



**AN INVESTIGATION INTO THE CAUSES AND EFFECTS OF CONFLICTS AMONG
STREET VENDORS AND THE LOCAL AUTHORITY WITHIN THE TRADING
AREAS ALONG FREEDOM WAY AND THE PERIPHERAL OF SOWETO MARKET
OF LUSAKA CITY IN ZAMBIA.**

BY

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**A Dissertation Submitted to the University of Zambia with Zimbabwe Open University in
partial Fulfillment of the Requirement for the award of Masters of Science in Peace,
Leadership and Conflict Resolution Degree.**

DECLARATION

I, Grace Daka, [computer number: 716812875] DO HEREBY solemnly declare that “An Investigation into the Causes and Effects of Conflicts among Street Vendors and the Local Authority within the trading areas along Freedom Way and the Peripheral of Soweto Market of Lusaka City in Zambia” is a product of my work and it has not been submitted at this or any other university.

Signed

Date

Signed

Date

DEDICATION

I dedicate this work to my hasband (John Lungu) and my daughters namely: Thungela, Tiwonge, Temwani and Thokozile for their love, moral and financial support during my study.

ACKNOWLEDGEMENTS

Firstly, I am grateful to God giving me strength, wisdom and perseverance during the entire study period. Glory and honor be to your holy name.

Secondly, I am highly indebted to my supervisor, Dr. L.Mweemba, for the guidance, support feedback and encouragements throughout the process of formulating and developing the research ideas. He made the process exciting and interesting.

Finally, I would like to thank the following individuals

- Street vendors along Freedom way and on the peripheral of Soweto market who were interviewed to complete the questionnaire.
- My research assistant (Julius Chebwe) for the hard work, patience, support as well as adhering to ethical standards when collecting data.

DEFINATION OF TERMS

In this research, terms were taken as they were contextually explained below.

- Conflict refers to some form of friction or discord arising within, a group when the beliefs or actions of one or more members of the group are either resisted by or unacceptable to one or more members of another group. 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.

ABSTRACT

Market places can be seen as particularly valuable spaces for exchange, negotiation and mediation, by bringing conflict related groups together, particularly in boundary regions. Furthermore, business people can be considered as connectors who bring groups together. Indigenous market associations, landlords (who may provide accommodation, brokerage and language services to visiting traders), and other intermediaries can use their entrepreneurial energy for conflict avoidance, in reducing conflict escalation and in conflict management.

The research therefore investigate the nature of conflicts that exists amongst the street vendors and the authorities in the freedom way and the peripheral of Soweto market in Lusaka city. The causes of conflict amongst street vendors and the authorities in the freedom way and peripheral of Soweto market, the effects of conflict amongst the street vendor traders and the authorities and also an assessment on the ways of resolving conflicts on the trading areas in the freedom way and the peripheral of Soweto market. The research design used was a qualitative and the sample population was 122 respondents including the street traders, officials from Lusaka City Council, officials from Zambia Police Service, Soweto Market Committee members and Street Vendors Association members

Echoing from the study, the major challenge faced by street vendors is eviction by the local authority. The other challenges faced by street traders included: lack of security in the trading areas, theft and high rental charges by shop owners. These are issues of concern among street traders.

The study has established that there is conflict between the local authority and street vendors trading along freedom way and the peripheral of Soweto market. This could attributed to the fact that these traders are operating illegally (without licences) echoing from the Statutory Instrument Number 44 of 2007, which calls street vending as a public nuisance.

These conflicts have negative impact on the livelihood of the traders as the study revealed that there was loss of businesses that resulted into loss of incomes among the traders. Physical damage to both government and private property was also incurred. In some instances loss of lives had been recorded. Consequently these conflicts affect the economy through loss of jobs, loss of revenue and tax collection by the local authority.

The study also revealed that the local authority does not engage street vendors in conflict resolution. Therefore, participation of street vendors in planning and management of conflicts

in trading areas is an issue of concern. Political interference was one the key factors that lead to poor management of conflicts.

Through the study, respondents recommended that the state and relevant stakeholders should engage street vendors in finding the lasting solutions to resolving conflicts in trading areas. It is imperative that street vendors get involved in all stages of planning and management of issues affecting them in order to ensure sustainable peace and social economic development. Conflicts should be resolved in the trading areas through the provision of alternative and permanent trading areas to street vendors. Sensitization of street vendors on management of garbage and aspects of hygiene is of paramount importance. There is need for the government and relevant stakeholders to tackle the structural causes of conflict through promoting conflict sensitive economic growth and diversification of livelihoods away from resource constraints (such as land). Particular attention should be given to promoting the opportunities for unemployed and underemployed young men, and linking conflict and economic development programmes.

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LIST OF ACRONYMS

BIDs	-	Business Improvement Districts
CBD	-	Central Business District
DES	-	Director Engineering Services
HIPC	-	Highly Indebted Poor Countries Initiative
LCC	-	Lusaka City Council
PRM	-	Public Relations Manager
PRSP	-	Poverty Reduction Strategy Programme
SAPs	-	Structural Adjustment Programme
USVEF	-	United Street Vendors Foundation
MLG	-	Ministry of Local Government
MMD	-	Movement for Multiparty Democracy
MSE	-	Medium and Small Scale Entrepreneurs

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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 of conflict and Street Vending in Zambia

Street vending activities can be traced as far back as the creation of Northern Rhodesia and before colonization, the Zambian society used to trade in public areas mostly along important trading routes. In the late 1970s and early 1980s street vending was referred to as black market and products such as soap, detergents, candles, cooking oil, bread and sugar were among the items that were usually in short supply in the legal retail outlets and therefore sold on the black market (Hansen 2004). The term black market was used to refer to any illegal marketing activity such as vending in streets, yards and homes. Police occasionally undertook sweeps of the black marketers, confiscating their goods and imposed fines or prison sentences on them. But most marketers returned to the streets (Hansen and Vaa 2004). However, during this time street vending was not so visible, it became more visible after the adoption of the neo-liberal reform policies in the 1990s. This shift towards liberalization brought many effects on the Zambian citizens. Privatization 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 economy. It is estimated that the formal economy lost about 61,000 jobs between 1992 and 1995 (Global Policy Network, 2001). Consequently, the reduction of the formal economy fuelled the rapid expansion of the informal sector.

In 1997, out of a total labour force which was estimated at 4.2 million workers, not more than 11 percent were employed in the formal economy (Muuka 2003). The remaining 89 percent 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 (Msoka 2006). Street vending serves as a 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 or when people want to raise money for a specific planned activity (Msoka 2006).

Conflict in trading areas is becoming rampant in Africa especially in the markets and the trading areas. The role of trade and markets in both conflict development and conflict resolution has received minimal attention in the literature on conflict and on development. Trade and markets are meeting points for diverse ethnic and social groups. There is strong potential for a range of trade-related issues to lead to conflict. The role of trade in conflict creation is particularly obvious when the market place itself becomes a site of strife. However, issues embedded in trading relationships and practices may permeate and become manifest in many conflict situations. At the same time, market interactions and trading relationships of groups who might otherwise be in conflict (including different ethnic groups) would also seem to be a factor facilitating reconciliation. Disputing groups may need to work together to secure their individual livelihoods and particular individuals may act as “connectors” in this respect (Anderson, 1999).

In many African countries, formal institutions for land administration are often simply superimposed on traditional structures without a clear delineation of responsibilities and competencies, implying that they lack both outreach and social legitimacy (Deininger, 2003). Because of the minimal land for trading activities, manufacturing and industries, the very small central business district has attracted a large population resulting into land scarce in urban areas. This means that land has become the source of conflict among traders, the authority and the informal and formal traders in urban areas. In Zambia and Lusaka to be specific there is indication that demands for policy makers to have information on trade-related conflict. This is particularly important with regard to improving market access for the poor, and is an area that has not been given much attention in the thinking behind 'Making markets work for the poor'.

In Zambia's food marketing chains are dominated by micro-enterprises and the self-employed, whether they are farmers, traders or transporters. A key characteristic of these enterprises in Zambia (and much of Africa), is the high level of 'informality', such as limited tax paying, avoidance of regulations, and elements of illegality (Brown, 2006). This however, it should be noted that the term 'informal sector' is misleading as almost all microbusinesses in Zambia have some element of formal recognition or tax paying (while larger conventional businesses may also be operating in an 'informal' manner for some of their operations) informality is an important background factor in understanding the potential for trade related conflict in Zambia. It helps shape the sector's external relations with the state, and also relations within the sector among participating actors and institutions. In both relationships, informality provides potential advantages in terms of flexibility, but also brings potential dangers, tensions and struggles.

Women traders in Zambia play a crucial role in many markets and women dominated market institutions help regulate trade, arguably to the benefit of traders and consumers, both male

and female (Clarke, 1994). In Lusaka city, this is witnessed by lot of women traders who wakes up early in the morning for trading at Soweto market from different parts of the city.

Although much of women's involvement is at the lower levels, notably in retail trade, where lack of capital (a common problem for African women) is less of a barrier to entry, there are still many women who play a significant role in wholesaling (though less commonly as brokers). As in the case of ethnicity, it would seem that gender relations in trade are generally uncontroversial. Indeed, gender issues very rarely incite trade conflict. For the most part, women across Zambia appear to view their role in trade as complementary to as opposed to competing with that of their menfolk (Porter 1988).

Despite the livelihood benefits to be achieved by focussing on trade complementarity and cooperation, underlying structural factors may undermine such relationships, ultimately causing outright conflict.

Furthermore, the other rising conflict is on the informal traders known as street vendors in the central business district. For example, the problems faced in Lusaka between the local authorities and street vendors are found in cities all over the world especially in developing countries. Street vending is one of the major activities which bring market or trading area conflict in the informal economy and it is known to be an old practice that has always had a presence in the composition of cities. However, street vending in Zambia is illegal and considered as a public nuisance. Thus, it can be argued that the informal sector has a specific function in the economy and that it is not inferior, it is not invisible, it is not stealing customers away from the formal economy, it is not a third class economy and it is not submerged in the formal economy but it is a specific segment of the consumers 'market, it is visible and operates in the open, it is just another sector which government happens not to like. It is a sector which has found a niche in the market, a niche that government has failed to recognize and appreciate (Bromley, 2000).

In response to the street vending problem which has caused a lot of market conflict, the Zambian government has been putting up formal market infrastructure across the country so that street vendors can trade in an orderly, safer and good environment. Some of these problems include; stealing customers from the formal economy, non-payment of taxes, causing road traffic congestion and sanitation related diseases such as cholera, crime (pick-pocketing) and walking in the city centre is sheer agony for shoppers and pedestrians. However, despite government putting up formal market infrastructure, street vendors keep trading from the streets. One such infrastructure is the new Soweto market located near the central business district of Lusaka. It is against this background that the research seeks to investigate the causes and effects of conflict over trading areas amongst traders in the Lusaka within the central business district up to new Soweto market.

1.3 Statement of the Problem

Street vending has been a source of livelihood to a number of citizens though with persistent and high degree of conflict between vendors and the local authorities. In the past recent years, Lusaka the country's capital city has faced a number of changes and challenges where trading is concerned. Firstly, the city has been turned into a construction site and developments such as the Zambia National Building Society also known as Society Park between Cairo and Cha Cha Cha road which is now in operation, the Makeni and the Cosmopolitan shopping mall, extension of Arcades shopping mall and also the Down-town shopping mall and many shopping malls in Lusaka which are under construction. The increase in shopping malls and construction of many roads including the Kafue and the Great North Road dual carriage way is fundamental and significance for trade; making Lusaka district a central heart for business in Zambia.

Despite the construction of the shopping malls and renovation and expansion of markets such as the Soweto market, Lusaka city market which was recently on fire and development of

roads, the issue of trading areas in Lusaka is still a major challenge the Lusaka City Council is facing. This is because the renovation of the markets does not provide a solution to the rapid increase in the population of about 7,759,161 in 1990, 9,885,591 in 2000 and 13,046,508 persons in 2010 (Central Statistical office, 2011) in Zambia of which Lusaka has the largest number resulting into the rising demand for trading areas. The demand for trading areas is as a result of high demand for employment which the government cannot manage to provide for everyone hence the majority venturing themselves into entrepreneurship in an environment where there is minimal or no trading area space in the streets of Lusaka City and peripheral of Markets causing conflict on where to sell from. In Lusaka city, the vendors in the central business district use different structures. Most of the street vendors are using mats, gunny bags, tables, racks, wheel barrows, handcarts and bicycle seats to display their goods. The other traders carry their commodities on their hands, heads and shoulders. Some of them are hang their commodities on walls, trees and fences, and significant of them construct temporary shades to displaying their goods. This causes conflict between the local authorities and the traders, and also between the traders and the shop owners. This part of information is not very published with a lot of scholars, in that most other written literature is based on street vending and its effects than the area of conflict. This lack of comprehensive information on causes and effects of conflict among street vendors and the local authority will hinder the development of proper strategies that would assist in conflict resolution to enhance sustainable peace and development.

