controlling the use of urban space, reducing congestion on streets by limiting the number of traders, allocation of trading sites and grafting of policies and rules to respond to the dynamics of street trading. There is no financial or credit services extended to the traders operating on streets in Bukavu. Maiyo (1998) established the inability of most institutions to offer financial assistance to informal operators due to limited collateral “security”, restrictive credit policies or general fear of business failure.

### 4.3.2 Empowering Street Traders

The study established that hawking is legalized in the study area, despite perennial conflicts between street traders and urban authorities. This is according to the municipal authorities interviewed. The authority requires that, for traders to be allowed to operate their businesses,
licensing is mandatory. Further interview with street traders, however, revealed only 5% of street traders were in possession of trading license. Some of the reasons advanced for not having licenses are the cost, bureaucracies in urban authorities and lack of goodwill since local authorities do not provide adequate services. Some observed that since street trading is not their daily routine, there was no need to acquire one. This sentiment was echoed mainly by those selling foodstuffs. In response to increasing number of street traders, the local authority resolved to hike the cost of obtaining trading license (Boland, 1998). This aimed at reducing the number of traders on the street. Trading license in DRC cost between 5000-10000CF (10-20$us). This varies with items of trade, with durable commodities like electronics attracting high fee for getting trading license. However, licensing could not only target those with permanent trading sites. This partly explains why only 5% of street traders had hawker’s license, since most of the hawkers did not have access to permanent trading sites.

Across many cities, licensing is the only viable strategy used to control and manage street trading activities (Mitullah, 2005). Licensing is beneficial to both traders and city authorities. It gives traders a right to trade and assist local authorities in generating revenue and acts as a point of reference when dealing with traders. Nevertheless, obtaining a license does not guarantee recognition of vendors by city authorities. Even after being issued with a trading license, street traders are not given a proper identification showing that they have a legitimate right to sell their items. The net results of this has been a situation whereby both traders with licenses and those operating without license are removed from the street each time there is a crackdown. There are some areas within Bukavu Town where street-trading activities are prohibited. Areas where street trading is prohibited include in front of formal enterprises, near institutions of learning,
government offices, and hospital precincts, among others. This is intended to reduce congestion and safeguard formal business operators. Although these policies provide solid foundation for managing street trading, they do not empower and protect traders.

Street traders can be empowered through allocation of trading sites, provision of basic infrastructure, business management skills, marketing, loans from saving and credits cooperative societies (SACCOs) or community banks. The government of Nigeria, some years back, came up with some long-term development programmes called the National Economic Empowerment and Development Strategies (NEEDS). This was to improve the potential of street trading activities through acquisition of skills, technology upgrading and formation of trade unions and cooperatives (Obri, 2006).

There is lack of communication between street traders and the authorities. The municipal officials said they rarely met hawkers to deliberate and exchange ideas, views and experience on street trading. They focus mainly on institutionalized policies to deal and interact with traders, which emphasize regulation and control of street trading activities. Hassan (2003) and Mitullah (2005) found that for hawkers to have a voice in management of street trading activities in Malaysia and South Africa respectively, they had galvanized themselves in associations and pressure groups. They further established cordial relationship existing between these associations and various local authorities. The associations were involved in identifying colleagues involved in defaulting rules and regulations concerning the hawking activities, tracking down criminals, garbage handling and those indulging in illegal, clandestine activities. In addition, they were
engaged in deliberations and soliciting much needed basic needs, technical and financial assistance from concerned stakeholders.

The study did not establish any formal body or traders' associations in Bukavu Town, which can spearhead their interests. Street traders should, therefore, be encouraged to form associations that can spearhead their rights and improve their working environment. However, it has been observed that the greatest deficiencies with these associations are their small size, run by self-styled leaders, ethnic based and lacking legal status (Inge, 2000, and Mitullah, 2004). The support for these associations is based on mutual basis and tends to address welfare issues like sickness, funerals, payment of school fees instead of advocacy and negotiation with authorities. For the associations to have more relevance, they should address problems of street vending, fight for the rights of the traders especially with regard to space, seek recognition and integration of street vendors in long-term urban development programmes. They should struggle to ensure their members abide by street trading regulations and their own code of conduct without any coercion.

4.3.3 Governance Challenges

The interview with the sampled officials in Bukavu Town revealed that there was a governance crisis pertaining to the use of urban space. Urban open space is the most highly competed for resource as many people with different interest put their claim on it. In most cases, street traders settle on given space without any official allocation. In few cases, informal cartels involving organization among traders themselves have been used to allocate open spaces for the purposes of trading. This has led to perpetual conflicts among traders themselves and local authorities on
the other hand. Apart from the use of urban space; sanitation, garbage collection, crime, obstruction and congestion were mentioned as governance issues facing Bukavu Town.

The greatest challenge to urban authority in relation to the needs of street traders is to find ways in which the dual purposes of offering a more secure working conditions to street traders, while maintaining good management practices of a modern city. The origin of this problem is the perception that saw street trading activities as short-lived phenomenon that will be dissipated as the formal sector blossomed. That eventually resulted in lack of vision on the place of the street trading in the penultimate economic strategy of urban centres. This has been compounded by lack of forum to negotiate with street traders, lack of mechanism to handle disputes that arise and absence of good governance on allocation of trading space and sites in Bukavu Town.

The study notes that hawkers' problems in Bukavu Town have greatly increased in the recent past. Discussions with stakeholders revealed that problems resulting from street trading had increased. They noted that challenges emanating from street traders had increased. This can be attributed to collapse of the state machinery following political unrest and skirmishes that have rocked the town of Bukavu, lack of political will to tackle governance challenges especially those resulting from informal street trading activities and the ever swelling number of jobless people joining the informal sector. They noted that the response of both local and central government to street trading is propelled by the desire of some officials and leaders to curve political milestone for themselves and not genuine intention of addressing long-term challenges relating to trading activities. The officials from local authority said that there have been little efforts to create hawking sites for traders. The officials preferred designated markets where trading could be carried out instead of haphazard crowding on the street. They said the municipal
authority does not have financial capacity and resource base to provide modern facilities and amenities for street traders though traders are keenly looking up to the authority to intervene in this capacity.

Street trading governance challenges result from absence of fixed business premises, high number of operators within informal sector and difficulty in registering street traders. In addition, there is low tax compliance among street traders, poor or non-existing records and low literacy level among street traders. The lack of official records on the part of local authorities on the volume of trade explains the little attention and importance given to the sector. Mitullah (2002) found even in official markets in Ghana, the local authority did not have a clue on the volume of trade in the market. She further observed that this scenario emanates from views that perceive street trading as less productive activity, compared to formal business entities that require recording and quantification. Knowledge on the volume of sales is relevant for the efficient planning and appreciation of the contribution of street trading.

