

**AN ASSESSMENT OF THE MANAGEMENT STRATEGIES TO STREET  
VENDING: A CASE OF LUSAKA CENTRAL BUSINESS DISTRICT OF  
ZAMBIA**

**BY**

**DELINA NANJEKANA MUNKOYO**

A dissertation submitted to the University of Zambia in partial fulfillment  
of the requirements for the award of the degree of Master of Education in  
Civic Education

**The University of Zambia**

**2015**

## DECLARATION

I, **Delina Nanjekana Munkoyo** do hereby declare that this dissertation represents a product of my work and it has not been submitted at this or any other university. All scholarly work used in this dissertation has been duly acknowledged.

Signature.....

Date.....

Supervisor:

Signature.....

Date.....

## APPROVAL

This dissertation of **Delina Nanjekana Munkoyo** has been approved for the partial fulfillment of the requirements for the award of the Degree of Master of Education in Civic Education by the University of Zambia.

Examiners:

Signature.....Date.....

Signature.....Date.....

Signature.....Date.....

## **ABSTRACT**

This study is an assessment of the management strategies to street vending in Lusaka's Central Business District (CBD). The study inquired about who the players are in the management of street vending and their roles; the management strategies they have employed; the successes and failures of these strategies, if any; and finally, the reasons why challenges with street vending management have persisted.

This was a qualitative research, taking a case study design. The Sample was composed of forty street vendors, two officials from the Lusaka City Council (LCC), one official from the Ministry of Local Government, the United Street Vendors Foundation (USVEF) President and six marketers from the New Soweto Market, making a total sample of fifty respondents. Homogenous purposive sampling was used, self-selected and snow ball techniques were also employed. Data was collected using semi-structured interviews, focus group discussions, document analysis and observations. Data was analysed qualitatively using the themes that emerged from the literature review and objectives of the study.

The findings established that the LCC and the USVEF are involved in the management of street vending. The role of the LCC is to ensure that vending does not take place in the CBD as the practice is illegal according to the Statutory Instrument number 44 of 2007, which calls street vending as a Public Nuisance. The USVEF is the medium of communication between the government and the vendors. Strategies put in place include force; relocation and media sensitisation by the LCC. Other strategies on plan by the LCC and the Ministry of Local Government are: to gazette the CBD streets into specific merchandise; formalising vending as a legal business and eventually graduating vending as a recognised and appreciated form of trading; and government to partner with the private sector in order to construct adequate infrastructure to accommodate all the street vendors. The study further established that as a new plan, USVEF had zoned the CBD into forty-two with five member zone leaders with registers to supervise each zone. The study also established that as part of the new plan, USVEF had also registered and at the time of this study had 8 000 registered vendors. The study has found out that the failures established outweighed the

successes. The study has further shown that challenges with street vending management had persisted because of: high poverty levels and lack of formal employment; political interference; lack of enforcement of the law and; massive migration of traders from various regions to Lusaka for business opportunities as a high customer base is found in Lusaka's main roads and streets.

The study recommends that the Ministry of Local Government should ensure that political interference is discouraged and the LCC should be allowed to work independently for the law and strategies to be successfully enforced and implemented respectively. Laws and policies that relate to street vending must be explicit and easily accessible to the general public. Participatory strategies must be used, where street vendors are closely engaged in decision making and issuing of vending licences to enable government levy street vendors. The study further supports the new plans established by these civic leaders and organisation of formalising vending and graduating it into some kind of formal employment done in conducive and clean environment. The study has also endorsed the partnering initiative suggested of government and companies to construct permanent structures where legalised vending could take place.

## **DEDICATION**

This dissertation is dedicated to my beloved late mother, Jessica Etambuyu Sinyinda and my late uncle, Edward Mbuwa Shinkumba, who unfortunately did not live to see how far the seed they planted in me has grown.

## ACKNOWLEDGEMENT

No research of this magnitude can be completed without the help of many people other than the researcher. I, therefore, recognise the tremendous support I received from people too numerous to mention but among them the following individuals: my supervisor Dr. D. Banda, tender yet steadfast with profound knowledge, wisdom and experience and parental guidance, without whom the completion of this dissertation would not have been. To you Papa as I always called you, thank you.

I accord due honour and gratitude to my course lecturers: Dr. G. Muleya, Dr. G. Masaiti, Dr. L. Mweemba, Mr. C.S. Kandondo, Mr. M. Muchanga and all members of the Languages and Social Sciences Education Department. I extend my gratitude to the University of Zambia for providing me with a fellowship that helped me finance my studies. My two 'uncles', Chivunda and Sanny, I remain obliged to you for the technical help and encouragements you have always given me. Mrs M. Shalala, thank you so much for being a parent to me, may the Almighty reward you accordingly.

My special appreciation goes to my family. I have drawn so much strength from you as you have always believed in me. Am greatly indebted to my Dad Mr. J. Munkoyo and to all my mothers; Mrs Nasilele Peunja Munkoyo, Ms Neo Sinyinda, Mrs Mundia Sinyinda Siyeba, Mrs Inonge Sinyinda Shinkumba, Miss Prisca Namasiku Katete and Mrs Nasutu Katete Nawa for raising me and nurturing my academic potential. To my special friend, my companion, my love and my husband Habeenzu Mutinta Mulunda, thank you my dearest for your prayers, love and support. Above all, I thank the Almighty God for the bountiful blessings He has bestowed upon me.

## LIST OF ACRONYMS

- BIDs** -Business Improvement Districts
- CBD** -Central Business District
- DES** - Director Engineering Services
- FGDs** -Focus Group Discussions
- HIPC** -Highly Indebted Poor Countries Initiative
- LCC** -Lusaka City Council
- MLG** -Ministry of Local Government
- MMD** -Movement for Multiparty Democracy
- MSE** -Medium and Small Scale Entrepreneurs
- NCC** -Nairobi City Council
- PIDO** -Principle Infrastructure Development Officer
- PPP** -Public Private Partnership
- PRM** -Public Relations Manager
- PRSP** -Poverty Reduction Strategy Programme
- SAPs** -Structural Adjustment Programme
- USVEF**-United Street Vendors Foundation

## LIST OF FIGURES

Figure 1: Lumumba Road's Area A (shaded).....	77
Figure 2: Chiparamba Road Areas B and C.....	78
Figure 3: Freedom Way/Kalambo Road Area D.....	79
Figure 4: Nkwazi Road/Freedom Way Areas E, F and G.....	80
Figure 5: Cha cha cha/ Katunjila Area H.....	81
Figure 6: Katunjila/Lumumba Areas J and K.....	82
Figure 7: City Market's Area L.....	83
Figure 8: An illustration of the abandoned shade of the New Soweto Market in 2014.....	84

## TABLE OF CONTENTS

DECLARATION .....	i
APPROVAL .....	ii
ABSTRACT.....	iii
DEDICATION .....	v
ACKNOWLEDGEMENT .....	vi
LIST OF ACRONYMS .....	vii
LIST OF FIGURES.....	viii
CHAPTER ONE .....	1
INTRODUCTION.....	1
1.1 Overview.....	1
1.2 Background .....	1
1.3 Statement of the Problem.....	4
1.4 Purpose of the Study.....	5
1.5 Research Objectives.....	5
1.5.1 Main Research Objective .....	5
1.5.2 Specific Objectives. To: .....	5
1.6 Main Research Question .....	5
1.6.1 Research Questions.....	5
1.7 Significance of the Study .....	6
1.8 Limitations and Challenges.....	6
1.9 Operational Definition of Terms .....	7
1.10 Summary .....	7

CHAPTER TWO .....	9
LITERATURE REVIEW .....	9
2.1 Overview.....	9
2.2 Theoretical Framework.....	9
2.2.1 Structuralist Perspective: A Necessity-Driven Activity.....	9
2.2.2 Neo-Liberal Perspective: A Rational Economic Choice.....	10
2.3 Studies on Street Vending.....	11
2.4 Summary of the Reviewed Literature .....	27
2.5 Paradigmatic Orientation of Research .....	27
2.6 Summary.....	28
CHAPTER THREE.....	29
METHODOLOGY.....	29
3.1 Overview.....	29
3.2 Research Design .....	29
3.3 Target Population .....	29
3.4 Sampling Procedure.....	30
3.5 Sample Size.....	30
3.6 Methods and Tools of Data Collection .....	30
3.6.1 Primary Data.....	30
3.6.2 Secondary Data.....	31
3.7 Data collection procedure .....	31
3.8 Data Analysis .....	31
3.9. Data Validity .....	32
3.10 Ethical Considerations .....	32
3.11 Summary .....	33
CHAPTER FOUR.....	34
PRESENTATION OF RESULTS.....	34
4.1 Overview.....	34
4.2 Players involved in the Management of Street Vending and their Roles.....	34
4.3 Strategies that have been Employed to Manage Street Vending.....	37
4.4 The Successes and Failures of the Strategies to Manage Street Vending.....	44
4.5 To Establish the Reasons why Challenges with Street Vending Management have Persisted .....	47

4.6 Summary of Results.....	50
CHAPTER FIVE.....	51
DISCUSSION OF FINDINGS .....	51
5.1 Overview.....	51
5.2 To Ascertain the Players involved in Street Vending Management and their Roles.....	51
5.3 To Assess the Management Strategies that have been put in place to Manage Street Vending.....	52
5.4 To Ascertain the Successes and Failures of these Strategies Employed.....	60
5.5 To Establish why Challenges with Street Vending Management have Persisted.....	63
5.6 Summary.....	65
CHAPTER SIX.....	67
CONCLUSION AND RECOMMENDATIONS.....	67
6.1 Overview.....	67
6.2 Conclusion .....	67
6.4 Suggestion for Further Research .....	69
6.5 Summary.....	69
REFERENCES.....	70
APPENDICES .....	74

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Overview**

This chapter presents the background to the study and defines the problem that the study attempted to address. It states the purpose, objectives and research questions that needed to be answered. The chapter further reflects on the significance, limitations, operational definition of terms and provides the summary of the chapter.

#### **1.2 Background**

Street vending is often an urban phenomenon both in the developed and developing countries. Despite the fact that it is difficult to produce accurate estimates of the number of street vendors in any given city, Bromley (2000) opines that there are thousands and, in some cases, tens or hundreds of thousands of street vendors in most big cities of the world. Bromley (2000) further describes vending as the most visible segment of the urban informal economy. Castells (1989) explains that, even though it provides accessible employment opportunities and enhances goods and services provision in the city, it is usually deemed as inefficient and counterproductive to urban economic development. Street vendors are usually associated with traffic congestion, unhygienic and unsightly urban conditions, tax evasion and many others. Lund and Skinner (1999) argue that every day, the recurring conflicts between the street vendors and the municipal authorities can be found in almost every major city around the world. Numerous laws and municipal ordinances are regularly devised to manage street vendors as a way of city governments around the world to fight an urban space war with street vendors. As to whether this is the case with street vending in Zambia, and Lusaka in particular, we do not know; hence the focus of this study.

Looking at street vending from the Zambian perspective, the practice can be traced as far back as the earliest days of colonial Lusaka. As noted by Hansen and Vaa (2004), African residents developed informal work and housing initiatives in efforts to provide the goods and services that

colonial governance did not provide. The writers further report that; much like the colonial rulings that guided the location and type of economic activity Africans could pursue in the city, post-colonial regulations on markets, trade licensing, town and country planning and public health restricted trading and small scale manufacture to established market places (Hansen and Vaa, 2004: 63, in Hansen, 1997).

Although traders were occasionally chased off from the city streets, they usually returned. That is to say, small scale traders and marketers throughout the city centre and the townships widely ignored the existing legal regulations. The major regulatory measure to street vending was the Markets Act of 1937 created by the colonial masters. Strictly, the Act did not allow street vending. For example, Section 5 of the Local Authority Market Regulations, Cap 295 Number 3 stipulates that ‘No person shall, in any public place within a radius of two miles from the centre of a market, sell any goods except in a market’.

Hansen and Vaa (2004), assert that the informalisation process gained considerable momentum from the restrictive import and currency regime during most of President Kaunda’s Second Republic (1972-91). Street vending was referred to as ‘black marketing’ in the late 1970s and early 1980s, when shortages of basic commodities were a fact of everyday life. Soap, detergents, candles, cooking oil, bread and sugar were among the items that were frequently in short supply in the legal retail outlets and were, therefore, sold on the black market. When prices of several essential commodities were decontrolled and some subsidies phased out under pressure from the International Monetary Fund (IMF) in 1982, the term black marketing became used in a more inclusive sense, referring to any illegal marketing activity, among others, unlicensed vending in streets, yards and homes’, (Hansen and Vaa, 2004: 63). The writers further contend that the Second Republic could never have functioned without these informal activities because the command economy of the One Party State was unable to produce and distribute even basic necessities.

Hansen and Vaa (2004) report that the adoption of the neo-liberal reform policies in the early 1990s by the Movement for Multiparty Democracy (MMD) under the then President Mr. F.T.J. Chiluba, made street vending even more visible than ever before. This shift towards

liberalisation brought many effects on the Zambian citizens. Privatisation of major national companies and downsizing of the civil service led to huge unemployment, leaving people without any other option but to join the informal sector. Muuka (2003) stresses that in 1997, out of a total labour force which was estimated at 4.2 million workers, not more than 11 per cent were employed in the formal economy. The remaining 89 per cent of the labour force was either unemployed or employed in the informal economy, mainly in street vending activities with the majority of people being women and youths. It is important to note that the main players in street vending are the most vulnerable people in society, such as new migrants, the poor, the less educated, persons searching for jobs and individuals disadvantaged in various ways. Street vending serves as a main livelihood strategy for the poor or supplementary activity where, individuals in the formal economy employ it as a coping strategy when the economy is not doing fine (Msoka, 2006). However, literature by Hansen and Vaa (2004) states that management strategies after the 1990s have always taken a picture of force, ‘...police occasionally undertook sweeps of the street vendors, confiscating their goods and imposed fines or prison sentences on them, but most marketers returned to the streets’.

Nonetheless, the study of street vending cannot be complete without the mention of the advent of the secondhand clothing market in Zambia. Hansen (2010) affirms that the import of secondhand clothing from the West began to grow rapidly in the late 1980s in Zambia.<sup>1</sup> However, there were calls in the early 1990s for banning this business because of the threat it allegedly posed to local industry. While this account was true in a general sense, it sidestepped several observations concerning Zambia’s overall economic, political, and social environment. The growth of the secondhand clothing market was a response to an overall decline that also affected textile and garment factories. The writer further contends that, in the early 1990s when the MMD government introduced open market economic policies, many manufacturers closed down, because of their unstable state after many years of lack of innovation during the controlled economy. The new government was slow to improve the circumstances for industry. Where people were wage employed, it clearly demonstrated the importance of the secondhand clothing

---

<sup>1</sup> Although these secondhand clothes were coming from the West, they were nicknamed after their entry point town into Zambia from the Democratic Republic of Congo known as Mokambo. So all secondhand clothes in Zambia were known as Mokambo at that time. So if you were wearing a second hand shirt, you would be referred to as the one wearing a Mokambo shirt.

trade, referred to as *salaula* (a Bemba term, meaning ‘selecting from a pile’) or *Kontama boutique* (a Nyanja term which means ‘bending over’). Others have also called it *bend over boutique*. Reduction in public and private employment and decline of manufacturing jobs attracted job seekers to secondhand clothing retail, distribution, and allied activities.

Despite this practice, the 1937 Markets Act still prohibited the practice of street vending. For example, Section 5 of the 1937 Act outlining the Lusaka Market By-Laws stipulates that ‘No persons shall sell or offer for sell any produce in any street or in any public place within the market area other than in the market except with the permission of the local authority’. Additionally, the use of make shift stalls was also prohibited by the local authorities in any place, even in markets, as stipulated in Section 5 of the Act. A stall in this Act means ‘... stand, shelter, table, place or plot...’ Number 14 of the same Section emphasises that ‘No building, tent, booth or shelter shall be erected in any market without the consent of the local authority’. Despite revising the 1937 Markets Act in 2007, the 2007 Markets and Bus Stations Act does not give a clear view to street vending management. It is, therefore, the essence of this study to assess strategies to manage street vending in Lusaka’s Central Business District (CBD).

### **1.3 Statement of the Problem**

Literature (Hansen; 2002; 2004; 2010) has given a historical background of street vending. It has revealed various ways in which street vending has been managed and in some cases not managed. Literature has also shown that in some instances, the nature and management of these street vendors has been by use of force by local authorities. Despite these management approaches, street vending has persisted. Additionally, Ndhlovu (2011) shows that there are instances when those selling in well-established markets or selling places desert those places in preference to selling along streets where they claim customers are found. The moment they find themselves in streets, they become street vendors. This has been the case in Zambia where many traders have deserted designated structures for trading in the streets. Not only that, there is little information, if any, on how such street vending is managed by the local authorities. This lack of comprehensive information on proper street vending management strategies may misinform the managers and the general public, resulting in poor management. It is for this reason that this

study intends to assess management strategies used by the local authorities in the management of street vending in Lusaka's CBD.

#### **1.4 Purpose of the Study**

The purpose of this study was to assess street vending management strategies in Lusaka's CBD. Unlike other studies by researchers such as Ndhlovu (2011), Hansen (2002; 2004 and 2010), which were on the reasons why marketers desert designated market places to the streets and on the inception, nature and on how street vending has been haphazardly managed respectively, this study pays significant attention in identifying and assessing the management strategies to street vending, considering the fact that challenges with street vending management have persisted with a view of establishing sustainable management strategies to street vending.

#### **1.5 Research Objectives**

##### **1.5.1 Main Research Objective**

To assess street vending management strategies in Lusaka's CBD.

##### **1.5.2 Specific Objectives. To:**

1. ascertain the players involved in street vending management and their roles.
2. assess the management strategies that have been employed in street vending.
3. ascertain the successes and failures, if any, of these management strategies to street vending.
4. establish the possible reasons why challenges with street vending management have persisted.

#### **1.6 Main Research Question**

What are the street vending management strategies used in Lusaka's CBD?

##### **1.6.1 Research Questions**

1. Who are the players involved in the management of street vending and their roles?

2. What management strategies have been employed in street vending?
3. What are the successes and failures of these management strategies to street vending?
4. Why have challenges with street vending management persisted?

### **1.7 Significance of the Study**

The findings of this study might be useful to Civic Education researchers as it may provide them with valuable information in promoting good and responsible citizenry for the development of the country. It may also contribute to the body of literature that exists in the field of street vending management. Additionally, some studies (Ndhlovu, 2011; Hansen, 2010; and Hansen and Vaa, 2004) have shown that managing street vending requires an informed citizenry. This is mostly done by considering the voices of the vendors willing to participate in the development processes at both the local and national level. Therefore, the findings of this study may provide the relevant authorities with some general information and by so doing increase their awareness on the need to involve the vendors in the exercise of managing street vending. Furthermore, the findings and recommendations of this study may help the Ministry of Local Government and the various stakeholders involved in the management of street vending institute strategies to improve on their planning, development and implementation of sustainable strategies to street vending at all times.

### **1.8 Limitations and Challenges**

The study was conducted in Zambia, particularly in Lusaka's CBD and as such, the findings may not be generalised to other CBDs across the country. To this effect, similar studies will need to be conducted in other CBDs.

The main challenges experienced by the researcher were at the time of data collection. This was a period when the incumbent President had just passed on and the country was holding a Presidential by-election in ninety days time; to this effect, there were frequent clashes in the CBD between the ruling party cadres and one of the strong opposing parties. Secondly, most

vendors demanded money for them to be part of the study. Forming discussion groups with the vendors was one other challenge as most of them refused, citing wastage of time being interviewed since there was no money given to them instead of selling. Some stationary vendors said they could not leave their merchandise unattended to. For the traders who were in the New Soweto Market outside shade that has been mostly deserted by most traders for the streets, following them was also a challenge because it was the rain season at the time of data collection and the way to the New Soweto market becomes almost impassible during this time.