1.4 Purpose of the study.

The purpose of the research was to investigate the causes and effects of conflict among street vendors and the local authority within the trading areas along Freedom Way and the Peripheral of Soweto Market in Lusaka City.

1.5 General Objective

The general objective of the research was to ascertain the existence of conflict and its effects on the trading areas in the Freedom way and Soweto market.

1.5.1 Specific objectives

- A. To investigate the nature of conflicts that exists in the freedom way and the peripheral of Soweto market in Lusaka city.
- B. To investigate the causes of conflict among the street vendors and the local authority in the freedom way and peripheral of Soweto market.
- C. To assess the effects of conflict between traders and the authorities.
- D. To ascertain the ways employed by the local authority in resolving conflicts in the trading areas.

1.6 Research questions

- A. what is the nature of conflicts that exists amongst street vendors and the local authority along freedom way and the peripheral of Soweto market in Lusaka city?
- B. What are the causes of conflict among street vendors and the local authority?
- C. What are the effects of conflict that exist among street traders and local authority?
- D. What are the ways employed by the local authority to resolve conflicts in the trading areas along the freedom way and the peripheral of Soweto Market?

1.7 Delimitation of the study

Delimitation refers to the act of deciding what the limit of the study is. It addresses how the study can be narrowed in scope. The study only covered street vendors along Freedom Way and the Peripheral of Soweto Market in Lusaka City and other relevant stakeholders which included: officials from Lusaka City Council, Zambia Police Service, Market Committee members and Street Vendors Association.

Therefore, the study considered views from the Lusaka city council, the street vendors, Market Committee and Street Vendors Association, and the shop owners within freedom way.

1.8 Limitations and challenges of the Study

The study was conducted in Zambia, particularly along the Freedom Way and the peripheral of Soweto Market in Lusaka city, the findings may not be generalised to other trading areas across the country. To this effect, similar studies will need to be conducted in other areas.

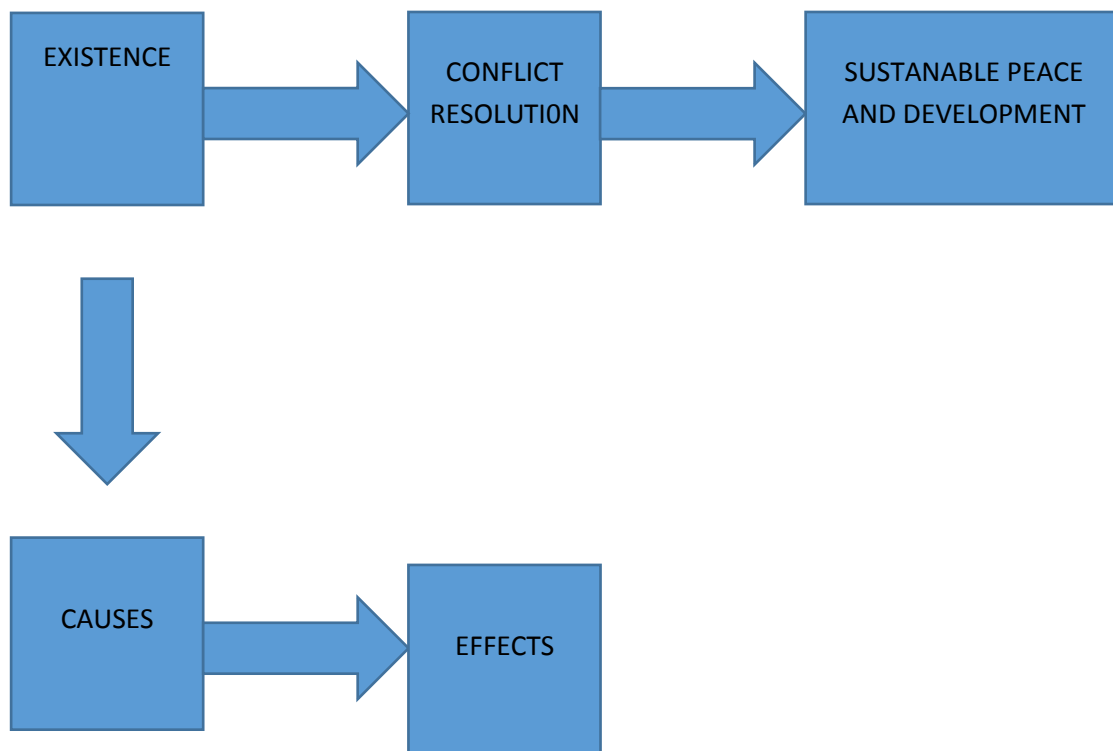
A few vendors demanded for money for them to be part of the study citing wastage of time for being interviewed.

1.9 Significance of the Study

The findings of this study might be useful to 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 investigating the causes and effects of conflicts into street vending. 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. Therefore, the research on the causes and effects of conflict in the streets of Lusaka City is paramount in that it can help the local authority to plan for the markets and the trading areas in Lusaka. Allocation of trading portions can be done effectively in the central business district to ensure that sanity is fostered and well planned garbage collection, drainage and the sewerage systems. On the other hand, the data collected can help the council and the revenue authorities were the

collection of levy is concerned. If street vendors are well managed, the council can collect tax which can be used to maintain the markets and other necessary things in the trading areas. The results of the study will assist the government, the local authority and other stakeholders refocus current policies and regulations, and organization of street vending as the case is in South Africa where constitutional and policy response is supportive of street vending.

1.10 Conceptual frame work



1.11 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 Lusaka City Council, the researcher ensured that participant's consent to participate in the research was voluntary, free of any coercion or promises of benefits. Since the study

was to investigate the causes and effects of conflict among street vendors and the local authority, the researcher explained to respondents the purpose of the study and that it was for academic purpose only.

Confidentiality and anonymity of the participants was ensured by not revealing the participants' names and personal details. The collected data were held in strict confidence and were only used for the purpose of this study.

1.12 Operational Definition of Terms

Conflicts is refers to some form of friction or discord arising within, a group when the beliefs or actions of one or more members of the group are either resisted by or unacceptable to one or more members of another group. Management is the process of decision making, leadership, directing and facilitating the work of people organised in formal groups to achieve a desired goal.

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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.

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, causes and effects on conflicts and management strategies of street vending drawn from different studies from 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 Structuralism Perspective: Structuralism perspective 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 structuralism 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) 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 recognize that the

informal economy simultaneously involves flexibility and exploitation, productivity and abuse, aggressive entrepreneurs and defenseless 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 realized, 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) revealed 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. Houstoun (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 ways conflicts are resolved in the trading areas.

One significant study to the management of street vending is that of Devlin (2006) in New York. Devlin commented 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 fulfills 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 investigating the causes and effects of conflicts along freedom way and the peripheral of Soweto 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, jewelry 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 seem 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. 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. An investigation of cause and effects of conflict 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 investigation on causes and effects on conflicts in street vending along freedom way and peripheral of Soweto market.

Another significant study to street vending is that of Rupkamdee et al. (2011) 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) 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.

Against this background, Rupkamdee et al. (2011) reported 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.

2.3.2 Street Vending in India

In India, poverty coupled with the lack of gainful employment in rural areas continues to push people from rural to urban areas. Since the migrants have low levels of skill and education, the formal sector has not been able to address the demand for jobs. Many of these migrants resort to street vending in order to survive in the city. As of 2002, the total number of street vendors in India stood at around 1 crore. By one estimate, large metropolitan cities such as Mumbai and Kolkata had roughly 2.5 lakh street vendors each, while other cities such as Ahmedabad and Patna had around 80,000 street vendors (Bhowmik, 2003). The National Policy on Urban Street Vendors, 2009 estimated the number of street vendors in Indian cities to be around 2 per cent of the total city population.

Though street vending plays a vital role in assuring livelihoods to a large underprivileged section of the society, its contribution is seldom recognized by the city administration or urban planning agencies. Article 19(1)(g) of the Constitution of India promises the right to practice any profession, or to carry on any occupation, trade or business to all Indian citizens. Paradoxically, on the other hand, different sections of Indian Penal Code (IPC) and Police Act empower police to remove any obstructions on the streets. The police and municipal authorities not only evict them from the streets by falsely labeling them as obstructions. In other cases, their so-called “illegality” is used to extort money from the vendors. In 2014, the Parliament of India passed a legislation called “Street Vendors (Protection of Livelihood and Regulation of Street Vending) Act 2014”. Many civil society organizations such as Self-employed Women’s Association (SEWA) and National Association of Street Vendors of India (NASVI) were instrumental in getting the landmark legislation drafted, hoping that it would ease the situation for the vendors. However, our fieldwork indicates that many cities have not implemented the act. In the few cities, where the provisions of the Act have been adopted, the executive has systematically undermined the well-meaning provisions, turning them instead into a tool to disenfranchise and harass the vendors themselves.

2.4 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 et al (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.

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 (2005), reports that the local authorities use out-dated restrictive policies, bylaws 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 (2005), 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 realized 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) revealed 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 Kamunyor, this, therefore, justifies the undertaking of this study. Furthermore, Kamunyor (2007) revealed 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. Kamunyor'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, also takes into consideration of an investigation of causes and effects of conflicts 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. Kamunyor (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) 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 et al (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 (2003) 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 investigating the causes and effects of causes conflict of street vending

2.4.1 Conflict Management

Street vendors are exposed to conflicts among themselves, with urban authorities and with formal traders. Apart from South Africa where Section 122 of the Constitution and the White Paper on Local Government protects street traders, others case studies have no legal provisions that protects street vendors. The South African legal provisions have improved the business environment of street vendors. In cases of problems Local Governments have to negotiate with the informal economy workers. In cases where vendors have not organised themselves, Local Governments have insisted on umbrella organisations to be formed to represent street trader's organisations, while in some cases street vendors have formed organisations for negotiation and lobbying. Associations such as SEWU, Queenstown Hawkers and Gompo Association in South Africa are serving these purposes.

In other countries such as Kenya, conflicts between street traders and Local Authorities are frequent. They mainly arise from the site of operation, and the consequent arrests and confiscation of goods. Previously, violent confrontation has been the predominant way of solving conflict. However, due to research and consultations between the street traders and the Local Authorities facilitated by the Institute for Development Studies [IDS] of the University of Nairobi, dialogue between the two parties has been opened.

The IDS facilitation resulted in some Local Authorities reviewing their out-dated By-Laws on street trade, examining the position of street trade in urban development, with a policy coming from Central Government for Local Authorities to relocate traders specific vending sites outside the Central Business District [CBD]. The latter has reduced confrontation between street vendors and the Local Authorities, thereby improving the business environment. However, there is still need to facilitate street vendors to organise themselves in strong associations in order to influence changes taking place in their favour.

The case study from Uganda demonstrates the conflict between street traders and owners of shops and banks in the city of Kampala. Dispute between the groups culminated into a strike by shop owners and bankers. The latter complained of unfair competition and business stagnation due to the presence of street vendors on the streets. They threatened to stop paying taxes. The traders based at St. Balikuddembe market also complained of reduced sales because of vendors, followed with a strike, threatened and closed the market. These threats and actions were followed by 'Operation Clean City' by the Kampala Municipal Council on April 2002. The plan to rid the city streets of street vendors was communicated to street vendors and on the material day the vendors were removed without confrontation, as was often the case.

The Kampala incidence compelled the Kampala City Council [KCC] to come up with alternative sites for relocation around the CBD, while at the same time, some days were set aside for trading in specified sites within the CBD. It is important to note the role played by the Kampala City Traders Association [KACITA] in championing the interests of its members in this exercise. It provided the vendors with a voice for negotiation and participation in the movement and relocation.

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 invaded 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 considers 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.

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 investigating the causes and effects of conflicts 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 investigation on the causes and effects of conflicts on street vending in Lusaka, particularly in the CBD.

2.3.4 Conflicts in Market and Trade

Market places can be seen as particularly valuable spaces for exchange, negotiation and mediation, by bringing conflict related groups together, particularly in boundary regions.

Furthermore, business people can be considered as connectors who bring groups together (Anderson 1999). Indigenous market associations, landlords (who may provide accommodation, brokerage and language services to visiting traders), and other intermediaries can use their entrepreneurial energy for conflict avoidance, in reducing conflict escalation and in conflict management (just as they can engender conflict). Within the food trade sector in Zambia, women can play a crucial role as connectors, particularly where they are involved in trade with other ethnic groups. Tackling structural causes of conflict such as competition over land and employment requires attention to the development of new opportunities for livelihoods and employment creation for the unemployed. Of particular importance is the development of non-farm income generation that will not put greater pressure on limited resources. However the creation of new opportunities can be limited.

Furthermore, external factors such as government, donors and NGOs can encourage people to use trading networks and thereby develop examples of positive experience and interaction. This can be done through developing sustainable livelihoods as a way of transforming conflicts. In Zambia, there is potential for a range of trade-related issues to lead to conflict and for extra-trade tensions related to broader structural issues to spill over and erupt in trade contexts. The costs of violent conflict can be enormous, not just in terms of immediate losses within the physical trading arena but also related to a widespread decline in trust and confidence which erodes social capital, with implications for producers and consumers as well as traders and their families.