The attitude of street traders has also contributed to governance crisis facing street trading. The study in Kenya and Barbados (Streeten, 1995) found that the operators within the sector believe that since they operate under difficult conditions with low-income level, local authority should not get concerned and attempt to streamline their activities. The street traders have a role to change this perception by cooperating with local authorities in ensuring that governance challenges resulting from their activities are addressed. They should initiate a forum where their inputs can be integrated in various approaches designed by local authority to solve governance challenges. The local authorities should realize that the traders are interested in laws that
recognize their rights to trade in streets, recognise them as key players in the economy and give them sufficient trading space and other related services and infrastructure.

Cases of self-monitoring and regulation among the street traders are few in Bukavu Town. Some cities in developing countries have witnessed the upsurge of cartels and informal associations to try and harmonize informal activities within streets (Lund et al., 2001, Racep, 2000). The cartels are used to allocate trading spaces, ensure traders adhere to trading standards and monitor criminal activity within their area of jurisdiction. However, it should be noted that cartels represent a conspiracy among groups of individuals to distort market operations and enable them to exploit the markets unfairly at the expense of consumers or even environment. It is not easy to govern cartel like agreements since they are usually brokered in secrecy, orally and often informal.

The daily lives of urban citizens are affected by the actions and approaches of local government (Lund, 2003). On the street, traders face several constraints, which hinder them from accessing urban open spaces and trading sites. To accommodate this, the local authority must accept street traders as a permanent feature of the city's physical and social planning. The urban authorities should embrace the concept of a dual functioning city where the status of a modern city can be upheld as well as the economic task of providing support to small enterprises. Financial handicap and resource constraints have become a buzzword by government for failure to articulate street trading problems.
Experience elsewhere (Racep, 2000) shows that the most successful initiatives involve simple actions using existing resources in support of street traders. Proper and sustainable innovation depends on smart and inexpensive use of existing municipal resources. According to Moyi et al., (2005), and Lund (2003), conducive working environment for street traders can be created if the state can be subordinate to the objective of the citizens, offer incentives for individual enterprises and return to creativity. This can only be achieved through simplification, decentralization and deregulation of governance approaches. Simplification denotes removing red tapes that accompany rules and regulations by expunging duplicative or insignificant parts of the law. Further, decentralization calls for shifting of legislative and administrative roles from central government to lower tiers of decision-making organs of government while deregulation aims at ensuring a legal framework to nurture an environment that functions appropriately for everyone.

The hypothesis tested for this objective was that there was no appropriate street governance mode in Bukavu Town. This hypothesis was accepted in that the research findings indicated that the street traders face several challenges because of the poor mode of governance. The challenges include: limited allocated space for their operation, poor working environment with limited provision of municipal services, poor infrastructure, and limited channels to air their views and initiate dialogue, poor policies and regulations among other challenges.

4.4 Perceptions and Attitudes of Stakeholders on Street Trading

In this section, the study endeavoured to determine the perceptions and attitudes of stakeholders on street trading activities. The stakeholders include formal business operators, general public, officials from various departments in local authorities and Non-Governmental Organizations
(NGOs). In addition, we had credit facilities, organizations and street trader cartels. The corresponding research question for the objective on the perceptions and attitudes of stakeholders on street trading was: What are the perceptions and attitudes of other stakeholders towards street trading? This involved collecting and collating information on stockholders’ views, level of satisfaction, their participation, challenges posed by street traders, potential solutions to challenges and benefits of street trading. To achieve a broad spectrum of data, focus group discussion was organized bringing together various proponents. The hypothesis below was tested to determine the perception and attitude of stakeholders on street trading activities: There is no apparent solution to street trading challenges in the study area.

4.4.1 Challenges Posed by Street Trading Activities to Formal Operators

The street trading activities for long have been viewed as a dysfunctional aspect and a clandestine venture that denies the state of its legitimate revenue (Bagachwa et al., 1994). Therefore, the sector is irrational and represents undesirable departures from established economic and social norms or equilibrium. Different stakeholders discussed the negative impact of street trading activities on other businesses and general urban infrastructure. There was lack of satisfaction with locations and areas where street traders operate. Majority of the formal business operators (78.6%) said street trading activities pose undue competition to their businesses since they incur many expenses including rent payment. Sixty-seven percent (67%) of the shop owners said some street traders operate in front of their premises obstructing customers’ access to their businesses, while 57% of the members of the public claimed on the congestion problems on the streets.
4.4.2 Ranking of Challenges Resulting from Street Trading Activities by Stakeholders

Stakeholders participating in this study were told to rank various challenges resulting from street trading. Obstruction appears to be the greatest challenge with eight respondents putting it at first position. Insecurity and sanitation were ranked on second and third position respectively by the respondents. None of the stakeholders interviewed ranked garbage generation and public nuisance as their perceived greatest challenge as shown in Table 4.5.

Table 4.6 Ranking of Challenges Resulting from Street Trading by Stakeholders

<table>
<thead>
<tr>
<th>Programme</th>
<th>Rank (Frequency)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Sanitation</td>
<td>1</td>
</tr>
<tr>
<td>Garbage</td>
<td>-</td>
</tr>
<tr>
<td>Nuisance</td>
<td>-</td>
</tr>
<tr>
<td>Obstruction</td>
<td>8</td>
</tr>
<tr>
<td>Insecurity</td>
<td>1</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

On urban land use, the officials from local authorities observed that street trading has enormously contributed to accumulation of garbage on streets, which the authority does not have the capacity to handle. Equally, street traders obstruct pedestrians and motor lanes, and encroachment on open space for activities like recreation, and by so doing posing management challenge to urban planers.

To gauge the significance of the challenges discussed, the data in table 4.5 were subjected to various tests using chi-square. Chi-square test results summarized in table 4.6 on challenges
caused by street trading activities show the P-values to be above 0.05 significance level. This supports the null hypothesis that there is no apparent solution to street trading challenges in the study area. Significance values on sanitation (0.910), garbage (0.273), nuisance (0.753), obstruction (0.07) and insecurity (0.150) all support the null hypothesis. The null hypothesis was therefore rejected.