### **1.9 Operational Definition of Terms**

*Assessment* in this study means an evaluation of the nature, value of quality of something at a specified level.

*Management* is the process of decision making, leadership, directing and facilitating the work of people organised in formal groups to achieve a desired goal.

*A Street Vendor* is a person who offers goods for sale to the public at large without having a permanent built up structure from which to sell. Street vendors may be stationary in the sense that they occupy space on the pavements or other public/private spaces or, they may be mobile in the sense that they move from place to place.

*Street Vending* in this study is the exchange of goods and services that involve the lack of business permits, violation of zoning codes and legal guarantees in relation with suppliers and clients. The activity takes place from outside enclosed premises or covered workspace on street pavements, sidewalks, and in other public places and usually characterised with the non-payment of tax.

*Central Business District (CBD)* is simply the postcard image of a city which contains an overabundance of tall buildings, high density, a lack of parking, transportation modes, a large number of pedestrians on the street and generally, just a lot of activity during the daytime.

### **1.10 Summary**

This chapter presented the background to the problem. It highlighted the advent and nature of street vending from the colonial era and its growth in Zambia due to Structural Adjustment

Policies and consequences of the neo-liberal economies in the Second Republic. The chapter further presented the statement of the problem together with the research purpose, objectives, questions and the significance of the study. The theoretical and conceptual frameworks which provided focus to the study, together with the study's delimitations have all been addressed. The next chapter provides a review of literature of management strategies used in street vending for the purpose of positioning the study in the context of knowledge and identifying gaps in knowledge; hence justifying the need for the study.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Overview**

This chapter provides the theoretical framework that influenced the study. It further provides literature on the existence, nature and management strategies of street vending drawn from different studies of different countries. A review of these studies will help give an insight of practical information that would answer the research questions and provide the kind of information that other stakeholders struggling with street vending issues may use. These studies are drawn from the global level, Africa and finally narrowed to Zambia.

#### **2.2 Theoretical Framework**

This study has been informed by two theories and these have been mentioned and explained in turn below:

##### **2.2.1 Structuralist Perspective: A Necessity-Driven Activity**

Structuralists have come to the fore, which depicts street vending as a survival practice conducted out of economic necessity as a last resort in the absence of alternative means of livelihood. Such entrepreneurship is a direct by-product of the advent of a de-regulated open world economy (Castells and Portes, 1989). The forces of global integration put downward pressure on salaries. Liberalisation and privatisation resulted in the erosion of incomes, social services and benefits, leaving many workers with no option but to create their own jobs in the informal sector in order to survive (Kirshner, 2010). Indeed, street vending is depicted by this structuralist perspective as a necessity-driven endeavour which is highly insecure and unstable. It is also clear that although not policy oriented, structuralists agree with the suitability of management through various policy package and the need for state intervention.

### **2.2.2 Neo-Liberal Perspective: A Rational Economic Choice**

For a group of neo-liberal commentators, street vending is more a matter of choice. For these neo-liberals, street vending is a rational response by micro-entrepreneurs to over-regulation by government bureaucracies. De Soto (1989: 255) asserts that, 'street entrepreneurship is viewed as the people's spontaneous and creative response to the state's incapacity to satisfy the basic needs of impoverished masses'. It is a rational economic strategy pursued by entrepreneurs whose spirit is stifled by state-imposed institutional constraints and who voluntarily operate in the informal economy to avoid the costs, time and effort of formal registration (Cross and Morales, 2007). In relation to this study, Ndhlovu (2011) reveals that some of the reasons why vendors opt to operate from the streets are because of the cumbersome application processes to gain access to a stand in any of the designated market infrastructure. This lengthy permit application process or the high operational costs discourage street vendors from applying. According to her, this gives some of the reasons why the New Soweto Market has been deserted by the marketers for the streets. To this effect, it can be said that, street vending in Zambia and Lusaka in particular is to some extent as a result of the strict bureaucratic regulations. Given this picture, it is, therefore, vital to assess the existing management strategies to street vending and consequently, establish sustainable approaches to manage street vending.

Basically, at the heart of all the theories, it can be concluded that street vending is the expression of the uneven nature of capitalist development in peripheral societies. Each perspective contributes empirical knowledge and points out critical issues of street vending that need attention in terms of management. In addition, the theories recognise that the informal economy simultaneously involves flexibility and exploitation, productivity and abuse, aggressive entrepreneurs and defenceless workers, libertarianism and selfishness. As such, there is need to assess management strategies to the practice that will consequently bring the local authorities on board together with the vendors in satisfying the interests of both parties for development to be realised, which is a worthwhile call for this study to be undertaken.

## **2.3 Studies on Street Vending**

### **2.3.1 Global Perspective**

Sites (2003) explains that street vending is one of the major activities in the informal economy and it is known to be an old practice that has always had a presence in the composition of cities. The nature of street vending ranges from issues of property rights, relocation problems, bureaucratic regulations, lack of customer drawing power and street vendor organisations, among others. Street vending that exists in cities around the world takes many different forms, each of which complement and benefit the city and its population. Morales (2010) reveals that the management of street vending has been challenging. For most street vendors, trading has always been full of uncertainties. The local bodies conduct eviction drives to clear the streets of these encroachers and in most cases confiscate their goods. Confiscation of the vendors' goods entails heavy fines for recovery. Houston (2003) contends that generally, the most common ways city governments around the globe manage street vendors are: controlling the number of people, that is, giving out licenses and permits to the vendors, controlling urban public space; that is, designating special street vending zones or locations and building and relocating vendors to public market buildings. This reflection of a general struggle between the vendors and the local authorities calls for sustainable management of street vending, of which this study takes the centre stage of assessing the management strategies to street vending.

One significant study to the management of street vending is that of Devlin (2006) in New York. Devlin comments that vending that occurs in New York City is no exception to vending in other cities around the globe. Vending serves an important economic and social role; it provides jobs, stimulates commerce and fulfils the needs of the population. These vending events are a part of life in neighbourhoods across the city. The researcher reports that the major source of the growth of street vendors was the influx of immigrants who engaged in the street vending trade. Since 1945, there have been waves of legislations on how to regulate street vending, ranging from restricting vending places and time to issuing licences to the vendors. Devlin (2006) argues that despite the heavy grips of legislations, street vending management continued to be a challenge in New York because of the heavy influx of immigrants during this period. It can be deduced from this report that street vending management becomes a challenge when there is a massive immigration of people into a country. The fact that people involved in street vending come from

various backgrounds may pose a challenge on the management of their businesses as they are likely to reason differently and even respond to policies and by policies differently. The issue of assessing strategies to managing street vending is the focus of this study.

Nonetheless, Devlin affirms that the status quo could not remain. New York City has made tremendous improvements in regulating street vending. One of the major management measures to street vending employed by New York is licensing. The Department of Consumer Affairs regulates and issues licenses for general merchandise such as crafts, pottery, jewellery and watches among others. The Department of Health regulates and issues licenses to vendors and permits for food-related street vending. Food vendors must take and pass a course on food handling. The person may take either the Food Protection Certificate course or the Mobile Food Vending Food Protection course. Items associated with Right to Free Speech Merchandise such as paintings, illustrations, photographs and books can be sold without obtaining a license as these items are protected by the First Amendment, guaranteeing free speech. However, the vendors of such works are still subject to other rules and regulations applicable to all street vendors (Devlin, 2006). Furthermore, Ball (2000) notes that in New York, there are Green Cart permits available for people who want to vend whole, fresh fruits and vegetables in specific police confines throughout the city. Before applying for a Food Vending License, one must take and pass a course on food handling. The person may take either the Food Protection Certificate course, which is a fifteen hour course that enables him or her to supervise food handling in a food service establishment or mobile food vending unit. Another option according to Ball is the Mobile Food Vending Food Protection course, an eight hour food handling course designed specifically for mobile vendors, given by the Department of Health over a two day period. In addition to having completed one of the food handling courses, the person must have a NYS Tax ID number and either a social security number or Individual Tax Identification Number to obtain a mobile food vending license.

Reflecting on the above management strategy, issuing of licences seems to have proved a successful strategy to managing street vending. Harvey (2005), agrees with this statement as he stresses that licensing is one of the key components in better management of public spaces, though the critical issue is how many licenses as a proportion of the total number of traders are issued in order to realise revenue buildup. Therefore, if this exercise is properly employed by

the local authorities, street vending can be sustainably managed, which is the core of this study. Furthermore, since the practice of street vending also includes the selling of food stuffs, food handling requires high levels of hygiene. The Food Protection Certificate course employed by the New York City is one good strategy that would regulate and deter massive numbers of street vendors who, at the expense of hygiene and promotion of proper sanitation to the massive populace, venture into street vending without putting such important aspects into consideration. Therefore, this study takes into account such important strategic measures.

Houstoun (2003) notes that in New York, policies regulating street vending are shaped significantly by the Business Improvement District (BIDs) associations which are non-profit making. They are a privatised form of urban governance, supplementing public services such as sanitation, security, maintenance and planning. BIDs utilise such strategies as streetscape design, planter placement, surveillance and close collaboration with local police to manage vending in their districts. With this in mind, the laws that have been put in place, training and the powerful efforts of the BIDs have proved a relative success in the management of street vending in New York. However, one pitfall of this report is that the writer does not give the methodological approaches used in the study.

A survey by Akharuzzaman and Deguchi (2010) in Dhaka city in Bangladesh gives an insight on street vending management. According to the researchers, Dhaka city was selected as suitable for their study because of being one of the high-density urban areas among Asian cities. The high population growth rate according to the researchers is due to the rural-urban migration and natural growth. Migration is one of the most important sources for population growth in central urban areas of Dhaka city as reported by the researchers. Not only that, the researchers note that Dhaka city has a large number of urban dwellers who are poor and have no formal skills to get jobs in the formal sector. Being a street vendor is one of the best job opportunities for them as an informal activity. In addition, poor urban dwellers cannot fulfill their basic needs without those informal activities in urban areas. Without street vending in urban areas, a large number of urban dwellers fall into a critical situation in their lives. Not only the low-income group, but also the middle-income group of urban dwellers depends on street vendors in their lives.

In relation to the above background, street vending management may be a challenge considering such factors as poverty, massive rural-urban migration and large numbers of urban dwellers without formal skills for formal sector jobs. Additionally, the fact that these vendors are less educated pose a great challenge when it comes to policy development and implementation as the vendors may not be able to respond to the policies appropriately. This study, therefore, takes such aspects into consideration because an assessment of street vending management is its focal point.

However, Akharuzzaman and Deguchi (2010) report that the local authority of Dhaka city has no proper management and rehabilitation policy for their street vendors nor do the urban authorities have developmental policies to improve their vending system and to maintain the surrounding environment. Sometimes, the authority evicts the vendors from their area and they become jobless due to this eviction. As part of illegal and an informal sector, the researchers report that in 2007, the urban authority evicted the street vendors and as a result, they became jobless in Dhaka city. Based on their vending condition, most of them became extremely poor as they could not maintain lives without their daily street vending. After eviction, the local government established a holiday market for street vending in some individual urban areas. But the researchers report that according to the vendors' opinion, the holiday market did not have enough space for the large number of street vendors in the city and sales were not good for the vendors. Secondly, the urban authority selected twenty spots permitted for vending in the city. However, street vendors were remained poor as they lacked the customer drawing power away from the central urban areas.

From the above survey, it is clear that lack of proper policies to manage street vending by the local authorities is a problem which may breed a number of challenges. These challenges range from poor environmental sanitation, crowded footpaths, loss of revenue through taxes by the local authorities to numerous conflicts between the vendors and the local authorities. Consequently, it worsens the poverty levels among the vendors who solely depend on street vending. Because an assessment of street vending management strategies is the main focus of this study, the above issues have been taken note of.

Furthermore, this study focuses particularly on Lusaka's CBD unlike Akharuzzaman and Deguchi's (2010) survey that focused on Dhaka. A further contrast of the case of Dhaka to this study is drawn from the methodological aspect and focus. The above study was based on a survey to examine public management for street vendor problems in relation to environmental sanitation. But this study adopts a case study design to assess the strategies used in managing street vending.

Another significant study to street vending is that of Rupkamdee *et al.* in Thailand. The writers reveal that the practice of street vending was mainly encouraged because of the economic recession after World War I. The local people were encouraged to take up the trade by the government. The unsteady labour regime under globalisation since 1980s worsened by the 1997 financial crisis and increased street vending. The practice became a favourable source of income generation. Because of the relatively higher possibility of earning more and the autonomy that vending offers, Rupkamdee *et al.* (2011: 41) noted that 'street vending is not only a choice for the urban poor but is also becoming an attractive occupation for the educated middle class without formal employment.' From this background, the fact that street vending is driven by such factors as effects of World Wars, unstable labour regimes in the global village and global financial crises, management in contemporary times may prove to be difficult. In such circumstances, massive numbers of people will resort to vending. This study takes into consideration such aspects, as management of street vending is the sole purpose of it.

Against this background, Rupkamdee *et al.* (2011) reports that policies and all laws in Thailand prevent vending activities and punish vendors and hawkers working in public areas. Vendors are seen by policymakers as the cause of many problems such as pedestrian and traffic obstruction and making the city dirty. But for their part, vendors have to grapple with the uncertainty of laws and regulations. According to the researchers, several acts have been put in place to regulate street vendors. The first was the Cleanliness and Order of the City Act issued in 1992. This Act prohibited individuals from cooking and selling things in cars and carts on public roads and public areas. Rupkamdee *et al.* (2011) further explains that Section 9 of the same Act empowers local officials to prohibit vending activities. Thailand vendors are only allowed to sell products in certain zones and at particular times and days. Section 20 of the same Act specifies that

vendors have to cease operations on Wednesdays or on any other designated day, and that they must be registered, have vending identification and licenses. The local officials are also authorised to monitor and maintain the cleanliness of vendors from the money realised through tax. Not only that, the Traffic and Land Transportation Act of 1992 and the Highway Act, 1993 prohibit any activity that obstructs traffic and pedestrian paths. This Act also empowers police officers and traffic officials to control the use of public roads. Thus, street vendors can be subject to punishment by both local officials as well as police officers (Rupkamdee *et al.*, 2011).

Reflecting on the above findings by Rupkamdee *et al.* (2011), the Thailand case hinges on regulation Acts. Prohibitions devised by the local authorities give good and sustainable management measures to street vending that can be of great help to the relevant authorities grappling with managing street vending in this study. Nevertheless, Rupkamdee *et al.* do not give an account of the extent to which the implementation of these Acts, laws and policies regulating street vending have been successful.

Furthermore, Rupkamdee *et al.* (2011) reveals that the other management strategy employed in Thailand that brought a win-win situation to all the parties were relocating the vendors in private companies' housing estates. The private companies organise the markets in the premises and manage these markets. A rent is charged and high standards of hygiene, orderliness and security are maintained. Though with resistance at first by the vendors, as the business at these markets boomed and the managers tried to persuade the vendors, gradually, the relocation was completed and the market flourished. Through renovations by the companies, the markets have good infrastructure, including restrooms and a car park. This has contributed to an increase in customers and consequently, an increase in income for vendors. The researcher reports that all these well-managed markets showed successful negotiations between vendors and market managers in reaching an agreement on relocation. The key to success is how much managers listen to vendors and accommodate their needs.

Analysing the findings of the study, though the mechanisms put in place to manage street vending are good, the findings fall short of information from vendors. Since the methodological design applied in the research was case study, primary data as an instrument of data collection is not reflecting. This, therefore, could have given the researchers a much deeper picture on the

issues of street vending and subsequently, devise proper channels to address it. Not only that, the contextual relevance of the studies could have been profoundly founded. In this study, these are some of the aspects which have been taken into account so that views of the vendors themselves are considered.

### **2.3.2 African Perspective**

Narrowing down to Africa, however, street trading is a core component of the informal economy across the continent for those with low levels of education among the many urban dwellers (Castells, 1989). As contended by Mitullah (2005), a number of studies suggest that there has been a surge in the numbers of street traders partly because of the Structural Adjustment Policies (SAPs). Vending attracts those who have limited opportunities for obtaining formal employment and/or prestigious business, and minimises chances of social exclusion and marginalisation. Street vending is increasingly becoming an option for many citizens. It is no longer limited to the lower social groups, especially the underprivileged who carve out a living in an environment full of uncertainty in terms of evictions by urban authorities. Street trade, however, has always been viewed as an underground activity that undermines the healthy functioning of the formal economy. Because of this situation, a call to finding sustainable management strategies is a cornerstone to each and every government where this trend is being practised, hence the purpose of this study.

In Kampala, Uganda, based on a case study conducted by Mitullah *et al.* (2005), it was established that the local authority in Uganda is a major obstacle to proper management of street vending. Mitullah *et al.* reports that the local authorities use out-dated restrictive policies, by-laws and regulations. The restrictions make vending principally illegal and view vendors as responsible for making cities dirty, obstructing traffic and, therefore, a public nuisance. To this effect, the researchers reveal that such provisions and perceptions were for dealing with cities planned for colonial governors. Mitullah *et al.* further explain that the 1997 Local Government Act of Uganda does not engender a review of by-laws. It simply gives powers to local authorities to enforce laws and by-laws consistent with the national framework. The aspect of reviewing by-laws, policies and regulations is cardinal to street vending management. Considering such factors such as population growth in many cities, coupled with the effects of SAPs that saw a

number of people offloaded from the formal job market in many African countries, it gives a call to undertake this study.

In relation to policies and regulations to street vending, the situation in Kampala revealed that street vendors are hardly consulted in the development of the by-laws and planning vending sites in respective urban areas. It was established by the researcher that many of the street vendors were not aware of the by-laws applicable to their operations and had no access to them. Additionally, Mitullah *et al.* (2005) further revealed that the few vendors who were aware of the by-laws indicated that the policies to regulate street vending were inappropriate, citing expensive daily charges, poor and insecure working locations, inappropriate hours of business, poor locations for business, constant harassment, confiscation and loss of goods by urban authorities and poor enforcement approaches by urban authorities.

Echoing from the above findings, it can be realised that it is of great importance to bring on board all the interested parties when devising developmental by-laws and policies regulating street vending and making them accessible to the vendors. Street vendors would engage more fully in the management of street vending if they feel ownership of the policies and by-laws; they would understand them and endorse their overarching aims. The position of the above study is similar to this study in methodology as it was based on a case study approach, which used both primary and secondary data. Conversely, it was part of the six synthesis studies conducted in six different African countries. Its focal point was the assessment of constraints to business in the informal economy. My study assesses the management strategies to street vending in Lusaka's CBD in particular.

Another case study by Kamunyori (2007) in Nairobi, Kenya reveals that while street vending is legal according to the by-laws that govern the Nairobi City Council, another by-law, that is the General Nuisance by-law, is often used to supersede this provision. Created during the colonial administration, the General Nuisance by-law allows city inspectorates to arrest any individual that they deem is creating a 'general nuisance' in public spaces. This by-law continues to provide the legal grounds on which city inspectors can evict street vendors. By claiming that they are a nuisance to the well-being of the public by obstructing the sidewalks and making a mess, the

inspectors chase the street vendors off the streets (even when the vendors have paid their daily license), often arresting them and taking them to court. In the actual sense, Kamunyori (2007) stresses that this by-law was actually created in the 50s to protect the European and Asian housewives from being pestered by hawkers who used to come door-to-door selling wares. Though with contradictory by-laws governing street vending, Kamunyori (2007) reveals that the Nairobi City Council had been reviewing its outdated by-laws as a means of improving the uncertainty in their operations, for example, creating the Single Business Permit which replaced multiple business licenses with just one. While this has been taking place in Nairobi as reported by Kamunyori, this, therefore, justifies the undertaking of this study.