Tensions emanating from deep-seated structural factors are implicated in many recent trade-related conflicts in Zambia. Resource-based struggles around access to land and employment, complicated by environmentally and conflict-induced migration (with consequent indigene-settler divisions) and with outcomes reflected in major ethnic income differentials, have

formed the seed-bed for much recent conflict. Where youth unemployment is a contributory factor to conflict, an element of political manipulation of religious/ethnic divisions through patron client relationships is particularly common. Struggles over market power, market access and market space also occurs along commodity chains and are particularly likely to contribute to sparking or escalating conflict where underlying tensions related to deep-seated structural factors are also present. Identifying potential conflict pressure points along a commodity chain can be a valuable analytical tool assisting conflict avoidance. Antagonisms between the public and private sectors are a common contributing factor in trade-based conflict. The disorganised, informal nature of the small scale trade sector and the perception that it promotes criminal activity are a root cause of much antipathy in the public sector. From a private sector viewpoint, local government revenue extraction from market-based trade is strongly resented in view of the government failure to invest in physical market infrastructure, trader harassment, massive financial mismanagement and corruption. Weak/corrupt national institutions such as police and justice systems fuel resentment and promote reliance on personal links to local-level patrons and privatisation of security, both of which may fuel inter-ethnic trade-related conflict since they easily become ethnically defined. Crowded markets often become conflict flashpoints because they commonly bring large numbers of people from different ethnic groups together in a congested area. They offer a fertile context for conflict entrepreneurs wishing to use conflict for business or political ends to promote their aims. Unemployed youth can be hired at very little cost to help escalate any small conflict which occurs: the potential for looting once a conflict is in full swing provides additional incentive.

Transport-related issues may act as a conflict trigger or a background factor to exacerbate other causes on tension, especially in a context where livelihoods are fragile and formal insurance mostly unavailable. Transport-related conflict appears particularly common in the

perishable commodities trade (vegetables, livestock), though fuel cartels and government petrol pricing has been a wider cause of conflict.

Despite the potential for trade to become a locus of conflict, market interactions and trading relationships may also facilitate reconciliation because disputing groups need to work together to secure their individual livelihoods. Moreover, market spaces are important potential mediation spaces precisely because they bring conflict related groups together, especially in boundary regions. Particular individuals including women traders - may act as crucial “connectors” in this respect, linking diverse ethnic and other interest groups.

Long-established trader associations and other indigenous business networks provide ample evidence of their expertise in conflict avoidance and dispute management through a variety of mechanisms. In periods of violent conflict, traders of diverse ethnic origin often protect one another, especially within the market environs. Work with traders’ leaders and their organisations to support and further develop such initiative which seems to offer an important potential route to conflict reconciliation and transformation (whereby institution building is emphasised as a route to dealing with both underlying structural causes of conflict and immediate triggers).

Widespread economic growth, well distributed both spatially and across social and ethnic groups probably offers the strongest protection against conflict and its perpetration by conflict entrepreneurs. Donors’ and NGOs’ work in assisting people to maintain basic entitlements to food; health etc. will contribute to conflict avoidance. They can also support conflict transformation approaches by combining a livelihoods approach with a conflict resolution approach. This needs to give full emphasis to handling change, so that conflict can be avoided.

Diversification of livelihoods and associated development of new skills, knowledge and behaviour is likely to be central to such livelihood- linked conflict initiatives. Work with unemployed and disaffected youth appears likely to be particularly fruitful. .

Movement towards the development of a well-regulated state will also contribute to conflict transformation, since good institutions such as rule of law provide the essential context for tackling structural causes of conflict: this may need to include support for traditional authorities which can play a strong role in local governance issues. In the absence of formal policing there has been a rise in the use of vigilante groups, often initiated by trader associations and the market committees.

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 thorough understanding of the root causes and effects of conflicts for the government to come up with proper strategies to address the situation, 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.

CHAPTER THREE

METHODOLOGY

3.1 Introduction

This chapter presents the justification and essence of the choice of research methods adopted for the study. It is divided into eight sections with the first section discussing the epistemological and ontological arguments for the choice of research strategy. The second examines the cross-sectional design and this is followed by a discussion on the sources of data, in the third section. The fourth section examines the methods of data collection and the fifth is concerned with sampling technique and frame. The sixth looks at the methods of data analysis and presentation, the seventh, identifies the ethical considerations.

3.2 Research design

A research design can be understood as the framework in which data is collected and analysed (Bryman, 2008). The research design that was used is a qualitative research methodology. The research design was also appropriate because the study examined the two communities' that is street vendors found along Freedom Way of Lusaka City and the vendors along the peripheral of Soweto market as distinct cases at the same time. This is also necessary to establish their unique pattern of association on the research questions. Qualitative research design uses a descriptive approach as people was given the perception on the case under study.

3.3 Study population

Population is defined as the total number of designated individuals in a particular area at a particular period of time. The population under study had a common attribute in line with the research. Thus the population for the study comprised street vendors along freedom way and

the peripheral of Soweto Market, officers from Lusaka City Council, officers from Zambia Police Services (ZPS), members of the Soweto Market Committee and members from the Street Vendors Association.

3.4 Study Sample

The sample is a specimen and findings from a sample represent the entire population (Nachamias and Nachamias, 1996). Therefore, the study targeted 132 respondents which included street vendors (110), regular police officials (6), Lusaka City Council Police (6), Council officials (6), Market Committee Members (2) and Street Vendors Association Members (2). However, out of the targeted 132 respondents only 122 respondents were reached. The choice of these communities was influenced by the evidence of some of the explanatory variables of street vending.

3.5 Sampling techniques

The research study used systematic and purposive sampling techniques because of the mixed research strategy adopted. Systematic sampling was used to guide the selection of appropriate sample to ensure that, generalization of sample findings are representative of the population which is a key characteristic of all probability sampling techniques (Bryman, 2008). This technique was used to select street vendors that became respondents for the study. The other technique that was used is purposive sampling which according to Bryman (2008) is used to select subjects based on their relationship with the research questions. This technique was used to reach key informants which included officers from Lusaka City Council, officers from ZPS, members of the market committee and members of the street vendors association.

3.6 Data collection instruments

Both primary and secondary data sources were used for this study. The primary data was collected through the administration of a questionnaire among street vendors and interview

guides among other relevant stakeholders. Furthermore, the secondary data was collected from previewed articles, books, magazines and other sources with relevance to the study.

3.6.1. Semi-structured Interviewing

In this study, a semi-structured interview guide was used for the collection of data. The key informants that were reached are the members of staff from Lusaka City Council under the Ministry of Local Government, Staff from ZPS, members of Soweto market committee, and members of the street vendors association.

3.6.2 Questionnaires

Questionnaires were used because they provide the subjective reality about people's experiences on issues of street vending. Questionnaires were given to the sampled street traders along freedom way and the peripheral of Soweto Market. This help to come up with reliable and accurate information as traders responded in accordance with their experiences.

3.7 Data Analysis and Presentation

The quantifiable data was analysed statistically using basic techniques for descriptive and inferential statistics. This was done through the aid of the SPSS computer software and Microsoft Excel that became effective in that regard. The raw data was first coded, and categorizing the variables into the appropriate types namely interval, ratio, ordinal, nominal and dichotomous variables (Bryman, 2008,). The categorization of the variables was to help determining the appropriate quantitative data analysis technique which should be used where necessary. In data analysis, the following steps were followed:

- Data cleaning was done during the stage of data entry. No subjective decisions were made by the researcher.

- Initial data analysis was done and was guided by the data quality checks, quality of measurements, initial transformations (inputting missing data), and checking the success of randomization procedure.
- Final stages on initial data analysis were pursued. That is, the findings of the initial data analysis were documented and possible corrective action taken.
- Main data analysis was performed. This aimed at answering the research questions so as to enable the researcher write the first draft of the research report. In this phase, an exploratory approach was adopted.
- Qualitative data derived from in-depth interviews were analysed using thematic content analysis rooted in grounded theory. The underlying assumption of grounded theory and content analysis is that meaning is constructed through interaction.

3.8. 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, discussions, observations, document review and visual materials. 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.

3.9 Summary

This chapter has presented the main methodological aspects of this study; indicating the research methodology, design, procedures and techniques that were used. The study was conducted along the Freedom Way and the peripheral of Soweto Market of Lusaka City in Lusaka province of Zambia. A case study design, which was purely qualitative, was employed in the study and the design yielded a complete understanding onto the causes and effects of conflicts along the peripheral of Soweto and freedom way.

CHAPTER FOUR

PRESENTATION OF FINDINGS

4.1 Introduction

This chapter shows the presentation of the findings from the data collected in the field. The chapter show findings on part A which is comprised of the general information, part B shows the nature of the existing conflict, part C shows the causes conflict part D shows the effects of conflict while the last parts ascertains the ways in which the local authority resolves conflicts

4.1.1 Response rate

The initial design was to pick 110 street vendors (respondents) and the rate which was received was 90.9%. This means that 100 street vendors were successfully interviewed.

4.1.2 Demographic profile

The demographic profile shows the age distribution of the respondents, the gender, marital status and also the level of education acquired by the respondents.

4.1.2.1 Profile of age group of the respondents

Table 1.0 profile of the age group

	Frequency	Percent
Age (years)		
Less than 20	18	18
21- 30	42	42
31-39	34	34
40years and above	06	6
TOTAL	100	100

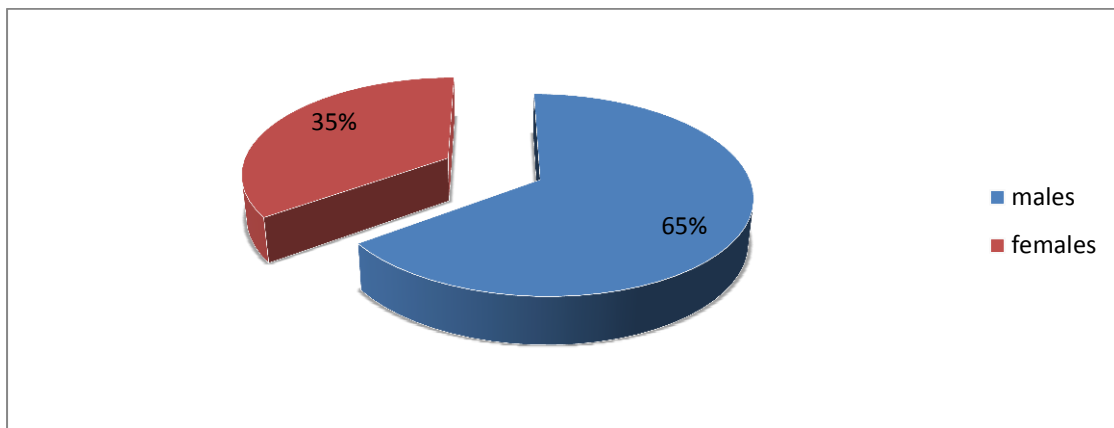
Table 2.0 Age and Measures of central tendency

Mean	29.1041667
Medium	28.5676721
Mode	23.0927633
Std. deviation	8.751760736
Minimum	16
Maximum	51

The sample understudy was relatively youthful in that about 84% of the respondents had fallen within youth group. furthermore, 42% of the respondents were between 21 to 30 years of age and 34% included those between 31 and 39 years while 18% where less than 20years and 6% more than 40years of age.

4.1.2.2 Gender of the respondents

Figure: 1.0 Gender distributions of the respondents



Results in figure 1.0 indicate that 65% of the respondents were males and 35% were females. The gender distribution shows that there were more male street vendors along freedom way and the peripheral of Soweto market than the females.