Table 4.7 Chi-square Results on Challenges Caused by Street Trading Activities

<table>
<thead>
<tr>
<th></th>
<th>Sanitation</th>
<th>Garbage</th>
<th>Nuisance</th>
<th>Obstruction</th>
<th>Insecurity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chi-Square</td>
<td>1.00</td>
<td>2.60</td>
<td>1.20</td>
<td>9.80</td>
<td>3.80</td>
</tr>
<tr>
<td>Df</td>
<td>4</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Asymp. Sig.</td>
<td>0.910</td>
<td>0.273</td>
<td>0.753</td>
<td>0.07</td>
<td>0.150</td>
</tr>
</tbody>
</table>

Source: fieldwork, 2006

4.4.3 Potential Solutions to Challenges Caused by Street Trading

Table 4.7 provides potential solutions discussed by the stakeholders to the challenges. Majority of the stakeholders (40%) observed that there is need to relocate street traders to designated markets or be provided with permanent stalls. They argued that this could reduce congestion on the streets and avoid obstruction to other public space users. Some 20% of the stakeholders called for periodic street trading. This implies setting aside certain hours of the day where traders are allowed to access open spaces in town and streets. Another 10% of respondents called for need to tax street traders as a way of reducing undue competition they pose to formal business operators. Stiff regulation and absolute banning received 10%, and licensing at 10% of the respondents.
Table 4.8 Potential Solutions to Challenges Caused by Street Trading

<table>
<thead>
<tr>
<th>Potential Solutions</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision of Permanent Stalls</td>
<td>4</td>
<td>40</td>
</tr>
<tr>
<td>Periodic trading</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>Increased taxation</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Stiff Regulation</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Licensing</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Absolute banning</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>10</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

This can be attributed to the importance of street trading as a source of income and job opportunities to the urban poor. The stakeholders expressed optimism in the ability of local authority to solve problems generated by street trading activities. The hypothesis on solutions to street trading challenges prompted chi-square tests. The Pearson value of 0.5720 at significance level of 0.05 indicated the confidence of stakeholders in addressing the above challenges.

4.4.4 Best Practices Towards Improving Street-Trading Activities

The respondents expressed their dissatisfaction with the government’s response to street trading enterprises. They observed that the response from the government and the local authorities was demonstrated by punitive measures involving harassment, confiscation of goods and eviction of traders without putting into consideration the importance of such activities in providing jobs, income and competitive goods and services to urban poor. They called for need to initiate dialogue between stakeholders and traders while upholding the tenets of social responsibilities.

For a long time, street trading activities have been relegated to the periphery, especially when it comes to urban planning and service provision. This is borne out of thinking that informal
activities within urban centres would get dissipated as more opportunities were created within urban formal economy. With time, this has turned out to be illusory and informal activities in urban centres are sky-rocketing. Based on this background, there is growing concern on how to incorporate these activities into planning and management of urban centres. It was, therefore, necessary to probe the perception of stakeholders, on the best practices that can enhance competence of local authorities while managing street trading activities.

Sound policies were identified by stakeholders as the best way in responding to the challenges arising from street trading. On policies, 40% of the stakeholders agreed it would give direction when the government is responding to street trading activities. However, Anne (2004) cautions against over confidence in policies and rules. She opines that laws are only good and pragmatic when they are enforced and implemented effectively. This view was echoed by 30% of the respondents. Similar percentage (30%) called for good policies to be crowned with provision of required infrastructure, social protection of operators within informal sector. There is also need to initiate dialogue between stakeholders as a way of responding to the governance challenges bedevilling street trading activities. The suggestion was that street traders should be provided with permanent market stalls or be provided specific designated markets from where they can operate from. This would address undue challenge the street trading poses to formal business operators. It will also solve problems of congestion and reckless dumping of litter on urban open spaces.

The foregoing discussion with the stakeholders singled out the following as appropriate measures that could assist in addressing sustainable management of street trading activities. Among the best practices identified by the stakeholders was recognition of street trading as viable economic
outfit. In Bukavu Town as well as in the entire country, street trading activity is situated within the Ministry of Trade and Industry. The stakeholders called for the creation of an appropriate economic or enterprise development department within the local government to address the working conditions of street traders.

The second practice is formulation of national urban planning policy and this should involve different stakeholders, traders associations and all parties in the use of urban resources especially urban open space. The study noted that there are rules and regulations in Bukavu designed to deal with issues concerning street trading. This has created a fertile ground for conflicts between traders and urban authorities. The stakeholders said this is because of excessive powers vested in local authorities to unilaterally deal with street traders and formulate rules it deems necessary in responding to challenges caused by street trading.

Forming associations was seen as the most appropriate strategy on the part of street traders in having their voices heard in the management of their trading activities. These associations must be strong with collective representation. They should address traders’ rights, loan schemes and lobby local authorities on governance issues. The government should respond to this by setting up institutions aimed at improving investment environment, develop simple although transparent licensing as a way of encouraging formalization of street trading.

Lastly, establishing periodic markets can assist in addressing congestion and stiff competition over urban open space. This arrangement involves having certain streets closed to traffic in order to allow traders carry out trading activities during a given day of the week. This would enable the local council to create additional space for street traders. Such practices have been tried in
countries like South Africa, India and Malaysia with impressive results. In South Africa, street trading has become a profitable entity following recognition and efforts by the government to streamline and provide needed infrastructure to the sector after the apartheid regime. The government, using simple technology and available resources, constructed a modern trading mall. The street traders are provided with market stalls and other basic needs and there is a cordial coexistence between various urban space users.

4.5 Stakeholders’ Concerns and Government Regulations

The objective on stakeholders’ concerns and government regulations impact on the viability of street trading set out to assess the impact of involvement of other protagonists in street trading activities. To achieve the objective, data on assistance given to traders, nature and kind of assistance, need for payment before receiving help was captured. Furthermore, information on satisfaction with assistance given, and effects of various regulations on street trading was solicited. Last but not least, traders were asked to give their opinions on where they think trading activities should be carried out. The data on stakeholders’ concern and government regulations on the viability of street trading were collected using questionnaires administered to hawkers. To achieve the objective on stakeholders’ concern and government regulations impact on the viability of street trading, the following research question was asked:

How do the stakeholders’ concern and government regulations impact on the viability of street trading in Bukavu Town?
4.5.1 Concerns to Street Traders’ Problems by Authorities

Table 4.8 shows that most of the respondents believe they are not given attention and assistance by local authorities. Up to 91.4% of the traders said that the urban authority does not show interest in matters related to the street trading.