Furthermore, Kamunyori (2007) reveals that licensing of street traders is a major problem and has contributed to the confrontation between street traders and urban authorities. Few street vendors have licenses to trade. The prevailing situation is that many vendors are trading without any licenses. Some urban authorities charge daily fees, while others fear that this would attract more street vendors in the streets. The process of obtaining a license is cumbersome in most urban authorities and they issue very few vending licenses and, generally, have a negative attitude towards vending. Kamunyori's work further established that in Nairobi, those who get a license have to either pay a bribe or are well connected to urban authorities or influential personalities. Obtaining a license does not give street vendors full trading rights. Vendors have to observe other trading requirements, for example, trading in approved or designated areas, and observing health requirements. While this is appropriate, a majority of street traders are not aware of the details of the health requirements. This results in their licenses being confiscated for not observing health requirements. From this report, it can be established that cumbersome processes of obtaining street vending licenses may result in very few vendors having vending licenses. The fact that few vendors will acquire licenses and being charged daily fees by the local authorities creates a challenge to manage street vending. As seen in the above findings, a large number of vendors would resort to mobile vending, and those with licenses may resist being taxed, resulting in constant confrontations between the vendors and the tax collectors. This study therefore, takes into consideration such aspects as its centre stage is to assess the management strategies employed to street vending.

Beside the above measures, the Nairobi City Council (NCC) relocated the vendors from their trading sites as a measure to regulate and manage street vending. Kamunyori (2007) further reports that street vendor relocations that were done by the Nairobi City Council (NCC) in 2002 were often not successful because the new locations had lower pedestrian traffic and/or customers with lower purchasing power than in the CBD area. Additionally, the process encountered a number of problems, which affected the outcome. The relocation process involved a lot of fights and constant placement of NCC enforcement officers in former street vendors' sites of operation aimed at ensuring that they do not continue trading. Therefore, despite the harassment from the city inspectors and the resulting high costs of being 'a nuisance' if caught (costs incurred either through bribes or through losing their stock that gets confiscated if they are caught), vendors soon returned to the CBD. Giving a run-down of the above account, it can be seen that the major determinant to street vendor relocation process as a management strategy is the location of the market; ideally, the new off-streets market should be visible and accessible to customers with high degree of customer drawing power, otherwise, if customers fail to follow the vendors, street vendors may return to the streets. Hence, this study focuses on street vending management strategies taking into account concern of such matters.

The study also revealed that although the urban authorities collect revenue from vendors, street vendors hardly participate in important issues such as planning and management of urban development. There is poor communication between the urban authorities and street vendors. There is hardly any dialogue, and relationships are largely determined by favouritism, nepotism and corrupt practices. Thus, the vendors have no influence on any policies developed for managing their operations, while the urban authorities hardly provide services nor are they accountable to vendors. This has affected potential joint action and impaired relationships between vendors and urban authorities. Since street vending management requires a coordinated action among the stakeholders, communication between the urban authorities and the street vendors themselves is cardinal to its management.

One other handicap deduced from the above reviewed study of Nairobi by Kamunyori (2007) is that the discussions of the findings seem not to give much information on the voices of the vendors, as part of the research undertaken. This does not bring out the reflexivity on the part of

the researcher. As Creswell (2001: 37) emphasises, ‘...the final written report or presentation includes the voices of the participants, the reflexivity of the researcher...’ Therefore, the absence of this reflects that there was no chance given to the vendors as part of the stakeholders to dig into the paradigms of the studies, this gap, therefore, is a contrast to my study.

Another significant study on street vending was conducted by Mitullah, Lund and Skinner (2005) in Durban, South Africa. The study reveals that South Africa has initiated processes through its constitution that has potential for improving the business environment for Medium and Small scale Entrepreneurs (MSE), providing services to communities and promoting social and economic development. The South African National Government is committed to creating a conducive environment for small informal economic activities, including street trading. In order to realise this, at national, provincial, and local levels, new laws are in place. The Business Act of 1991 changed the legal approach to informal trading. The Act acknowledged street traders as business people who contribute to the economy. The Act has provided the traders with the right to trade, whereby the local authorities merely regulate but cannot prevent traders from trading. Additionally, the White Paper on National Strategy for Development and Promotion of Small Businesses in South Africa of March 1995, commits the government to the creation of an environment that encourages and assists the development of all categories of the informal economy. The 1998 White Paper on Local Government requires that Local Government be committed to working with citizens and groups within the community to find sustainable ways to meet their social, economic and material needs and to improve the quality of their lives.

Mitullah, Lund and Skinner (2005)’s study reveals that the progress made in South Africa, differs across African cities, with Durban having the best environment for street vendor operations. Though it is also an example, according to Skinner (2011), of the on-going struggle that street vendors face such as sporadic evictions of street vendors due to international events, Durban municipality is often portrayed as an example of good practice. Durban has a Department of Informal Trade and Small Business Opportunities. The council has also designed innovative private sector based approaches for managing street vending. The approach include street vendors organisations leasing land from the council and further leasing to traders on organisation’s terms, property owners applying for sidewalk lease and public/private sector

management of markets planned for street vendors. Some good examples of the vendors' organisations in Durban are the Self-Employed Women's Union (SEWU), launched in 1994 and the Informal Trade Management Board, established in 1995. These lobbied and negotiated with the Durban local authorities to obtain infrastructure for street vendors. Their activities ensured the incorporation of vendors in city planning. In 2001, an acclaimed policy on Durban's informal economy, inspired by several pilot projects, was adopted (Castells, 1989). It made a number of suggestions for improving street vending with regards to, as Mitullah (2004) explains, registration (simplification of the registration process and reduction of its cost), site allocation (criteria for allocation should be negotiated with stakeholders and the allocation of sites should then be done by officials), and operating charges (different transparent fees should be set according to location, size and services provided; payment should be simplified). It also established a framework of principles for by-laws. Therefore, these street vendor leaders become alternative public service providers.

Cross (1998) adds that street vendors in Durban have developed social support networks. These social networks come into different forms and have their norms, rules and regulations that sometimes complement the efforts of the local authorities. These organisations help increase its members' income potential through various supportive services that facilitate communication with the city government. These include more vending permits, relocation solutions, advocacy for more street vending zones and communication among vendors and with public policy stakeholders. In view of the above, since this study's main focus is street vending management, it is clear that understanding of the roles and functions of the street vendor organisations and city government could design plans that are more in accordance with the current situation and they would then have a higher possibility for success of street vending management.

Echoing from the above study, therefore, the successes of Durban benefits my study on a number of strategies to be used to make street vending management a success. The study of Durban was based on a case study; this is where the study approximates with mine. But it differed where it was part of a synthesis of six case studies conducted in six different African countries and its area of concentration was to assess the constraints of business growth in the informal sector in Durban as a city.

### **2.3.3 Zambian Perspective**

Focusing on Zambia, the concept of street vending for the past two decades has been an important economic resource for urban livelihoods and the centre of a storm of controversy. This is because the vast majority of Lusaka's residents create a living from a range of extra-legal activities that are most visible in public space. It is not surprising that the intermittent eviction of vendors from sidewalks and streets and their removal from market places to create room for redevelopments have received varied responses. On the one hand, vendors have appropriated these sites, customers frequent them to satisfy their daily needs because of their convenient location in public space, and politicians carry their patronage intermittently. On the other hand, the public dislike street vendors for poor sanitation. Investors blame them for adversely affecting their businesses. Local government consider them to be unruly and difficult to regulate. Yet, at the same time and according to recent developments by Hansen (2011), such activities are examples of micro-entrepreneurship and hold the solution to urban poverty.

Controversies over the practice and management of street vending are by no means unique. They are not recent phenomena but date back to the colonial period as contended by Shah (2006). In Lusaka, the dynamics have changed since the post colonial era. Hansen (2004), the famous writer on Zambian street vending, argues that economic liberalisation since 1991 coupled with Structural Adjustment Programmes (SAPs), the Highly Indebted Poor Countries initiative (HIPC) and the Poverty Reduction Strategy Programme (PRSP), are producing a relationship between the state and the urban informal economy that is more antagonistic than ever and in ways that severely limit people's options.

State intervention in marketing and street vending became a very contentious matter that needed attention. Hansen (2004), reports that in the first MMD government in 1991, the then Minister of Local Government and Housing, Michael Sata, ordered city councils to allow street vending. This decision prompted many traders to desert designated markets for streets and sidewalks. When in 1993 the Lusaka City Council (LCC) assisted by police and military undertook one of the many sweeps of street vendors, President Chiluba intervened strongly on the vendors' behalf, blaming the city council for not finding alternative places before forcing them off the streets. To

this effect, Hansen reports that the president in December 1996 established a Vendors' Desk with a Deputy Minister at State House. In 1998, street vending in Lusaka had achieved anarchic proportions. Because of President Chiluba's 1993 intervention, street vending as an activity became popularly known as the 'Office of the President' (Hansen and Vaa, 2004).

Additionally, relocating the vendors was another management strategy put in place by the LCC in 1997 (Hansen, 2004). She explains that though the LCC opened up the Soweto market, now called City Market, this effort did little to halt vending. Many stand holders who had fought to be allotted space in the new market soon gave up their stands, complaining of lack of customers and high fees. The stand holders continued to leave the market for the streets, resulting in conflicts between the inside and outside traders, the Police, the LCC, management and the political cadres. Echoing from this account, in locations with low pedestrian traffic where street vendors cannot sell directly to passerby, their revenue may be adversely affected. However, once relocated to an enclosed market, vendors no longer enjoy such a location advantage. They need to adapt to new marketing strategies to attract customers, otherwise the vendors will keep returning to the streets. No wonder it is not uncommon to observe untenanted public markets like the New Soweto Market, as revealed by Ndhlovu (2011), sitting idle. Because of this, it is vital to conduct this study in order to assess the management strategies of street vending in the CBD of Lusaka.

Furthermore, Hansen (2004), reports that in the pre-dawn of 1999, city council staff, police and paramilitary in riot gear razed the *tuntembas* in Lusaka's city centre. This time, and unlike in 1993 when he supported the vendors, the President approved this removal. For a while, Lusaka's main streets remained almost clear of the mass of street vendors who were such a common sight throughout the 1990s. Yet the vendors soon returned to the streets in a variety of disguises, among them car boot sales and sales from containers. Taken together, these developments (the use of force to manage street vending and the uncertain position of the Vendors' Desk regarding street vending) threatened the earnings potential and livelihoods of the thousands of people whom investment-driven market liberalisation has displaced. No wonder that vendors kept returning to the streets and that the council's admonition that they should work from designated markets has had, at most, temporary effects. In view of the above matters, it is important to conduct this study.

Commenting on the above, the management approaches dealt with street vendors in passing, dealing with them only by way of control rather than of assistance. Efforts to renovate old market structures, upgrade, or entirely replace them have not effectively contained the problem of street vending. Hansen (2010), author on the state of street vending and control in Zambia, clearly explains the major consequences of changes in economic regime on the self-employed in Lusaka and attendant political dynamics. The relationship between the street vendors and the state while long standing, are today more antagonistic than ever before, in the context of economic liberalisation, SAPs, PSRP and HIPC since 1991. This is demonstrated, firstly, with reference to recurrent controversies between urban regulatory authorities and street vendors over access to, control over, and use of market and public space as well as occurrences of state imposed removals and relocations of vendors and their responses. Therefore, this account of the vending management by force in Lusaka was not an appropriate one as it did not yield any positive result. Instead, it worsened the situation; hence, the call for this study is to assess the strategies put in place by the relevant authorities to manage street vending.

Not only that, the response to the street vending management continued with the construction of the New Soweto Market. Ndhlovu (2011) explains that this was against the background of the ever increasing various problems that the country has been facing with regards to street vending such as 'stealing' customers from the formal economy, nonpayment of taxes, causing road traffic congestion, waste management, sanitation related diseases such as cholera and crime among others. However, despite government putting up formal market infrastructure, street vendors keep trading from the streets. As noted by Hansen (2010), in 2002 the local government with the help of law enforcement agents such as the paramilitary and police personnel again managed to get rid of vendors off the streets. The law enforcement officers were stationed in heavily trafficked parts of Lusaka for quite a while in order to ensure that vendors did not get back on the streets. This campaign was motivated with the need of creating a conducive environment, promoting better health and increasing security for the city population and the vendors. However, Hansen (2010) reports that the local government failed to achieve their objective because they did not create enough market places, whereas the existing ones became overcrowded and were short of services such as water supply and sanitation, electricity and

refuse removal as promised at the onset of the removal operation, thus traders went back on the streets.

Though the campaign to manage street vending was seen by the construction of infrastructure, that is, the New Soweto Market, the fact that such aspects as population increase were not taken into consideration makes street vending management a challenge. Currently, it is also not clear the capacity at which the built infrastructure can accommodate all the vendors. It can also be seen that the failure by the local government to implement and achieve their objectives breeds even more challenges to managing street vending. Reflecting on these observations, therefore, and this study, the aspect of assessing street vending management strategies gave a core purpose to conduct this study.

Finally, when it comes to acts regulating street vending, the 1937 Markets Act created by the colonial masters has been in existence regulating street vending. For example, Section 5 of the Local Authority Market Regulations, Cap 295 Number 3 stipulates that 'No person shall, in any public place within a radius of two miles from the centre of a market, sell any goods except in a market'. Section 5 of the 1937 Act outlining the Lusaka Market by-laws stipulates that 'No persons shall sell or offer for sale any produce in any street or in any public place within the market area other than in the market except with the permission of the local authority'. Though this Act has been in place from 1937, Hansen and Vaa (2004) note that the Act was mostly observed during the colonial times. The writers further reveal that in 1992, the Lusaka City Council (LCC) insisted on enforcing the local authority regulations and enacted a set of rules referred to as a 'Nuisance Act'. Among other things, the Nuisance Act prohibits the selling of produce in any public place other than the designated market and it also prohibits the purchase of goods from street vendors. The Nuisance Act was brought about to deal with the violators of the market by-laws. Though initially proposed in 1992, the Act in fact did not start operating until February 2003.

In view of the above controversies, the current situation on the ground in relation to policies, regulations and licensing is that the revised 1937 Markets Act into the 2007 Markets and Bus Stations Acts permits the local authorities to issue licenses to traders. Part II of 12 of the same

Act states that ‘A local authority may issue licenses or permits to peddlers, hawkers, marketers and operators of bus services or any other category of license as may be prescribed for the purpose of operating in a market, bus station or market street’. Though this Markets and Bus Stations Act of 2007 is in existence, currently the extent of effectiveness of this Act is not known as well as the level to which these licenses are being issued. Furthermore, it is not known the level at which this Nuisance Act is being applied and its effectiveness. This gave the importance of conducting this study in order to uncover the prevailing situation on the ground regarding the strategies used to manage street vending in Lusaka, particularly in the CBD.

## **2.4 Summary of the Reviewed Literature**

Though the reviewed studies were conducted in different countries of the world, it can be deduced that generally, government interventions in their management strategies lack coordination and have been ad hoc. Additionally, there seems to be emphasis that the practice of street vending is crucial and that a workable process of accommodating and proper management of street vendors in rapidly urbanising countries still remains elusive and not well understood. This has resulted in lack of enabling urban development policies and street vendor regulation. Therefore, a detailed and delicate consideration of the local culture, caring methods and negotiation processes is cardinal. Addressing the street vendor management issues requires a combination of a cultural, intra and inter-governmental integration approach and structural components, which this study intended to look into.

The next chapter describes the research procedures and techniques that were employed in this study; detailing the research design and other methodological aspects.

## **2.5 Paradigmatic Orientation of Research**

In response to this research, pragmatic philosophical approach has been identified to guide knowledge development. As a researcher, I seek to understand, generate practical and real-world solutions with my research. The following is an explanation of the approach.

Pragmatism according to Dewey (1931) and Peirce (1992) is an action-oriented philosophy of science. It studies the link between action and truth, practice and theory. Dewey (1931: 31) defines pragmatism as ‘...the doctrine that reality possesses practical character’. Pragmatists see the world as a set of practical actions that are born from thinking. The concept of truth is a key area in pragmatic thinking. Peirce emphasised the verifiability of truth, that is that interpretation must agree with the known facts. Pragmatist philosophy exists in reality, where change is constantly taking place and man is an active agent and conductor of transformations, either by thought or by action.

According to Creswell (2001), the pragmatic focus on the outcome of research, that is the actions, situations and consequences of inquiry. The important aspect of research in this philosophy is the problem being studied and the questions asked about the problem. In practice, this paradigm enabled me use multiple methods of data collection to best answer my research question, which is, what management strategies are used for street vending in Lusaka’s CBD? Pragmatism provides the directions for the best ideas, among them individual researchers have the freedom of choice in the methods, techniques and the procedures of research that best meet their needs and purposes; pragmatists believe that research always occurs in social, historical, political and other contexts. In relation to the topic under study, the practice of street vending occurs in the social environment. Historically, street vending in Zambia has been in practice since colonial times and its management strategies have been devised with the advent and departure of each political regime. This philosophy further allowed the researcher not to see the world as an absolute unity. Instead, it allowed me take many approaches to collecting and analysing data rather than ascribe to only one way.

## **2.6 Summary**

This chapter has given the theoretical aspects that influenced the study. It has also brought out the reviewed literature in relation to street vending management drawn from different studies from the global perspective, Africa and further narrowed it to Zambia. Finally, the chapter presents the pragmatic orientation of the research.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.1 Overview**

The main purpose of this study was to assess the management strategies used to combat street vending in Lusaka's CBD. In order to accomplish this question, this chapter endeavoured to give the research design used in the study; target population of the topic studied, sampling design; sample size; sampling process; methods and tools of data collection; data analysis; ethical considerations; and challenges to the study.

#### **3.2 Research Design**

The research approach used in this study was a qualitative one, which according to Denzin and Lincoln (2005) is a situated activity that locates the observer in the world consisting of a set of interpretive, material practices that make the world visible and turn it into a series of representations, including field notes, interviews, conversations, photographs, recording and memos. The qualitative approach has various designs such as the narrative research, phenomenology, grounded theory, ethnography and case studies, but this research specifically adopted the case study design. Creswell (2001: 73) defines a case study as 'a qualitative approach in which the investigator explores a system...through detailed, in-depth data collection involving multiple sources of information...' In this research, a case study helped the researcher to collect data through interviews, focus group discussions, observations and document analysis.

#### **3.3 Target Population**

Best and Kahn (2006), explain population in research as a group of individuals with at least one or more characteristics, which distinguish that group from the rest of individuals and the group should be of interest to the researcher. My target population was all the street vendors in Lusaka's CBD, all the market traders from the New Soweto Market, and all officials from the Ministry of Local Government.

### **3.4 Sampling Procedure**

Sidhu (2012: 253) defines sampling as ‘the process of selecting sample from the population...’ Specifically, homogenous purposive sampling was used to select a group of people that had the characteristics of what was studied (street vending) and enabled me to conduct group discussions. A self-selected sampling was also employed. This sampling technique entails that the units of the sample are not actually selected by the researcher but they opt to be included or not to be included in the study. In this study, some street vendors positively responded to be part of the study, while others did not. I also purposively selected four main roads within the CBD to have a mix of vendors selling different products. These roads are: Lumumba, Freedom way, Cha cha cha and Cairo. The New Soweto market was also the area of study since it is the formal market infrastructure deserted by the marketers. Snowball or chain sampling was employed to identify the information from officers of the Ministry of Local Government and of the vendors. The Lusaka City Council Public Relations Manager was purposively sampled too.

### **3.5 Sample Size**

A sample size of fifty (50) people was selected comprising ten (10) street vendors from each of the selected roads, six (6) traders from the outside shade of the New Soweto Market. The Director, Engineering Services (DES) from the LCC, the LCC Public Relations Manager (PRM), the Director, Infrastructure and Development Officer (PIDO) from the Ministry of Local Government, the United Street Vendors Foundation (USVEF) President.

### **3.6 Methods and Tools of Data Collection**

The methodological tools used to collect data were both primary and secondary.