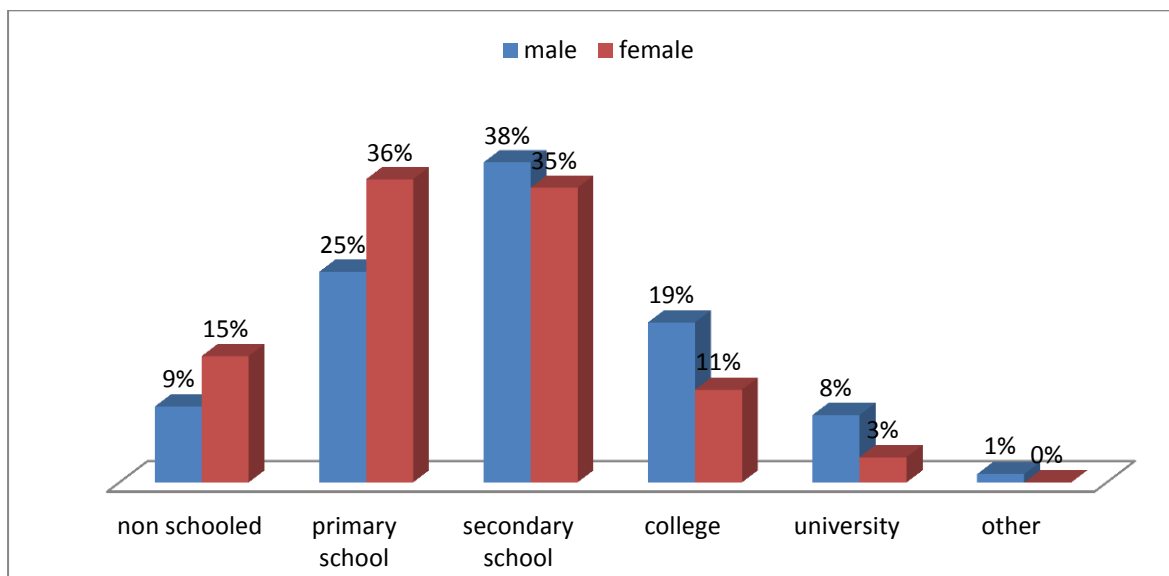
4.1.2.3 Marital status of the respondents

Table 3.0 Marital status of respondents

MARITAL STATUS OF RESPONDENTS	
Marital status	Frequency
Single	42
Married	34
Divorced	10
Widow	14

From the data collected, 42% of the respondents were single, 34 % were married, and 10% were divorced whilst 14% were windowed. Of the respondents who are married, 7 respondents stated that their spouses were in public service. Whilst 12 respondents stated that their spouses are also engaged in small scale business, and 8 respondents stated that their spouses were house wives.

Figure 2.0: levels of education



The Figure above (2) showed that most traders had attained secondary and primary levels of education (on average 36.5% and 30.5% respectively). A few had attained college education (15% on average) while very few had attained university training (5.5% on average). However, the male street vendors had higher education levels than the female street vendors in all categories.

4.2 The nature of conflict

The nature of conflict shows the trading areas street vendors operate from, how the trading areas were obtained, challenges experienced by street vendors, and types of conflicts that existed in the trading areas.

4.2.1 Trading areas

Figure 3.0 Trading

Area

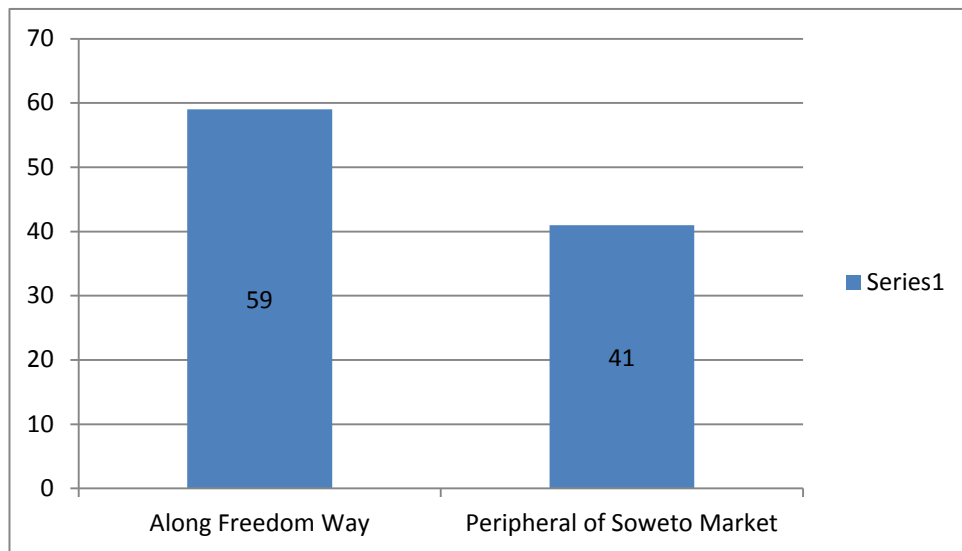
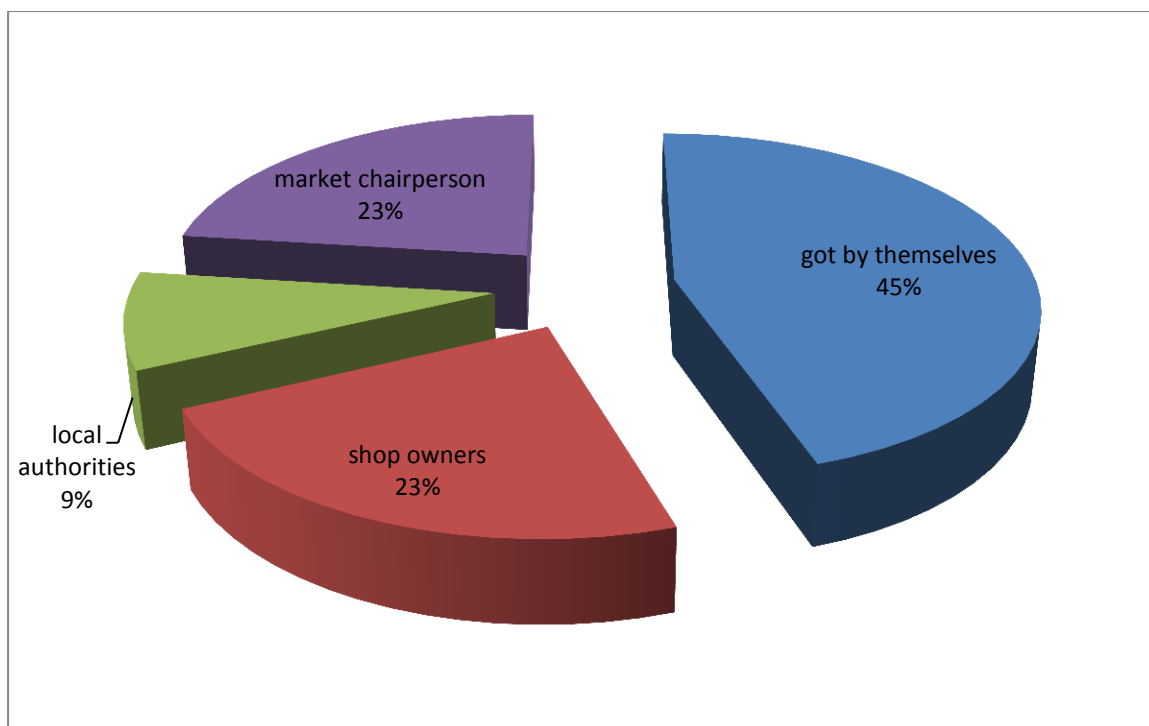


Figure 3.0 above shows that 59% of the respondents were trading along freedom way whilst 41% of respondents were trading on the peripheral of Soweto Market area.

4.2.2 Permission to trade

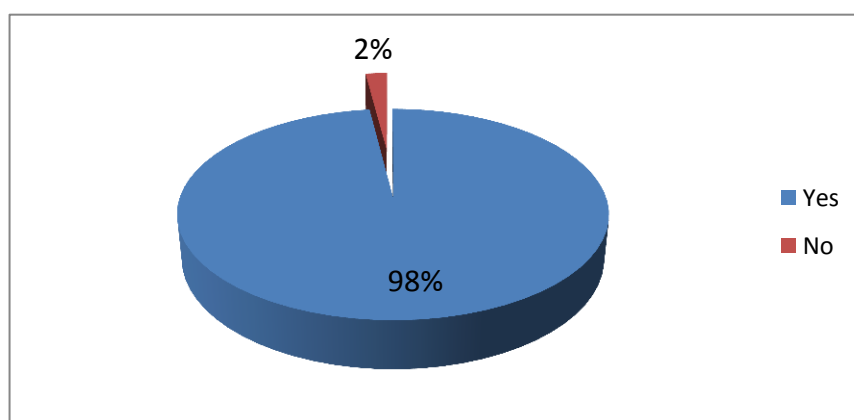
Figure 4.0 Permission to trade



The data in Figure 4.0 above indicated that 45% of respondents obtained the trading areas by their own means, 23% of the respondents were allocated trading areas by the shop owners, 23% of respondents were allocated trading premises by the market committee, whilst, 9% of respondents were allocated trading places by officials from the local authority.

4.2.3 Challenges Experienced in their trading areas

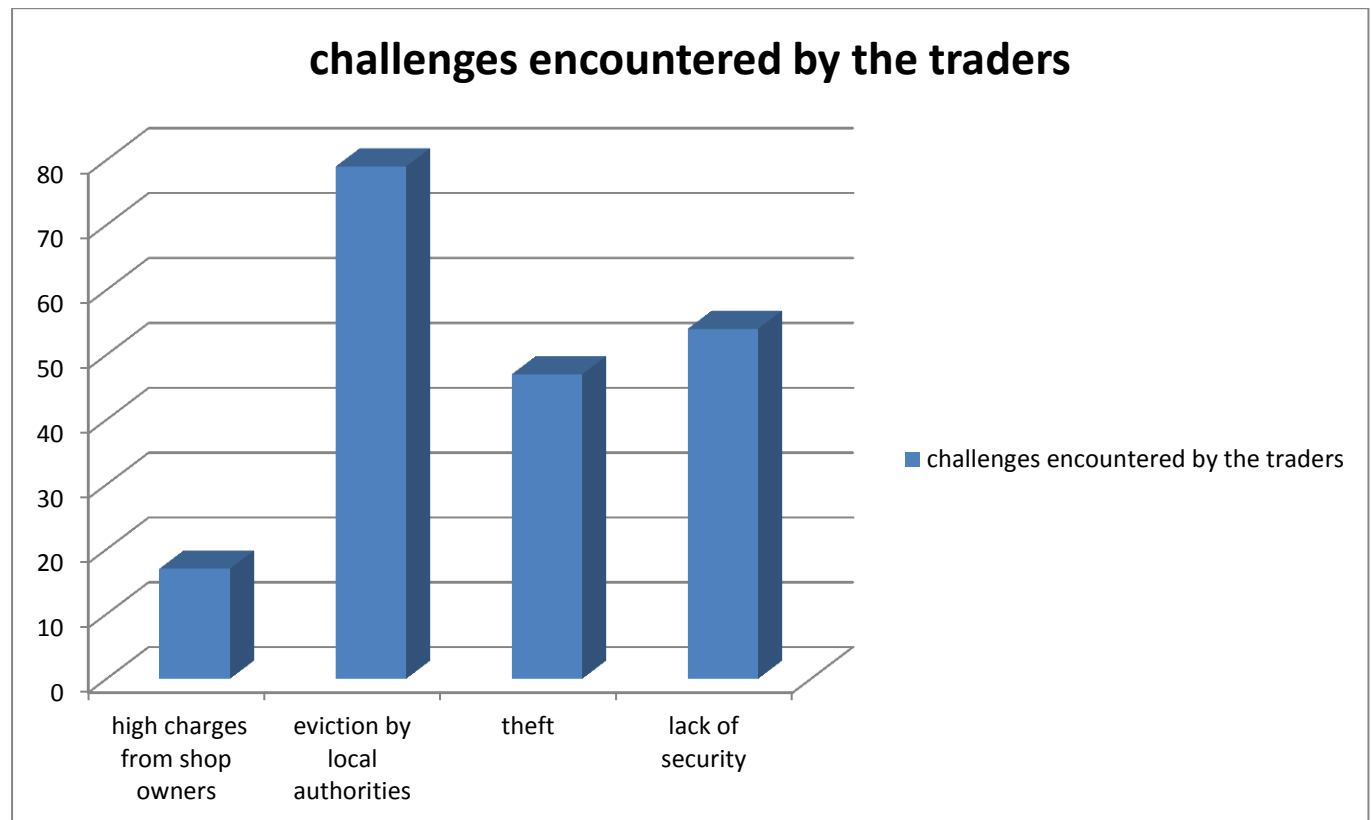
Figure 5.0 Challenges with local authority



From the data collected, 98% of respondents indicated that challenges existed between street vendors and the local authority. Only 2% of respondents indicated that there were no challenges with the local authority.

4.2.4 Challenges Experienced in their trading areas

Figure 6.0 Challenges experiences from the trading areas



Respondents gave multiple answers

The figure above shows that the street vendors along freedom way and the peripheral of Soweto Market experienced some challenges. The majority (80%) of respondents faced the challenge of eviction from the streets by the local authority. 52% of respondents faced the challenge of lack of security in the trading areas, 44% faced the challenge of theft, and 12% of respondents faced the challenge of high rental charges by shop owners.

