

**EFFECT OF PARTNERSHIPS BETWEEN NAIROBI CITY COUNTY AND
INFORMAL SECTOR TRADERS ON BUSINESS CONTINUITY IN KENYA.**

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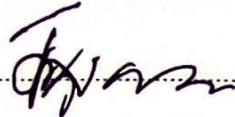
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REQUIREMENTS FOR THE AWARD OF THE DEGREE OF BACHELOR OF
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DECLARATION

This research project is my original work and has not been presented for award of a degree or for any similar purpose in any other institution.

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DEDICATION

Am very pleased that although it was a long journey, it has now come to an end. It would not have been possible to achieve my Bachelor of Commerce Degree without the support of the following personalities. In particular my dear two wives, Mary Wanja Ndirangu and Lydia Wanjiru Ndirangu who in most of the times supported and encouraged me to move on by accompanying me until late hours while doing my assignments and revision, despite many difficulties. They cooked tasty meals for me and served it with alot of happiness and much love. To my loving kids Francis Kariuki, Titus Muiruri, Bryan Maina, Joy Muthoni, Barblar Njeri, Derick Karumi and Cean Kariuki who encouraged me alot and sometimes gave me positive competition since some of them are graduates and others are still in various universities. To my friend, mentor and lecturer Mr .Alicadius Waweru who dedicated a lot of his time to get me to understand various subjects and academic models necessary and relevant to make me have full knowledge and understanding to my full capacity.

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May our Almighty God shower all of you with his never ending blessings abundantly.

Thank you.

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ABSTRACT

Business continuity has more often than not focused on formal businesses by both governments and private sector. The informal sector plays a critical role in enhancing socio-economic wellbeing of majority of families in the informal settlement spaces. This research study set out to find the nature of partnerships between the Nairobi City County government and those operating businesses in the informal sector spaces core for business continuity. The research study involved a quantitative approach focusing on a population of those within the city county with a purposeful sampling of the informal traders operating within the areas of Gikomba market, River Road, Kirinyaga Road, TaitaTaveta Road, and Duruma Road. It further involved purposeful sampling of informal spaces of business operations characterized by sub-populations of; vendors, hand cart pullers, bodaboda operators, hawkers and mechanics, .Results of the study indicated that partnerships between Nairobi City County Government and informal traders especially in areas of governance, disaster preparedness, and decision making affect their business continuity. Moreover, study findings showed that partnerships in disaster preparedness are key towards the business continuity of informal traders in Nairobi County county. Thus, the study recommends the County government of Nairobi to ensure that informal traders are aware and equipped with the knowledge and skills to handle disasters as they occur in order to remain afloat.

Keywords: Business continuity, partnerships, disaster management, informal sector, social cohesion, decision making.

CHAPTER ONE

INTRODUCTION

1.1 Background to the problem

The City County of Nairobi has had deterioration in a number of actors core towards what makes a city be defined as ‘liveable’. Key among these has been increased crime rates and complexities of the same crimes with cybercrime already being part of the complexity. There has also been poor management of the spatial spaces resulting in the proliferation of buildings which do not meet set architectural standards owing to corruption among the city county officials. By extension there has been a proliferation of informal settlements and consequently informal sector trading with no attachment to the laid down mainstream government regulations and legislations (Macharia, 2013).

Most of the informal traders face a myriad of problems as identified in the Bellagio declaration; key among them being continuous harassment by county enforcement officers, exploitation through high costs of regularization of their business through skewed county legislation, relocations, perennial bribery to avoid mistreatment and being taken to court by the enforcement officers, confiscation of their goods and wares, lack of defined spaces in which to operate from, lack of services such as sanitation and emergency responses, and finally lack of inclusive participation in the decision making process (Morange, 2015).

The current status of having informal traders dates back to a wave of the 1990s observed across African cities which saw Kenya embrace the new form of entrepreneurship and capture it as a way of having populous and beautiful cities as captured by the former Mayor of Nairobi, Dick Wathika (City Council of Nairobi, 2006).The need and role of

informal business entrepreneurship was later seen as being able to catalyze economic development through job creation for the unemployed and poorly schooled, thus alleviating poverty and generating income in developing countries (Adenutsi, 2009).

The influx of informal businesses in Nairobi City saw the formation of the Nairobi Central Business District Association (NCBDA), with the objective of regeneration and regaining of the control of the Central Business District (CBD), to resonate with its dream of being a globally recognized city (Morange, 2015).

By majorly focusing on global competitiveness, there has been a shift by both NCBDA and the city county government from the earlier focus of it being a national capital city, with the result of more involvement of the private sector in decision making (Morange, 2015). This has been to the peril of the informal sector who have undergone social exclusion right from the decision making process to legislation and policy, with correspondent challenges and threats to their safety and security as well as that of their businesses. This becomes a threat to business continuity in spite of the critical role of the informal sector traders to the socio-economic wellbeing of many livelihoods.

Research has shown that the informal traders such as hawkers have a critical developmental role through their business engagements and through the spaces they operate from: unfortunately the very spaces they operate from pose several business continuity challenges since they were designed not for the informal traders but for their owners (Jacobs & Appleyland, 1987). Attempted appropriation of the spaces in which the traders can operate and in which structures meant for the informal trade can be done has at times become a political game full of brokers (Racaud, 2018). This has resulted in the

deliberately orchestrated conflicts that result in further fragmentation of the informal traders as they seek to support different brokers ultimately affecting their business (Racaud, 2018).

Following the promulgation of the Kenya Constitution of 2010 (CoK, 2010), the nation saw a devolved system with county governments having distinct devolved functions. By extension the legislation of the Micro and Small Enterprises Act of 2012, meant to regularize the informal sector traders was brought on board through the national government. Informal trade then responds uniquely to the challenge of lack of formal employment (Racaud, 2018).

1.2 Statement of the Problem

In spite of the anticipated outcomes and outputs targeting the informal sector, through set national and county legislations, and the overhaul in the position of state power and responsibilities through devolution, there have been conflicts between the Nairobi City County government and the informal traders. Similarly there have been many instances in which the informal sector traders have had their businesses affected adversely by disasters. This is despite the role of the City county government's role in disaster preparedness and management as laid out in the Urban Areas and Cities Act, 2011. In the City county of Nairobi, there is a large number of traders who operate as informal traders in line with the nature of their business. They include; hawkers, vendors, motorcycle riders, mechanics of different types including welders, spray painters, car washing, hand cart pullers.

Among the disasters affecting these informal sector traders include; frequent fire outbreaks that gut their goods and even shelters that serve as their homes, outbreaks of cholera resulting in some of their business being closed down as well as some of them getting infected. In other instances there are floods that result in negative effects on their business. In all these disasters the business continuity of the informal sector traders is greatly affected.

At other times the enforcement of policies and legislation that the traders are unaware of by the law enforcement agencies of the county government results in the confiscation, destruction, and theft of their trading goods. At times the conflicting engagement with the enforcement department leaves some of them (the informal traders) with injuries: a further threat to business continuity. Attempted regularization of informal trading has been exploitive with a social exclusion theme which makes the informal traders fail to partner through the implementation process.

These partnership problems that affect business continuity of the informal traders then need to be investigated with a view of assessing the extent to which the county government has partnered with the informal sector traders for business continuity in line with the pivotal socio-economic role of the informal sector.

