



## **CONSTRAINTS TO ACCESSING BUSINESS DEVELOPMENT SERVICES AND SUPPORT (BDSS) AMONG THE URBAN STREET VENDORS IN DAR ES SALAAM TANZANIA**

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### **ABSTRACT**

**Purpose:** This study examined constraints to accessing Business Development Services and Support (BDSS) among the urban-based informal street vendors in Dar es Salaam- Tanzania.

**Design/Methodology/ Approach:** This study employed qualitative methods with purposive and simple random sampling techniques being used to obtain 110 vendors and officials from various organizations who participated in this study. The researcher employed in-depth interviews, observations and the review of different documents. Collected data was later analysed through thematic analysis run through MAXQDA 10.

**Findings:** Findings revealed several issues constraining informal vendors to access BDSS services. These included financial constraints, lack of BDSS organisations and professionals, lack of relevant policies and regulations, vendors' inability to abide by policies and regulations, lack of vendors' involvement in BDSS decision-making, lack of physical address, vendors' informal and illegal status and lack of statistics on the street vendors.

**Research Limitation/Implication:** This study mainly focused on street vendors in the urban settings of Dar es salaam and specifically in the three municipalities of Ilala, Kinondoni and Ubungu.

**Practical Implication:** Mitigating the BDSS constraints among the vendors will guarantee an increase in sales and profitability in street vending hence protecting vendors' livelihoods and contribution to national development.

**Social Implication:** The study recommends improvement in policy options related to alleviating BDSS-related constraints among vendors including empowerment of vendors on financial matters as well as being provided with reliable sources of business capital, knowledge and skills.

**Originality / Value:** Moreover, this study is more adds to more innovative and inclusive strategies for empowering urban street vendors on BDSS, considering that previous works on BDSS have not provided rich solutions to street vendors to access Business Development Services and Support. While some of these studies are quantitative, some other studies have only focused on only registered businesses leaving the informal street vendors unattended.

**Keywords:** *Access. BDSS. urban-based. street vendors. Tanzania*



## INTRODUCTION

Street vending plays a vital role in the urban economy. It is a source of employment to a pool of people especially the young generation in urban settings and guarantees urban dwellers access to cheap and convenient services on the daily basis (Kara & Tonya, 2021; Mramba, 2018; United Nations, 2019). Studies have also acknowledged the contribution of street vending to different countries' national income and improvement in the livelihoods of many urban dwellers as well as minimized crime rates and other social upheavals in the urban settings (Hamidu, Munishi, & Kajubili, 2021; Munishi & Casmir, 2019).

Business Development Services and support (BDSS) play a major role in both formal and informal business growth. Business Development services are a combination of different services aimed at providing information, advice, knowledge and skills for business development. They are also non-monetary and are always provided to business people to facilitate their business growth as well as provide new ideas necessary for boosting productivity, reducing production costs and guaranteeing access to more profitable goods and services markets (IFC, 2021; ILO, 2015). Consequently, BDSS provide a critical boost to business in terms of the provision of required techniques, awareness, and rules of the game which in turn improve sales volume, profit margins and business continuity (Hamidu, Munishi, & Kajubili, 2021; Munishi & Casmir, 2019).

It is clear that street vending, as one of the informal business ventures running in urban settings is in the position of benefitting from BDSS. Specifically, BDSS are essential for helping informal street vendors graduate from mere street vending to other levels of entrepreneurship. Considering that majority of the street vendors engage in the vending business with the clear objective of becoming successful small, medium and large entrepreneurs who can more significantly contribute to their own and national income (Munishi & Casmir, 2019), specific assistance through BDSS might be of tremendous importance.

In the Tanzania context, bearing in mind that street vendors are important in the economy, various public and private stakeholders have engaged in several measures for improving the livelihoods of street vendors through BDSS-related aspects such as training and skills development, provision of business locations and infrastructures and development of various related laws and policies (Hamidu, Munishi, & Kajubili, 2021; Munishi & Casmir, 2019; United Nations, 2019). Other initiatives include the provision of business capital and the formalisation of certain informal street vendors' operations. Moreover, the establishment of the Online Registration System (ORS), operated by the Tanzanian Business Registrations and Licensing Agency (BRELA) and the Business portal and Business map operated by the TANTRADE in collaboration with the International Trade Centre (ITC) are all geared at assisting with all forms of traders including street vendors. These services are critical to connecting the Tanzanian SMEs and the Country at large to the trade help desk and specifically allow for the SMEs to access markets and marketing information critical for import and export practices (URT, 2018c).