<table>
<thead>
<tr>
<th>Traders’ problems</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>6</td>
<td>5.7</td>
</tr>
<tr>
<td>Not at all</td>
<td>96</td>
<td>94.3</td>
</tr>
<tr>
<td>Total</td>
<td>105</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

There is need to bolster confidence between traders and relevant authorities as a way of rolling back this attitude. The local authorities through consultations need to reassure street traders of the importance of their activities and demonstrate commitment aimed at addressing problems experienced while on the street. One way could be to sensitize street traders on policy issues and plans for their activities, and train officials concerned with street trading. To the other hand, street traders should improve their image before the public by embracing desired etiquette while on the street as a way of endearing themselves to the local authorities. They should shun the culture of arrogance, use of abusive language and indecent means of trade. This could be achieved by forming committees and institutional systems where practical ideas can be deliberated.

4.5.2 Assistance from Local Authorities and Other Stakeholders

Street traders strongly believe that local authorities are doing little to address the challenges facing them. Asked whether they get any assistance from the local authorities, 98.1% of traders
vehemently denied this allegation. This further demonstrates lack of consultation and concern by local authorities to the welfare of hawkers. Street traders experience enormous challenges and any slight intervening measures can easily be appreciated. The challenges range from institutional neglect, punitive policies, rules and regulation, lack of basic needs as well as physical and social infrastructures. The official position of various local authorities in Bukavu can be described as ambivalent. Although it is stated in blue prints the need to safeguard and promote livelihood of street traders, little practical measures have been put in place. Studies have found such slight measures like childcare services in Malaysia had improved profitability of women street trading activities (Racep, 2004), street lighting (Moyi et al., 2005), and security (Lund, 1998). Sabrina (2004) established social assistance like community based financing, micro-finance schemes, micro-insurance against loss of goods, provision of portable water and waste disposal had improved profitability and working conditions for street traders in South Africa.

Street traders identified financial handicap as a major challenge they face. Responding to their activities through sensitive institutional apparatus can add value to their activities. As already mentioned, approaches to enable street traders to access finances should focus on community financing, and micro-finance schemes. The highest protection should be given to street traders in event of income or asset loss. However, credit services are beyond the reach of most low-income traders due to risks involved as many traders are likely to suffer a series of opportunity costs, including lost earning because of domestic and other responsibilities (Sabrina, 2004).
On the other threshold, 37.1% of the street traders said they receive assistance from other stakeholders apart from local authorities. They cited micro-financing organizations, informal traders associations, NGOs and research firms to be offering some form of assistance. However, it appears the assistance they get is limited in nature reaching a small percentage compared to the 62.9% of the traders who said they do not feel the impact of any assistance from any stakeholder. An explanation to this scenario according to Maiyo (1998) may be due to lack of enough collateral securities, restrictive policies or general fear of business failure. This reflects the underdeveloped institutional mechanisms responding to the needs of the street traders. As depicted in the Figure 4.7, the only assistance received by the street traders in tangible form is financial at 23.8%. Extension services from NGOs, research firms ranked second at 11.4 percent.

**Figure 4.7 Assistance from Local Authority and Other Stakeholders**

![Graph showing assistance from local authority and other stakeholders](source: Fieldwork, 2006)
Although, the local authority may not be in a position to handle most of the requirements of street traders, it has the capacity to foster an enabling environment, co-ordinate and support existing initiatives. The impact of local authorities' involvement in street trading activities is mainly felt through regulatory framework and as already mentioned, the framework that exists is characterized by restrictive and punitive measures. The over regulation through public health by-laws has created problems for traders in terms of livelihood options, personal security, harassment, eviction, exploitation and confiscation of goods. Unscrupulous officials have intimidated traders into paying high permit prices and bribes. Offences against traders are set without genuine cause while in some cases; traders are consigned in areas where access to customers is difficult.

4.5.3 Need to Pay Before Receiving Required Services

It is imperative to note that only 1% of the traders conceded that they have to pay before getting the services they needed. They added that sometimes these payments are made to local authorities apart from the informal cartels that have taken the responsibilities of running street trading activities. Another 37% of the traders said they sometimes make payments to the cartels and local authorities in order to get services that facilitate the smooth running of their businesses. These further reinforce the rift and disconnection between local authorities and street trading activities in Bukavu Town.

Bukavu municipal authorities seem not to be in a position to enforce its mandated role of collecting rates from operators within its jurisdiction, which could make it possible to provide essential services to traders. Studies have shown that street traders pay more money in form of
bribes and protection fees to clandestine operators. It can also be argued that informal cartels have little ability to control street traders. Boland (1997) and Misser (1998) found the mushrooming informal cartel that had emerged in Bukavu Town to regulate informal street trading activities. The cartel networks were, however, demanding some payments from street traders before offering the services they needed. These services included garbage collection, protection services, supply and delivery of goods and tracking down defaulters and criminals. Mitullah (2006) argues that the assumption that the CBD should be reserved for formal operators since they pay taxes is false because street traders pay daily fees and bribes that are more expensive than licensing.

4.5.4 Street Traders’ Satisfaction with Trading Sites

Table 4.9 shows that 50.5% of the street traders are not comfortable with their area of business operation. Hawking site is crucial to street traders especially when it comes to access customers, security, and basic services and mobility of their goods and items of trade. Opondo’s (1989) findings show the location of premise has influence on the performance of small business firms. She found that traders located their businesses within their home areas as this helps to maintain personal contacts with customers within their socio economic status and by so doing guarantee demand for the product hence assuming pleasant relationship.

Almost 41% of the street traders would prefer to locate their activities within designated market. They observed that this could make it easy to get basic services, reduce conflicts with urban authorities, access customers, and shelter from unfavourable weather conditions. Related to need to have designated markets, 28.8% of the street traders said they preferred permanent stalls as
movement on street in search of clients sometimes led to loss of their items. This affected fragile items like glass, electronics and perishable goods like fruits and vegetables. Meanwhile, 25.7% of street traders would prefer to operate on streets where customers are readily available. This is a positive indicator to urban planners. They could respond to this plea by constructing markets and stalls. This would reduce conflicts with itinerant street traders while providing an opportunity to collect rates, rents, enforce rules and regulations as well as to reduce illegal business activities.