1.3 The Purpose of the Study

One critical role of this research is its part in enhancing social cohesion through the inclusion of the usually excluded informal sector actors from decision making processes affecting them. Social exclusion, particularly of the informal sector has been leveraged on by violent extremist and terrorist organization as a narrative for radicalization of youth

(Bureau of Counterterrorism, 2017). Such narratives have used themes focusing on; mistreatment by; law enforcement agencies, denial of services, exploitation by the formal sector and the government among others (BoC, 2017).

Lack of business continuity further leaves the informal sector societies more vulnerable to diverse socio-economic risks with the youth facing higher vulnerability of recruitment into criminal gangs that are used by politicians and business rivals. In Kenya a number of former violent extremist were members of criminal gangs before joining al-Shabaab (Speckhard&Shajkovci, 2019). This propagates the threat to both informal and formal business with an ultimate negative impact on county and national economic wellbeing.

In line with the sustainable development goals, partnerships have been envisaged as critical relational practices core towards enhancing solutions to existing business challenges. The partnerships have the role of enhancing inclusion of all actors into processes such as decision making, implementation of decisions such as legislations and policies, and compliance with relevant county laws in business practices. Without relevant quality partnerships the informal sector actors would have no ownership of the county laws and policies consequently fuelling further conflicts that would be detrimental to business continuity.

1.4 Conceptual Framework

A conceptual framework is a summary of the concepts that the research study majorly focuses on and shows their potential interrelatedness through diagrams that are linked through directed arrows (Hennink, Hutter, & Bailey, 2011).The concepts in this study are anchored on; informal businesses, business continuity, partnerships, disaster

preparedness, and county government management. Under business continuity the key focus is on the enhancement of the going on of the informal businesses in the face of disasters that abound. These disasters include both natural and man-made disasters where the county government through partnerships with the informal business traders has a responsibility towards enhancing business continuity. Key among these partnerships is disaster preparedness and responsiveness focusing on the threats and vulnerabilities of the informal businesses and their owners. Among the threats is the county government itself hence its critical governance role towards business continuity of the informal businesses. Of importance too are partnerships in the decision making processes, as enshrined in several national and county legislations, core towards ownership of county policy and legislation on the levies charged as well as the directives issued affecting the informal business traders and their businesses.

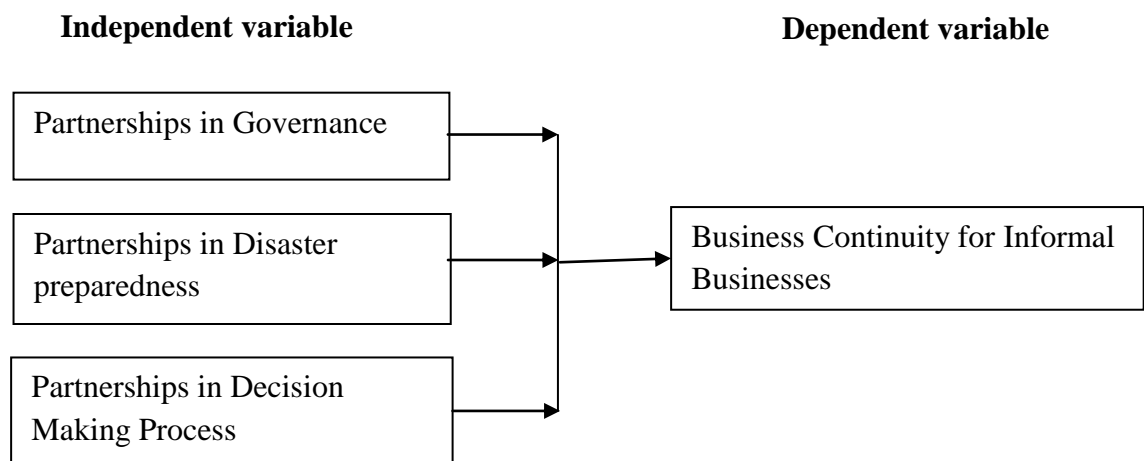


Figure 1. 1: Conceptual Framework for measuring the Effect of Partnerships between Nairobi City County and Informal Sector Traders on Business Continuity

(Source: Researcher, 2020)

1.5 Objective of the Study

1.5.1 General Objective

To establish the effect of partnerships between the City County of Nairobi and informal business traders on business continuity.

1.5.2 Specific Objectives

- (i) To investigate the influence of partnerships in governance between Nairobi City County government and informal sector traders on business continuity.
- (ii) To establish the influence of partnerships in disaster preparedness between the Nairobi City County government and informal sector traders on business continuity.
- (iii) To assess the relationship between partnerships in decision making involvements between Nairobi City County Government and informal sector traders business continuity.

1.6 Hypothesis of the Study

- (i) H_{01} : There is no significant relationship between partnerships in governance between Nairobi City County government and informal sector traders 'business continuity.
- (ii) H_{02} : There is no significant relationship between partnerships in disaster preparedness between Nairobi City County government and informal sector traders' business continuity.
- (iii) H_{03} : There is no significant relationship between partnership in decision making between Nairobi city county government and informal sector traders business continuity.

1.7 Justification of the Research

There is a trend showing an increase in the populations of those moving from rural areas to urban areas with most of those moving being youth looking for work. The Kenya Vision 2030 further indicates that 75% of work is found in the informal sector, an indicator of the critical role of the informal sector towards socio-economic wellbeing of the nation (Schlegel & Racaud, 2016). The business engagements of the informal sector are very fragile to disasters such as fires, floods, disease outbreaks, illnesses of the owners, and also to threats such as theft, and destruction of the goods through activities of the law enforcement officers of the county government.

It has been noted that those who occupy the informal spaces lack spatial justice characterized by poor housing, lack of elaborate infrastructure, denial of spaces through policies and legislation that have social exclusion (Chepkemoi, 2016).

Research has shown that the informal sector is a critical component of developing economies and a significant antecedent of economic development (Stuart, Samman and Hunt, 2018). In Nairobi City County, research findings have shown that 53% of urban work is found in the informal sector Africa development Bank (ABD, 2013).

If the informal sector traders plays such a significant role in the socio-economic wellbeing of the urban population as laid out (ADB, 2013; Stuart, 2018), and devolution was meant to enhance partnerships between the public and the county government with disaster management being a role of county government, then this research plays a critical role.

This then points towards the need for enhancing the business continuity of such traders through deliberate partnership efforts led by the county government in line with its policy and legislative mandates. Key among them include mandates and practices such as business continuity through disaster preparedness and management, as well as enhancing county growth and development through support of existing and emerging businesses.

1.8 Scope of the Study

This study divided Nairobi City County into 3 zones. These zones are Northern zone, Western zone and Eastern zone which hubs a variety of informal traders including; handcart pullers, mechanics, vendors, public transport and in particular touts, hawkers, street families, and bodaboda. All these have high levels of both formal and informal business interactions (Lindel 2010), with both the public and the private sector, and the law enforcement teams of the City County. The public and private sector actors secure variety of services from the informal traders including servicing of vehicles, car washing, procuring of car parts, clothes, and courier services of moving goods by carts from one place to another, food, fruits, and information. These informal actors have had challenges of fire outbreaks, evictions and demolitions, running battles with the city county *askaris* and national police service, promises of having better working areas and stalls, theft, and flooding. This study then focused on the plausible partnerships with city county government pertaining to enhancing the business continuity of these informal sector ventures in the face of the existing and emerging challenges.