Despite the vital role played by BDSS and support in enhancing the growth and profitability of various business ventures in Tanzania, a great segment of street vendors, whose contribution to urban livelihood has been noticeable, have continued to fall short of Business Development related support and services such as business literacy and skills, access to formal credit as well as inability to access new and prospecting market opportunities, leading them to face business and economic hurdles as well as subjecting them to minimum sales and profitability (Hamidu, Munishi, & Kajubili, 2021; United Nations, 2019). Moreover, studies in Tanzania show that urban-based street vendors have continued to face challenges in the areas of technology, regulatory frameworks as well as challenges of urbanisation. (Kara & Tonya, 2021; Mramba, 2018). More, specifically, urban street vendors are still challenged with, poor quality and unrealistic business ideas, limited abilities in preparing sound business plans, and limited skills to identify and access markets (Munishi & Casmir, 2019; Munishi, & Kirumirah, 2020). Existing institutions such as financial institutions entrusted with providing such services have to a low extent acted accordingly (Mbura & Merezia, 2019).

Moreover, the literature available on BDSS does not provide vivid solutions for street vendors to access Business Development Services and Support. While some of these studies are quantitative, some other studies have only focused on only registered businesses leaving the informal ones unattended (Lwidiko, Ishengoma, & Baisi, 2019; Mbura & Merezia, 2019; Mori, 2015; Mramba, 2015; Msoka, 2007; Msuya, Mjema, & Kundi, 2017; Munishi & Casmir, 2019; Munishi, & Kirumirah, 2020) and the rest dealing with skills development in isolation (Kara & Tonya, 2021; Mramba, 2018; Mramba, Rumanyika, Apiola, & Suhonen, 2017, Msuya, 2019, 2019; Munishi, & Kirumirah, 2020). This current study, therefore, intends to answer one crucial question notably what hinders informal street vendors in the urban setting of Dar es Salaam to access BDSS? The study will inform policy makers on what constraints urban street vendors in accessing BDSS and support and propose effective ways of ensuring access to the service thereof.

## **THEORETICAL AND EMPIRICAL LITERATURE REVIEW**

### **Theoretical review**

**Hernando de Soto' theory:** One of the most influential theories on the urban informal sector is the one advanced by Hernando De Soto (De Soto, 1989). The theory argues for formalization and recognition of the informal sector through comprehensive regularization programs by linking the informal economy to the formal economy as a means of improving the informal enterprises and contributing to poverty alleviation (De Soto, 1989; De Soto, 1989). The theory adds that small urban informal businesses and shanty homes are essentially economic assets in form of “dead capital,” that should be revived by the official legal system and turned into liquid capital to allow the owners to access formal credit, invest in their homes and businesses [dead capitals], and thus revive the economy as a whole (De Soto, 1989). According to the theory, informal enterprises are



in dire need of formalisation but are hampered by a myriad of complicated regulations to formalize their businesses. Based on the foregoing arguments, De Soto advocates that governments and relevant authorities should take measures to provide the informal sector with access to the formal economy by granting formal property rights and breaking down bureaucratic barriers (De Soto, 1989).

**Right to the city (Henri Lefebvre 1968):** Another theory on urban informality relates to the Right to the city, which was first developed by Henri Lefebvre in 1968 who defined the Right to the city as a right of no exclusion of urban society from qualities and benefits of urban life (Lefebvre, 1996). The theory argues against urban-based residents forced into residential ghettos far from the city centre. The theory emphasized the Right to the city as a collective reclamation of the urban space by marginalized groups living in the border districts of the city (Lefebvre, 1996). In this context, the right to the city calls for the liberation and empowerment of the urban poor and the marginalised, including the youth involved in the urban informal sector to be recognised as well as participate fully in shaping the city (Lefebvre, 1996). It also calls for the individual liberty to access urban resources as well as the right to change themselves as well as change the city (Lefebvre, 1996). It is also about a collective power exercise to reshape the processes of urbanization as well as the freedom to make and remake cities and the lives of people (Lefebvre, 1996).