4.2.5 Existence of Conflict

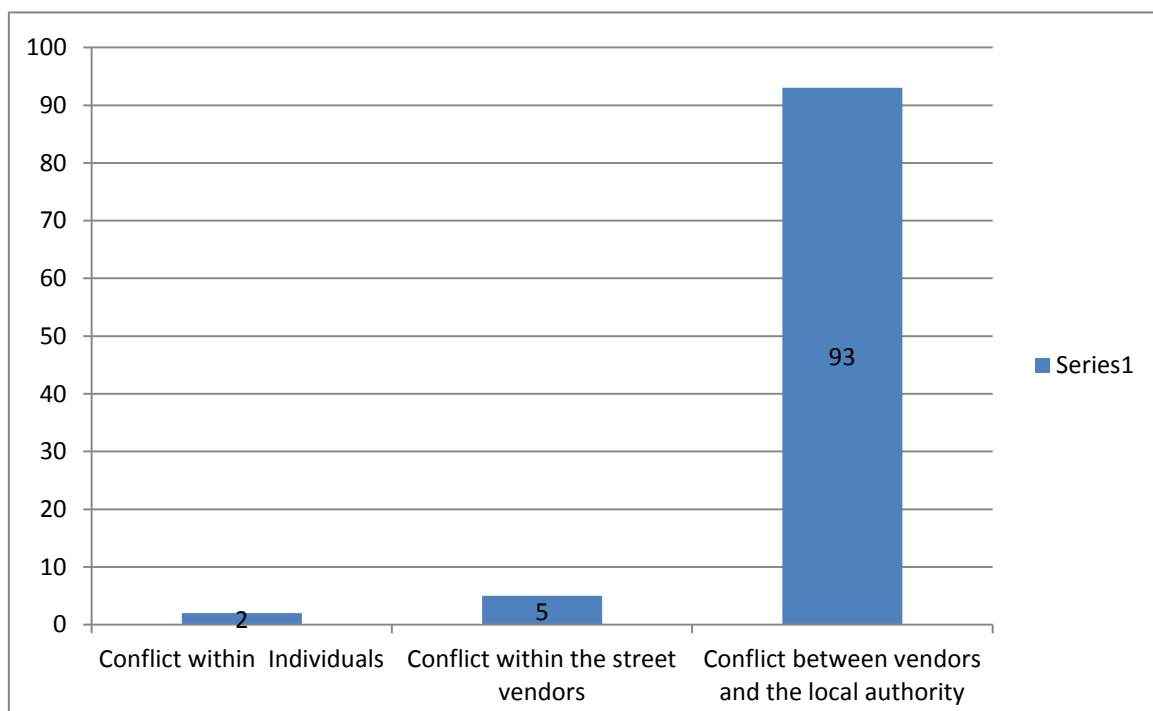
Table 4.0 Existence of Conflicts

Existence of conflict	Frequency
Yes	97
No	3

The results in table 3 above showed that conflict exists between the street vendors and the local authority in the trading areas. The majority (97 %) of the respondents confirmed the existence of conflict, whilst 3% of respondents indicated that there was no conflict.

4.2.6 Type of Conflict that existed

Figure 7.0 Types of Conflicts



The figure above showed that 93% of conflicts that exists in the traders areas were inter-group. That is conflict between the street vendors and the local authority. Whilst, 5% of conflicts that existed were intra-group. That is conflict amongst members of the same group (street vendors). 2% of conflicts that existed were inter-personal. That is conflict within individuals.

4.3 The Causes of Conflict

The causes of conflict showed the views of respondents on the illegality of street trading, the causes of conflicts in the trading, areas the views of respondents as to why the local authority does not allow street vending.

4.3.1 Illegality of Street Vending

Figure 8: Illegality of Street Vending

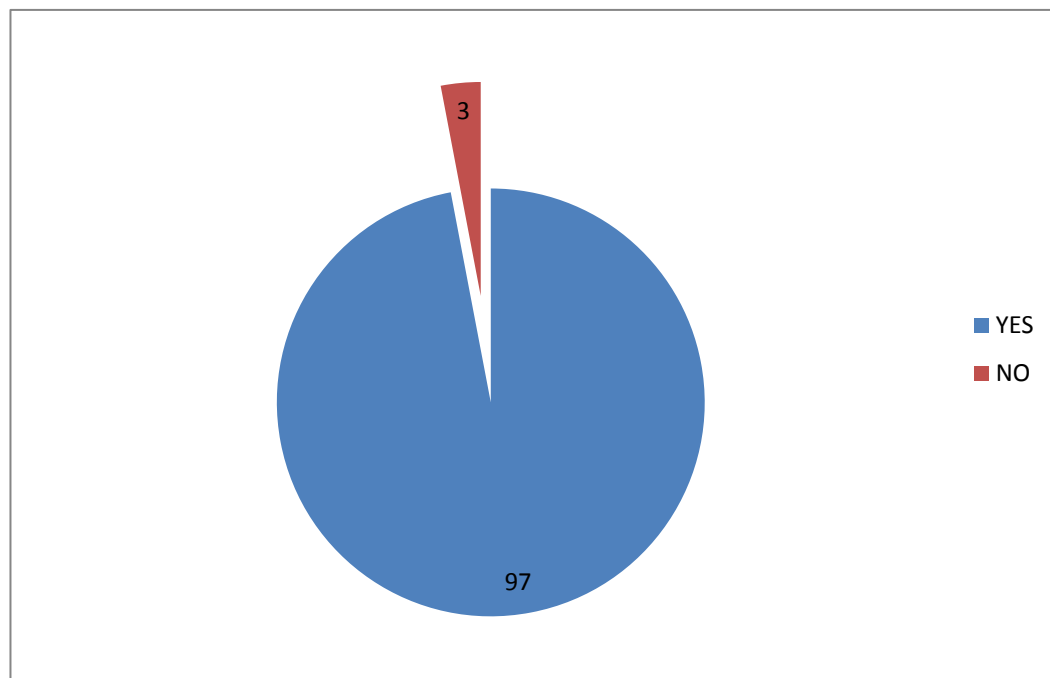


Figure 8.0 showed that 97% of street vendors know that vending is illegal by law. Only 3% of respondents were ignorant.

4.3.2 Reason for trading in streets

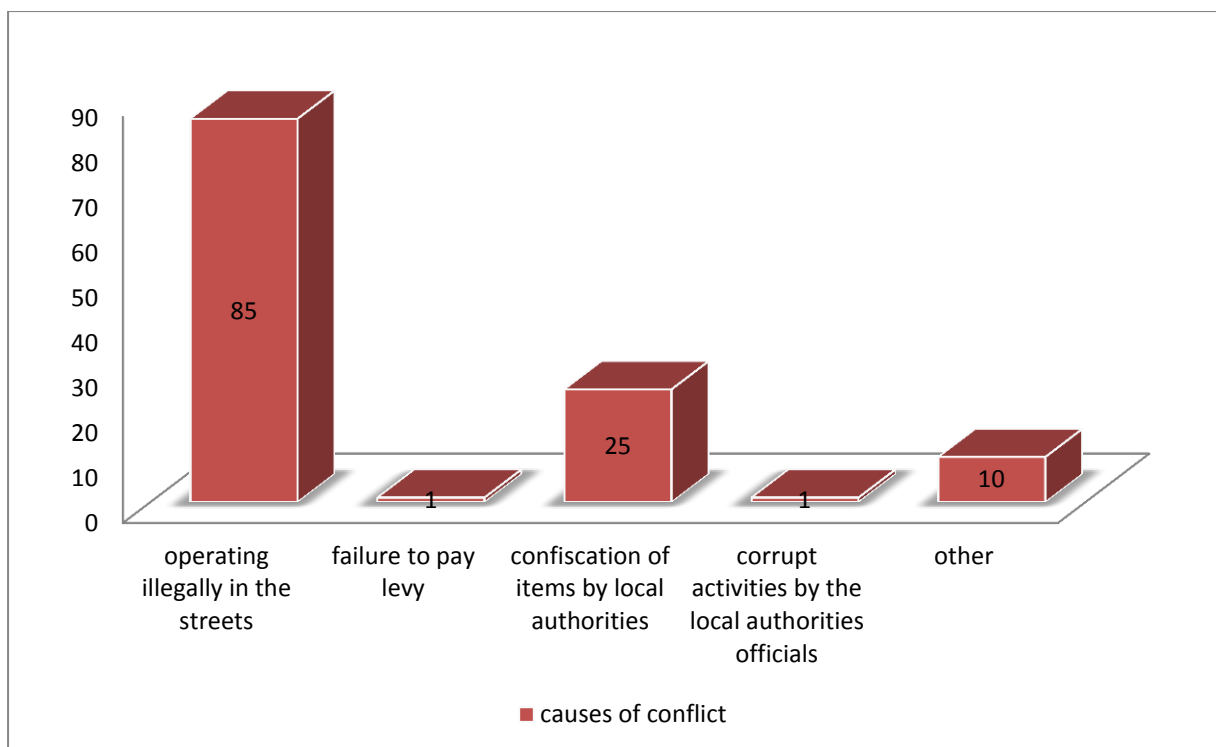
Table 5 : Reasons for trading in the streets

Reason for Trading in the street	Frequency
No trading spaces in markets	78
Business is faster	20
Fear of Levy	2

From the data collected, the majority of traders (78%) continue trading in the streets due to lack of trading spaces in the designated markets. 20% of respondents indicated that they were trading from the streets because business is faster in the streets. Whilst 2% of respondents continued to do their business in the streets because of fear to pay levies demanded for by the local authority in the designated markets.

4.3.3 Causes of Conflicts in the trading area

Figure 9.0: causes of conflict in the streets.



Respondents gave multiple responses

The chart above, 85% of respondents indicated that operating illegally in the streets is the major causes of conflict in the streets. 25% of respondents cited confiscation of merchandize by the local authority as a cause of conflict in the trading areas. 12% of respondents attributed conflict to corruption, political interference, use of force in resolving conflicts and failure to pay levy

4.3.4 Reasons for removing street vendors from the street

Table 6.0 : reasons for removing street vendors from the street

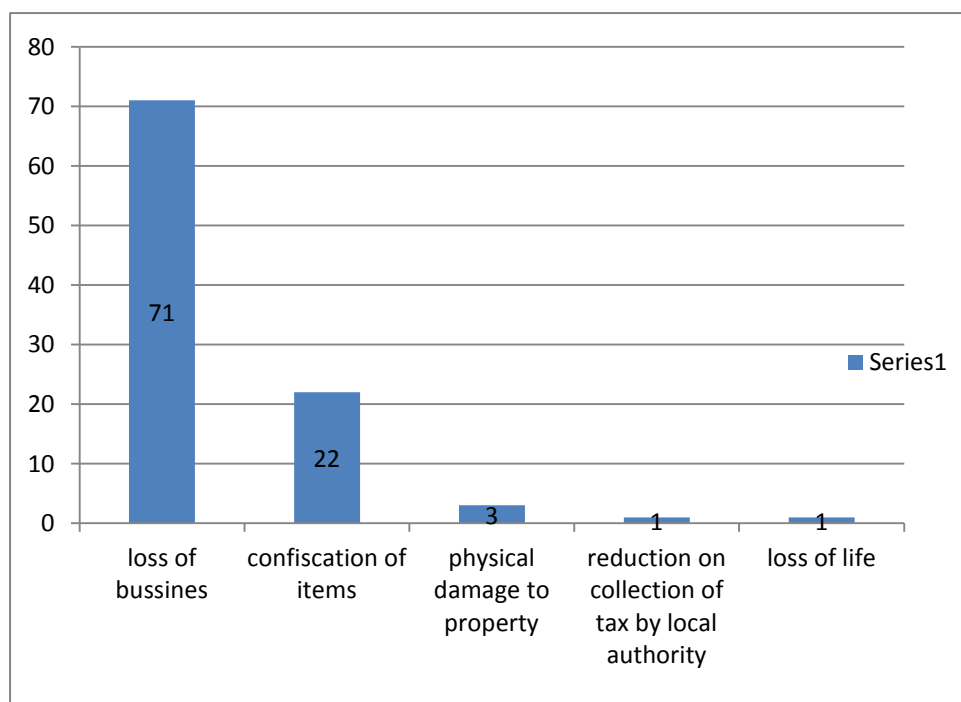
Reasons for removing street vendors from the street	Frequency
To reduces theft cases	10
To improve sanitation	20
To reduce on political tension	4
To reduce the spread of pandemic diseases	66

The results from table 5.0 above are as follows: 66% of respondents indicated that they were removed from the streets by the local authority in order to reduce the spread of pandemic diseases such as cholera, 20% indicated that they were removed from the streets in order to improve on sanitation, 10% of the respondents indicated that they were removed from the streets in order to reduce on theft cases and 4% of the respondents indicated that they were removed from the streets in order to reduce on political tension.

4.4 Effects of conflicts

This showed the views of respondents on the effects of conflicts which occur in the trading area

Figure10.0 Effects of conflicts



The majority of respondents (71%) as shown in figure 10.0 above, reviewed that conflicts causes loss of business and income. 22% of respondents indicated that conflicts in the trading areas results into confiscation of merchandize (goods), Whilst 3% of respondents showed that conflicts in the trading areas caused physical damage to properties like buildings and

vehicles.(1%) of the respondents showed that conflicts in trading areas caused reduction on revenue collection for the local authority and the other (1%) showed conflict results on loss of life.