1.9 Delimitations of the Study

The research study only focused on a subpopulation of the informal business sector population since the nature of the timing and budget may not allow for a more expansive

population. It also captured specific areas which although there are many other areas where the informal businesses are found. The respondents of the questionnaire included the informal traders and members of the county government, implying that those in private sector, the customers of the informal traders, and national government were not factored as part of the population targeted for the research. In spite of the many factors suspected to be affecting business continuity of the informal traders, the research study only focused on partnerships and the county government.

1.10 Assumptions of the Study

The study made assumption to the following:

- (i) The county officers, some of whom are fearful to divulge information would be truthful in their responses.
- (ii) The informal traders would give honest answers without the fear that the researcher might be a member of the city county government.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter focuses on an understanding of underlying factors that mark an informal space and correspondent nature of informal trading. It further looks at the challenges of disasters facing the informal spaces where the informal traders operate in, as well as the threats of the same to business continuity. In addition it focuses on the conflicts between the City county and the informal traders. It also delves further into understand the exiting partnerships in which the informal actors are involved in the decision making process affecting their business continuity.

2.1 Theoretical Literature Review

Theoretical frameworks on public private partnerships (PPPs) although in their infancy stages, have captured the critical role of PPPs through the already documented avenues of coordination, regulation, governance, and trust (Knut, 2017). Among the key outcomes of PPPs are innovations. Such innovations could be; technological, process-based, uniquely organizational, social, or cultural (Knut, 2017). Unlike classical innovations which were majorly in laboratories, the current and emerging innovations emerge from a collection of external ideas, different types of knowledge and experience, and nature of collaboration among the partnering bodies (Chesbrough 2003; Heidenreich *et al.*, 2012).

In line with the Physiocracy theory the basis of natural order in relation to the relationship between state and private capital were; economic freedom, respect to private interests and property rights (Quesnay, 1756). For this natural order to be in operation, then relevant laws must be in place focusing on safety and security of society, public

order, and behaving in accordance to natural laws (Quesnay, 1756). When this is viewed from the context of the relationships between the informal businesses and the city county government it then offers an opportunity to anchor the partnerships envisaged by existing legislation and policy accordingly.

Key among these partnership contexts are those of safety of informal businesses, their owners, and clients, as well as having laws that respect the informal business actors through their inclusion in the decision making and governance processes. Across these partnerships are interactions, collaborations, and relationships that offer unique opportunities for innovations involving among others the informal business actors on one hand and the county government on the other. In all these partnerships the government is expected to consistently offer and practice honest partnership practices and culture (Mostepaniuk, 2016).

The partnerships between the county government and the publics in informal trade qualifies to be defined as public public partnership (PUP), with characteristics matrices: they include partnerships between the county governments and the informal traders, county governments and the communities in which the informal businesses operate in, and partnerships between county government entities such as the county executive committee and the county assembly. PUPs have a multiplicity of objectives which include; improved efficiency, quality, delivery, and access of services to the public, increased ownership and support by the communities, improved accountability through the social audit process of the communities, and increased capacity building of the various publics involved in the partnership (Hall, Lethbridge&Lobina, 2005). This points to

improved governance through inclusion of the communities and other publics, better service delivery, and ownership an antecedent towards business continuity.

A case in point is that involving the democratization of water management services In Tamil Nadu, India: it involved deliberate interactions between the workers and the communities with unique learning experiences between the two groups of the public (Lobina&Hall, 2009). Such frameworks of partnerships, whether under the public PUPs or Public Private Partnerships (PPPs) offer good governance through regulatory frameworks that uphold good regulatory practices. Such partnerships must have governance footprints which include; anti-corruption approaches, ethical practices, lack of regulatory capture, and reduced conflicts among the various actors (OECD, 2012). In line with the economic liberalism principles advanced by Adam Smith the state has a pivotal role in the business continuity of those businesses facing risks and vulnerabilities that make them unable to make any returns on their investments (Mostepaniuk, 2016; Smith, 1776).

2.2 Empirical Literature

2.2.1 Informal sector

The common parlance for the informal sector in Kenya is '*jua kali*' a Kiswahili term that translates to 'hot sun' signifying tough conditions that such informal sector traders operate in. The activities of the informal sector occur within public spaces serving a wide variety of the public including those from; informal sector, public sector, and private sector (Schlegel &Racaud, 2016). The activities of the informal *jua kali* actors are informal implying that they circumvent the laid down county regulations and at times national regulations (Racaud, 2018).

In Nairobi City County, 53% of urban work is found in the informal sector while 60% of the informal activities are in trade activities Africa development Bank (ABD, 2013). By extension, the Kenya Vision 2030 further shows that 75% of the work in Kenya is informal (Schlegel & Racaud, 2016). The elements of formal and informal sectors overlap with interdependence that makes it difficult to measure different parameters in the informal sector hence calling for distinct approaches (Racaud, 2015).

With the surge in urban populations, the role of the informal sector in absorbing the many unemployed and underemployed youth is ever increasing. This underscores the significant role of the informal sector through the trading activities towards the livelihoods of many urban dwellers and hence to the national economy (Schlegel & Racaud, 2016).

For this role to be well understood and leveraged on the Kenya Constitution 2010 (CoK, 2010), saw the devolving of state power to units known as County governments with critical partnership roles between them and the public. This was through the County Government Act, 2012, Urban Areas and Cities Act, 2011, and Public Finance Management Act, PFM, 2012. Each of these Acts has an inclusivity role of involving the public in all the affairs of the county through an envisaged participatory approach: where no one should be left behind.

Among the envisaged public participation is the budget making process (PFM Act, 2012), through which levies charged to the informal sector traders are formulated and as has been observed in Nairobi, there has been conflicts between the county government and the traders. This is due to lack of involvement of the informal sector traders and even the

formal ones in the decision making process pertaining to the set levies, Africa Centre for People Institutions and Society (ACEPIS, 2018).

There have also been conflicts between the informal traders and the formal ones based on the competing spaces that they operate from, with a threat to the business continuity of each side. Another source of the conflicts is because the informal traders dispense some of their materials and goods at highly competitive prices which is a threat to business continuity of the formal businesses.

2.2.2 Business Continuity

The decision of an individual to participate in the informal sector is leveraged on structural and opportunity factors (Renooy, 1990). Structural factors are based on constraints that would not allow the venture to be acceptable by the formal structures of government besides facing the challenge of thriving in the formal ecosystem.

The structural constraints include; financial challenges such as the set fees for licenses and permits, socio-psychological pressure which includes one's ability to fit within the formal set-up and environment, coupled with beliefs and attitudes about such set-ups, education levels, and the social class that one belongs (Renooy, 1990). Finally there are structural constraints in relation to the institutional pressures of the formal systems as would be seen in the existing structures and systems of a county government in Kenya.

On the other hand, the opportunity factors are majorly leveraged on an individual's personal attributes (Renooy, 1990) which include; past experiences, skills already acquired through past experiences, existing contacts and networks in the informal environment core towards survival of the venture. At the same time there are non-

individual factors which also serve as drivers for one to venture into informal sector spaces as an informal trader. They include; the environment in such informal spaces such as high opportunities to operate without a license or permit without being detected by the county law enforcement agents, and existing bribery cultures which then allow one to operate freely as far as the bribery-freedom partnership exists. Other are the geographical factors that allow for such informal trading to thrive without need for their formalization.

Research has shown that the small scale traders in the informal sector spaces are vulnerable to a variety of risks and threats as individuals and as businesses. Key among these are disasters such as frequent fire outbreaks, insecurity, confiscation of goods and ware by law enforcement officers, skewed regularization directives, poor working environments, exploitation by law enforcement officers for bribes, flooding, disease outbreaks, and illnesses (Africa Centre for People Institutions and Society, 2018; Racaud, 2018).