#### **3.6.1 Primary Data**

According to Beck (2000), primary data is a type of information that is obtained directly from first-hand sources by means of surveys, observation, focus groups, interviews or experimentation, visual and visual-audio materials. In this study, collection of primary data was through observations of street vending activities in the CBD of Lusaka; semi-structured interviews with the informants from the MLG, LCC and the USVEF president; focus group

discussions were conducted with the street vendors in the CBD and the few traders operating from the outside shade of the New Soweto Market and visual materials were used as photos were taken of the outside abandoned shade of the New Soweto Market as well as some specific roads in the CBD allocated for specific merchandise by the MLG.

### **3.6.2 Secondary Data**

Secondary data is information that has already been collected and is usually available in published or electronic form (Sleeper, 2001). In this study, secondary data collection constituted reviewing existing literature in form of government publications. These constituted the Statutory Instrument Number 44 of 2007 and the short, medium to long term measures to street vending management by the MLG and the LCC.

### **3.7 Data collection procedure**

Semi-structured interviews were used to collect data from the key informants from the MLG, LCC and the USVEF President. Data from the street vendors and the marketers from the New Soweto Market outside shade were collected using focus group discussions.

### **3.8 Data Analysis**

According to LeCompte and Schensul (1999), data analysis is the process a researcher uses to reduce data to a story and its interpretation. In this study, data was analysed qualitatively using the thematic approach. Data from the focus group discussions and semi-structured interviews were first transcribed and later the transcripts were compared. The comparison of the transcripts helped in bringing out the similar themes across the groups. Themes related to the objectives were identified and the findings that best represented each theme were selected to verify the objectives.

### **3.9. Data Validity**

The validity of a research, according to Leedy and Ormrod (2001) refers to whether the findings of a study are true and certain. 'True' in the sense that research findings accurately reflect the situation, and 'certain' in the sense that research findings are supported by the evidence. Denzin (2000) identified four basic types of triangulation: Data triangulation involves time, space, and persons; Investigator triangulation involves multiple researchers in an investigation; Theory triangulation involves using more than one theoretical scheme in the interpretation of the phenomenon; and Methodological triangulation, which involves using more than one method to gather data, such as interviews, observations, questionnaires and documents to enhance confidence of the data. Therefore, to ensure internal validity of this study, the researcher used methodological triangulation, which enabled the researcher to collect data through interviews, focus group discussions, observations, document review and visual materials. Triangulation of data sources employed by this study ensured the accuracy of findings obtained. All the research instruments used in this study were validated for content by both the researcher and the supervisor. Additionally, the constant feedbacks between the researcher and the supervisor led to the revision in some problem areas in the instruments.

### **3.10 Ethical Considerations**

Furrow (2004: 43) defines ethics as 'a morality or a position of doing what is right both morally and legally.' It is important to protect participants who willingly present themselves for the purpose of advancing our understanding in research. Therefore, a strict set of guidelines and codes of conduct was adopted and adhered to.

Other than seeking permission from the Ministry of Local Government and the Civic Centre, the researcher ensured that participant's consent to participate in the research was voluntary, free of any coercion or promises of benefits unlikely to result from participation. Since the study was to assess the management strategies of street vending, the researcher ensured that the participants received a full disclosure of the nature of the study, expected benefits to the participants and society with an extended opportunity to ask questions, including the fact that they could choose to withdraw their participation even in the middle of the research.

Confidentiality and anonymity of the participants was ensured by not revealing the participants' names and personal details. Photographing was done with the permission of the people intended to be photographed and, therefore, the collected data were held in strict confidence and were only used for the purpose of this study.

### **3.11 Summary**

This chapter has presented the main methodological aspects of this study; detailing the research methodology, design, procedures and techniques that were adopted. The study was conducted in Lusaka's CBD of Lusaka province of Zambia. A case study design, which was purely qualitative, was employed in the study and the design yielded a complete understanding of the assessment of street vending management strategies in Lusaka's CBD.

## CHAPTER FOUR

### PRESENTATION OF RESULTS

#### 4.1 Overview

This chapter presents the findings on the assessment of the management strategies to street vending in Lusaka's CBD. The findings are presented using the thematic approach in line with the four research questions set out in Chapter One of this study. These research questions are:

1. Who are the players involved in the management of street vending and their roles?
2. What management strategies have been employed in street vending?
3. What are the successes and failures of these management strategies to street vending?
4. Why have challenges with street vending management persisted?

According to Patton (1990), massive qualitative data collected from interviews and focus group discussions need to be organised into patterns if the essence of that data is to be revealed. This chapter is exclusively devoted to the presentation and analysis of data collected through interviews, focus group discussion and documents analysis. Sub-titles will be used to discuss findings of both interviews and focus group discussions. Findings from the document analysis will be referred to in the analysis of the interviews and focus group discussions to avoid repetition. Not all the issues reflected in the interview guide have been included in the presentation. Only those issues that strongly relate to the management of street vending and strategies employed.

#### 4.2 Players involved in the Management of Street Vending and their Roles

One of the four research questions of this study was to ascertain the players involved in the management of street vending and their roles. The research question is: *Who are the players involved in the management of street vending and their roles?* To get well informed responses, the researcher targeted both the key informants and the street vendors to provide comprehensive answers to this question.

When the question was asked regarding the players involved in the management of street vending and their roles in Lusaka's Central Business District (CBD), almost all of the key informants responded that they were either directly or indirectly involved in the management of street vending. Most of the respondents from the focus group discussions said that the local council authorities were in charge of managing street vending. Few vendors acknowledged the involvement of the USVEF in the affairs of the vendors.

#### **4.2.1 Involvement in the Management of Street Vending**

Almost all the key informants acknowledged that they were either directly or indirectly involved in the management of street vending. However, one key informant said that the institution under which he works was not involved in the management of street vending. Furthermore, all the respondents from the focus group discussions said that the council has been the only institution involved in the management of street vending by maintaining cleanliness of the CBD. To illustrate this, when asked to state their involvement and roles in the management of street vending, the LCC PRM stated that:

Yes we are directly involved in the management of street vending because this is the responsibility that is supposed to be undertaken by the institution, suffice to say that we are in an awkward position to manage street vending because street vending in itself is illegal because we have the law, the Statutory Instrument number 44 of 2007, it's called Street Vending and Public Nuisance. So under that Act, street vending is regarded as a public nuisance, which is supposed to be charged or it is a jailable offence if somebody does that (interview with LCC PRM, September, 2014).

Like the above acknowledgement to street vending management, the USVEF president also stressed that:

Yes, we are directly involved in the management of street vending. For example, in the Lusaka's CBD, we have forty-two zones and in each zone we have five member zone leaders to supervise these vendors. We have registers for the vendors for each zone. Apart from that, we are the platform who speak on behalf of the street vendors so that they know how the government can help them, to sustain them, to uplift their standards of living, to support them financially and to support them in finding alternative places for trading through our organisation (interview with USVEF President, September, 2014).

He further explained that the USVEF educates the vendors on the importance of sanitation and, therefore, the vendors are required to be cleaning their trading places every Tuesday. The following was his explanation:

Apart from being the platform of the vendors, we also teach our vendors on the importance of health environment and sanitation from their trading places. We always encourage them to maintain cleanliness in these places where they are found and, therefore, every Tuesday before they start their trading businesses, especially the stationary vendors, early in the morning they always have massive cleanup of the streets.

The DES from the LCC pointed out that they were also indirectly managing the street vending:

As a department we are not directly involved in the regulation, our role in this particular project for vendors is to ensure that we provide space and possibly infrastructure such as toilets and shelters through the Directorate of Housing and Social Services in order to relocate the vendors. So it's like each department doing its part in order to achieve the overall goal, so our role is to ensure that we prepare the infrastructure (interview with the LCC DES, October, 2014).

Despite the common agreements among most of the key informants that street vending is either directly or indirectly managed by them, the PIDO in charge of Markets and Bus Stations from the Ministry of Local Government gave a divergent view on the management of street vending. To exemplify this, he gave the following remarks:

The Ministry is not involved in the management of street vending... because as a Ministry we deal directly with the local authorities...we cannot claim to say that we regulate street vendors. What we do is that we preside over the Markets and Bus Stations Act because currently there are no street vendors Act. So it will be difficult for the Ministry to claim that it is the one that is dealing with street vendors, because Ministries work with Acts. In fact, Acts are what gives mandates to Ministries, hence, ministries are unable to work because under which mandate are they going to operate from? (Interview with the PIDO from the MLG, October, 2014).

Different from the above responses of the key informants, most of the vendor respondents said that the council was the only institution involved in managing the cleanliness of the CBD as one way of managing vending activities in the area. To demonstrate this argument, one street vendor explained as follows:

When it comes to managing street vending here in town, there is no one who comes to tell us about vending or any other law concerning street vending. It is only then when the police used to chase us from the streets, but now they have stopped because our president allowed us to be trading from the streets. So nowadays we only see council people, who clean the streets, and they normally tell us to be cleaning where we trade from, that is all.

Another vendor acknowledged the operations of the council in relation to keeping the CBD clean as a way of managing street vending, she lamented that:

Aah! when it comes to street vending management, the only people I see nowadays from the time our late president legalised street vending are the council who just come to clean the streets and always advise us to maintain cleanliness from our trading spaces, that is all.

Contrary to the operations of the USVEF advanced by its President of encouraging the vendors to maintain cleanliness, most of the vendor respondents refuted the said role by the USVEF president. The following was one of the responses by one vendor:

I just hear about this organisation formed by the street vendors but I do not really know its role. The only people I see coming often to tell us about maintaining cleanliness are the council official, that's all.

Similar to the above sentiment, another vendor said that:

This so called organisation is theirs alone, whatever they do no one really knows. We the vendors are not part of them; maybe they are just using our name as vendors to benefit themselves...

In summary, the results revealed that most of the key informants acknowledged that street vending management was their responsibility either directly or indirectly. While most respondents from the focus group discussions acknowledged the role of the council of maintaining cleanliness in the CBD as a measure to manage the vending activities. The role of the USVEF was not popular among the vendors. The subsequent section presents the results for the second objective.

#### **4.3 Strategies that have been Employed to Manage Street Vending**

Apart from ascertaining the players involved in the management of street vending and their roles in Lusaka's CBD, the second research question to this study is: *what management strategies have been employed in street vending?* To thoroughly answer this question, both key informants and the vendors themselves were targeted for responses by means of semi-structured interviews and focus group discussions respectively.

To this effect, the results revealed that the management strategies to street vending that had been employed were mainly the use of force to chase the vendors from the streets; relocation of the vendors; public private partnership (PPP) for the construction of adequate infrastructure to accommodate all vendors; media sensitisation on street vending; and an exercise of graduating the vendors according to their capabilities.

### **4.3.1 Force as a Management Strategy to Street Vending**

Among the key informants, two of them and all the interviewed vendors revealed that the use of force by the LCC in collaboration with the state police had been the main management method employed to manage street vending. The LCC PRM explained that:

Street vending as long as it stands is illegal, and we considered it as such; hence, whoever was found trading in the streets was arrested. We did have a number of operations sometime back in the previous government where we were chasing the vendors from the streets with our friends from the state police. At some point we spent about two point one billion kwacha for the same operation (interview with LCC PRM, September, 2014).

A similar sentiment was put forward by the USVEF President who asserted that:

Those were bad people such that they were not looking at us! They were grabbing goods such that they even came up to say street vending was a nuisance that they had to amend the 2007 Act. They used billions of kwacha to violently remove vendors from the streets in 2008. They spent about 2.4 billion paying the police allowances to remove vendors from the streets but the vendors came back to the streets. They had no idea that vending was everywhere, they were not consulting us and that vending is the last option to someone who cannot steal and without a formal job (interview with USVEF President, September, 2014).

Similarly, most of the vendors interviewed said that during the previous regime of the Movement for Multiparty Democracy (MMD), the council together with the police used to chase them from the streets, confiscate their goods that were never recovered and even arrested them. One vendor stressed that:

During the previous government, it used to be bad, the council and the police used to come unannounced and chase us from the streets. They could get our goods and those who were unlucky could even be arrested, a lot of our merchandise used to get destroyed and sometimes our goods would not be given back to us. One would only be released if you pay K150 or K200. It used to be rough because they were merciless!

### **4.3.2 Relocation of the Vendors**

One key informant revealed that there was going to be an exercise of relocating the vendors to Simon Mwewa lane on the outskirts of the CBD, though this relocation process was just a temporal measure in preparation for the Jubilee Celebration on 24 October to mark 50 years of Zambia's independence. However, he affirmed that plans of permanent relocations were still in the pipeline and that it was going to be done in phases. To solidify these findings, the DES from the LCC lamented:

...in terms of relocation, the relocation that we are planning to do will be the first of its kind because in the past when the vendors were removed from the streets they were not necessarily relocated to any place, they were just removed or forced out of the streets... this time we have developed a rapport with the vendors foundation, the Zambia at 50 Secretariat, councillors, mayor and ministers. Initially, we will move them out of the centre of business to the periphery of town centre, which is west of Lumumba road and, thereafter, we will have to ensure that all the market spaces are filled. But at the moment, we are not revealing the whole detailed-plan because there are also other people (politically and otherwise) who may want to sabotage the process, therefore, we are being very careful and so far so good. We are currently preparing the first space where about 2 000 vendors from the total estimate of 8 000 vendors will be relocated (interview with LCC DES, October, 2014).

When asked whether these relocation plans were permanent or temporal measures, the same officer gave the following response:

...this exercise is a temporal measure. In future we want everyone to recognise the fact that council has provided designated places for shopping or marketing in different townships and people have to go back and re-occupy these spaces. So what we are doing now is just to provide temporal relief as we prepare a permanent solution. We are also looking at the possibility of partnering with the private sector so that they may help us put infrastructures where people will feel comfortable to trade from. So these details will be revealed stage by stage as we move on, for now they are not for public consumption.

The study further inquired from the vendors over their perceptions concerning the relocation exercise from the CBD to Simon Mwewa lane by the local authorities, divergent views were expressed. The majority of the respondents, that is, twenty-five (62.5%) refused to be relocated citing such challenges as lack of customer drawing power; inadequate space to cater for all vendors; and cases of corruption when acquiring a trading space from the local authorities. Instead, they suggested remaining in the CBD and be paying daily levies to the council of a maximum of K2. Concerning lack of potential customers and allegations of corruption when accessing a trading space, one respondent lamented as follows:

This relocation exercise cannot work because the place they are talking about is in Chibolya where few people with money pass and only the most poor are found there. So no proper profit one can make and worse still we heard that to be given a trading space, they want K1 000 or K1 500. Where can we get such kind of money from to give to a cadre when my order is K20? Nowhere!

Another vendor expressed similar sentiments that:

On that issue of relocation, the place they have chosen for us is not nice. Personally the place I would want is somewhere near City Market where a lot of people are passing. At least there are people there with a lot of money, not near Chibolya, no!

A number of arguments over the lack of adequate trading place for all the vendors to the suggested location by the LCC were put forward, one vendor expressed the following:

I think that place is just too small to accommodate all of us because the population of vendors from Cairo to Lumumba road is large and it cannot fit into that lane. I think the onus is on the council if they build a new market and allow us to relocate, that one we will do because even me I want my town to be clean.

Two of the respondents took a neutral ground to the exercise of relocation. They expressed acceptance for whatever comes from the local authorities because in their view, government has got all the legitimate powers to decide on behalf of the people. One responded articulated that:

With me I have no problem, whether the government relocates us from here to Simon Mwewa lane or wherever, then it's ok because government is government and what it says is final and you cannot fight with government. They are the ones who know the law of this country well and they are the ones running the affairs of the nation so meaning they know the reasons why they do certain things, our duty is just to comply, that's all.

Conversely, thirteen of the vendor respondents agreed to be relocated to the same area citing concerns of sanitation in the CBD. One vendor in one of the focus group discussions expressed the following:

I think the relocation exercise is good. You see the problem with the streets is that we are different, there are some who sell beer like shake-shake which is not good, and they are even selling cigarettes. And you see some other businesses conducted here really make the streets dirty but like ours where we sell things like ribbons what dirt does it produce? Besides after knocking off, we do sweep our area of operation. Therefore, relocation operations for me are a good idea for so long as they have a proper place where we will be relocated to.

Furthermore, the researcher probed further from the street vendors on the issue of acquiring licences when trading from the CBD. The research results revealed that most street vendors expressed ignorance on the existence and acquisition of street trading licences, and if licences were there or such a law, they did not know about it. The following remarks were made by one respondent:

I personally, have never heard anything concerning licences, if one wants to trade from the streets, there is nothing like getting a licence, one just needs to have capital then you can trade from here, that's all.

The same vendor, therefore, urged the council to avail such a law if at all it is there, for the vendors to have access to it. However, three respondents acknowledged that during the former government, there used to be licences issued for one to conduct trading activities from the CBD but not anymore, one vendor respondent attested that:

Yes I once bought a street trading licence. When our former Local Government Minister was still in office, I bought a three months street trading licence and it was K19 only. Since then I have not bought again because they are no longer selling now since vending is allowed.

A similar sentiment was advanced by another street vendor who argued that:

I once heard in 2010 that there were licences issued at the Civic Centre if one want to trade from the streets. But the problem was that if you go there to get a licence for operating from Cairo road, they will give you a trading licence for a different road according to their preference and when they find you on a different road not allocated to you, then it is another offence, you will pay a fine.

He further narrated that:

I once wanted to get a licence when they were giving out. Now they were saying that if they give you a license you will be selling from Chandwe Musonda road where there is no one to buy, here they were refusing so that's what made me stop to get a license. Sometimes, they would give you Los Angeles road where you sell to those coming from Kanyama who are poor with no enough money. Here in Cairo road a pair of jeans is K150 and these shoes are going at K250, if you take this merchandise to Chibolya who will buy a pair of jeans or shoes at such an amount? Meaning there will be no profit but just making loses. So that is what made me stop getting a licence!

On the aspect of taxation, the researcher further investigated whether the institution was collecting tax from the vendors for trading from the CBD. The findings of the research were that no collection of tax was made by the local authorities as street vending was considered an illegal activity according to the law. To affirm this finding, the LCC PRM stressed the following:

...as an institution, we consider it to be an illegal activity because we have a law which is very active and it was not repealed, it is there and it is existing. It says public vending is a nuisance and we don't go out there to ask for any levy as a council because the moment we do that, it is like we are legalising the activity and, therefore, authorising them to be on the streets (interview with LCC PRM, September, 2014).

However, when probed further why the institution does not conduct taxation exercise on the people who buy from the streets as one measure of discouraging street vending, the LCC PRM response was that there was no such a law that compels the LCC to levy the people who buy from the street vendors. Instead, what the LCC has been trying to do is to encourage people to buy from the markets, but the proliferation of the vendors on the streets was because of the support from the public. He lamented that if the general public does not buy from vendors but from the people in the markets, definitely the street vendors would rush back to the markets.

The PRM brought out issues of public health and disease control if people trade from the designated structures, he had the following concerns:

...there are also public health issues that come with street vending. Because if today you buy some food stuff from the streets and out of it there is an outbreak of a disease, how do we know where you bought it from? If it is from a designated place like a market, we would be able to direct the medical personnel to get to control that disease (interview with LCC PRM, September, 2014).

Instead the PRM explained the sensitisation media programmes conducted by the institution to educate the public and the vendors on the disadvantages of street vending. The programme runs on TV 2 dubbed 'My Community' every Saturday from 10:00hours to 11:00 hours. The PRM explained that previously, they had a programme on Radio Phoenix every Monday where they used to sensitise the public on related issues, and from time to time public inspectors go out using their education unit to discuss to educate the general public on public health issues that come along with street vending, especially those trading in fresh foods.

However, it was only those who vend from the shop corridors who pay K5 to the shop owners on a daily basis. Most respondents expressed willingness to be paying tax to the local authorities of a suggested amount of K2 per day in order for them to be trading freely from the CBD. The following was a response from one of the vendors:

No we do not pay anything. It's free because there is no one to make us pay. But if the government makes a law of collecting levies from us instead of chasing us from the street we can manage to pay, maybe K2 everyday that would be the best way to do things.