4.5 Conflict management

This showed the views of respondents on whether the local authority engaged street vendor in conflict resolution, the ways in which conflict was resolved in the trading areas by the local authorities, and what was to be done to resolve conflicts in the trading areas.

4.5.1 Local Authority engagement of street vendors in resolving conflict

Figure 11.0 Engagement of street vendors by local authority in resolving conflicts

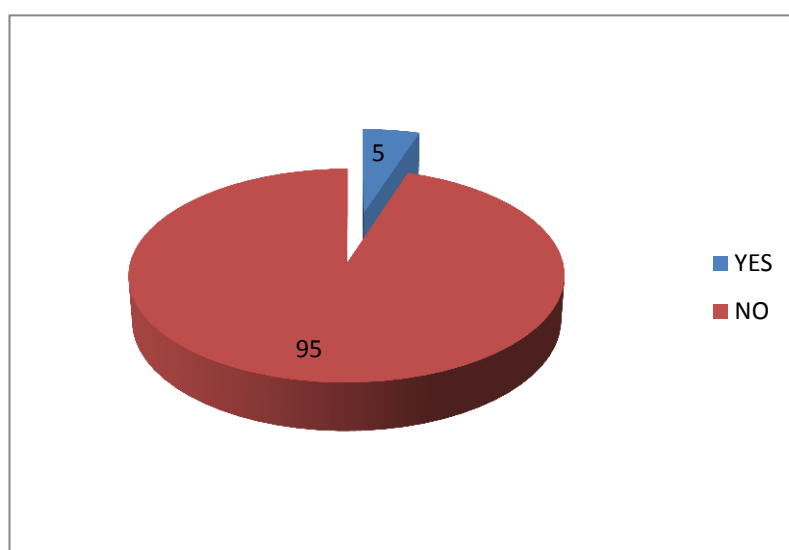


Figure 11.0 showed that the local authority does not engage street vendors in resolving conflicts in trading areas. 95% of respondents indicated that they are not engaged. Whilst, 5% of respondents indicated that they are engaged by the local authority.

4.5.2 Ways of resolving conflicts in the trading areas

Table 7.0: Ways of resolving conflicts in the trading areas

Ways of resolving conflicts in the trading areas	Frequency
Through the market committee	9
Through the Street Vendors Association committee	2
Through political officials	59
Through the local authority	30

59% of respondents (in Table 6.0 above) indicated that conflict is resolved mainly through political official. The markets were being managed by political cadres called market commanders. 30% of respondents indicated that conflict was resolved through the local authority. Whilst, 9% of respondents reviewed that conflict was resolved through the market committee, and 2% of respondents reviewed that conflict was resolved through the Street Vendors Association Committee.

4.5.3 Recommendations on conflict resolution in the trading areas.

Figure: 12.0

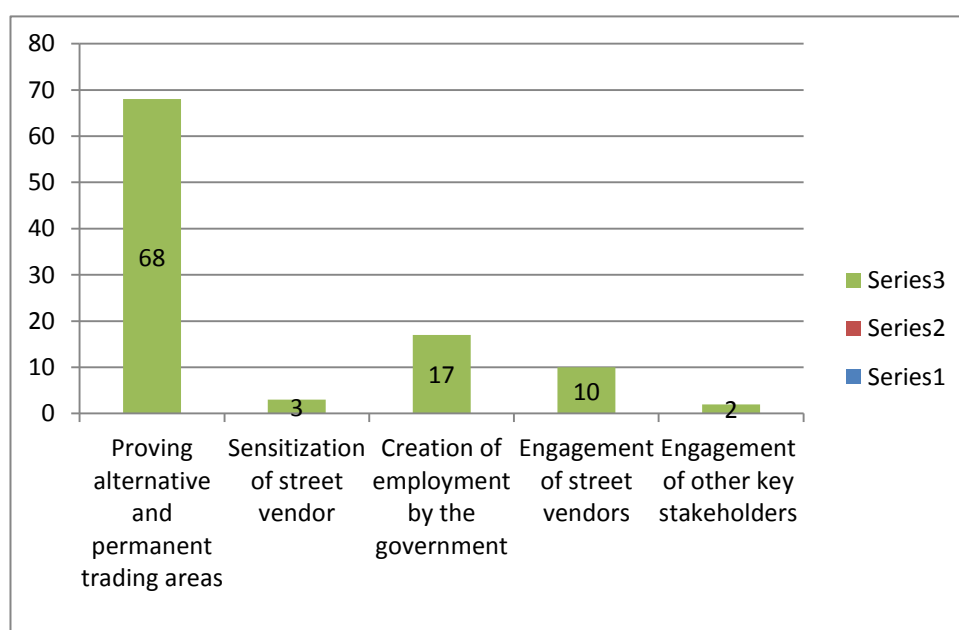


Figure 12.0 showed that the majority of respondent (68%) recommended that conflicts should be resolved by providing alternative and permanent trading areas,(17%) recommended that conflicts should be resolved through creation of employment by the government, (10%) recommended that conflicts should be resolved by engaging street vendors, (3%) recommended that conflicts should be resolved through sensitization of street vendors and (2%) recommended that conflicts should be resolved by engaging other key stakeholders.

CHAPTER FIVE

INTERPRETATION AND DISCUSSION OF FINDINGS

5.0 Introduction

The results are discussed and interpreted in four main thematic areas: demographic information, and the nature of conflict, causes of conflict, effects of conflicts in trading areas and the ways of resolving conflict.

5.1 Demographic profiles.

The demographic profile shows the age distribution of the respondents, the gender, marital status and also the level of education acquired by the respondents.

5.1.1 Age of Respondents

The data collected, (as shown in table 1,) showed that the majority of respondents from street vendors are youths with the age group ranging from 21 to 35 years. The sample under study was relatively youthful in that collectively 72% of the respondent had fallen within youth group. Furthermore, 42% of the respondents were in the age group of between 21 to 30 years of age and 34% included those between 31 and 39 years while 18% were less than 20 years and 6% more than 40 years of age as shown in table 1.0. This statistics shows that a huge number of vendors are youths and most of them are in self-employment. This could be attributed to the high unemployment levels in the Zambia. According to Daka (2017), unemployment rate in Zambia averaged 12.88% from 1986 to 2017. Therefore, street vending is an important informal sector that enables youths to survive on and be able to contribute positively to the country's economic development.

5.1.2 Gender of the respondents

In relation to gender distribution from the respondents, the data collected showed that there are more males trading along Freedom Way and the peripheral of Soweto Market than females. 65% of the respondents were males and 35% were females. This could be attributed to the fact that at the time data was collected, eviction of street vendors by the state and the local authority was being carried out. Some of the female street vendors were in fear of the situation at hand and might have resorted in not selling in the streets. However, these findings were not in conformity with Mutullah (2003). Her study reviewed that women dominate street vending. This is due to the limited economic opportunities for women in both rural and urban areas, gender bias in education, and augmenting husbands income. Besides these facts, street vending has a special appeal for women due to its flexibility. Women can easily combine street vending with other household duties, including taking care of children. The Uganda case study points out that women participate in street vending as a way out of a predicament. Women have moved from being subsistence and commercial farmers to engaging in trade and informal employment.

It is evident that women play a vital role in economic development hence they should be given a platform to express their views and contribute positively to national development.

5.1.3. Marital status

From the data, it is clear that the majority of street traders were family people, the conflict they experienced in the streets in one way or the other detours their economic status and hence affects the livelihood of their families. This data also shows that despite been in some gainful employment, some of the respondents were encouraging their spouses to venture in small business (entrepreneurship) along the streets as a means enhancing their livelihood. A study by Daka (2017) also reviewed that most traders are married and support large families

with a high percentage of women being sole breadwinners. The rest of the traders are either single, widowed or divorced

In terms of marital status, 45% of the respondents were married, 28 representing 23% single, (20) 17% divorced while 18 representing 15% were widowed (as shown in table 3.0 above). Of the respondents who are married, 18 respondents stated that their spouses are in public services such as teachers, police officers, soldiers and nurses. While 24 stated that even their spouses are in small scale business, 16 stated that their spouses are still house wives. Mitullah (2003) also stated that widows and women who have been deserted by spouses opt for street trade.

5.1.4 Educational background

Having a collective 67% of respondents trading along freedom way and the peripheral of soweto market (as shown in figure 2 above) indicated that most traders had attained secondary and primary levels of education. A few had attained college education (15% on average) while very few had attained university training (5.5% on average). The results of the study are consistent with Mutullah (2003) who stated that most traders have primary and below levels of education. A few have secondary education while very few have professional training. However, the younger traders tend to have higher education than the older traders and that male traders seem to have more professional training as compared to women traders. In the study too, male street vendors had higher education levels than the female street vendors in all categories. These statistics showed that the majority of the youths who are into informal employment lacked adequate skills. The few respondents who had attained university and/or college level education had resorted to sell in the streets. This could be attributed to lack of employment in the formal sector. Therefore, instead of just been home, most of the graduates prefer to venture in entrepreneurship in the streets as the trading spaces were limited in the markets.

5.1.5 Nature of conflict

5.1.5.1 Trading area

From the data collected, it is evident that the majority of sampled respondents were trading along freedom way. Figure 3.0 above showed that 59% of the respondents were trading along freedom way whilst 41% of respondents were trading on the peripheral of Soweto Market area. This could be attributed to the fact that the trading environment in freedom way was relatively suitable as compared to the peripheral of Soweto market. Trading facilities like toilets (though privately managed) were available along freedom way. The other factor could be ,the vendors move from the peripherals to the areas where their concentration of activities and customer base prior to that along these roads there are more people passing hence attracting the vendors to trade from the streets.

The street vendors trading from freedom way and the peripheral of Soweto market used different structures, including tables, racks, wheel burrows, and vehicles, and bicycle seats to display their goods. Others display their goods on the ground over a mat or empty bags, while others simply carry their commodities on their hands, heads and shoulders.

5.1.5.2 Trading permission

With reference to access to trading areas in the streets, the majority of vendors (45%) obtained trading spaces by their own means (as shown in Figure 4.0 above). Whilst, 23% of the respondents were allocated trading areas by the shop owners, 23% of respondents were allocated trading premises by the market committee, and 9% of respondents were allocated trading places by officials from the local authority.

Similarly, Mitullah (2003) indicated that street trade and service provision in African cities occur in different parts of streets and roads. Most traders locate themselves at strategic points with heavy human traffic, while others walk from one place to the other. They locate themselves along main roads and streets, near shopping centres or at corners where they can

be seen by pedestrians and motorists. Traders settle in streets spontaneously without any official allocation. However, the case study from Kenya shows that there are informal methods used in locating and operating within a particular site. A few traders consult the owners of neighbouring yard, others negotiate with acquaintances, others, are allocated spaces by the Local Authorities, while some share with friends and colleagues. Furthermore, the researcher stated that most street vendors in Africa have no authorised sites of operation, which results in incidences of confrontation and brutality between street vendors and urban authorities. The authorities are reluctant to allocate vending sites.

These results clearly showed that there was a problem that needed to be addressed by relevant authority in as far as trading permission of street traders is concerned. If not attended to, this scenario would be a source of perpetual conflict between the vendors and local authorities. This trend also promotes and encourages corruption which is one of the characteristics of bad governance. It is evident that in some cases corrupt activities are rampant in this regard as there were no clear directions addressing the issue of trading space along the streets.

5.1.5.3 Challenges experienced by street vendors

From the data collected, it is clear that the majority of respondents (80%) faced the challenge of eviction from the streets by the local authority. 52% of respondents faced the challenge of lack of security in the trading areas, 44% faced the challenge of theft, and 12% of respondents faced the challenge of high rental charges by shop owners. These are issues of concern among street traders. According to Daka (2017), a secure environment is a pre-requisite for any type of business. In most streets, security is a major concern for formal and informal businesses as well as the general public. Street traders worry about their own security, and the security of their goods and customers. They view security and safety as an economic priority, and not simply one of personal safety. The case study from South Africa

points out that crime results in loss of customers, frightens tourists, cripples businesses, and reduces incomes and generally interferes with trading.

According to Mitullah (2003), Local Authorities in Africa are a major obstacle to the development of informal sector activities. Most of them use out-dated restrictive policies, by-laws and regulations originally intended to control and regulate the growth of indigenous enterprises. The restrictions make vending principally illegal, and view vendors as responsible making cities dirty, obstructing traffic and therefore a public nuisance. Such provisions and perceptions were for dealing with cities planned for colonial governors. The policies did not provide for any trade within the Central Business District [CBD], and most street trading activities that take place within the CBD had no legal provisions. The policies did not appreciate the role of street vending in an urban economy.

A similar case study conducted in Kampala, Uganda, by Mitullah *et al.* (2005), revealed that the local authority in Uganda was a major obstacle to proper management of street vending. Mittullah *et al.* reports that the local authorities use out-dated restrictive policies, bylaws and regulations.

Furthermore, a study by Akharuzzaman and Deguchi (2010) also showed that the local authority of Dhaka city had 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.

From the finding, 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.