It has been estimated that fires cause over 300, 000 deaths annually, besides leaving many with permanent injuries, loss of businesses and livelihood, with most of these deaths and effects affecting informal inhabitants and operators (Twigget *al.*, 2017).

The CoK, 2010, through the progressive Bill of Rights recognized the economic rights of every Kenyan under Chapter Six, with a specific mention of the obligatory role government institutions under Article 2(1)" Article 10 (1). By extension the Urban Areas and Cities Act, 2011 further captures the spirit and letter of the CoK, 2010 by spelling out some of the pre-conditions to be met before an urban area is designated accordingly. Key among these are the requirements of an elaborate disaster management program for urban

areas defined as cities, of which Nairobi City County is one. These are legal antecedents towards a human rights based approach towards business continuity in Kenya with the County governments playing a vital obligatory role.

In most of the informal settlements of Kenya there have been frequent fire outbreaks with disastrous effects that include; heavy fatalities, heavy casualties, destruction of homes and houses, disruption of businesses, incurring of huge business losses, and closure of businesses. They include; Sinai fire disaster which resulted in 126 fatalities, frequent fire disasters in Gikomba market, one of the focal areas of this research study, the fire that destroyed over 80% of the Deep Sea informal settlement 10 in Wetlands on 8 March 2011. Research on the preparedness role of the Nairobi City County in the Sinai fire showed that the massive informal settlement including households and the informal traders had not been taken through the Standard Operation Procedures pertaining to fire outbreaks (Olekina, 2013). This indicates a gap in the expected partnerships in preparedness practices core towards business continuity between the City County and the actors in the informal spaces of the City.

2.2.3 Partnerships in Governance

There exists a number of factors in the macro economy of any business which have impacts on either the survival or demise of the business. Key among these macro factors are the political and legislative components irrespective of whether the business is formal or informal. For the informal business there is a consistent legal threat owing to their nature of operating against the laid down legislations and regulations. Most of those in the informal businesses are survival entrepreneurs: entrepreneurs whose only chance of survival is through establishing such an informal business (Schneider *et al.*, 2010).

They do so without an analysis of the political and legal environments operating within the bigger ecosystem that houses their businesses. This becomes a threat to the survival of their businesses owing to the predatory behaviours observed in the law enforcement agencies in the county governments that include demand for bribes, confiscation of their goods and wares, and even fines owing to operations against laid down regulations (Africa Centre for People Institutions and Society, 2018; Racaud, 2018).

In line with the legal structure of the County Government Act, 2012, as well as the political structure of county governments, there exists critical linkages through which the informal businesses and hence survival entrepreneurs can leverage on. This is through the existing governance structures that demand for the involvement of all members of the county public body in the decision making process. Such processes include; discussions, and debates on the levies to be charged to traders, services to be provided to traders, and approaches towards implementation of such decisions. These discussions have well set out approaches in order to be inclusive. The inclusivity focuses on key stakeholders who are recipients of the said services as well as those affected by the implementation.

Decisions arrived at without the duly laid down public participation, whether as directives or as legislation, are under the law, null and void. This has been witnessed in the City County of Nairobi following raising of parking fees among other decision reached at without due inclusive public participation.

2.2.4 Partnerships in Disaster Management

In line with the CoK, 2010 under the Bill of Rights there is an obligation for County governments towards economic rights of every Kenya, which is made clearer and hence actionable through the Urban Areas and Cities Act, 2011 through the pre-requirement of

having an operational disaster management plan for a city. By extension the County Government Act, 2012 in line with the Public Finance Management Act, 2012 affirm the role of partnerships through public participation in the governance of the City County. The Public Private Partnership Act, 2013 goes further to enhance the role of partnerships as core relations towards enhancing sound growth and development of counties. It resonates with the partnership goal under the sustainable development goals (SDGs) in which the mantra 'leaving no one behind' emphasizes the role of inclusion across all spheres of leadership and management.

In view of this, it is important to focus on the partnerships existing between the City county government and the informal traders in the management of disasters that have been afflicting the informal traders. Such disasters affect the business continuity through threats that not only affect the businesses but also the lives of such traders.

The study on Sinai fire shows a total lack of partnership between the city county and the informal settlement dwellers (Olekina, 2013) among who are the informal traders, their clients, families, and social resilience partners such as those they have table banking with. There are serious business continuity implications following vulnerability to disasters such as the Sinai one. When the partners in social resilience against shocks such as disasters are adversely affected by disasters, with the informal traders' clients also afflicted, and the families too, then a whole community core to business continuity becomes afflicted.

Each of these has a critical role across the value chain of the informal trade and when affected there is a ripple effect on the trade affecting many of those who benefit from

informal sector economy. Some of these include those in the formal sector. The effect is lack of social significance (Renooy, 1990), with correspondent effects including increased crime rates and the emergence of criminal gangs some of which feed into transnational crime such as terrorism(Speckhard&Shajkovci, 2019).

Although it has been established empirically that there is always a high risk in starting a business in the informal sector owing to a number of factors (Williams &Nadin, 2010), it is a greater risk for a county government to fail to have in place a vibrant disaster management plan. In particular this is a serious omission bearing in mind that it is one of the key legal and constitutional obligations that a county government should be serving. It is also of significance since the informal businesses have immense contributions to the Gross Domestic Product as well as playing a pivotal role towards the livelihoods of those with low incomes (Sassen, 2014).These critical roles of the informal businesses necessitate the need to continuously find out the existing partnership practices in disaster preparedness and management in line with its role towards business continuity of the informal sector traders.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter comprises sub-sections outlined as follows: research design; population of study; samples and sampling methods selected; data collection methods; instrument pre-testing; data analysis plan; ethical considerations and permissions required.

3.1 Research Design

A research design details the overall structure and orientation of a study which links the variables, research questions, populations and samples, instruments, framework of data collection and analysis (Bryman & Bell, 2007). The study uses a quantitative design against a qualitative one in order to deliver a more objective approach towards data collection. Quantitative research retains the objectivity of the researcher which results in objective relating data to reality and consequent generalization to the larger population (Kothari, 2004). It helps in bringing out objective relationships and predictions between variables thus enhancing the use of a descriptive research design.

This quantitative design used a survey design that focused on informal traders in the Nairobi City County, operating across the informal trades of being mechanics, hawkers, hand cart pullers, vendors, and bodaboda. The survey design provides a quantitative description (Creswell, 2014) of the partnerships that are the focus of study through the attitudes, and opinions of the population studying a sample of informal traders' population. Therefore, a cross-sectional survey design was used to collect data.

3.2 Target Population

The target population for the study comprised all informal traders in the Nairobi City County. Mechanics, hawkers, hard cart pullers, and bodaboda operators constitutes the largest portion of informal traders in Nairobi City County. The study target population was over 115,000 informal traders as estimated and reported by Nairobi City Council Licencing Authority (2020). Table 3.1 presents the estimated number of informal traders in each category.

Table 3. 1: Target Population Size	
Category	Number of Traders
Mechanics	Over 20,000
Hawkers	Over 75,000
Hard Cart Pullers	Over 10,000
Bodaboda Operators	Over 35,000
Total	Over 140,000

As shown in Table 3.1, the lowest number of the informal traders targeted by the study was 140,000. The study focused on the informal traders operating within the areas of Gikomba market, River Road, Kirinyaga Road, TaitaTaveta Road, and Duruma Road. These areas were selected because they account for the largest number of informal traders. The population of informal traders represented by the sub-strata of mechanics, hawkers, hand cart pullers, vendors, and bodaboda is large enough to allow for generalizations as stipulated by (Scarpa, 2012).