Applying the two theories in the context of this study it can be argued that, to a certain degree they are relevant in understanding the problem at hand considering that they both advocate for recognition of the urban poor and marginalized as well as the informal businesses and ventures as a way of giving them access to formal credit thereby improving their wellbeing and business. This will automatically break down the constraints that hinder the vendors from accessing BDSS. However, the theories are still inadequate in approaching this problem in the sense that they do not explore other aspects that hold the vendors back from accessing the BDSS as well as specific strategies for supporting the vendors to access BDSS. These aspects are further explored in the following empirical literature.

### **Empirical Literature review**

The issue of access to BDSS has been of great concern and has attracted some scholars around the world. The situation stems from the importance it has been attached to for supporting the growth of the business. Various scholars (Hamidu, Munishi & Kajubili, 2012; Munishi, 2019) acknowledged that BDSS boost the development of businesses, through the provision of skills, business ideas, and start-up capital among others. Although BDSS has been reported to be of paramount importance, it has been difficult for some businesses to access these services. A study (Rien, 2003) attributed the difficulty to financial constraints. It further expounded that because most of these services are paid for, some business ventures are not in a position to afford BDSS. In an escalated discussion, (Munishi, & Kirumirah, 2020) reports that some businesses do not get



these services because of proximity and unavailability of such services in their localities, while others are not informed or are reluctant to get these services.

It was further reported in other studies that poor access to BDSS by the vendors has been attributed to poor relevant knowledge, skills and technology critical for acquiring the BDSS among different business entities. This translates that various business persons are incapable of using ICT infrastructures to utilise the services. Such infrastructure in Tanzania includes the Online Registration System (ORS) introduced and operated by BRELA that facilitates registration of Companies, Business Names, Trade Marks, Service Marks, granting of Patents and issuance of Industrial and Group 'A' Business Licenses (Mramba, 2018; Nyaisa, 2021). The literature further proves that vendors' inability to access BDSS is complicated by complex regulations, bureaucratic procedures, corruption and high taxes (Irene, 2020).

In a study (Irene, 2020), inadequacy, poor government policies and administrative barriers hinder the government in the business formalization process and provision of BDSS. The situation results in the accumulation of informal businesses most of which do not get access to BDSS. The Tanzania Local Government financial Act provides 10% business financial assistance to women, youth and people with disabilities (PWDs (URT, 2003) which is one of the BDSS initiatives. However, it does not stipulate how much of it should be directed to the youth engaged in the urban informal sector. It does not also provide procedures for extending such support to urban-based informal street vendors. Issues like training, registration and identification of this group have not been put in place by the Act. Moreover, the Small and Medium, Enterprise Development Policy (URT, 2018a) does not specifically mention informal street vendors even though this group is expected to graduate the SMEs in the future

Another factor widely attributed to the inaccessibility of BDSS among informal street vendors is the lack of statistics given the mobility nature and illegal status ascribed to the urban-based street vending operations. Since vendors are always not static and are dubbed informal, data on their exact number, their operations and challenges are inadequate (Mkhize, Dube, & Skinner, 2013). The situation makes it difficult for authorities to trace vendors not only for their census but also tax and other regulatory payments (IEDNA, 2014; Lyons & Alison, 2009). Indeed, however, evidence from Ghana, Uganda, Kenya, Ethiopia and Tanzania shows that initiatives to improve the street vending business mentioned above have worked less due to a lack of data (Lyons & Brown, 2010).

Lack of coordination in handling matters related to street vending also constrains access to BDSS by informal street vendors (Mramba, 2015; Munishi & Casmir, 2019). Specifically, interventions aimed at improving street vending operations have been characterised by different actors working on individual goals with limited coordination. The situation leads to replication of efforts among actors which later hinders the stakeholders leading to duplication of efforts among various stakeholders as well as less effective mitigation of vendors' challenges and needs. Consequently, this situation has led to conflicts among the service providers and unresolved conflicts between vendors and city authorities (IEDNA, 2014; Munishi & Casmir, 2019).

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Literature also underscores inadequate and ineffective implementation of training services to SMEs as a critical impediment to BDS among business owners. The training given to vendors is not sufficient to equip them with the required skills and technical expertise in managing the business as was expected. Such services have not assisted SMEs to grow (URT, 2018b).

Taking quick stock of the above reviewed literature, it can be said that the literature has generally managed to provide a panoramic and critical view of the existing works on the constraints to the provision of the BDS among different business ventures. However, the literature has proved inadequate because it has failed to holistically focus on the street vendors considering that some works have been either too general or too specific leaving behind a lot of useful policy and knowledge gaps. Some of the previous works on access to Business Development are mainly quantitative and thus failed to capture critical qualitative aspects of the BDSS making this study of great importance in unveiling the reality.