Table 4.10 Street Traders’ Area of Preference

<table>
<thead>
<tr>
<th>Traders’ sites</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designated markets</td>
<td>41</td>
<td>39.0</td>
</tr>
<tr>
<td>Permanent stalls</td>
<td>30</td>
<td>28.6</td>
</tr>
<tr>
<td>Streets</td>
<td>27</td>
<td>25.7</td>
</tr>
<tr>
<td>Open places</td>
<td>4</td>
<td>3.8</td>
</tr>
<tr>
<td>C.B.D</td>
<td>2</td>
<td>1.9</td>
</tr>
<tr>
<td>Others</td>
<td>1</td>
<td>1.0</td>
</tr>
<tr>
<td>Total</td>
<td>105</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Fieldwork, 2006

The hypothesis tested in this chapter was that the stakeholders’ concerns and government regulations do not have any significant impact on street trading activities in Bukavu Town. The hypothesis was rejected according to the research findings that established that the stakeholders’ concerns and government regulations had significant impact on street trading activities in Bukavu Town as discussed above.
CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This study set out to characterize street trading activities in Bukavu Town and determine sustainable management strategies of street trading. The stimulus of the study was among others to examine the profile of street trading activities in Bukavu and ascertain the response of local authorities and other stakeholders towards this activity, to determine the perceptions and attitudes of stakeholders on street trading and to analyze how stakeholders’ concerns and government regulations impact on the viability of street trading.

To achieve the above objectives, both secondary and primary sources of data were employed. Structured questionnaires, in-depth interviews, observation, and focused group discussions were used in collecting data. The study targeted 105 street traders picked from the three urban zones which constitute Bukavu Town. Simple random sampling was used to select traders to be interviewed. The study also interviewed five (5) municipal officials within local authority in Bukavu and 10 other different stakeholders to yield a sample size of 120 respondents. The collected and collated data were analyzed using both inferential and descriptive statistics.

5.2 Major Findings

There is great diversity in profitability, educational level, initial capital, gender and amount of income per day in trading activities in Bukavu Town. The study found significant relationship between trading activities and amount of income per day. The traders selling electronics and beauty products get more profit compared to those trading in food products. However, the study did not establish significant relationship between trading activities and sex of respondents. This
means that women are more likely to sell items similar to their male counterparts. The level of education turned out to be a significant factor in determining trading activities. The traders with primary level of education are likely to sell food products while those with secondary level were in clothing and beauty products. On initial capital, it emerged that those selling food products started with less than 2000FC, but meaningful trading in clothing required between 2000-5000FC (10$us).

Street trading activities in the study area face numerous governance challenges. This could be attributed to slow progress in responding to the dynamics of urban landuse. Apart from policies, rules and regulations pertaining to street trading activities, there are limited avenues to initiate dialogue and experience sharing among various stakeholders. Little attempt is made by local authority to solicit views of traders on how to improve management practices concerning trading activities. Although policies provide predictable response to any endeavour, they must be flexible to accommodate changes over time. Most of the rules and regulations governing trading activities are aimed at limited activities despite the crucial role street trading activities now play in urban economy.

On perception and attitude of local authority and stakeholders towards street trading activities, it can be said that they have an accommodative attitude towards this activity. They said that the activities have immense potential in responding to consumer demands, more receptive to creating opportunities for women and minorities; show great innovation and panacea for those residing in distressed areas. Although it is universally acclaimed that street trading activities present a great menace to other formal business operators, the stakeholders in the study area
think otherwise, an issue that requires further verification. Nevertheless, the stakeholders expressed their discontent with street traders’ current area of operation. They would prefer the street traders to be allocated specific places from where they can smoothly carry out their street activities.

The stakeholders identified sanitation, garbage generation, nuisance, obstruction and insecurity to be greatest challenges resulting from street trading. At 0.05 level of significance, the chi-square P values on sanitation, garbage, nuisance, obstruction and insecurity was 0.910, 0.273, 0.753, 0.007 and 0.150 respectively. These show significance of the above challenges accruing from street trading activities. Other studies (Hassan 2003, Racep 2000 and Lund et al., 2001) have revealed the negative perception people have towards street trading is due to the above mentioned challenges. The stakeholders expressed strong conviction that problems of street trading can be addressed successfully. This could be done through clear policies, basic service provision and provision of modern infrastructure. The stakeholders, however, believe that the government is doing little to respond to the challenges facing the street traders.

The study found lack of dialogue between street traders and the local authority despite existence of various policies and regulations concerning street trading activities. Consequently, street traders have come to internalize the thinking that the local authority is doing virtually nothing to solve problems facing them. Most urban centres have limited planned zones for street trading activities. This has resulted in street traders occupying back streets where there are no or limited social and physical amenities. As the street traders population increases, the local authorities become more rigorous with urban land use policies and associated regulations. This is aptly
reflected by most of the sampled street traders, 50.5%, who are not comfortable with their trading venues and would prefer to carry out their trading activities from permanent stalls or designated markets. There is limited involvement of other stakeholders in street trading phenomenon in the Town of Bukavu. This is manifested through limited financial assistance to initiate street trading activities (23.8%), extension services through training, skills acquisition (11.4%), and basic services standing at measly 1.0% of the street traders.

5.3 Conclusion

Street trading activities present great innovation, resilience and determination of people with low income to make ends meet and eke out a living. The sector is diverse, productive and working towards socio-economic harmony. The sector shows ubiquitous response to consumer basic needs. It addresses the failure of the formal systems to deliver goods and services in time. Failing real wages, stagnating employment levels, poor prospects for growth of formal employment, rapidly growing labourforce have increased the relevance of street trading as source of employment, income and survival of many urban poor households.

The street trading phenomenon has captured the world’s attention with renewed vitality. Gone are the days when the street trading was seen as an unattractive venture of dirty business and a nuisance that the city did not need. In Bukavu Town, street trading activities encompass a whole gamut of small activities ranging from the selling of food and clothes to electronic hawking and provision of services where the operators are mainly the youth. The sector has enormous potential in creating jobs and providing income to households. However, this potential is curtailed by several factors, which can mainly be attributed to weak and under developed institutional systems designed to respond to the needs of street traders. Despite this, many
obstacles and red tape impede smooth operation by street traders. There is need to address this by implementing policies that reduce burden and remove red tapes so as to create a small business friendly environment that support the perpetuation of neighbourhood grocery and local tailor.

5.4 Recommendations

Today, there is growing realization that holding street trading sector hostage is tantamount to jeopardizing social and economic lifeline of many poor urban households. The government and local authorities are being prevailed upon to integrate informal business operators in physical and long-term plans for cities. In this threshold, the study envisions the following recommendations as a step towards ameliorating pathos-afflicting Street trading enterprises:

Recommendations for Scholars

1. There is a strong feeling among scholars that urban informal sector has already received the attention it deserves. This view has undermined further research in this area. However, to address the dynamics of the sector, continuous research is of great value. Societies, development paradigms and technologies are rapidly changing. There is need to understand how the shift in technologies and development theories are affecting urban street trading activities.