3.3 Sample Size and Sampling Methods

3.3.1 Sample Size Determination

The sample size for the study was determined using Yamane (1967) table for determining sample size for a given population. Table 3.2 exhibits Yamane (1967) table for determining sample sizes for various target populations.

Table 3. 2: Yamane (1967) Sample Size Determination Table

Size of Population (N)	Sample Size (n) for Precision (E) of:			
	±3%	±5%	±7%	±10%
500	A	222	145	83
600	A	240	152	86
700	A	255	158	88
800	A	267	163	89
900	A	277	166	90
1,000	A	286	169	91
2,000	714	333	185	95
3,000	811	353	191	97
4,000	870	364	194	98
5,000	909	370	196	98
6,000	938	375	197	98
7,000	959	378	198	99
8,000	976	381	199	99
9,000	989	383	200	99
10,000	1,000	385	200	99
15,000	1,034	390	201	99
20,000	1,053	392	204	100
25,000	1,064	394	204	100
50,000	1,087	397	204	100
100,000	1,099	398	204	100
>100,000	1,111	400	204	100

Source: Yamane (1967)

The target population of informal traders in the study was over 140,000. Thus, the sample for the study was over 100,000. Bases on Yamane (1967) sample size determination table and with a 5% precision level, a sample size of 400 informal traders was selected from the four categories of mechanics, hawkers, hard cart pullers, and bodaboda operators. Sample proportions were computed to establish the number of informal traders from each category as indicated in Table 3.3.

Table 3.3: Sample Size Proportions

Category	Number of Traders	Sample Size Proportion	Sample Size
Mechanics	Over 20,000	20,000/140,000 * 100% = 14.2%	14.2%*400 = 57
Hawkers	Over 75,000	75,000/140,000 * 100% = 53.6%	53.6% * 400 = 215
Hard Cart Pullers	Over 10,000	10,000/140,000 * 100% = 7.1%	7.1% * 400 = 28
Bodaboda Operators	Over 35,000	35,000/140,000 * 100% = 25.0%	25.0% * 400 = 100
Total	Over 140,000		

As shown in Table 3.3, 57 mechanics, 215 hawkers, 28 hard cart pullers, and 100 bodaboda operators were selected to constitute 400 being the number of respondents required for the study.

3.3.2 Sampling Techniques.

The study used a multi-stage sampling comprising stratified and convenience sampling techniques. Stratified sampling technique was used to categorize the respondents into hawkers, mechanics, hard cart pullers, and bodaboda operators. The study used

convenience sampling technique to select the required number of respondents from each category.

3.4 Data Collection Methods

Data collection is based on the conceptual framework in order to get data pertaining to the partnership practices between the informal traders and the City County under the following; governance, decision making processes, disaster management, and business continuity. The theories behind informal trade practices and partnerships were factored into the formulation of the data collection instruments. Scales used were factored in the nature of the traders and Likert scale with the standard five points (*strongly agree, agree, neutral, disagree, and strongly disagree*) was used to measure the study variables.

The study captured concepts that were conceptualized through literature review and operationalized through questionnaires for measurability through collection of data pertaining to the variables in line with principles of quantitative research Neuman (2000) as cited in (Martins, & Meyer, 2012). The survey instruments were administered using the direct administration method owing to the operational behaviours of the respondents where most operate in close proximity to each other. The questionnaire has three demographic items namely; age, level of education and gender. The rest of the items in the questionnaire covered the variables of study.

3.5 Pre-testing of the Questionnaire

The questionnaire was pre-tested using a small sample from the target population of the informal traders. Those used in the sample were not included in the actual study samples. The pre-testing informed the decision to amend seemingly looking ambiguous concepts

and grammatical errors to ascertain flawlessness during actual data collection. Pretesting was important in ensuring that the questionnaires were relevant, easily understood by the respondents, and above all valid (Wang, Bhanugopan, & Lockhart, 2015). The study consulted experts in governance, devolution, disaster management and business continuity to ensure completeness and robustness of the pretesting process.

3.6 Data Analysis

This is a process of applying statistical and logical techniques systematically to condense, describe, recap and evaluate data (Shamoo & Rensik, 2003). It is a process of transforming raw data into a more meaningful information which can be utilized for decision making and can often be presented as published findings which have gone through rigorous process and add value to statistical output and convey it to various users (Kombo & Tromp, 2009).

The study data analysis comprised descriptive and inferential statistics. The process of analysing the study data started with the sorting of the collected questionnaires for completeness. Further, the collected data were entered into MS Office Excel (v.2010) and exported into the statistical package for social sciences (SPSS, v.20) statistics package. The former was used to generate relevant charts and graphs and the latter was used to perform descriptive statistics (means and standard deviations) and inferential statistics (multiple regression) in line with the objectives.

3.6.1 Analytical Model

The study used regression model to determine the relationship between the independent variables (partnership in governance, partnership in disaster preparedness, and partnership in decision making processes) and the dependent variable (business

continuity of informal sector traders). The regression model equation that guided the study is as follows:

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3$$

Where; Y=Business continuity of informalsector traders

X_1 =Partnerships in Governance

X_2 =Partnerships in disaster preparedness

X_3 =Partnership in decision making

a= Constant; value of y intercept that is value of y when x is zero β = Coefficients of the model.

3.7 Ethical Considerations

Ethics are important in research because they render the findings in a way that is true, dependable, and believable (Kothari, 2012). To ascertain the ethical principles governing the conduct of a study that meets the earlier mentioned features, an informed consent was sought from respondents and only those that accepted to participate were given the questionnaire to fill. The respondents were also informed about the nature of the research and were assured that collected data was only for the study purposes. As a result, the study did not require respondents to avail any of their identities in the data collected in order to ascertain the requirement of confidentiality.

CHAPTER FOUR

FINDINGS AND DISCUSSIONS

4.1 Introduction

This chapter presents the research findings. Analysis of the data used the Statistical Package for the Social Sciences (SPSS v.20.0). The study was guided by three objectives:

- (i) To establish the influence of partnerships in disaster preparedness and management between the Nairobi City County government and informal sector traders business continuity.
- (ii) To investigate the influence of partnerships in governance between Nairobi City County government and informal sector traders business continuity.
- (iii) To assess the relationship between partnerships in decision making involvements between Nairobi City County Government and informal sector traders business continuity.

4.2 Respondents' Profile

This section discusses demographic results of the study sample in terms of gender, age, and level of formal education completed.

4.2.1 Gender Distribution

Figure 4.1 illustrates the results of the respondent's gender profile.