Related to the above sentiment, another vendor said that:

Well, ever since I started operating from here, I have never paid anything to the council. However, the owner of the shop behind here, a Lebanese man, charges us K5 per day. But it would have been a good idea if the council can be collecting levies so that we trade freely from here, a K2 or K5 can be ok for us.

The researcher probed further for the views of the few traders who opted to continue trading from the outside shade of the New Soweto Market, mostly abandoned by the traders for the streets, and yet pay tax with few customers. There was a common consensus from the respondents that it was not fair for them to be paying K1 daily to the council officials with less sells from few customers compared to their counterparts who have gone to trade from the streets. One trader expressed the following complaint:

...personally, am not happy with the operations of the council. Every day, we sell less and yet from this less money the council wants something, what kind of life is this? We have opted to obey the law and remained here and yet we are not treated fairly. With the masses that have gone to the streets, the council or the government is not doing anything because those vendors are the voters who put them in power, so if they chase them from the streets who will vote for them? So really something should be done to sort out this issue!

When probed why they opted to continue trading from the designated places, all the interviewed traders cited security reasons of their merchandise, their trading spaces as well as their general well-being from the council and state police raids. The following was a response from one trader:

I think it is best to be here because of security. Those who have gone into the streets to do their trading there are at risk of losing their merchandise and also putting at risk their personal well-being, because the council may go there unannounced to chase them as it used to happen in the past. Besides I don't want to lose my trading space here, so it's better to be here.

#### **4.3.3 Graduating Vendors According to Capabilities**

This is another strategy that was still in the pipeline to street vending management. The PIDO from the Ministry of Local Government revealed that the institution was planning to embark on the project of graduating the vendors according to their identified capabilities, the following was his explanation:

...currently we have a project we are working on which is profiling of street vendors, that is, trying to put them in categories and then later graduate them. That is our eventual aim; we are trying to identify groups of street vendors and graduate them into formal jobs in line with what they are doing.

#### **4.3.4 Gazetting CBD Streets to Specific Merchandise**

Related to the above strategy to street vending management, a document written by the LCC in collaboration with the Ministry of Local Government in June 2014 reveals the short to medium and long term measures to regulate street vending in Lusaka and the CBD in particular. The short to medium measures include; the gazetting of streets in the CBD for street vending with emphasis on specific goods per location. However, the document reveals that; no vending will be allowed in Cairo and Katondo streets as they are business oriented roads, hence need to allow quick and easier flow of traffic.

#### **4.3.5 City Market Bus Station**

The bus station at city market is going to be moved to Gaza strip in order to allow more traffic of people at the New Soweto Market, which is partially full at the moment. This move will also decongest Los Angeles Road at the corner with Lumumba Road. This area will take up stalls in second hand clothes, fruits and vegetables from Gaza strip and around City Market. This area will be called Area L.

Furthermore, the document reveals the long term measures which include; the construction of a modern market at Donchi Kubeba market, construction of a modern market and a bus station at Chibolya market and the improvement of market structures in the seven constituencies in Lusaka and relocation of the vendors to vacant market spaces such as the New Soweto Market.

In summary, responses from most key informants and all the vendors interviewed revealed that force by the council and the state police have been mainly used to manage street vending. The council is the only institution on the ground to maintain cleanliness as expressed by all the interviewed vendors, and also conducting media sensitisation to the general public on matters of vending. The involvement of the USVEF is only known by few vendors. However, after further probing on matters of licences and taxation, the findings from the council and the vendors revealed that such mechanisms were not used in the management of street vending. The study revealed that other mechanisms such as relocation of the vendors; and graduations of the vendors according to their capabilities are measures that were still in the pipeline. The next section presents the results of the third objective.

#### **4.4 The Successes and Failures of the Strategies to Manage Street Vending**

The third objective to this study is: *What are the successes and failures of these strategies to managing street vending?*

##### **4.4.1 Force**

When asked how successful the use of force has been, most of the key informants and all the respondents from the focus group discussions acknowledged that the use of force has not proved any positive result. Subsequently, the vendors kept returning to the streets. The LCC PRM cited challenges of inadequacy in both financial and human resources by the institution compared to the ever swelling numbers of the vendors and lack of a sustainable prescribed system enough to successfully manage street vending. The LCC PRM conceded that:

We did have a number of operations sometime back in the previous government where we were chasing the vendors from the streets and we spent about K2.1 billion ...but it was not sustainably done in the sense that once the money was pumped in, we would go into the streets with the state police because we depend much on them, but once the money ran out, our colleagues from the state police would leave the council police on the streets, which was not safe for them because our council police officers do not carry weapons... so it became very difficult for us to sustain that and slowly vendors kept coming back to the streets, so it was not really successful in anyway (interview with LCC PRM, September, 2014).

In addition to the use of force as a means to street vending management, the USVEF President cited a lack of an alternative solution on the part of the government as well as economic challenges. He affirmed that:

This thing of using the police by the council to chase the vendors from the streets was not good at all and that is why it never worked. How can you use a gun on someone who has gone to look for money to put food on the table? You see, these people you see in the streets have families to look after. Some of them are educated but there are no jobs, others have dropped out of school because of lack of money to continue their education. So if you chase them from the streets, where do you expect them to go? The problem was that the government never used to consult us the vendors in their operations and that there was nowhere we could go even when they used to chase us, no wonder it has never worked! (Interview with USVEF President, October, 2014).

There was also consensus among the vendor respondents that force as a means to manage street vending was not successful. Eventually, they returned to the streets. The vendors cited various reasons for their return to the streets, most of which were economic in nature such as lack of employment, poverty and being uneducated to get employed. One respondent said that:

I have been trading from the streets for twelve years now. I know very well what has been happening. How bad the previous governments used to treat us. It was so bad such that if I were a coward I would not have gotten back to these streets but I did not have any other choice but to get back. I make a lot of profit here as compared to those people who are in the New Soweto Market or City Market. If business goes well; I sometimes make five to seven hundred kwacha per day. I am a father of four and married. So if I just stayed home because of the council people and the police who used to chase and arrest us, where was I going to be getting the money to feed my family?

After further probing, another vendor responded that:

I came back to the streets because this is where I find money. I'm not educated to get a formal job so if I stayed home, I was going to starve or maybe just started stealing and drinking beer, but those are not good things to do, that is why I just saw it that if it means to be killed by the police and the council, then they will just do that because I do not want to be a thief and later on maybe rote in jail, no!

#### **4.4.2 Relocation**

When it comes to the exercise of relocation, the researcher targeted the official from the LCC directly involved in the whole process. This was because at the time of data collection, the whole exercise was still at the level of site preparation. When asked how successful this whole process was going to be, the DES from the LCC anticipated positive results of the whole process, citing collaborated efforts from a number of stakeholders who came on board to achieve the intended objective. He said the following:

The whole process will be successful because of collaborated efforts as I earlier mentioned. After we have dealt with the first relocation site, we will go to another one that has been identified, then to the other and another. We have three more sites that we are supposed to prepare for vendors and this should help us clear almost the whole town centre of street vending and other related vices (interview with the LCC DES, October, 2014).

In line with the relocation process and ensuring that the market spaces are filled up by the vendors, the researcher probed further on the number of market spaces to be filled up compared to the 8 000 registered vendors. The DES revealed that the total capacity of City Market trading spaces is 4 000 and that of the New Soweto Market is 2 275. The breakdown of the New Soweto Market is that there are 535 shops, one centre shade that can accommodate 312 traders and one outside shade that has 1 428 trading spaces. In line with empty trading shops and spaces, the DES stressed that it was rare to find an empty shop because they are hot cakes. The challenge they have was with the outside shade, which has been abandoned by the traders for the streets and yet with the capacity of 1 428 trading spaces.

The researcher further made the following observations about the abandoned trading outside shade of the New Soweto Market as revealed by the DES from the LCC. Below is the picture of the outside shade of the abandoned New Soweto Market.

The DES--LCC revealed one challenge to proper management of street vending, which he said will be resolved through the exercise of relocating the vendors to three different sites. He expressed that some people trade on behalf of the shop owners who bring out their merchandise onto the streets to compete with the vendors. The following was his explanation:

...the number of vendors you see is not the real number of vendors that we will be dealing with because some people are trading on behalf of the shop owners who have brought out their commodities to the streets to compete with the vendors... So once we remove the vendors from the streets, the shop owners will take back their merchandise into the shops as they would not find it necessary to employ those people any longer and the number of vendors will be reduced at that stage (interview with LCC DES, October, 2014).

Therefore, when asked when the process of relocating the vendors was going to commence, he (DES-LCC), revealed that:

We were hoping that by the 24<sup>th</sup> of October, we would have removed the first batch of vendors from Cairo road and Lumumba but we have not managed because the project is a combination of efforts from different stakeholders and some of the stakeholders haven't made available the resources that they had to make available. The council has made its contributions but others not just yet. However, we are making very good progress hoping in the next one month, we could be through with the preparations of the site including the semi-mobile toilets and the shelter, then we can move the first batch of the vendors, so we are talking end of November or somewhere around that time (interview with LCC-DES, October, 2014).

In a nutshell, the responses from most of the key informants and all the street vendors revealed that force as a means to manage street vending has not been a success. However, the current strategy of relocation has positive indicators to sustainably manage street vending. Unanimously, the vendor respondents also acknowledged failure by the use of force to manage street vending, citing economic challenges that saw them back in the CBD for trading. The following section presents findings for the fourth and final objective.

#### **4.5 To Establish the Reasons why Challenges with Street Vending Management have Persisted**

The fourth research question to this study is: *why have challenges with street vending management persisted?* Views from both the key informants and the vendors were cardinal to answer this research question.

The key informants advanced reasons of political interference to the matter, high poverty levels in the country, poor enforcement of the law and massive immigration of traders to Lusaka. The street vendors expressed economic hardships and political pronouncements too to allow them trade in the streets. These research findings are presented thematically below according to the way they emerged.

##### **4.5.1 Political Interventions**

Most of the key informants revealed that the main reason why challenges with street vending management have persisted was because of the political pronouncements made by political leaders. They allow vendors to continue trading from the CBD despite vending as an illegal activity, as stipulated by the Statutory Instrument Number 44 of 2007. The LCC PRM lamented the following:

As I earlier mentioned that the management of street vending is the responsibility that is supposed to be undertaken by the institution but as things are, it's difficult because if the Head of State says leave the vendors, then there is nothing we can do. Even if we may have brilliant ideas over this matter, we are at the mercy of the political leadership, but so long as they don't buy into these ideas, then they will fall off. Politicians are very important and very key persons because people listen to them. So, if they make such a statement, then council goes to enforce

the law which exists, the vendors would not comply and they will get support from their leadership (interview with LCC PRM, September, 2014).

When asked whether a solution was found to these vending activities in the CBD after the political pronouncements, the following was the response from the LCC PRM:

...we have been fidgeting here and there trying to find a permanent solution on how we can handle this matter though nothing has come up yet that I would point at as a tangible and permanent thing though there are some proposals of some solutions that are still on paper.

The PIDO from the Ministry of Local Government also expressed similar views of political interference. When asked why challenges with street vending management have persisted, he gave the following views:

You know how the law works, what the President says in short becomes part of the law. So when we are working, we can have whatever set of laws we are working with but when the President makes any public pronouncement, as a country, that becomes a policy and our direction (interview with PIDO, October, 2014).

Similarly, the USVEF president expressed that:

You know, the poverty levels in our country are very high. Our late President had a heart for the poor; he saw it fit to let the vendors be in the streets as the government was still looking for a lasting solution to the matter...and we just hope that the coming president will also hear our cries and help us the same way! (Interview with USVEF, September, 2014).

The DES from LCC brought out a number of factors for the persistence with the challenges to street vending management in the CBD:

The first issue has to do with poverty levels, the second one has to do with politics, and the third one has to deal with the poor enforcement of the law. All these factors combined make street vending such a big challenge to manage.... (Interview with LCC DES, October, 2014).

Furthermore, all the street vendors advanced political interventions for their persistent trading from the CBD, thereby contributing to the challenges with street vending management. One vendor stressed that:

The major reason why we vendors are here is because our late President allowed us to trade freely in the streets because of lack of jobs until the government finds us a proper place to go. As you can see, there are a lot of vendors now than before, instead of us being at home and just continue suffering at least we are making a living out of vending...

Similar sentiments were put forward by a teenage male vendor who gave the following account:

With me when both of my parents died two years ago, I was still in school doing my Grade eight and so life became very hard. There was no one to continue paying for my school fees. So when I heard from my friends that the government has allowed people to trade from here, I had no option but to come and do this business of selling tomatoes and onions to raise funds

for my education, and this is my second year of selling from Cairo road. But for now we are so worried because we do not know how things will be with the next president who will come in power, we just hope that he too will listen to our cries and allow us to continue being here.

#### **4.5.2 Poverty or Economic Reasons for Persistent Trading from the CBD**

When further probed for their continuous trading from the CBD, all the vendor respondents advanced economic reasons. To exemplify these economic advancements, one vendor respondent said that:

Poverty is killing us, if you get a job of being a security guard it is something else, the salaries are low. Where you are seeing me here I am a family man, I have a wife and children. So since the streets here are free, I decided to stay here and do my business in order for me to be able to feed my family. But if I find a better job even today I can stop trading from here and leave.

Another vendor shared his economic reason for her persistent trading from the CBD, she narrated the following:

I did not complete my education, therefore, I found it very difficult to stay at home, hence I started business... I failed to secure a shop where I could operate from for my saloon business. As you may be aware that securing a shop in City Market or the New Soweto Market is a very difficult thing. Therefore, I joined an organisation called the Women Federation for World Peace through these ribbons that we give out that is why I am always found here in the streets. So, through these ribbons we find money so that at home we can be able to buy necessities like bread, vegetables, washing soap and cooking oil...

#### **4.5.3 Poor or Lack of Enforcement of the Law**

Another challenge to street vending management that the study revealed was poor enforcement of the law on the part of the City Council as explained by the LCC PRM. He gave the following remarks:

Street vending is a nuisance according to the law. One of the main reasons why there are challenges to manage street vending is poor enforcement of the law or no enforcement at all. The law is there and active as I earlier mentioned but implementation is not effective (interview with LCC PRM, September, 2014).

#### **4.5.4 Massive Immigration of Traders to Lusaka for Business**

The DES from LCC affirmed immigration of many traders to Lusaka for business opportunities:

...at national level a lot of traders are coming towards Lusaka thinking that they would make a lot of money. So some of the vendors you see around are not originally residents of Lusaka. They have travelled in search of opportunities to do business and this business they can do it freely without paying levies (interview with LCC DES, October, 2014).

## **4.6 Summary of Results**

This chapter presented the findings of the study on the assessment of management strategies of street vending in Lusaka's CBD. The findings of this study have been presented in line with the four objectives set out in Chapter One. The researcher used the thematic approach to present qualitative results. However, the findings mainly bordered on the players involved in the management of street vending and their roles; the strategies employed in the management of street vending; the success and failures of these strategies involved; and the reasons why challenges with street vending management have persisted. The following chapter will discuss the findings of the study.

## CHAPTER FIVE

### DISCUSSION OF FINDINGS

#### 5.1 Overview

This chapter presents the discussion of the findings presented in the previous chapter. It is organised based on the following subtitles arising from the research objectives: to ascertain the players involved in the management of street vending and their roles; to assess the management strategies involved in street vending; to ascertain successes and failures of these strategies to street vending; and to establish the reasons why challenges with street vending have persisted.

#### 5.2 To Ascertain the Players involved in Street Vending Management and their Roles

As observed by Mittulah (2004), one's defined involvement in the affairs of the local matters should be under the Ministry of Local Government. It is clear from the findings that the Ministry of Local Government through the Lusaka City Council has a defined role and preside over the management of street vending. Parallel from the cases of New York and Durban (see Devlin, 2006 & Mittulah, Lund and Skinner, 2005 in Literature Review Chapter pgs 10 & 19), the sole responsibility of the LCC is to see the streets free from the vendors as backed by the Statutory Instrument Number 44 of 2007, which calls street vending as a public nuisance. But because the controversies over street vending management have been hijacked by political leaders, this responsibility of the LCC is no longer effective. Currently the LCC mainly promotes and maintains cleanliness in the CBD.

Divergent from the involvement of the LCC in managing street vending, the findings reveal that Ministry of Local Government headquarters is not involved in the management of street vending; instead its responsibility is that of presiding over the Markets and Bus Stations Act, at policy level, that is, providing direction, financing and policy. The main reason advanced, according to the findings, was that currently there is no street vendors' act under which the Ministry can operate. To this effect, this lack of street vendors act gives the Ministry no mandate to claim responsibility of street vending management. This picture of conflicting findings raises a number

of questions to the matter: is the Ministry ignorant of the Statutory Instrument Number 44 of 2007 that mandates the LCC to preside over street vending? Is the LCC operating as an independent institution from the Ministry of Local Government? What is the relationship between the LCC as a local authority and the Ministry of Local Government as a mother body?

Additionally, the findings of the study established that vendors had an organisation called the United Street Vendors Foundation (USVEF). Formed in November, 2011 and registered in 2012, the USVEF's main role in the management of street vending is to foster the well-being of vendors. The organisation was formed to act as a platform that could speak on behalf of the street vendors. In other words, USVEF is a bridge between the vendors and the government. In this way, the vendors could access information regarding how the government could help them, to sustain them, to uplift their standards of living, to support them financially and to support them in finding alternative places for trading through the organisation. One would agree with the idea of forming organisations that would speak on behalf of the vendors as is the case in Durban (See Mitullah, 2004 in Literature Review Chapter p.20), but argue that their purpose and performance could be questionable and easily compromised because according to the findings, some of the vendors only had a hear say of the organisation. Those who heard about it did not see the practicality of it in terms of its role of managing street vending. Does this mean that the organisation is just on paper and those in the leadership structure are just using most of the vendors' name for their benefit? Or is it that the operations of the organisation are still at the initial stage, since the organisation is the first of its kind in Zambia? These uncertainties, therefore, call for an extensive sensitisation on the part of the organisation regarding its purpose.

### **5.3 To Assess the Management Strategies that have been put in place to Manage Street Vending**

#### **5.3.1 Use of Force**

From the findings presented, one would conclude that some of the management strategies that have been put in place by the LCC to manage street vending could be coercive strategies. For example, some strategies employed seem to involve the use of force to chase the vendors from the streets and in collaboration with the state police. The argument given for using this strategy

was that street vending was an illegal activity and this assertion is backed up by the Statutory Instrument Number 44 of 2007 and is called Street Vending and Public Nuisance. So under that act, street vending is regarded as a public nuisance, which was supposed to be charged or it was a jailable offence if somebody does that. Literature has shown that this is a practice elsewhere and Kenya is an example (see Kamunyori, 2007 in literature review chapter p. 17).

This can be said to have different implications, especially that street vending is considered to be a big income generating activity for many unemployed people in many countries. The same law reinforcing officers even generate levy from the same so called 'illegal' practice. While the by-laws used continue to provide the legal grounds on which city inspectors can evict street vendors by claiming that they are a nuisance to the well-being of the public by obstructing the sidewalks and making a mess, collecting levies from the same and even registering some committees made by the same illegal vendors, as the case seems to be, suggests some confusion. One can conclude here that this street vending could be there to stay.

The study further established that when items from these vendors are grabbed by force, thereby denying them of their only source of income as it were, it is not clear where the grabbers take such merchandise. It was not established how they account for the said merchandise grabbed from the vendors, creating an assumption that such merchandise could just land in the hands of the same seemingly law reinforcing officers.