2. There is need to develop theoretical and conceptual framework that treats street trading as livelihood option of the people. This should be able to address the ubiquitous nature of urban informal sector with special regard to street traders. The existing models have over emphasized management practices of urban informal sector, the with the intention of eradicating or controlling it.
3. Without careful attention, government policies could crush the small businesses of urban economy. One way of responding to mushrooming street trading activities is to carry out field surveys to measure problems associated with these activities and gain information for necessary action.

**Recommendations for Policy-makers and Planners**

1. There is need to empower street traders by allocating them appropriate trading sites, providing them with basic infrastructure, business management skills and loans through saving and credit cooperative societies or community banks.

2. Implement policies to reduce burdensome regulations and remove red tapes so as to create a small business friendly environment. The policy should accept street trading phenomenon as a permanent feature of urban centres and integrate it in its social and physical planning.

3. Street trading policies should address the viability of trading activities, while maintaining the stature of a modern functioning urban centre. In this threshold, pavements or sidewalk space should be perceived as a development tool in the support of small enterprises.

4. The government should encourage and put in place mechanisms in institutions of learning to come up with demand-oriented courses on skill especially skills on business management. The culture of micro-enterprises should be nurtured through programmes in schools and other training institutions. The policy framework should be done in a manner that ensures that programmes are tailored to specific needs of small business operators.

5. Although, it is not possible to meet the requirements of all the operators within the sector, measures should be taken to identify profitable and prospective activities that should be given support. The activities, which are capable of creating durable, decent, and
productive employment opportunities, as well as stimulating economic growth and reducing economic disparities and marginalization, should be supported.

6. The study established lack of any collaboration between stakeholders, thus there is need to graft working partnership among stakeholders, government and non-governmental agencies. Conflicts over scarce city space can be addressed when local authority and strong association of traders can enter into dialogue. The local authority has a role in creating the development of such partnership.

**Recommendations for Local Authorities**

1. Street traders operate without being provided with essential services such as garbage collection, water, access paths, electricity, sites to operate business and basic sanitation. Developing countries in general and DRC in particular will only develop when they recognize the informal sector by creating an enabling environment for their growth. This means there is need to put in place policies that promote street trading by providing basic needs and physical infrastructure.

2. The local authority should open up dialogue box with street traders. This can be achieved by encouraging street traders to form associations to represent them during negotiation. The consultation and information sharing will tremendously increase awareness and understanding needed to address the challenge of urban space use.

**5.5 Areas for Further Research**

The scope of street trading is vast. Continuous research is needed to give comprehensive understanding of vitality and dynamics of the sector. The following areas, therefore, merit consideration for study as a way of enriching the knowledge about street trading activities.
1. Reasons for lack of diversity in commodities and services provided among street traders

2. The impact of the changing institutional and regulatory environment on the actual conditions of street trading

3. The link between formal and informal enterprise of urban economy along production and distribution chains.

4. The impact of diminishing open space area on volume street trading activities.

5. Changing urban design technology and influence on viability of street trading activities.
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Appendix 1: Structured Questionnaire for Street Traders

Hallo, my name is ALAIN ALEMBE N. M. from Kenyatta University, Nairobi-Kenya. I am currently doing my postgraduate studies in Regional and Urban Planning, Geography Department. At the moment, I am carrying out a survey on the “Characterization and Sustainable Management on Street Trading Activities in Bukavu Town”.

Your assistance will be helpful in making people, especially that in authority, to understand better how street trading activities can be sustainably managed for the urban/national development.

Be assured, therefore, that the research is strictly for academic purposes only.

With thanks.

Socio-demographic and Economic Data

1. Sex of the respondent  Male ( ) Female ( )
2. Marital status
   a. Married ( ) b. Single ( ) c. Separated ( ) d. Widow(er) ( )
3. What is your age? .................................................................
4. What is your education/training level?
   a. None ( ) b. Primary ( ) c. Secondary ( ) d. Post Secondary ( )
5. Which is your religion?
   a. None ( ) b. Catholic ( ) c. Protestant ( ) d. Muslim ( ) e. Specify other....
6. Type of business enterprise......................................................
7. Approximately how much do you earn per month (Franc Congolais)
   a. Less than 5000 ( ) b. between 50001-10000 ( ) c. above 10000 ( )
8. Approximately, how much do you earn per day (Franc Congolais)
   a. Less than 100 ( ) b. between 101-500 ( ) c. above 500 ( )
9. Your have worked as a street trader for how long
   a. Less than 5 years ( ) b. 6 to 15 years ( ) c. More than 15 years ( )
10. Your business is
    a. Individual owned ( ) b. Family owned ( ) c. Owned by a number of people ( )
11. What are reasons for starting business? ........................................
12. At what time do operate your business activities?
    a. 6am-12pm ( ) b. between 12pm-8pm ( ) c. whole day ( ) e. other specify
13. How often do you carry out street trading activities?
    a. Daily ( ) b. Once a day ( ) c. More than once a week ( )
14. What was the source of capital for starting your business?
    a. Personal savings ( ) b. From relatives/friends
    c. Informal savings ( ) d. Specify others .........................
14. Approximate the amount of capital for starting your business operation (Franc Congolais)
   a. Less than 2000 ( )  b. 2001 -5000 ( )  c. above 5000 ( )

15. Number of employees in your business if any
   a. Less than 2 ( )  b. 3 – 5 ( )  c. More than 5 ( )

16. Who are often your regular customs?
   a. Men ( )  b. women ( )  c. both ( )

17. What were the reasons for starting your business? ..............................................

18. Do you experience any problems in the following areas in your business?

<table>
<thead>
<tr>
<th>Area</th>
<th>Always</th>
<th>Sometimes</th>
<th>Not at all</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Regulation for starting business</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>b. Financing</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>c. Tax rates</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>d. Inadequate supply of infrastructure</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>e. Crime and theft</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>f. Geographic location of business</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>h. Corruption</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>i. Political instability</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>j. Inefficient local authority</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

19. In case of important changes in laws or policies affecting our business operations, the local Authorities take account of concerns voiced by street traders
   a. True ( )  b. False ( )

20. Do you get any assistance from the following institutions?

<table>
<thead>
<tr>
<th>Institution</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Local authority</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>b. Other stakeholders (e.g. Formal business operators, members of the public, health officers...)</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

21. If Yes in (a) above, please specify the type of assistance

22. Are you required in any case making irregular, unofficial payments to get public services?
   a. Never ( )  b. Sometimes ( )  c. always ( )