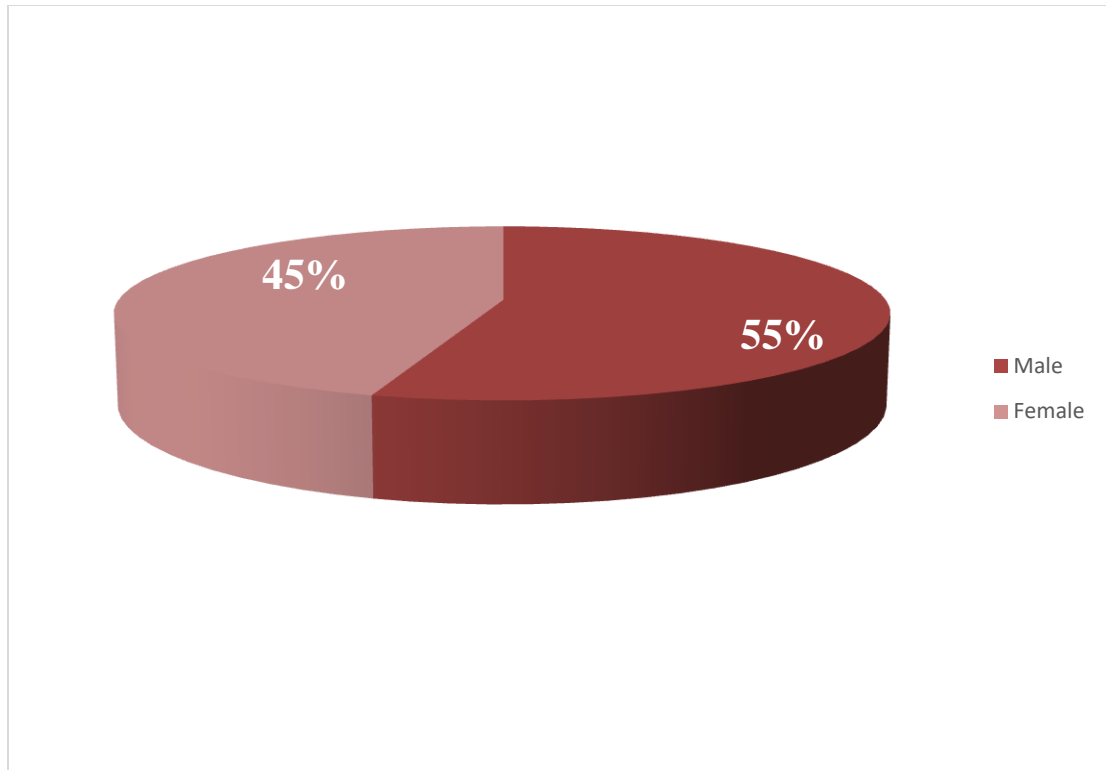


Figure 4. 1: Respondents' Gender

Source: Researcher (2020)

According to the findings in Figure 4.1, the majority of informal traders (54.7%) were male and 45.3% were female.

4.2.2 Age

Results of the analysis of respondents' age profile are illustrated in Figure 4.2. Looking at the age of the respondents, 22.6% were below 18 years, 50.9% were between 18-34 years, and 26.5% were above 34 years.

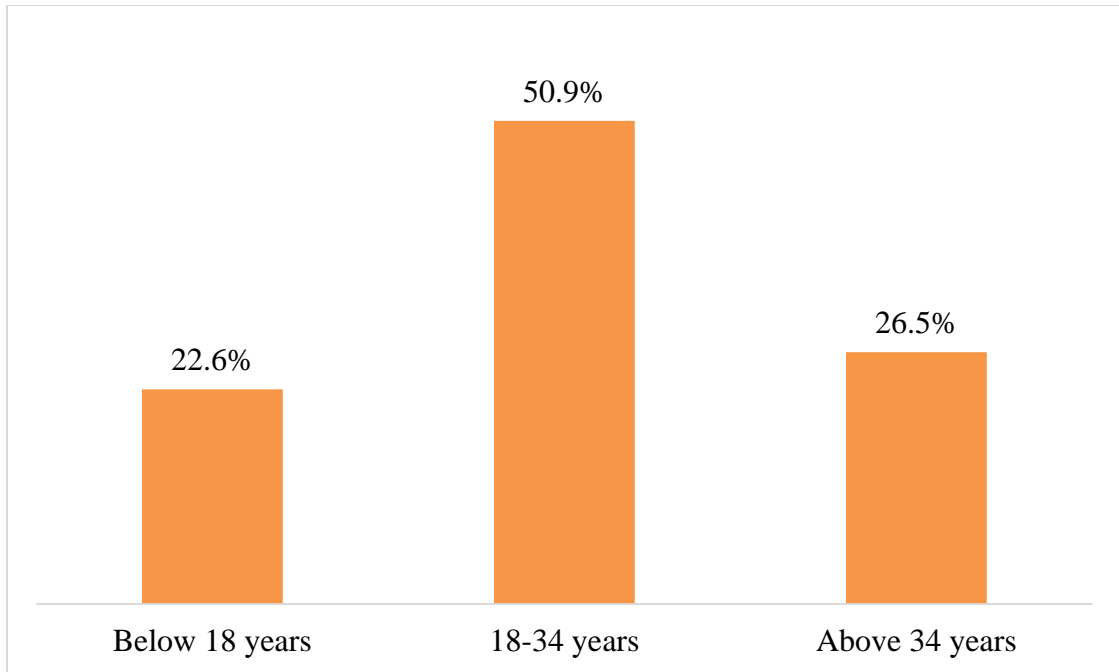


Figure 4. 2: Age of Respondents

Source: Researcher (2020)

4.2.3 Level of Formal Education Completed

Analysis of respondents' level of education completed is illustrated in Figure 4.3.

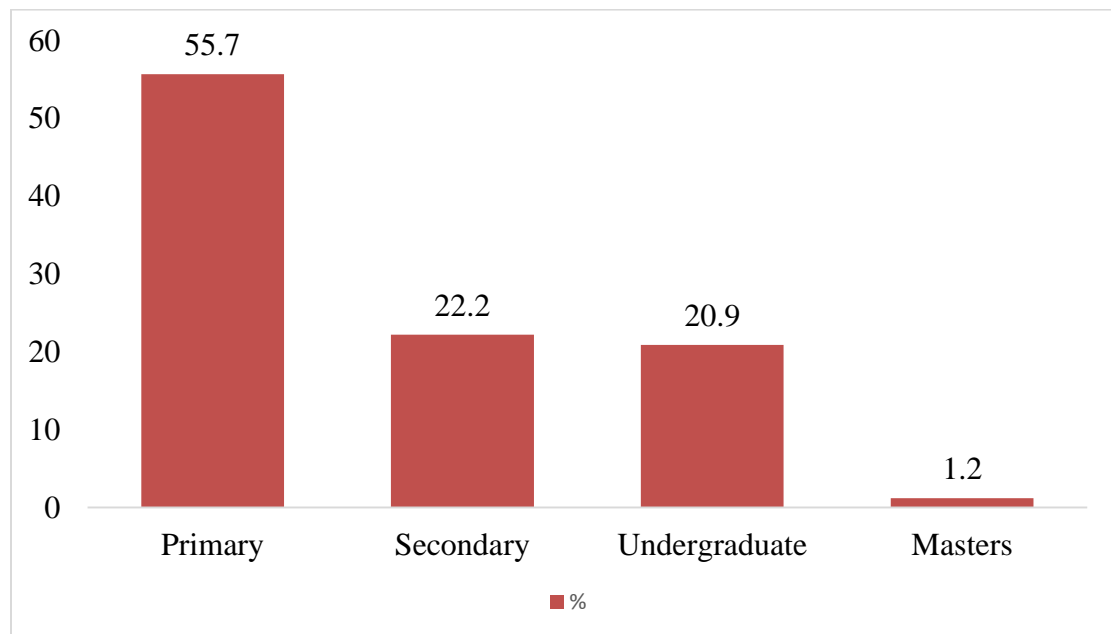


Figure 4. 3: Respondents' Level of Education Completed

Source: Researcher (2020)

According to the findings in Figure 4.3, 55.7% had completed primary school education, 22.2% secondary school education, 20.9% undergraduate level of education, 1.2% masters education, and none with doctorate qualification.