### **5.3.2 Relocation of Vendors**

The relocation of vendors to other designated places is another strategy used by LCC to manage street vending. However, the study established that there were no proper mechanisms of establishing who would be relocated to those chosen places. The revelation that the relocation strategy of vendors to Simon Mwewa lane, for example, was being used as a temporal measure by the LCC to prepare for the Jubilee Celebrations that fell on 24 October 2014 to mark fifty years of Zambia's Independence, raises more questions than answers. The key question is, after the jubilee celebrations, what happens to the relocated vendors? Was the issue really to solve the problem of street vending or to create room for a one day off activity? No wonder Bromley (2000) concludes that street traders are usually removed prior to public events as part of cities' 'beautification' process. There is a widely held view that street vending is a manifestation of

both poverty and underdevelopment, thus, its disappearance is viewed as progress. These findings are in line with Skinner's (2011) report that in South Africa, there were some cases of street vendors being removed ahead of the 2010 Football World Cup.

Another issue raised by the vendors and very cardinal is why they continued to be found in the street despite them being chased by the state police and the council officials on a number of occasions. They follow where people are and can easily access their merchandise. That may be the reason why findings have shown that the vendors were wondering what business they could conduct in places where many people could not access. It is unreasonable as Hansen (2007) observed that to move vendors to outskirts such as the proposed CBD area where there is lack of customer drawing power; inadequate space to cater for all vendors; and cases of corruption when acquiring a trading space from the local authorities. Cases of corruption in this whole controversy of street vending have also been cited by Kamunyori (2007) in Nairobi. She reports that the council inspectors in Nairobi make several times their monthly salaries on bribes from the street traders. This is a more systemic problem until local officials of most of the developing countries and Zambia, in particular, are better paid; this kind of corruption will be difficult to root out and in turn street vending management will always be a challenge. The study has also established that it was cost effective vending in the CBD, where the vendors could be paying daily levies to the council, of maximum K2, as compared to what they would pay once relocated to places with no guarantee of serious business activities.

The findings on the relocation of vendors is similar to that by Hansen (2004), where she noted that although street vendors accepted to be relocated to City Market as a way of freeing the CBD from street vending in 1997, there was still a challenge. The vendors who were relocated to City Market began to give up their stands due to lack of customers and high fees. It is common knowledge almost everywhere that street vending businesses follow where people pass are. When street vending relocations were done by civic authorities like the LCC, this angle is ignored (see the case of Nairobi City Council (NCC) in 2002 on p. 20 in the literature review chapter). Often such relocations do not help and are not successful. They are not successful because the new locations had lower pedestrian traffic and/or customers with lower purchasing power than in areas chosen by the vendors themselves.

This study has also established another issue involving the relocation of these vendors, which is often ignored and this is on sanitation. Some respondents alluded to the sanitation benefits that would arise as a result of moving the vendors to established places with sanitation facilities. The study has established that it will be of benefit to relocate vendors to places with sanitation facilities. Because the current vending activities do not only litter the CBD with plastic and paper, but also these plastics and opaque beer packages are used as toilets as there are no enough public toilets in the CBD. This kind of a situation is a disease time bomb for most of the communicable diseases because some vendors sell fresh and cooked food. This study also established that it would be difficult to control any outbreak of any disease arising from this nature of activity. The argument that arises from this is that the Public Health Inspectors would find it challenging to locate the site of disease outbreak because street vending often occurs in an open place unlike in designated infrastructure.

### **5.3.3 Graduating Vendors into Formal Jobs**

In the pursuit to manage street vending, the MLG and the LCC has long term strategies on paper to help street vendors aimed at graduating them into formal jobs according to their capabilities. This entails categorising the vendors according to their trading specification in merchandise and offering training in the vendors' areas of interest for them to expand their entrepreneurial potentials. Though the reviewed literature does not seem to hold this seemingly good strategy, it can be agreed with no doubt that this is an important strategy if well implemented as it will empower the vendors. Empowerment in terms of finances, skills and knowledge entails sustainable economic, social, political as well as environmental development that would consequently address issues of high poverty levels that the country is currently grappling with.

Conversely, one wonders where the local authorities would source financial resources from to empower more than 8 000 vendors. This is because according to the research findings, the LCC could not sustain its operations of maintaining the CBD free from the vendors, citing lack of both human and financial resources in the recent past. At the time of implementation of this strategy, the number of vendors would have massively increased. Another question that comes to mind is the criteria that would be used by the MLG and the LCC to identify genuine vendors to be one incorporated into this project considering the fact that not all the vendors in the CBD are

currently registered as revealed by the findings. Reflecting on these findings, the success of the said strategy by the MLG is questionable.

#### **5.3.4 Gazetting Specific CBD Streets to Specific Merchandise**

The LCC in collaboration with the MLG developed a document in June 2014 that revealed the short to medium and long term measures to manage street vending in Lusaka. The short to medium measures include; the gazetting of streets in the CBD for street vending with emphasis on specific goods per location. The document indicates that; no vending would be allowed in Cairo and Katondo streets as they were business oriented roads, hence, the need to allow quick and easier flow of traffic.

This document outlines designated locations for particular commodities as follows: a proposed section of Lumumba road (Area A) as shown by Figure 1 (see Appendix D p.72) for second hand clothes; Area B on Chiparamba road as proposed section for stalls dealing in second-hand clothes, while Area C on Chiparamba road as a proposed section for stalls dealing in clothes, shoes and phone accessories as shown in Figure 2 (see Appendix D p.72). Area D on Cha cha cha road/Kalambo was a proposed section for stalls dealing in fruits and vegetables as reflected in Figure 3 (see Appendix D p.72). Area E on Nkwazi road is a proposed section for stalls dealing in clothes and shoes while Area G on Freedom way was a proposed section for stalls dealing in fruits and vegetables as shown in Figure 4 (see Appendix D p.72). On Cha cha cha road Area H was proposed section for stalls dealing in fruits and vegetables as shown by Figure 5 (see Appendix D p. 72). Area J on Katunjila road was a proposed section for stalls dealing in fruits, phones and vegetables, while Area K on Lumumba road was a proposed section for stalls dealing in shoes as shown by Figure 6 (see Appendix D p.72); and finally, City Market's area L shown in Figure 7 (see Appendix D p.72) was proposed for stalls and traders in Salaula (second hand clothes), fruits and vegetables from Gaza Strip and around City Market.

As is the case with most cities around the globe, one of the common ways street vendors are managed is controlling urban public space, that is, by designating special street vending zones or locations per specific product. If well implemented, this strategy is workable and can make it easier for the local authority to introduce street trading licences and help revenue collection from the vendors. A similar strategy is workable in other countries like Thailand, where vendors are

only allowed to sell particular products in particular zones (See Rupkamdee *et al.*, 2011) p. 14) in the literature review chapter.

### **5.3.5 Media Sensitisation**

Beside the above strategies, the media is another strategy that has been used to manage street vending by the LCC. The study revealed that sensitisation media programmes are being conducted by the LCC in the quest to educate the public and the vendors on matters that come with street vending. A specific television programme dubbed 'My Community' shows on the public service television Channel 2 every Saturday for one hour, from 10:00 hours to 11:00 hours. Previously, there was a participatory programme on Radio Phoenix, one of the private radio stations, every Monday that was aimed at sensitising members of the public on vending related matters. It is a well known fact that the media, both electronic and print, is the fastest mode of information dissemination. This strategy is one best way of informing the general public over vending matters as it also gives them a platform to interact with the local authority on unclear matters to them. However, the impact of these media programmes and their effectiveness in relation to street vending is questionable considering the ever swelling numbers of the street vendors in the streets as observed by the researcher. One would also question why the LCC still continues to conduct media sensitisation about street vending and everything that comes along with it when on the other end, that is, according to the findings, the political leaders have made political pronouncements to let the vendors trade from the streets and the CBD in particular. A conclusion can be made here that the relevance of this strategy to the management of street vending is baseless.

### **5.3.6 Public Private Partnership (PPP)**

The findings at hand regarding the management strategies in Lusaka's CBD in terms of PPP can be argued to be similar to those employed in other countries such as Thailand as reported by Rupkamdee *et al.* (2011). In the case of Thailand, the involvement of private companies to assist with management provided the markets with good infrastructure, including restrooms and a car park. This contributed to increased customers and consequently, an increase in income for vendors and never saw them back into the streets. Over and above, it was noted that the key to success of this is how much managers listen to vendors and accommodate their needs. The

findings of this study revealed that there are plans to engage private companies to construct infrastructure that would accommodate all the vendors. While this is the case, it is not yet clear when and where this project will be undertaken. The relevant authorities, however, have to take into consideration the location of the said infrastructure and other sanitation facilities to avoid a repeat of abandonment as was the case in Lusaka (See similar expressions by Hansen, 2004 & Ndhlovu, 2011).

### **5.3.7 Issuing of Street Trading Licences**

In countries such as the United States of America, New York in particular, Devlin (2006) reports that the use of licences has proved to be a success to managing street vending. Conversely, the findings of this study revealed that street trading licences are not issued by the local authorities. A few vendors acknowledged having acquired street trading licences in the previous government but the exercise is no longer there. Most of the vendors expressed ignorance on the existence and acquisition of these street trading licences. This revelation shows that there are uncertainties pertaining to policies of licensing. The council on the other hand, does not levy the vendors, arguing that there is no law or policy that compels them to tax the vendors and that once they start levying the vendors, then it would have legalised the activity.

The aspect of licensing is an important strategy to street vending management. It would enable traders to legally operate. Traders would have a securer livelihood and be able to invest both in their economic activities and their trading areas. This would give them security of tenure, making revenue generation and collection by the local authorities less complicated. Looking at the prevailing situation, clashes in the operations of the local authorities with the vendors hinders revenue collection by councils. On one end, the activity is considered illegal and on the other end, the vendors are left to operate freely from the streets. There is need to introduce and effectively ensure issuing of licences in order to curb this seemingly never ending conflict between the vendors and the local authorities. It is for this reason that Harvey (2005) also affirms that licensing is one of the key components in better management of public spaces in order to realise revenue build up.

On the other hand, the common revelations of Mittulah *et al.* (2005) and Kamunyori (2007) cautions the aspect of licensing. They argue that licensing of street traders is a major problem in

Kampala and Nairobi and has contributed to the confrontation between street traders and urban authorities. The prevailing situation is that many vendors are trading without any licenses, while those in designated places are being levied by the local council. Some urban authorities charge daily fees, while others fear that this would attract more street vendors in the streets. Therefore, a parallel can be drawn here where this study reveals that the outside shade of the New Soweto Market, which was constructed for the sole purpose of preventing vending in the CBD, has been abandoned by the traders for the streets because of free trading in the CBD, among other reasons (see Appendix D Figure 8 on p. 72). On the other hand, the few traders who have opted to remain in the rightful designated place where they pay daily charges of K1 to the council but with dwindling customers are aggrieved by the unfairness of the turn of events. Their continued stay in the designated place is based on proper security of their merchandise and their well-being from the raids of the council authorities and the state police, as well as security of their trading spaces.

#### **5.3.8 Policies and By-laws**

The study revealed that there were uncertainties regarding policies and by-laws that regulate street vending. The unclear picture over the issuing of licences indicates ineffectiveness of the legislative policies to street vending. But policies and by-laws are tools for setting standards in the provision of public goods and services. Policies protect consumers, investors and the general public, while by-laws set controls that ensure that urban areas are safe and clean. In the area of street vending, by-laws set standards in the provision of public goods and services provided by the street vendors and the expected manner of operations. They also enable the local authorities to collect revenue for payment of services such as refuse collection and management of vending sites. It is for this reason that the vendors have called for the local authorities to make known and clear these uncertainties of the law. This lack of knowledge by the vendors on the by-laws regarding street trading corroborates with what is prevailing in Kampala and Nairobi (Mittulah *et al.* (2005) and Kamunyori (2007).

#### **5.3.9 Zoning of the CBD by the USVEF**

Organisation of street vendors is a pre-requisite for any success in their operations. In the quest to manage street vending, the findings of this study are that the USVEF has zoned the Lusaka's

CBD into forty-two and each zone with a register and five member zone leaders. Education of vendors on the importance of sanitation is one other way the USVEF uses to manage street vending. Organised entities of this nature can contribute to effective provision and management of vending as is the case in Durban (Cross (1998)).

Additionally, since most street vendors operate on small scale business and require financial support, this financial support can only be effective if the traders are organised. Effective organisation of the USVEF can provide collateral required by financial institutions as well. It can also provide a good opportunity for providing business development services to street vendors that the Ministry of Local Government intends to undertake by upgrading the vendors. The same approach can be used in ensuring security in areas of operation.

#### **5.4 To Ascertain the Successes and Failures of these Strategies Employed**

In most of the developing countries, a common picture of failure in terms of managing street vending has taken a centre stage as compared to the developed countries. The failures have always outweighed the successes. Hence, most of the developing governments are still grappling with the issue of managing street vending.

##### **5.4.1 Use of Force**

From the findings of the study, there are few successes in the management of street vending. This corroborates with the reports of Akharuzzaman and Deguchi (2010) in Dhakar. The study revealed that the use of force by the council together with the state police has not proved any positive result and subsequently, the vendors kept returning to the streets. The argument for chasing vendors from the streets and the CBD in particular, was because vending is illegal according to the law. However, the operations of the council and the state police could not be sustained because of challenges of inadequacy in both financial and human resources by the institution compared to the ever swelling numbers of the vendors. They also lacked a prescribed system sustainable enough to successfully manage street vending. The study revealed that the LCC together with the state police did have a number of operations in the previous government where they were chasing the vendors from the streets and had spent about K2.1 billion. Nevertheless, it was not sustainably done because once the council ran out of money, their

colleagues from the state police would withdraw. Hence, it became difficult for the institution to sustain that and slowly vendors kept coming back to the streets.

Another financial challenge which the study revealed was that the money realised from the perpetrators of this said activity did not come back to the council to help in the smooth running of these operations. Instead it went to the state coffers. An argument can be raised here that this challenge of the increasing number of vendors can be used to the advantage of the council to generate revenue by introducing licences. Reviewed literature shows that in other countries like Thailand, the introduction and issuing of licences helps the local authorities generate revenue that helps maintain the cleanliness of the environments where the vendors operate from (Rupkamdee *et al.*, 2011). From the findings, most of the vendors expressed willingness to pay a daily tax of K2 to the local authority. It can be realised here that enough revenue can be generated from the more than 8 000 registered vendors, which can be used to construct adequate infrastructure for the vendors and provide other related sanitation facilities.

In the same vein, the study revealed inconsideration on the part of the government by not providing an alternative solution to the use of force for the vendors, hence the failure. Equally, it was found that this problem was as a result of the assertion that the government never used to consult the vendors in their operations. This is in relation to Mitullah *et al.* (2005), whose study in Kampala revealed that street vendors were hardly consulted in the development of by-laws and planning vending sites in urban areas. It can be argued, therefore, that participation of the vendors in the development of by-laws and policies is important. This can be an opportunity for the vendors to develop knowledge, skills and values relating to street vending management. However, there is need for caution on the method of communication between the vendors and the local authorities. It is mostly assumed that that majority of the citizens understand English. An effective approach requires that translation of important information materials be done in languages which traders are familiar with.

Involving the vendors in the developmental process of by-laws shows a commitment to democratic values, showing respect for persons-seeing them as ends in themselves rather than means to the goals. Street vendors would engage more fully in the management of street vending if they feel ownership of the policies and by-laws. They would understand them and endorse their overarching aims. If the opposite occurs, then the policies and by-laws are at best to be

ignored, and on occasions to be deliberately suppressed. The response, therefore, will be that of control and this controlling approach is largely unviable, which has always been the picture.

#### **5.4.2 Relocation**

With respect to the exercise of relocation, the study revealed that there were anticipated positive results of the whole process because of collaborated efforts from a number of stakeholders, that is, the USVEF, the Zambia @ 50 Secretariat, the councillors, the Mayor and the MLG in order to achieve the intended objective. The initial relocation of the first batch of vendors was to be taken out of the CBD to the periphery of the town, which was west of Lumumba road. From the findings and observations by the researcher, the preparation of the first space where about 2 000 vendors from the total estimate of 8 000 was under way.

Much as it was anticipated to be a success, the study revealed that there was a likelihood that the relocation process would delay because some stakeholders did not make available the resources that they had to in time. One wonders what happened if these stakeholders did not make the said resources available in time as this whole exercise was just a temporal measure in preparation for the Jubilee celebration that fell on 24 October. Over and above, the site in question for this exercise was still at the pavement level and not much progress was made at the time of this research. Contrary to what the findings anticipated, this process in reality is a failure.

The findings further revealed that all the market spaces were to be filled up by these vendors, especially the New Soweto outside shade, which has been abandoned by the traders with a total trading spaces of 1 428. Much as this is the case, the criteria the council will use to take back the owners of the trading spaces is questionable, leaving their counterparts in the streets with more customers as they claim. Another question that can be raised is whether these vendors will accept getting back to the same places they abandoned for lack of high customer drawing power? Taken together, all these anticipated successes seem to come with greater challenges. This endless conflict of space and trading rights between the vendors and the local authorities as well as the general public is seen to be counterproductive.

### **5.4.3 Zoning of the CBD**

The strategy used by the USVEF of dividing the Lusaka's CBD into forty-two zones has proved a success. According to the findings, the CBD has currently got 8 000 formerly registered street vendors. The study has established more anticipated success of the operations of the organisation as more collaboration pertaining to street vending between the government and the vendors has increased. In this case, the USVEF acts like an informal social institution, the responsibilities of which are to administer street vendors and to overcome the problem of free riding. Similar organisations can be found in Durban (Cross, 1998), where street vendor organisations develop and enforce social norms to deter entrants into a space from using it in a way that would unduly interfere with the opportunities of their members. The USVEF help resolve disputes between the government and the vendors and requires its members to work together to protect their common interests. It has further established an exclusive membership system where every member knows what is being managed for whom, and it makes sure that all street vendors are better off when everyone cooperates. As stressed by Morales (2010), a city's capacity to adopt and enforce formal rules is limited by a host of practical considerations. Thus, the council may find it occasionally advantageous to leave rule-making to those 'on the ground' and allow street vendors to organise themselves.

## **5.5 To Establish why Challenges with Street Vending Management have Persisted**

Challenges with street vending management have persisted and this picture is not much different from both the developing and developed world. The findings of this study have revealed that high poverty levels and lack of employment; political interference; poor enforcement of the law; and immigration of the traders with a view of finding a high customer base and free street trading are the main challenges that have made street vending management difficult.

### **5.5.1 Poverty and Lack of Employment**

As regards to poverty and lack of employment in the country, Ndhlovu (2011) argues that the formal economy does not have the capacity to assimilate most of the people seeking employment. Even where there are opportunities, most of the people do not have the relevant

skills and education to enter the formal job market. The findings of the study in relation to challenges with street vending management are that the high poverty levels in the country or economic hardships and lack of employment are factors at the helm to the matter at hand. Nevertheless, people have to find means of earning an income to sustain their livelihood and so street vending becomes one of the options. It is argued by Mitullah (2005) that this is the scenario that is obtaining in most of the African countries.

### **5.5.2 Political Interference**

Political leaders are key in the operations of government. From the findings, the pronouncements which political leaders make with regards to allow street vending have made the councils paralysed in their operations to manage street vending. It is common knowledge that a political pronouncement would be a guiding policy even when the law is in place. This interference by political leaders has resulted in non-compliance of the law on the part of the vendors and on the other end, poor enforcement of the law or lack of enforcement at all by the local authorities and law enforcers. This was the case at the beginning of the Third Republic during the late F.T.J. Chiluba's regime in Zambia (Hansen, 2004). An argument can be deduced from this finding that probably one other reason why political leaders have most of the times sympathised with the vendors at the expense of breaking the law is because, most of the densely populated vending sites like the Lusaka's CBD are political bases for most of the politicians. These politicians are always at the mercy of the vendors during election campaigns; this is the only time when the vendors become 'bosses' to these leaders. Therefore, it becomes difficult for these same political leaders to bite the figure that feeds them.