23. The concern of local authorities/ stakeholders and their policies impose significant costs on your business.
   a. Yes ( )  b. Sometimes ( )  c. No ( )
Appendix 2: Structured Interview Guide for Local Authority

Position in local government

Date of interview

1. The national/local policy on street trading in DRC is?
   a. Vague ( ) Precise ( ) Don’t know ( )
2. Street trading workers and enterprises feature in the long terms plan for the development of the city?
   a) True ( ) b. False ( )
3. What is the institutional location within national, provincial and local government is street trading?
   (a) Trade and industry (b) Public work
   (c) Welfare (d) Labor
   What does this signify?
4. Are there any resources allocated towards street trading in Bukavu?
   a. Yes ( ) b. Sometimes ( ) c. Don’t know ( ) d. No ( )
5. What do the allocations emphasize?
   (a) Provision of basic services (b) Management of urban spaces
   (c) Controlling street traders
6. How can people, whether their work is designated within street trading sector be both empowered and protected?
7. What is the legal status of street traders?
8. What are challenges/ opportunities caused by street trading activities?
9. In the past years difficulties in dealing with street traders have increased ( ) remained the same ( ) decreased ( ) don’t know ( )
10. Government regulations on street trading in Bukavu are vague ( ) rarely enforced ( ) precise ( ) fully enforced ( )
11. Do you like the current location of the street traders in Bukavu Town?

If no, explain where you’d like them to be located?
12. In general, street traders in Bukavu expect too much support from local authority and other stakeholders.
   a) Yes ( ) b. Sometimes ( ) No ( )
15. How often do you meet street traders/ stakeholders to discuss public policy issues that affect your business?
   a) Daily ( ) b) Once a week ( ) c) Once a month ( )
   d) Rarely ( ) e) Other.............
16. How often do the local authorities intervene in the following as pertains to street trading?

<table>
<thead>
<tr>
<th>Issue</th>
<th>Always</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales/pricing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental concern</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Place of trading</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basic services provision</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 3: Interview Guide for Other Stakeholders

Questionnaire No. ........................................
Respondent’s code No ........................................
Interviewers name ........................................
Date of interview ........................................
Place of interview ........................................
Occupation of the respondent ........................................

1. What challenges do street traders pose to your business/general livelihoods in the streets of Bukavu Town?

2. What do you think should be done to reduce these challenges?

3. Do you like the current location of the street traders in Bukavu Town?
   a) Yes ( )
   b) Non ( )

4. If “no”, explain where you’d like them to be located?

5. How satisfied are you with how the local government addresses the issue of street traders?
   a) Very satisfied ( )
   b) Never satisfied ( )
   c) Fairly satisfied ( )
   d) Don’t know ( )

6. Which areas do you think the local authority should improve on in managing the issue of street traders?
   a) ( )
   b) ( )
   c) ( )
   d) ( )

7. Listed below are some of the major problems caused by street traders in Bukavu Town. Rank them in order of the ones you consider as affecting you most or least (1-5). (If you are not affected by any of them, give all of them the same ranks or if you consider two or three etc of them as having the same effect, then give them the same rank.)
   a) Health hazard
   b) Source of waste
   c) Nuisance
   d) Obstruction on the road
   e) Public menace/security threat
Appendix 4: Questionnaires pour Les Marchands Ambulants

Bonjour!

Je m'appelle ALAIN N. M. ALEMBE, étudiant à Kenyatta University basée à Nairobi au Kenya. Présentement, je suis en train de finaliser mes études en Planification Régionale et Urbaine, Masters Programme, département de Géographie.

Pour compléter ma formation, je dois mener une enquête sur la « Caractérisation et Gestion Soutenue des Marchands Ambulants dans la Ville de Bukavu ».

Votre contribution est très importante pour aider à la population et surtout aux autorités en place à mieux comprendre comment l’activité des marchands ambulants peut être gérée efficacement pour contribuer au développement local/ national de notre pays.

Soyez assuré, par ailleurs, que les informations obtenues lors de la présente enquête seront confidentielles et strictement utilisées pour des raisons académiques.

Merci beaucoup pour votre collaboration.

Données Socio-démographiques et Economiques

1. Sexe : a) Male ( ) b) Femme ( )
2. Etat civil : a) Marie(e) ( ) b) Célibataire ( )
   c) Divorce(e) ( ) d) Veuf(ve) ( )
3. Quel est votre age ?
4. Quel est votre niveau d'étude ?
   a) Aucun ( ) b) Primaire ( )
   c) Secondaire ( ) d) Post secondaire ( )
5. Quelle est votre religion?
   a) Aucune ( ) b) Catholique ( )
   c) Protestante ( ) d) Musulmane ( ) e) Autre, spécifiez...
6. Quel type d’activité exercez-vous ?
7. Approximativement combien gagnez-vous par mois (Franc Congolais)
   a) Moins de 5000 ( ) b) Entre 5001- 10.000 ( )
   c) Plus de 10.000 ( ) d) Connaît pas ( )
8. Approximativement combien gagnez-vous par jour (Franc Congolais)
   a) Moins de 200 ( ) b) Entre 201 - 400 ( )
   c) Plus de 400 ( ) d) Je ne sais pas ( )
9. Vous etes marchands ambulants pendant combien d’année ?
10. Votre activité (business) est-elle une affaire :
    a) Personnelle ( ) b) Familiale ( )
    c) Un groupe de gens ( )
11. Pour quelle raisons avez-vous commencé votre business ?
12. Votre activité est-elle pratiquée à quel moment ?
    a) Entre 6h - 12h ( ) b) Entre 12h - 18 h ( )
c) Toute la journée ( )  d) Autre, spécifiez .......... 

13. Quelle est la fréquence de votre activité ?  
a) Chaque jour ( )  b) Une fois par jour ( )  
c) Plus d’une fois par semaine ( )

14. Quelle était la source de votre capital pour débuter votre activité ?  
a) Epargne personnelle ( )  b) De la part des amis ( )  
c) Epargne informelle ( )  d) Autre, spécifiez .............. 