4.3 Descriptive Analysis of Partnerships in Governance

Table 4.1 reports the descriptive results of items that were used to measure partnerships in governance between Nairobi City County and informal traders.

Table 4. 1: Descriptive Statistics of Partnerships in Governance

Statements	Mean	SD
I have a lot of respect for the county law enforcement officers	4.13	1.10
There are times I have been invited for a meeting by the ward administrator to discuss issues affecting my business	2.23	0.98
The county government has given us telephone numbers where to report complaints pertaining to ‘ <i>Kanju</i> ’ enforcement officers	2.25	0.99
There are times when the county enforcement officers (‘ <i>Kanju</i> ’) carry our business items and never return them	4.21	1.12
The association I belong to has got persons who lead the association	2.34	0.88
I have been trained on the City County Charter for traders	2.21	0.97
I am aware of meetings organized by the county government between formal and informal traders	2.43	1.01
There are parking lots designated for motor cycles	2.78	0.88
I am aware of a public engagement forum in which I can give my views on how the county government should be led	1.89	0.98
There is regular cleaning of our working places by the county government	2.01	0.99
I am aware of a county handbook on service delivery to informal sector traders	1.90	1.09
There are regular meetings with our ward administrators to discuss the problems facing us	2.24	0.98
Law enforcement officers ask for bribes before releasing those of us without permits	4.34	0.87
I am aware of the county integrated development plan	2.30	1.03

Source: Researcher (2020)

As shown in Table 4.1, means and standard deviations of the respondents' opinions were projected and inferred for each statement. Results in Table 4.1 revealed that respondents in this study agreed with some items measuring partnerships in governance. Specifically the respondents showed that they have a lot of respect for the County officers but there are times the enforcement officers carry their equipment with returning them. The study also found that county officers request for bribes when they arrest the informal traders. At large, the results showed that respondents disagreed with many items of partnerships in governance. For example, results showed that respondents in the study are not invited by the ward representatives to discuss the challenges affecting them and that they have not been trained on the County Charter. Results also showed that the respondents were not aware of any public forum where they would ventilate their grievances and challenges.

4.4 Descriptive Analysis of Partnerships in Disaster Preparedness

Table 4.2 presents the results of the descriptive analysis of employee empowerment construct.

Table 4. 2: Descriptive Statistics of Partnerships in Disaster Preparedness

Statements	Mean	SD
I have been trained on firefighting by the county government	2.21	0.53
The county government has trained me on how to respond to a cholera outbreak	2.36	0.93
I am aware of the SOP when responding to a fire in an informal settlement	2.28	0.95
I am aware of the number to call in the event of a house getting on fire	2.03	1.14
There are regular meetings to guide us on how to make our businesses safer during times of fire outbreaks	2.46	1.61
The ward administrator usually advises us on why we should insure our businesses	2.21	1.10
There are regular fire section exercises in the areas I operate in	2.85	1.29
I have attended an awareness campaign by the city county on fire	2.52	0.95
I have been trained on first aid by the city county government	4.44	0.10
The county government have effected a structural fire management program in the informal settlement	2.22	0.99
There are regular trainings on the security of our businesses	2.31	0.87

Source: Researcher (2020)

As shown in Table 4.2, the means of all items measuring partnerships in disaster preparedness were way below 3.00 showing that respondents disagreed with all the items. This demonstrated inadequacy on the side of the County government when it comes to preparing informal traders against unexpected happenings.

4.5 Descriptive Statistics of Partnerships in Decision Making

Table 4.3 presents the descriptive results of partnerships in decision making comprising means and standard deviations.

Table 4. 3: Partnerships in Decision Making

Statements	Mean	SD
There are traders amongst us who regularly meet with the county government to discuss our grievances	2.89	1.08
I have been involved in fire risk assessment by the city county government	1.72	1.31
There are meetings between the county government and we as traders to discuss the levies we are charged before any increase	1.54	1.19
I am always involved in the budget making process of the county	1.74	1.13
Informal traders were involved in the formulation of the NCBDA regulations and action plans	1.96	1.23

Source: Researcher (2020)

As indicated in Table 4.3, all means for items measuring partnerships in decision making were below 3.00 showing that respondents in the study disagreed with all of the items. Specifically, results of the study showed that respondents in the study disagreed with having regular meetings with the county government and showed that they are not involved in fire risk assessment and budget making process.

4.6 Descriptive Statistics of Business Continuity

Table 4.4 presents the descriptive results of business continuity comprising means and standard deviations.

Table 4. 4: Results of Business Continuity

Statements	Mean	SD
I suffer from socio-psychological pressure to fit within the informal set-up	4.89	0.98
I experience lots of institutional pressures of the formal systems by the County Askaris	4.72	0.96
I have enough experience and skills to run the business	3.54	1.01
I have existing contacts and networks core towards survival of the venture	2.74	0.88
I have strong beliefs of succeeding in the informal sector	3.96	0.93
The fees and licences required to run the business are beyond my ability	4.32	0.99

Source: Researcher (2020)

As indicated in Table 4.4, other than ‘I have existing contact and networks core towards survival of the venture’ with a mean of 2.74 (SD = 0.88), the means for the rest of business continuity items were above 3.00 showing that respondents agreed with the respective items.

4.7Hypothesis Testing

The effect of the study independent variables (partnerships in governance, partnerships in disaster preparedness, and partnerships in decision making) on the outcome variable (business continuity) was established using multiple linear regression analysis. Whether the multiple linear regression model in this study was significant or not was substantiated through analysis of variance (ANOVA). The significance of the regression model indicates that the correlation between the variables could be explained by the model. Regression analysis was not performed in terms of each statement in the constructs under investigation, but through the averages of all the items measuring each construct. Multiple linear regression results are presented in Table 4.5.

Table 4. 5: Multiple Regression Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.784 ^a	.634	.642	.580	.642	31.818	3	251	.000

a. Predictors: (Constant), Partnerships in Governance, Partnerships in Disaster Preparedness, and Partnerships in Decision Making

Source: Researcher (2020)

The regression results exhibited in Table 4.5 suggested that the regression model was significant (f-Test = 31.818, df1 = 3, df2 = 251, p-value < 0.001). Moreover, the multiple coefficient of determination was $R^2 = .634$ indicating that about 63.4% of the total variance in business continuity of informal traders could be explained by regression model significant predictors (partnerships in governance, partnerships in disaster preparedness, and partnerships in decision making). In addition, beta coefficients were used to establish the most significant predictor of business continuity of informal traders in Nairobi City County. As it can be seen from Table 4.6, all the three regression model predictors were significant.