5.1.5.4 Existence of conflict

The results in table 3 above clearly indicated that conflict exists between the street vendors and the local authority in the trading areas. The majority (97 %) of the respondents confirmed the existence of conflict, whilst 3% of respondents indicated that there was no conflict. These results pose a threat to sustainable peace and social economic development.

The street traders work in hostile environment without basic infrastructure and services, but full of harassment, including beating and confiscation of goods by urban authorities (Chimbala, 2015). They face both market and investment problems. Overcrowding, dwindling sales due to poor location and low purchasing power among customers are some of the market problems. Investment problems include: lack of capital, secure site of operation, corruption, heavy taxation and confiscation of goods by urban authorities among others. Although traders pay dues to urban authorities, the authorities are not able to adequately deliver required services.

Similarly, Mitullah et al (2005) stressed that street vendors are exposed to conflicts among themselves, with urban authorities and with formal traders. Apart from South Africa where Section 122 of the Constitution and the White Paper on Local Government protects street traders, others case studies have no legal provisions that protects street vendors. The South African legal provisions have improved the business environment of street vendors. In cases of problems Local Governments have to negotiate with the informal economy workers. In cases where vendors have not organised themselves, Local Governments have insisted on umbrella organisations to be formed to represent street trader's organisations, Heap (1997) that indicated inadequate opportunities for making a living inevitably raise the potential for

conflict, especially when coupled with deteriorating social conditions. The contraction of jobs in the formal sector has impacted particularly on those without access to new market opportunities, notably unskilled youth with limited financial and social capital. Heap (1997) also reported the phenomenon of unemployed youth of various mixed-ethnic groups forming a deviant youth gang culture such (*bapondo and chibolya gang.*) in Lusaka that regularly menace street traders.

5.1.5.5 Types of conflict that exist

The figure above showed that 93% of conflicts that exists in the traders areas were inter-group. That is conflict between the street vendors and the local authority. This is a source of concern to the government and all stakeholders involved in managing conflicts in the trading areas. Whilst, 5% of conflicts that existed were intra-group. That is conflict amongst members of the same group (street vendors). 2% of conflicts that existed were inter-personal. That is conflict within individuals. The results are in tandem with the findings of Mittullah et al (2005) that indicated that street vendors are exposed to conflicts among themselves, with urban authorities and with formal traders.

In most Zambian markets, the nature of conflict which exists is mostly between the traders and the local authorities. On the other hand, intra-trader conflict also exists in the markets (Chimbala, 2015).

5.1.6 Causes of conflict

5.1.6.1 Respondents understanding on the illegality of street vending

Surprisingly, the majority of street vendors are aware of the illegality of street vending. 97% of the respondents said there are aware that street vending is illegal while 3% stated that they are not aware. Despite the knowledge on the awareness of the illegality of street vending, the respondents continued to trade in the streets. This could be attributed to the increase in

poverty, lack of employment and lack of trading spaces in the markets. The major factors that lead to high level of conflicts between the vendors and the local authorities are: lack of involvement of street vendors in planning, lack of communication between vendors and the local authority, weak and non-functional organizational structures for the vendors, and political interference in the trading areas.

5.1.6.2 Reasons for continuing trading in the streets

Despite the knowledge on the awareness of the illegality of street vending, the traders continue to trade in the streets because there are no trading spaces in the markets (as stated by 82% of the respondents), while 56% said that business is faster and 6% said they avoid levy hence trading in the streets. According to Darshini et al (2016) poverty coupled with the lack of gainful employment in rural areas continues to push people from rural to urban areas. Since the migrants have low levels of skill and education, the formal sector has not been able to address the demand for jobs. Many of these migrants resort to street vending in order to survive in the city.

In an interview conducted during data collection, one of the street vendors stated that:

“..... business is very difficult in the market because the customers fail to enter into the markets. Customers can easily access the goods in the streets and sales are usually good”.

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. The other factors are the issues of insufficient market spaces in most trading areas and population increase.

5.1.6.3 Causes of conflicts in the trading areas

From the results shown in figure 9 above, it can be deduced that the major cause of conflicts between the street vendors and the local authority in the trading areas was the issue of operating illegally in the streets by the majority of traders. 85% of respondents indicated that operating illegally in the streets is the major causes of conflict in the streets. 25% of respondents cited confiscation of merchandize by the local authority as a cause of conflict in the trading areas. 12% of respondents attributed conflict to corruption, political interference, use of force in resolving conflicts and failure to pay levy.

In trading areas, there are so many causes of conflict and according to the data collected, Illegal operation of the traders in the streets is the major causes of conflict. On the other hand, the failure of paying levy is also the other causes of conflict especially with the local authorities. The City Council actions toward the traders causes conflict because once the traders are founding illegally in the streets, the goods are confiscated and the culprits are fined.

Other structural factors related to trade and conflict creation include: Greed and grievance are also causes of conflicts in Zambia. In most case, preference for the factors of production are offered to foreigners and political affiliation by relevant authorities.

Ethno-domination along sections of market chains, reinforced by religious affiliations, may lead to growth in income differentials between ethnic groups thus exacerbating pre-existing resource-related tensions Ethno-religious differences between indigenes and settlers and among different trader groups and youth dissatisfaction may all be manipulated by political interests for their own ends

Trader resentment against the public sector (taxation, rent-seeking activities, failure of security and justice systems, lack of investment in physical market infrastructure, antipathy to and harassment of traders etc.) helps fuel conflict with the state

The weakness of national state institutions has encouraged the rise of identity based politics and ethnically-based political organisations. This fuels conflict of all types and therefore, since the nation-state provides no protection for individual traders, they are dependent on parallel institutions: vigilantism and personal clientage relations to local patrons. These are important modes of protection which can easily become ethnically-defined and thus fuel inter-ethnic trade-related conflict.

5.1.6.4 Reasons for the local authority not to allow vendors to trade from the streets

Having a collective 76% of respondents (as shown in table 5.0) makes it evident that the local authority evicted the street vendors from the streets in order to reduce the spread of pandemic diseases. The results from table 5.0 above are as follows: 66% of respondents indicated that they were removed from the streets by the local authority in order to reduce the spread of pandemic diseases such as cholera, 20% indicated that they were removed from the streets in order to improve on sanitation, 10% of the respondents indicated that they were removed from the streets in order to reduce on theft cases and 4% of the respondents indicated that they were removed from the streets in order to reduce on political tension.

The situation is made worse by the vendors who in most cases fail to adhere to rules and regulations set by the local authority. Furthermore, the negative perception by the local authority that vending is promoting criminal activity (money exchanges, underground economy, and petty theft) also contribute to the conflict in the trading areas. Street traders, in particular, are commonly viewed by planners and other city administrators as obstacles to development, creating congestion, rubbish and insecurity: a barrier to modernisation.

5.1.7 Effects of conflict

5.1.7.1 Effects of existing conflict in the trading areas

From the data collected, it is evident that conflicts in the trading areas negatively affected the livelihood of street vendors, the public and the state in general. The majority of respondents

(71%) as shown in figure 10.0 above, reviewed that conflicts causes loss of business and income. 22% of respondents indicated that conflicts in the trading areas results into confiscation of merchandize (goods), Whilst 3% of respondents showed that conflicts in the trading areas caused physical damage to properties like buildings and vehicles.(1%) of the respondents showed that conflicts in trading areas caused reduction on revenue collection for the local authority and the other (1%) showed conflict results on loss of life. Management of conflict should be of paramount importance to the state

These findings are in line with Kaumba (2015) who echoed that conflicts in the trading areas affected street vendors as they lose business and most of them become stranded as they have no other means of survival.

In January 2018, the government directed the military personnel to conduct a massive clean-up exercise in all the markets in Lusaka in order to eradicate the dangerous out-break of the cholera. According the Ministry of health report (2018), the disease claimed over seventy (70) lives and this triggered the President of the Republic of Zambia, Mr Edgar Changwa Lungu to initiate the cleaning process. However, reports were received that the process emanated into massive violence between the traders and the authorities and the majority of the traders especially who refused to adhere to the rules were beaten, and there properties were destroyed.

The consequence of property destruction of the illegal traders and the vendors in the central business district led to the violet riots in part of the central business district where destructive behaviours were exhibited including burning of markets, vehicles, among other items. The riotous behaviour spread forth and become so dominant in areas such as Kanyama, Chibolya, Missisi, John-Lang and also in Market.

5.1.8 Management of Conflicts in the trading area

5.1.8.1 Engagement of the street vendors by the local authority

It can be deduced from the results shown in Figure 11.0 that the local authority does not engage street vendors in resolving conflicts in trading areas. 95% of respondents indicated that they are not engaged, whilst 5% said they are engaged by local authorities in conflict resolution.

The findings of this study are in agreement with the findings of Mutullah (2003) who stated that local authority rarely engage street traders in conflict management. The studies show 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 and their associations. 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. This is partly due to a lack of joint action by the different weak vendors associations. Their weakness has partly contributed to the imposition of decisions by urban authorities on their operations. In order for street vendors and their associations to influence policy, they need to be organised with well-established effective channels of communication with urban authorities. Except in isolated cases, and more so in South Africa, the relations are limited to enforcement of regulations, allocation of trading sites, obtaining licenses, registration of associations, fund raising, arbitration of disputes, joint cleansing exercises, and rent seeking from street vendors.

Echoing from the above findings, there is need for the state through local government and other stakeholders to engage street vendors in the management of conflicts. This would enhance effectiveness and efficiency and improve on vendor's adherence to standard rules and regulations formulated by the local authority.

5.1.8.2 Ways of resolving conflicts in the trading areas

From the results shown in table 6 above, it is evident that there political interference in the management of conflict within the trading areas. 59% of respondents indicated that conflict is resolved mainly through political officials. The markets were being managed by political cadres called market commanders. 30% of respondents indicated that conflict was resolved through the local authority. Whilst, 9% of respondents reviewed that conflict was resolved through the market committee, and 2% of respondents reviewed that conflict was resolved through the Street Vendors Association Committee. The findings are in conformity with the study by kaumba (2015) in mkushi district of central province which reviewed that the political leaders have made political pronouncements to let the vendors trade from the streets and the CBD in particular during the campaign period as they canvass for votes. According to Mutullah (2003), participation of street vendors in planning their activities and general urban development is very limited due to weak and poorly organized associations

The major stakeholders which influence the activities of the street vendors are the local government and to some extent the Zambian police who are just directed to ensure that peace and order are upheld in the markets.

5.1.8.3 Respondents suggestions on what should be done to resolve conflicts in the trading areas

The data in figure 12.0 showed that conflicts should be resolved in the trading areas by the provision of alternative and permanent trading areas to street vendors. The majority of respondent (68%) recommended that conflicts should be resolved by providing alternative

and permanent trading areas,(17%) recommended that conflicts should be resolved through creation of employment by the government, (10%) recommended that conflicts should be resolved by engaging street vendors, (3%) recommended that conflicts should be resolved through sensitization of street vendors and (2%) recommended that conflicts should be resolved by engaging other key stakeholders. echoing from the findings of the study, there is need for the state and relevant stakeholder to engage street vendors on find the lasting solution to resolve conflicts in trading areas. It is imperative that street vendors get involved in all stages of planning and management of street vendors.

5.1.8.4 Conclusion

The chapter has discussed the finding from both primary data and secondary data. The primary data included the data collected from the field during a research while secondary data arose from the literature such as journals, reports, newspapers, articles among other information materials in line with the research topic. The results are discussed and interpreted in four main thematic areas: demographic information, and the nature of conflict, causes of conflict, effects of conflicts in trading areas and the ways of resolving conflict.

CHAPTER SIX

CONCLUSION AND RECOMMENDATION

6.1 Overview

This chapter presents the overall conclusion of the findings. It must be emphasised that the aim of this study was to investigating the causes and effects of conflict for street vending along the freedom way and peripherals of Soweto market in Lusaka city of Zambia. The chapter ends with recommendations and implications for further research.

6.2 Conclusion

This study has shed light on investigating the causes and effects of conflict for street vending along the freedom way and peripherals of the in Lusaka.

The following are the four objectives set in Chapter One that anchored this study: to ascertain the to investigate the nature of conflicts that exists in the freedom way and the peripheral of Soweto market in Lusaka city; to investigate the causes of conflict in the freedom way and peripheral of Soweto market to assess the effects of conflict between traders and the authorities and to assess the way of resolving conflicts in these trading areas

Echoing from the study, the major challenge faced by street vendors is eviction by the local authority. The other challenges faced by street traders included: lack of security in the trading areas, theft and high rental charges by shop owners. These are issues of concern among street traders.

The study has established that there is conflict between the local authority and street vendors trading along freedom way and the peripheral of Soweto market. This could attributed to the fact that these traders are operating illegally (without licences) echoing from the Statutory Instrument Number 44 of 2007, which calls street vending as a public nuisance.

These conflicts have negative impact on the livelihood of the traders as the study revealed that there was loss of businesses that resulted into loss of incomes among the traders. Physical damage to both government and private property was also incurred. In some instances loss of lives had been recorded. Consequently these conflicts affect the economy through loss of jobs, loss of revenue and tax collection by the local authority.