### **5.5.3 Massive Migration of Traders to Lusaka**

The study also revealed that persistent challenges with street vending management comes along with massive immigration of traders to Lusaka from different parts of the country. The traders seek business opportunities because of high customer base and flexibility of trading from the streets where no tax is charged. Street vendors perceive the activity as offering flexible and attractive alternative to formal employment wages. These findings can be substantiated by Houston (2003) who argued that street vending offers a more flexible and attractive wage. This is

because street vendors see this activity as a way to avoid costs associated with operating a formal store business that comes with tax and other operating costs.

All the above discussed factors seem to make a rotating circle that makes street vending management challenges persist: at the helm of this controversy is poverty. If people are still claiming they do not have a means of livelihood, then political leaders have to take precautions in the way they handle them in order to avoid strife. If a leader does not have the political will to move vendors out of the streets, then the law is broken. This leads to non-compliance of the law on the part of the vendors and poor or lack of enforcement on the part of the local authorities. The result is that more traders will keep trekking to Lusaka, culminating in more vending activities.

It can be deduced and concluded that there are a number of reasons why an inclusive approach to street trading is required. Demographic and economic trends indicate that these activities are on the increase, thus, street vending is a reality that is unlikely to go away. From a planning perspective, street vendors provide urban residents, particularly the poor with goods and services in appropriate quantities and forms and also contribute to the functioning of many cities. Although the individual incomes are often low, these activities' cumulative contribution to the local economy and to the local revenue collection is not insignificant. Inclusive planning, however, does not imply curbing street vending. Local authorities need to balance up the interests of many stakeholders using public space. Furthermore, as noted earlier in the findings, the vendors themselves report not wanting to trade from a hash and badly managed environment. Innovative approaches to policy, planning and public space management can maximise the gains from these activities.

## **5.6 Summary**

This chapter presented a discussion of findings of the study by addressing each research objective. It started with the players involved in street vending and their management roles. It further addressed the strategies used in managing street vending. The third section tackled the successes and failures of the strategies applied to manage street vending. The last section

discussed the reasons why challenges with street vending management persisted in Lusaka's CBD of Zambia.

The next chapter presents the overall conclusion of the study. It further provides recommendations and suggests for further research emerging from the findings of this research.

## **CHAPTER SIX**

### **CONCLUSION AND RECOMMENDATIONS**

#### **6.1 Overview**

This chapter presents the overall conclusion of the findings. It must be emphasised that the aim of this study was to gain a greater understanding of the management strategies used for street vending in Lusaka's CBD of Zambia. The chapter ends with recommendations and implications for further research.

#### **6.2 Conclusion**

This study has shed light on the management strategies employed for street vending in Lusaka. The following are the four objectives set in Chapter One that anchored this study: to ascertain the players involved in street vending management and their roles; to assess the management strategies that have been employed in street vending; to ascertain the successes and failures of these management strategies to street vending; and to establish why challenges with street vending management have persisted.

The study has established that the LCC and the USVEF are at the centre of managing the practice. The roles of the two managing institutions are that, the LCC ensures that street vending does not take place as it is illegal according to the Statutory Instrument Number 44 of 2007, which calls street vending as a public nuisance. The USVEF is the medium of communication between the vendors and the government.

The strategies employed by the LCC are force, relocation and media sensitisation. Some of the strategies are still in the pipeline and these are: graduating the vendors into formal jobs according to their capabilities; to gazette the CBD according to specific merchandise per street and PPP engagement to construct adequate infrastructure that would accommodate all the street vendors. The USVEF has zoned the CBD into forty-two with five member zone leaders and a register in each to help with the supervision works. The organisation has formally registered 8 000 street vendors.

However, these strategies have proved more of a failure than a success on the part of the LCC and much of the positivity to the success is still in the pipeline. Force as a strategy that has been used before by the LCC together with the state police has proved futile. Media sensitisation reflects failure because of the ever swelling numbers of the vendors into the streets; and the relocation of the vendors from Cairo and Lumumba roads to Simon Mwewa lane did not take place.

Greater challenges in relation to managing street vending that the study has established are: high poverty levels and lack of employment; political interference in the management of street vending that sees; poor or lack of enforcement of the law by the local authorities; and consequently massive trekking of traders to Lusaka who follow high customer base and non-payment of tax in the streets.

### **6.3 Recommendations**

On the basis of the findings of this study, recommendations are hereby suggested to the Ministry of Local Government.

- 1) Political interference must be discouraged and the LCC should be allowed to work independently from the influence of the political leaders for the strategies to be successfully implemented.
- 2) Laws and policies that relate to street vending must be explicit and easily accessible to all members of the public.
- 3) Participatory strategies must be used, where street vendors are closely engaged in decision making.
- 4) Issuing of vending licences to enable government to levy street vendors.
- 5) Traders operating from the abandoned New Soweto Market outside shade with a lower customer base should not be levied by the LCC in order to motivate and encourage them to continue trading from the same designated place.

- 6) Plans to gazette the CBD according to specific merchandise per location should be implemented as this could facilitate:
  - a) Easy issuing of street trading licences to the vendors and, consequently easy collection of levies that would realise revenue build up by the LCC.
  - b) Easy management of waste generated in the CBD by mandating each vendor to have a waste disposal bin.
  - c) A policy of recycling of waste products through PPP as most of the waste generated would be disposed off according to their material make up, that is, plastic, paper, glass and metallic waste products.
  
- 7) Relocation of the vendors from Cairo and Lumumba roads should have been a permanent solution in order to reduce on the motorists versus vendors/pedestrians conflict, vendors versus pedestrian conflict and shop owners versus vendors' conflict on allegations of vendors stealing customers.

#### **6.4 Suggestion for Further Research**

Since this was a small-scale academic research, a similar one could be conducted at a national level, preferably comparing the total number of street vendors countrywide to the total amount of revenue being lost annually as a result of not taxing the vendors and the total amount of revenue lost annually from the abandoned trading spaces.

#### **6.5 Summary**

This chapter has presented the conclusion of the study based on the four objectives set out in Chapter One. Recommendations have also been given directed to the MLG as the main stakeholder involved in the management of street vending. The recommendations have been coined from what the study has established. The chapter has finally presented a suggestion for further research.

## REFERENCES

- Akharuzzaman, M. & Deguchi, A. (2010), *Public Management for Street Vendors in Dhaka City*. Bangkok: Kyushu University.
- Ball, J. (2002), Street Vending: A Survey of Ideas and Lessons for Planners. *American Planning Association, Planning advisory Service Report Number 509*.
- Becker, K.F. (2004), *The Informal Economy*. Stockholm: Swedish International Development.
- Best, K.W. and Kahn, J. V. (2006), *Research in Education* (10<sup>th</sup> ed). New Delhi: Prentice-Hall.
- Blomley, N. (2004), *Unsettling the City: Urban Land and the Politics of Poverty*. New York: Blackwell.
- Bromley, G. (2007), Foreword. In J. Cross & A. Morales (Eds.) *Street Entrepreneurs: People, Places and Politics in Local and Global Perspectives* (pp. 15-17. London: Routledge  
Cambridge: Kennedy School of Government.
- Castells, M. & Portes, A. (1989), World Underneath: The Origins, Dynamics and Effects of the Economy. In A. Portes, M. Castells, & L.A. Benton (Eds.), *The Informal Economy: Studies in Advanced and Less Developing Countries* (pp 19-42). Baltimore: John Hopkins University Press.
- Creswell, J.W. (2003), *Research Design-Qualitative, Quantitative and Mixed Methods Approaches* (2<sup>nd</sup> ed.). London: Sage Publications.
- Cross, J.C. (2000), Street Vendors, Modernity and Post Modernity: Conflict and Compromise in the Global Economy. *International Journal of Sociology and Social Policy*, 20(1), 29-51.
- Cross, J.C. & Morales, A. (2007), Introduction: Locating Street Markets in the Modern/Postmodern World. In J. Cross & A. Morales (Eds.), *Street Entrepreneurs: People, Place and Politics in Local and Global Perspectives* (Pp. 1-3). London: Routledge.
- De Soto, H. (2001), *The Mystery of Capital: Why Capitalism Triumphs in the West and Fails Everywhere Else*. London: Black Swan.
- Denzin, N. K. & Lincoln, Y.S. (eds.) (2000), *Handbook of Qualitative Research* (2<sup>nd</sup> ed.). London: Sage Publications.

- Devlin, R.T. (2006), *Informal Urbanism. Legal Ambiguity and the Management of Street Vending in the New York city*. Dissertation.
- Dewey, J. (1931), *Philosophy and Civilisation*. New York: Milton, Balch and Company.
- Furrow, B. (2004), *Bioethics: Health Care Law and Ethics* (6<sup>th</sup> ed.). St. Paul, Minnesota, USA: West.
- Hensen, K.T. (2004), Who Rules the Streets? The Politics of Vending Space in Lusaka. *Reconsidering Informality: Perspectives from Urban Africa*: 62-80.35.
- Hansen, K.T. and Vaa, M. (2004), *Reconsidering Informality: Perspectives from Urban Africa*. Uppsala: Nordiska Afrika institute.
- Harvey, D. (2005), *A Brief History of Neo-Liberalism*. Oxford: Oxford University Press.
- Houstoun, L.O. (2003), *Business Improvement Districts*. Washington D.C: Urban Land Institute.
- Kamunyor, S.W. (2007), A Growing Space for Dialogue: The Case of Street Vending in Nairobi's Central Business District. Master Thesis, Department of Urban Studies and Planning.
- Kirshner, J. (2010), 'Migration, Informalisation and Public Space in Santa Cruz, Bolivia. *Bolivian Studies Journal*, 150-190.
- LeCompte, M.D. and Schensul, J.J. (1999), *Analysing and Interpreting Ethnographic Data*. Walnut Creek, CA: Alta Mira Press.
- Leedy, P.D. & Ormrod, J.E. (1989), *Practical Research: Planning and Design* (7<sup>th</sup> ed.). New Jersey: Merrill Prentice Hall.
- Lund, F., Skinner, C. and Nicholson, J. (2000), *Street Trading*. Durban: School of Development Studies.
- Lyon, F. (2007), Institutional Perspectives on Understanding Street Retailer Behaviour and Networks. In J. Cross & Morales, A. (Eds.), *Street Entrepreneurs: People, Places and Politics in Local and Global Perspectives* (pp. 164-179). London: Routledge.

- Mitullah, W.V. (2004), *A Review of Street Trade in Africa: Working Draft. Report for WIEGO (Women in Informal Employment: Globalisation and Organisation)*. Harvard University: University Publishers Private Limited.
- Morales, A. (2010), *Street Entrepreneurs People, Place and Politics in Local and Global Perspectives* (pp. 89-123). London: Routledge.
- Msoka, C.T. (2006), *Informal Markets and Urban Development: A Study of Street Vending in Dar Es Salam, Tanzania*, PhD Thesis. United States of America: University of Minnesota.
- Muuka, G.N. (2003), *Africa's Informal Sector with Zambia as a Case Study: A Challenge to Scholars to Close the Knowledge Gap*. *Journal of Business and Public Affairs* **30**(1): 50-56.
- Ndhlovu, P.K. (2011), *Street Vending in Zambia: A Case of Lusaka District*. Master Thesis, The Hague: Institute of Social Sciences.
- Packard, D. (2007), *Do Workers in Chile Choose Informal Employment? A Dynamic Analysis of Sector Choice*. Washington DC: World Bank Latin American and the Caribbean Region Social Projection Unit.
- Peirce, C.S. (1992), *The Essential Peirce: Selected Philosophical Writings*. Indianapolis, IN: Indiana University Press.
- Ranker, L. (2003), *Political and Economic Liberalisation in Zambia 1991-2001*. Stockholm: Elanders Gotab.
- Shah, A. (2006), *Local Governance in Developing Countries*. Cambridge: World Bank Publications.
- Sidhu, K.S. (2012), *Methodology of Research in Education*. New Delhi: Sterling Publishers Ltd.
- Sites, W. (2003), *Rethinking New York: Primitive Globalisation and the Politics of Urban Community*. Minneapolis, MN: University of Minnesota press.
- Skinner, C. (2011), *Street Trade in Africa: A Review*. Durban: WIEGO.
- Sleeper, R.W. (2001), *The Necessity of Pragmatism: John Dewey's Conception of Philosophy*. Urbana, IL: University of Illinois Press.

Whyte, W.H. (1988), *The Management of Space*. New York: Doubleday.

## APPENDICES

**APPENDIX A: LUSAKA CITY COUNCIL OFFICIALS INTERVIEW GUIDE  
THE UNIVERSITY OF ZAMBIA, SCHOOL OF EDUCATION  
DEPARTMENT OF LANGUAGE AND SOCIAL SCIENCES EDUCATION**

1. Introduction of the researcher (giving information about the research and its aims)

**Topic: AN ASSESSMENT OF THE MANAGEMENT STRATEGIES TO STREET  
VENDING: A CASE OF LUSAKA CENTRAL BUSINESS DISTRICT OF ZAMBIA**

1. Generally what are your roles?
2. Are you in any way involved in the management of street vending in Lusaka?
3. If the answer in question 2 is yes, what are the specific roles that you perform in relation to street vending management?
4. Are there management strategies that have been employed by the Lusaka City Council or any other stakeholder in the management of street vending?
5. If the answer to question 4 is yes, what are these strategies?
6. Have these strategies been successful? And to what extent?
7. Have there been any challenges in the implementation of these strategies to manage street vending?
8. If the answer to the previous question is yes, then what have been these challenges?
9. How have the challenges been addressed to ensure proper implementation of the strategies to street vending management?
10. In relation to strategies that manage street vending, how have the vendors perceived them?
11. Despite the strategies put in place, why street vending persisted?
12. Are there any new and more strategic methods that the institution is or has devised to address the issue of street vending sustainably?
13. If the answer is yes to question 12, what are these new strategies? How and how are they going to be implemented in order to address the issue of street vending?
14. What suggestions would you recommend to ensure proper management of street vending

**APPENDIX B: UNITED STREET VENDORS FOUNDATION PRESIDENT  
INTERVIEW GUIDE**

**THE UNIVERSITY OF ZAMBIA, SCHOOL OF EDUCATION**

**DEPARTMENT OF LANGUAGE AND SOCIALS SCIENCES EDUCATION**

1. Introduction of the researcher (giving information about the research and its aims)

**Topic: AN ASSESSMENT OF THE MANAGEMENT STRATEGIES TO STREET  
VENDING: A CASE OF LUSAKA CENTRAL BUSINESS DISTRICT OF ZAMBIA**

1. Briefly explain how and when the United Street Vendors Foundation came in place.
2. Generally what is/are the role (s) of the USVEF?
3. Is the USVEF in any way involved in the management of street vending?
4. If the answer in question 3 is yes, what are the specific roles that you perform in relation to street vending management?
5. Are there management strategies that have been employed by the USVEF in the management of street vending?
6. If the answer to question 5 is yes, what are these strategies?
7. Have these strategies been successful? And to what extent?
8. Have there been any challenges in the implementation of these strategies to manage street vending?
9. If the answer to the previous question is yes, then what have been these challenges?
10. How have the challenges been addressed to ensure proper implementation of the strategies to street vending management?
11. In relation to strategies that manage street vending, how have the vendors perceived them?
12. Despite the strategies put in place, why street vending persisted?
13. Are there any new and more strategic methods that the institution is or has devised to address the issue of street vending sustainably?
14. If the answer is yes to question 13, what are these new strategies? How and how are they going to be implemented in order to address the issue of street vending?
15. What suggestions would you recommend to ensure proper management of street vending

## **APPENDIX C: STREET VENDORS' FOCUS GROUP DISCUSSIONS GUIDE**

### **THE UNIVERSITY OF ZAMBIA, SCHOOL OF EDUCATION**

#### **DEPARTMENT OF LANGUAGE AND SOCIAL SCIENCES EDUCATION**

1. Introduction of the researcher (giving information about the research and its aims)

#### **Topic: AN ASSESSMENT OF THE MANAGEMENT STRATEGIES TO STREET VENDING: A CASE OF LUSAKA CENTRAL BUSINESS DISTRICT OF ZAMBIA**

1. When did you start trading from the streets?
2. What made you operate your business from the streets?
3. Have there been any officials managing your operations from these streets?
4. If yes to question 3, mention them and their roles.
5. Has there been any management strategies employed to operations? (Policies, Acts, taxes, licensing, relocations etc).

#### Follow-up questions

-do you pay any tax or levy? If yes how much?

-Are you aware of any policies or Acts that regulate your operations by any relevant authorities? If yes, mention them.

-has there been any relocation in your operations by any authorities? If yes, where and how did you perceive them?

-has government ever consulted you concerning any trading location? If yes, then how were the consultations done?

-do you have any other option for relocation?

-has there been any use of force in managing your operations? If yes, what has been the experience with the enforcement?

6. You think these strategies have been successful in managing street vending?

7. If yes to the above question, how?

8. If no, then what have been the challenges in the implementation of these strategies?

9. Why do you continue trading from the CBD?

10. What new things would you want the government to do in order to ensure proper management of street vending?

## APPENDIX D

Figure 1: Lumumba Road's Area A (shaded)