Table 4. 6: Regression Model Beta (B) Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.194	.261		4.191	.000
Partnerships in Governance (PG)	.169	.055	.178	3.073	.001
1 Partnerships in Disaster Preparedness (PDP)	.324	.060	.289	5.400	.000
Partnerships in Decision Making (PDM)	.196	.059	.181	3.322	.001

Source: Researcher (2020)

As shown in Table 4.7, partnerships in disaster preparedness has a greater effect on business continuity of informal traders ($\beta = 0.324$, t -Test = 5.400, $p < 0.001$), followed by partnerships in decision making ($\beta = 0.196$, t -Test = 3.322, $p = 0.001$) and partnerships in governance ($\beta = 0.169$, t -Test = 3.073, $p = 0.002$) in that order. The study regression model equation derived from Table 4.11 is as follows:

$$Y = \beta_0 + \beta_1 PG + \beta_2 PDP + \beta_3 PDM$$

Where:

Y = the outcome variable (business continuity)

PG, PDP, and PDM = partnerships in governance, partnerships in disaster preparedness, and partnerships in decision making respectively

β_1 , β_2 , and β_3 = regression coefficients or change induced in Y by PG, PDP, and PDM respectively

Overall regression model equation:

$$Y (\text{Business continuity}) = 0.194 + 0.169 (\text{PG}) + 0.324 (\text{PDP}) + 0.196 (\text{PDM})$$

The overall regression equation shows that, when all predictors are absent, business continuity would be equal to 1.094. Additionally, any unit change in partnerships in governance, partnerships in disaster preparedness, and partnerships in decision making would increase business continuity by 0.169, 0.324, and 0.196 respectively.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

The chapter presents the summary of major findings, ensuing conclusions, and provides recommendations for practice and areas of further research.

5.1 Summary of Key Findings

The study sought to establish the effect of partnerships between the Nairobi City County Government and informal traders' business continuity especially in areas of governance, disaster preparedness and management in governance. Regression results revealed that partnerships in governance, partnerships in disaster preparedness, and partnerships in decision making influence business continuity of informal traders in Nairobi City County. The three predictors accounted for 53.4% of variance in business continuity of informal traders. Nonetheless, results revealed that partnerships in disaster preparedness has a stronger influence on business continuity followed by partnerships in decision making and partnerships in governance in that order.

5.2 Study Conclusions

The following contributions are made from the study findings:

- (i) Partnerships in governance, partnerships in disaster preparedness, and partnerships in decision making are all predictors of business continuity of informal traders in Nairobi City County.
- (ii) Partnerships in disaster preparedness is the most significant predictor of business continuity. This indicates that business continuity of informal traders

would be unaffected when they possess skills and know-how to deal with emergencies as they happen.

5.3 Recommendations for Practice

The study makes the following recommendations:

- i) The City County Government need to conduct periodical trainings on disaster preparedness and mitigation measures to ensure that business continuity of informal traders is not adversely affected when unexpected disasters (such as fire outbreaks) occur.
- ii) The County Government of Nairobi to plan and hold regular meetings with the informal traders to enable them give their grievances and challenges including discussing the levies charged.
- iii) The County Government of Nairobi to ensure that they involve informal traders in the formulation of regulations. This can happen by engaging representatives of informal traders.
- iv) The County government of Nairobi to ensure that important information is accessible, train the informal traders on the County Charter, and raise awareness on the County integrated development plan.
- v) The Nairobi city county should enhance social capital relationship between County staff and informal traders through sporting activities, cleaning activities etc. This will boost cohesion between the two groups.

5.4 Recommendations for Further Research

The following are avenues for further research:

- i) There is need to conduct a similar research in other Counties in order to compare the findings.
- ii) There is need to involve other factors that may influence business continuity of informal traders such as government support.
- iii) There is need to conduct a similar study and collect data from formal business traders.

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APPENDICES

Appendix I: Questionnaire for Informal Traders in Nairobi City County

The following is a questionnaire to collect data on your business and how you partner with the county government. The researcher commits to keep your responses confidential and that's why none of the following personal particulars is needed; name, national identity card number, cell phone number, your permits, and name of your business. The researcher will appreciate accurate and honest answers as a way of helping understand the nature of existing partnerships. Permission has been granted from the following authorizing bodies; National Council for Science, Technology, and Innovation, Greta University and County Government. Kindly take a few minutes to fill the questionnaire.

SECTION A: DEMOGRAPHIC CHARACTERISTICS

1) Kindly indicate your gender by ticking in the right box below:

Male		Female		None of the two
------	--	--------	--	-----------------

2) Kindly indicate your appropriate age range

Age range	Below 18	18-34	Above 34
Kindly tick			

3) Kindly indicate your level of formal education completed:

Level of formal education completed	Primary	Secondary	Undergraduate	MSc.	Ph.D.
Kindly tick					

SECTION B: PARTNERSHIPS IN GOVERNANCE ISSUES

The following are areas of partnerships in governance between Nairobi County Government and the informal traders. Kindly express your level of agreement by ticking in the right box. All items are measured on a 5-Point Likert scale where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.

STATEMENTS	1	2	3	4	5
I have a lot of respect for the county law enforcement officers					
There are times I have been invited for a meeting by the ward administrator to discuss issues affecting my business					
The county government has given us telephone numbers where to report					

complaints pertaining to ‘ <i>Kanju</i> ’ enforcement officers					
There are times when the county enforcement officers (‘ <i>Kanju</i> ’) carry our business items and never return them					
The association I belong to has got persons who lead the association					
I have been trained on the City County Charter for traders					
I am aware of meetings organized by the county government between formal and informal traders					
As a group of traders we have a savings group					
There are parking lots designated for motor cycles					
I am aware of a public engagement forum in which I can give my views on how the county government should be led					
There is regular cleaning of our working places by the county government					
I am aware of a county handbook on service delivery to informal sector traders					
There are regular meetings with our ward administrators to discuss the problems facing us					
Law enforcement officers ask for bribes before releasing those of us without permits					
I am aware of the county integrated development plan					

SECTION C: PARTNERSHIPS IN DISASTER PREPAREDNESS

The following are areas of partnerships in disaster preparedness between Nairobi County Government and the informal traders. Kindly express your level of agreement by ticking in the right box. All items are measured on a 5-Point Likert scale where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.

STATEMENTS	1	2	3	4	5
I have been trained on firefighting by the county government					
The county government has trained me on how to respond to a cholera outbreak					
I am aware of the SOP when responding to a fire in an informal settlement					
I am aware of the number to call in the event of a house getting on fire					
There are regular meetings to guide us on how to make our businesses safer during times of fire outbreaks					
The ward administrator usually advises us on why we should insure our businesses					
There are regular fire section exercises in the areas I operate in					
I have attended an awareness campaign by the city county on fire					
I have been trained on first aid by the city county government					

The county government have effected a structural fire management program in the informal settlement					
There are regular trainings on the security of our businesses					

SECTION D: PARTNERSHIP IN DECISION MAKING

The following are areas of partnerships in decision making between Nairobi County Government and the informal traders. Kindly express your level of agreement by ticking in the right box. All items are measured on a 5-Point Likert scale where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.

STATEMENTS	1	2	3	4	5
There are traders amongst us who regularly meet with the county government to discuss our grievances					
I have been involved in fire risk assessment by the city county government					
There are meetings between the county government and we as traders to discuss the levies we are charged before any increase					
I am always involved in the budget making process of the county					
Informal traders were involved in the formulation of the NCBDA regulations and action plans					

SECTION E: BUSINESS CONTINUITY

The following are areas of business continuity. Kindly express your level of agreement by ticking in the right box. All items are measured on a 5-Point Likert scale where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, and 5 = strongly agree.

STATEMENTS	1	2	3	4	5
I suffer from socio-psychological pressure to fit within the informal set-up					
I experience lots of institutional pressures of the formal systems by the County Askaris					
I have enough experience and skills to run the business					
I have existing contacts and networks core towards survival of the venture					
I have strong beliefs of succeeding in the informal sector					
The fees and licences required to run the business are beyond my ability					

Thank you for your time and cooperation