The study also revealed that the local authority does not engage street vendors in conflict resolution. Therefore, participation of street vendors in planning and management of conflicts in trading areas is an issue of concern. Political interference was one the key factors that lead to poor management of conflicts.

Through the study, respondents recommended that the state and relevant stakeholders should engage street vendors in finding the lasting solutions to resolving conflicts in trading areas. It is imperative that street vendors get involved in all stages of planning and management of issues affecting them in order to ensure sustainable peace and social economic development. Conflicts should be resolved in the trading areas through the provision of alternative and permanent trading areas to street vendors. Sensitization of street vendors on management of garbage and aspects of hygiene is of paramount importance.

6.3 Recommendations

On the basis of the findings of this study, recommendations are suggested as shown below:

- 1) Political interference must be discouraged and the Local Authority should be allowed to work independently from the influence of the political leaders for the strategies to be successfully implemented.
- 2) Government and relevant stakeholders should tackle the structural causes of conflict through promoting conflict sensitive economic growth and diversification of livelihoods away from resource constraints (such as land). Particular attention should be given to

promoting the opportunities for unemployed and underemployed young men, and linking conflict and economic development programmes.

3) Laws, regulations and policies that relate to street vending must be revised and be explicit and easily accessible to vendors and all members of the public.

4) Participatory strategies must be used, where street vendors are closely engaged in decision making and conflict resolution.

5) Issuing of vending licences to street traders. This will also enable government to levy street vendors.

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 for the local authority.

b) Street vending should be formalized to specific merchandise per location for it has been the source of revenue and employment to citizens.

7) Relocation of the vendors from Freedom way 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.

8) Relevant stakeholders to tackle the structural causes of conflict through promoting conflict sensitive economic growth and diversification of livelihoods away from resource constraints (such as land). Particular attention should be given to promoting the opportunities for unemployed and underemployed young men, and linking conflict and economic development programmes. Design market places to reduce overcrowding and tension so that they are less likely to become flash points for conflicts.

9) Design market places to reduce overcrowding and tension so that they are less likely to become flash points for conflicts. The provision of alternative and permanent trading areas to street vendors is important.

10) Capacity building of members from the market committee and street vendors association in conflict resolution and management.

11. Local Authority should conduct regular mobile training targeting street traders on aspects of food hygiene and management of garbage.

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 government and relevant stakeholders 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.

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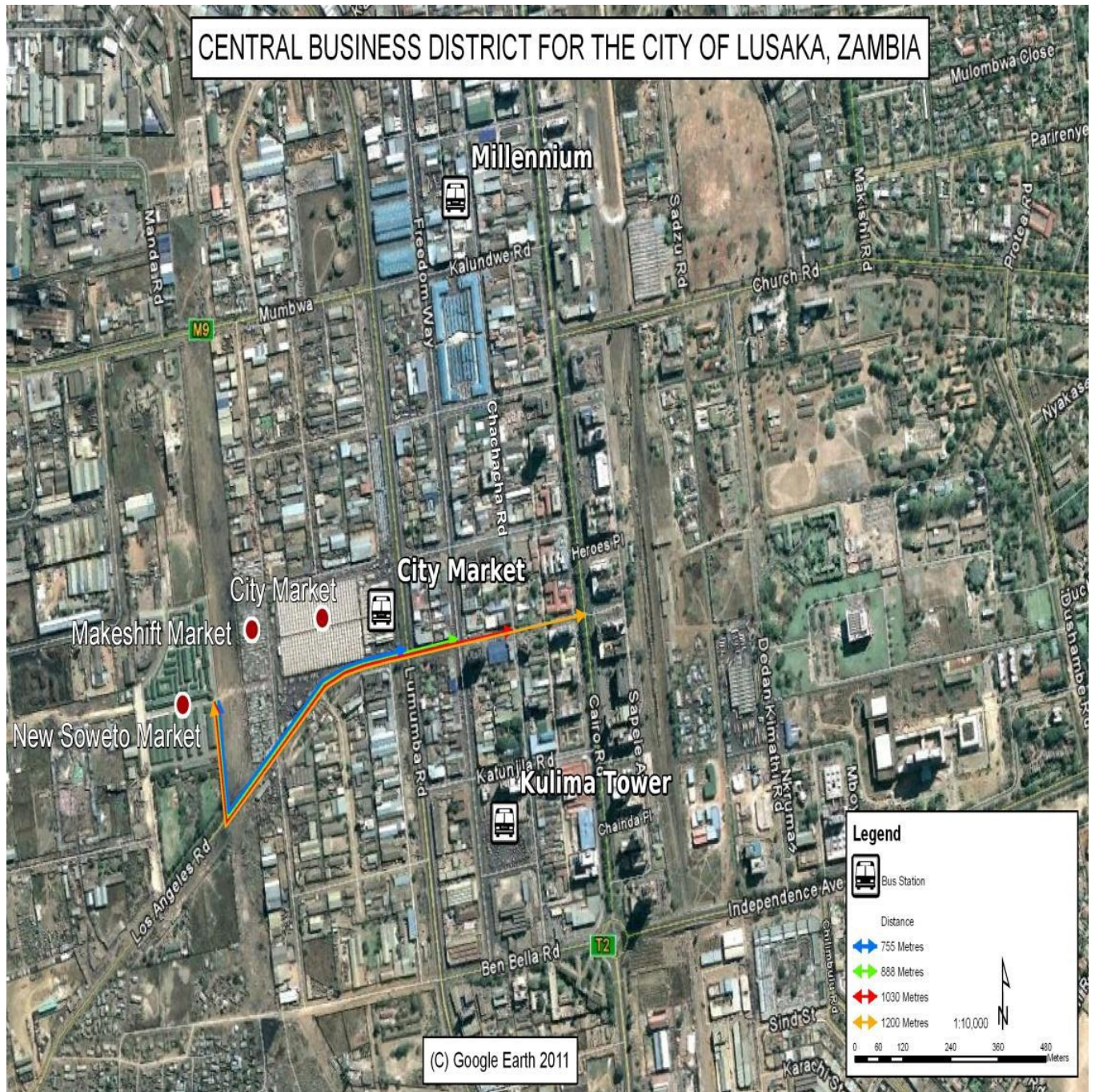
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APPENDICES

Appendix i: Map of Lusaka CBD Showing Markets and Bus Stations



Source: Google ma

Appendix ii: Key Informants

S/NO.	ORGANIZATION	NUMBER OF RESPONDENTS REACHED
1.	Lusaka City Council	06
2.	Zambia Police Service	06
3.	Soweto Market Committee	02
4.	Street Vendors Association	02

Appendix iii. Questionnaire for Street Vendors

Dear Respondent,

My name is Grace Daka; I am a student from the university of Zambia/ Zimbabwe Open University. I am conducting a research on the causes and effects of conflicts within the street vendors' trading areas along Freedom Way of Lusaka City and on the peripheral of Soweto Market as part of my dissertation leading to the award of Master of Science in peace, leadership and conflict resolution.

I would therefore be grateful for your assistance in completing the following questions to the best of your knowledge. The responses that you will provide in this research will be treated with confidentiality and are only meant for academic purposes only.

Thank you for your cooperation.

Date of interview..... Place of Interview.....

sInstruction: Please tick your response in the [☐]

PART A: GENERAL INFORMATION

1. Age:

- a. less than 20years [☐]
- b. between 20 and 30 years [☐]
- c. between 30 and 40 years [☐]
- d. more than 40 years [☐]

2. Sex: a) Male [☐]
- b) Female [☐]

3. Marital status:

- a. Single [☐]
- b. Married [☐]
- c. Divorced [☐]
- d. Widow [☐]

4. If you are married, state husband's or wife's occupation

.....

5. Highest Level of Education

- a). Non schooled [☐]
- b). Primary school [☐]
- c). Secondary school [☐]
- d). College [☐]
- e). University [☐]

f). Other (specify).....

PART B. THE NATURE OF CONFLICT

6. Where are you doing your trading from?

7. Who gave you permission to trade from where you are trading from?

a. The local authorities []

b. Shop owners []

c. Self []

d. Other (specify)-----

8. If operating from the street, is there any challenge with Authorities?

a. Yes []

b. No []

9. What challenges are you experiencing from this trading area? Tick at least two(2)

major challenges

a. High charges from shop corridor owners []

b. Eviction from local authority []

c. Theft []

d. Lack of security []

e. Other (specify) -----

10. Are there any conflicts that exist between you and the authorities?

a. Yes []

b. No []

11. If yes, what type of conflict?

a. Conflict within individual []

- b. Conflict within street vendors []
- c. Conflict between vendors and local authority []
- d. Other (specify).....

PART C. CAUSES OF CONFLICT

13. Are you aware that street vending is illegal by law?

- a. Yes []
- b. No []

14. If yes on question 13, why do you continue trading in streets?

- a. no trading spaces in the markets []
- b. business is faster []
- c. fear of levy []
- d. other (specify)-----

15. What do you think causes conflict in your trading area?

- a. Operating illegally in the streets []
- b. Failure to pay levy []
- c. Confiscations of items by local authorities []
- d. Corrupt activities by the local authorities officials []
- e. Other, (specify).....

16. Why do you think relevant authorities do not allow you to trade from the streets?

- a. To avoid outbreak of diseases []
- b. To improve on sanitation []
- c. To reduce on political tension []

- d. To reduce theft cases ☐

PART D: EFFECTS OF CONFLICT

17. What are the challenges which you face because of the existing conflict in your trading areas?

- a. Loss of business ☐
- b. Confiscations of items ☐
- c. Reduction on collection of tax local authority ☐
- d. Physical damage on properties ☐
- e. Loss of life for either street vendors or authorities ☐

PART E: WAYS OF RESOLVING CONFLICTS

18. Does the authority engage you in resolving conflict which exists in your trading area?

- a. Yes. ☐
- b. No ☐

19. How is conflict resolved in your trading area?

- a. Through the Market Committee ☐
- b. Through the street vendors association committee ☐
- c. Through the local authority ☐
- d. Other (specify)-----

21. What should be done to resolve conflicts that exist in your trading area?

- a. Provide alternative and permanent trading areas ☐

- b. Sensitizing street vendors []
- c. Creation of formal employment []
- d. Engagement of street vendors in conflict resolution []

PART D: ADDITIONAL QUESTIONS FOR FORMER MARKET TRADERS

21. Why did you decide to leave market and operate your business in the streets?

.....

.....

.....

22. When you were operating from market, did you have any problems at the market?

a. Yes ☐

b. No ☐

23. If yes to question 30, please specify?

.....

.....

24. If no to question 31, what were the benefits of trading at the market?

a. security ☐

b. sanitation ☐

c. other (specify)-----

THANK YOU FOR YOUR TIME

APPENDIX iV: INTERVIEW GUIDE TO THE AUTHORITIES

1. What are the major challenges the council is facing with regards to trading areas?
2. Do the traders apply for trading in the streets?
3. Is there any conflict when it comes to area allocation of trading places in the streets?
4. What type of conflict exists in these trading areas (streets)?
5. What causes conflicts in these trading areas (streets) ?
6. What effects do these conflict have to traders and the local authority and others?
7. If conflict breaks off, how is it handled?
8. Do you receive complaints from the shop owners?
9. Type of conflicts do you receive from the shop owners?
10. If complaints come, how do you resolve them?
11. How does the council benefit from the traders in the streets?
12. Do they pay levy?
13. Who is responsible for the collection of levy if they do pay?
14. What is the impact of violent conflict in the trading areas of street vendors?
15. What role does the authority plays in ensuring that conflict on trading areas in the streets is settled?
- 15 What measures should the local authority put in place to resolve conflicts which exists amongst street vendors?

THANK YOU FOR YOUR TIME

APPENDIX V: BUDGET FOR THE RESEARCH

ACTIVITY	AMOUNT(ZMK)
Transport	1,500
Refreshments	200
Pencil	100
Allowances for enumerators	600
Typing and printing	300
Paper/pads	100
Other stationary	250
Total	3,050

Appendix Vi: TIME TABLE

ACTIVITY	PERIOD
Submission of Research Proposal to the Supervisor (Dr. Mweemba .L)	2 nd Week of March, 2018
Scrutiny by the Supervisor	2 nd Week of March, 2018
Making corrections (amendments) to the research proposal	3 rd Week of March, 2018
Pre-test of Questionnaire	3 rd Week of March, 2018
Re-submission of Amended Research Proposal	4 th Week of March, 2018
Briefing of Enumerators (on the conduct of interviews, questionnaire administration and research ethical considerations)	2 nd Week of April, 2018
Data Collection	4 th Week of April, 2018
Data Compilation and Analysis	4 th Week of June 2018 to 4 th Week of July, 2018
Report Writing (First Draft)	3 rd Week of August, 2018
Submission of the Draft Report	4 th Week of August, 2018
Submission of Final Report	1 st Week October, 2018