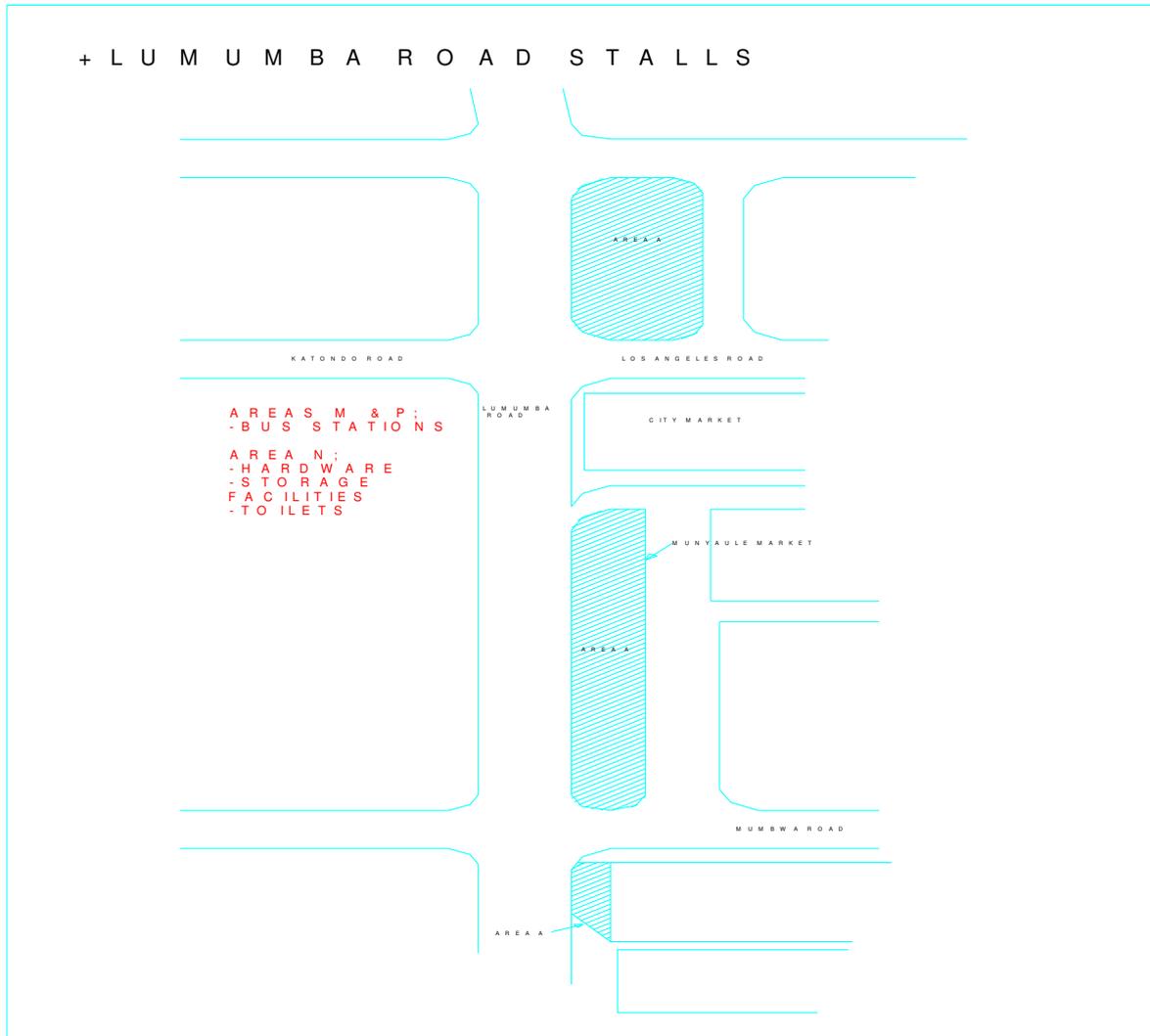
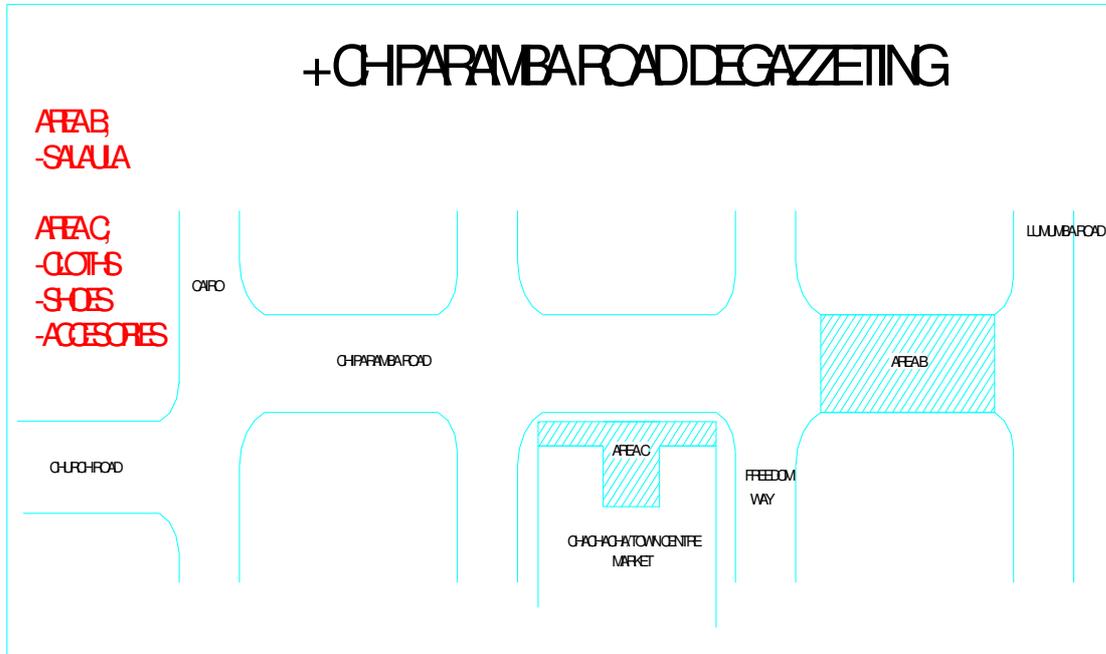


Figure 2: Chiparamba Road Areas C and B



# + FREEDOM WAY/KALAMBO STRT TRADING

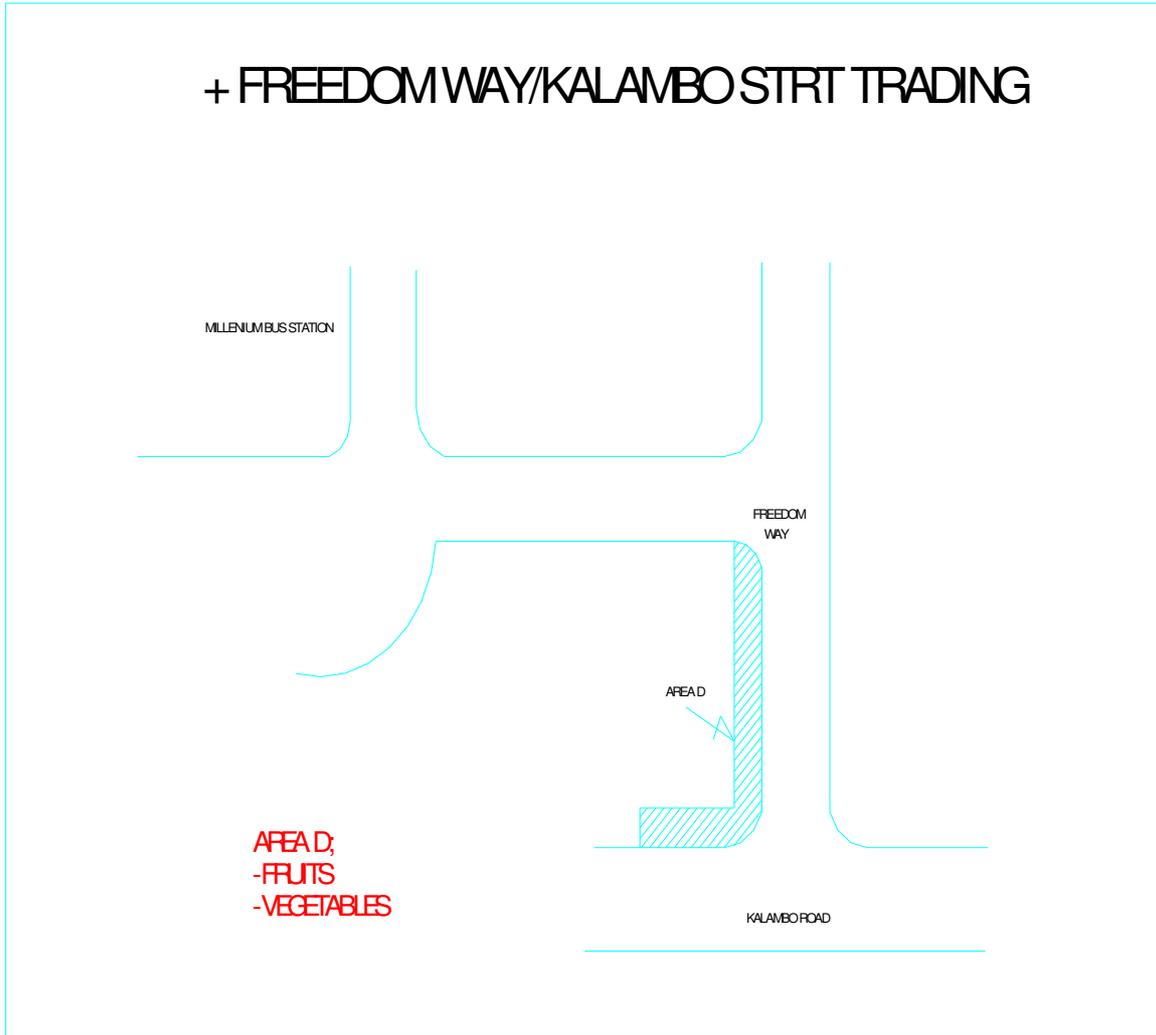
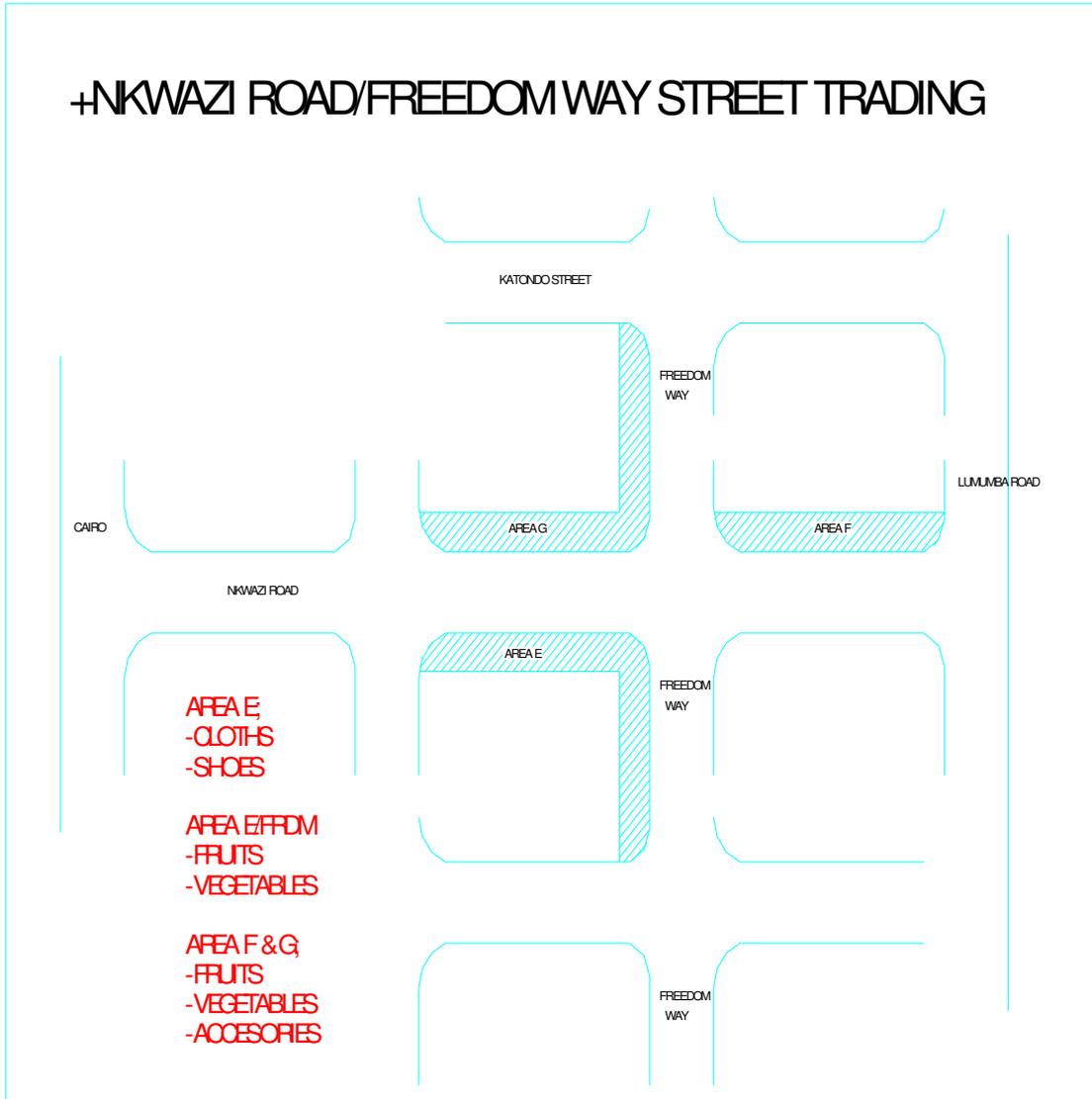


Figure 3; Freedom Way/Kalambo Road Area D

Figure 4 Nkwazi Road/Freedom Way Areas E, F and G



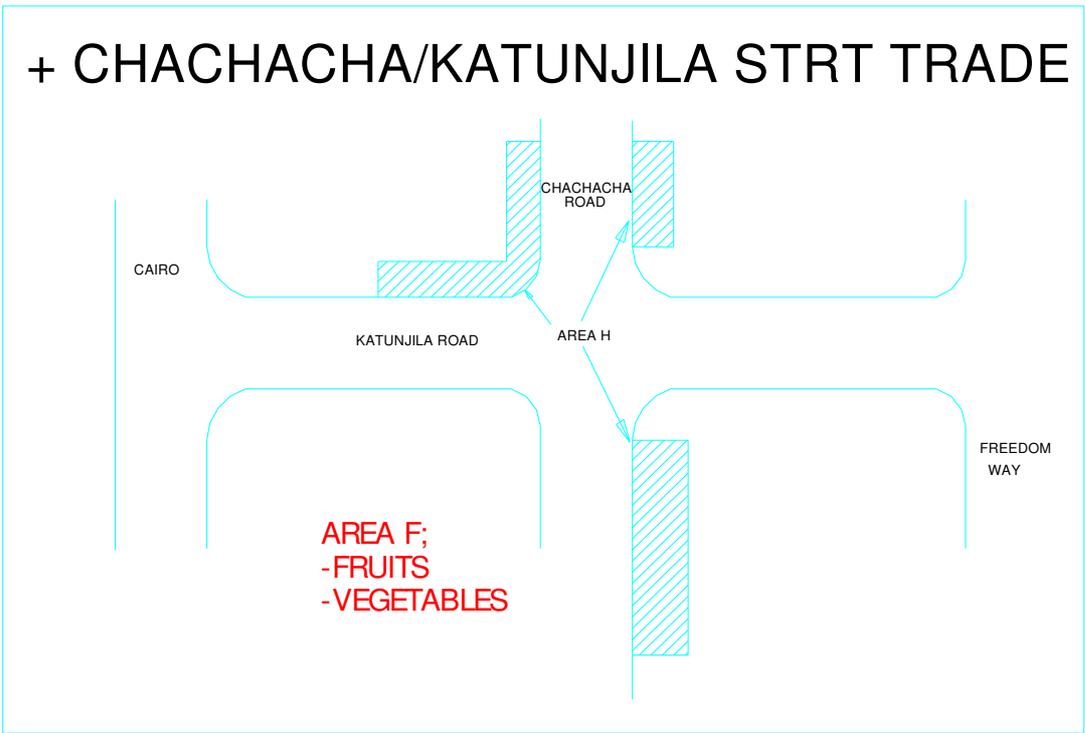


Figure 5; Chachacha/Katunjila Area H

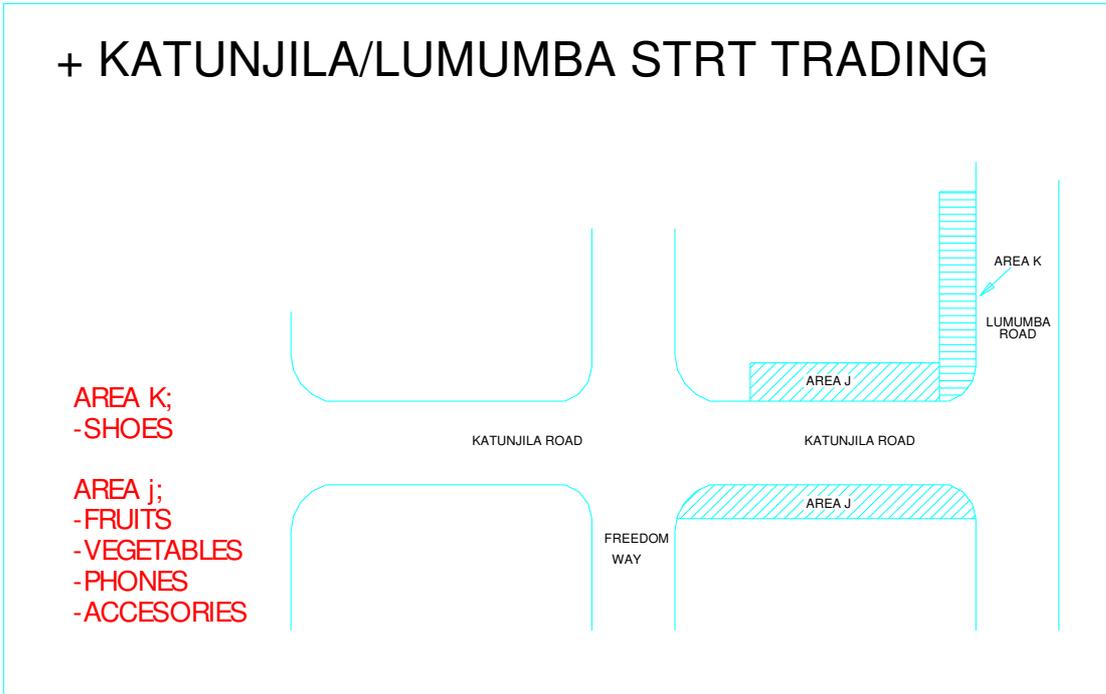


Figure 6: Katunjila/Lumumba Areas J & K

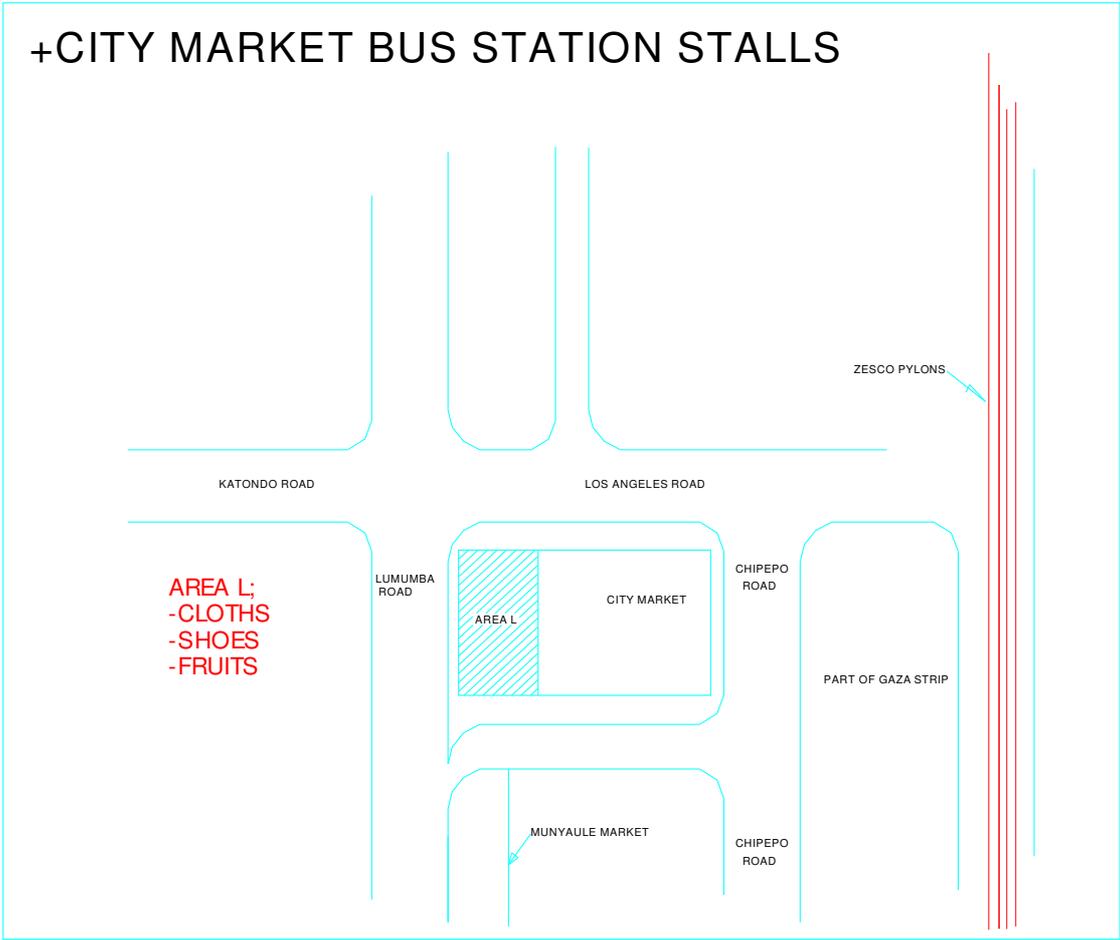


Figure 7: City Market's area L.



Figure 8: An illustration of the abandoned trading shade at the New Soweto Market in 2014