15. A combien estimez-vous le capital du début de votre business (Franc Congolais)  
a) Moins de 2000 ( )  b) Entre 2001 – 5000 ( )  
c) Plus de 5000 ( )

16. Quel est le nombre de vos employés (s’il y en a ?)  
a) Moins de 2 ( )  b) Entre 3 – 5 ( )  
c) Plus de 5 ( )

17. Quels sont vos clients les plus réguliers ?  
a) Hommes ( )  b) Femmes ( )  
c) Tous ( )

18. Rencontrez-vous certaines difficultés, pour les domaines ci-après, dans l’exercice de votre activité ?

<table>
<thead>
<tr>
<th>Toujours</th>
<th>Souvent</th>
<th>Jamais</th>
<th>Connais pas</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Réglementation pour débuter votre business</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>-Financement</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>-Taxation</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>-Infrastructure inadéquate</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>-Crime et vol</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>-Localisation géographique</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>de votre business</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>-Corruption</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
<tr>
<td>-Instabilité politique</td>
<td>( )</td>
<td>( )</td>
<td>( )</td>
</tr>
</tbody>
</table>

19. Au cas où il y a amendements des lois relatives à votre business, les autorités locales tiennent-elles compte des avis et considérations des marchants ambulants ?  
a) Vrai ( )  b) Faux ( )

20. Recevez-vous une quelconque assistance auprès des institutions suivantes ?  

<table>
<thead>
<tr>
<th>Oui</th>
<th>Non</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Autorité locale</td>
<td>( )</td>
</tr>
<tr>
<td>b) Autres partenaires : (Public, commerçant, officiers de santé)</td>
<td>( )</td>
</tr>
</tbody>
</table>

21. Si oui est la réponse donnée à la précédente question, spécifiez quel type d’assistance, s’il vous plait.................................................................

22. Etes-vous oblige de soudoyer pour un quelconque service public rendu ou pour avoir une licence (permis) ?  
a) Jamais ( )  b) Souvent ( )  c) Quelquefois ( )

23. Les considérations des autorités locales ou des autres partenaires et leur réglementations affectent-elles votre business ?  
a) Oui ( )  b) Non ( )  c) Quelquefois ( )
Appendix 5. Interview Guidee pour l'Autorite Locale

Position au sein du gouvernement .................................................................
Date d'interview ..............................................................................................

1. La politique nationale / locale pour les marchands ambulants en RD Congo est
   a) Vague ( ) b) Précise ( ) c) Connait pas ( )
2. Marchands ambulants sont-ils importants pour le développement de la région ?
   a) Vrai ( ) b) Faux ( )
3. La position institutionnelle de marchands ambulants au niveau national / provincial
   (Gouvernement local) est classée au sein du département du :
   a) Commerce et Industrie ( ) b) Travaux Publics ( )
   c) Bien être familial ( ) d) Affaire Sociale ( )
4. Partant de la question précédente, qu'est-ce que cela veut dire ?...............................

5. Y a-t-il des ressources destinées / prévues aux marchands ambulants au niveau provincial ?
   a) Oui ( ) b) Quelques fois ( ) c) Non ( ) d) Connait pas ( )
6. Si « oui » est la réponse donnée a la question précédente, qu'est-ce que ces dispositions
   stipulent ?
   a) Provision des services de base ( )
   b) Contrôler les marchands ambulants ( )
   c) Gestion de l'espace urbain ( )
7. Les gens impliqués dans ce secteur peuvent-ils, avec leur activité, être légalisés et protégés ?
8. Quel est le statut légal des marchands ambulants dans la ville de Bukavu?.............

9. Quels sont les enjeux / opportunités relatifs aux marchands ambulants ? ..........

10. Comparativement aux années précédentes, les difficultés relatives / associées à cette activités
    ont :
    a) augmente ( ) b) diminue ( )
    c) n'ont pas change ( ) d) connaît pas ( )
11. La réglementation gouvernementale (locale) pour les marchands ambulants dans la ville de
    Bukavu est :
    a) Vague ( ) b) Précise ( )
    c) Rarement observe ( ) d) Connait pas ( )
12. Etes-vous content de la présente localisation des marchands ambulants dans la ville de
    Bukavu ?
    a) Oui ( ) b) No ( )
13. Si « non » est la réponse donnée à la précédente question, ou auriez-vous souhaite qu'ils
    soient localisés ? ................................................................................

14. En général, les marchands ambulants reçoivent-ils une assistance de la part des autorités
    locales ou autres partenaires ?
    a) Oui ( ) b) Quelquefois ( ) c) No ( )
15. Combien de fois rencontrez-vous les marchands ambulants / autres partenaires pour discuter les réglementations relatives aux marchands ambulants ?
   a) Chaque jour ( )
   b) Une fois par semaine ( )
   c) Une fois par mois ( )
   d) Rarement ( )

16. Comment appréciez-vous l’intervention des autorités locales dans les aspects ci-dessous en rapport avec cette activité (marchants ambulants) ?

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Positive</th>
<th>Quelquefois</th>
<th>Négative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vente / prix</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aspect environnement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Place d’activité</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sécurité</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision de service de base</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 6. Interview Guidee pour d’Autres Partenaires

Questionnaire No.................................................................
Code No de la personne interviewée........................................
Nom de l’interviewee............................................................
Date d’interview......................................................................
Place d’interview.....................................................................
Occupation de la personne contactée........................................

1. Quels sont les défis / challenges qu’entraînent les marchands ambulants sur votre business.................................................................

2. Que faudra-t-il faire pour relever ces défis ?

3. Préférez-vous l’actuelle localisation des marchands ambulants dans la ville de Bukavu ?
   a) Oui ( ) b) Non ( )

4. Si « Non » est la réponse donnée pour la précédente question, ou souhaiteriez-vous que les marchands ambulants soient localisés ?

5. Comment appréciez-vous l’intervention du gouvernement local face à cette activité des marchands ambulants ?
   a) Vraiment satisfait ( ) b) Jamais satisfait ( )
   c) Un peu satisfait ( ) d) Connait pas ( )

6. Quels sont les domaines, selon vous, pour lesquels le gouvernement local doit améliorer pour mieux gérer les marchands ambulants ?
   a) ........................................................................
   b) ........................................................................
   c) ........................................................................
   d) ........................................................................

7. Certains des problèmes saillants causes par les marchands ambulants dans la ville de Bukavu sont mentionnés ci-dessous. Classez-les selon l’ordre d’importance de 1 – 5. (Si vous n’êtes pas affecté par aucun de ces problèmes, donnez la même valeur ou si vous trouvez que deux ou trois ont le même effet, alors donnez la même valeur)

   a) Problème Sanitaire ( ) ( ) ( ) ( ) ( )
   b) Source de Déchets ( ) ( ) ( ) ( ) ( )
   c) Embêtant ( ) ( ) ( ) ( ) ( )
   d) Encombrements sur la rue ( ) ( ) ( ) ( ) ( )
   e) Menace Publique / Insécurité ( ) ( ) ( ) ( ) ( )

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