## **METHODOLOGY**

A qualitative multiple-case research design was adopted to mitigate the weaknesses of previous quantitative studies. This involved collecting data on the phenomenon from multiple cases. In this case, 11 street vendors' hot spots were used and these were sampled from Ilala, Kinondoni and Ubungo municipal councils. Since these are municipalities with more vendors in Dar es Salaam, the researcher decided to purposively sample the municipalities to unveil realities from these locations with regards to BDSS. The researcher identified vendors' hot spots in these municipalities from which participants were ready to participate in the study and were well-informed about the phenomenon under the study. The Snowball sampling technique was specifically utilized to get hold of street vendors who had some knowledge of BDSS.

Subsequently, the researcher conducted individual in-depth interviews with 110 vendors from around 11 vendors' hot spots in the municipalities of Ilala, Kinondoni and Ubungo. Together with in-depth interviews, the research conducted 5 Focus Group Discussions (FGDs) with street vendors. The discussion involved between 5 and 10 participants. The researcher interviewed Key informants Ilala, Kinondoni and Ubungo Municipalities. These included Municipal Council Director, Business officers, economists and youth officers. At the Ward level, Ward Executive Officers (WEO), Ward Development Officers (WDO), Ward Councilors (WC) and at least one Cell 'Mtaa' Executive Officer (MEO) were interviewed.



Table 1: Wards visited and sample size

<b>Data collection points.</b>	<b>District</b>	<b>Ward</b>	<b>No</b>
1. Ubungo Stand	Ubungo	Ubungo	10
2. Mwenge Stand/junction	Ubungo	Kijtonyama	10
3. Mawasiliano Bus stand	Ubungo	Sinza c	10
4. Buguruni Mataa/junction	Ilala	Buguruni	10
5. Posta Bus Sand	Ialala	Kivukoni	10
6. Ferry / Magogoni	Ilala	Kivukoni	10
7. Makumbuso Bus Stand	Kinondoni	Mwananyamala	10
8. Kariakoo shopping centre	Ilala	Mchafukoge	10
9. Manzese,	Kinondoni	Manzese	10
10. Tandale	Kinondoni	Tandale	10
11. Mabibo	Ubungo	Mabibo	10
<b>Total</b>			<b>110</b>

The researcher informed participants of the intention of the study, their willingness to participate or withdraw from the study and how the information shared with the researcher is intended to be used. It was clarified to participants that the door to participation was free and so was it to exit. The researcher further informed participants that none of their names would feature in the report and their identity will remain confidential as per qualitative research ethics (Creswell, 2014).

The researcher transcribed the interview data and thereafter translated the Swahili transcriptions to English and typed and saved the handwritten transcripts as documents. Thematic analysis was performed on the transcribed data. This was done with the help of MAXQDA 10 [VERBI Software, Marburg, Germany]. The qualitative analysis was undertaken based on the six-phase, thematic analytical process as advanced by (Braun & Clarke, 2006); notably, familiarization with the text, coding of the text, generating themes, reviewing themes, naming and defining themes and lastly developing the report (Braun & Clarke, 2006).

To maintain the trustworthiness of findings, triangulation was performed meaning that data were collected from various sources using various methods including interviews, Focus Group Discussion (FGD), direct and indirect observation and review of secondary data. To ensure that the tool was accurate to collect the intended data, peer debriefing was conducted between the researcher and other experts. This provided the researcher with the chance to correct the tools before deploying them to the actual data collection exercise. The researcher was personally engaged in the study and took a long time in the field. This helped him to be close to participants and yielded him high-quality data. Moreover, after data analysis, a one-day stakeholders' validation workshop was held to ascertain and validate the findings. The workshop helped improve mistakenly recorded and phrased data as well as replace them with the right ones.



## **FINDINGS AND DISCUSSION**

### **Constraints to Accessing Business Development Services and Support (BDSS)**

In this section, the researcher presents findings obtained regarding constraints to accessing BDSS among vendors in Dar es Salaam Tanzania. The constraints rotate around, financial constraints, lack of awareness about the BDSS by the vendors, and lack of relevant laws and policies for informal vending. These findings are well supported by the existing literature, suggesting that the current research significantly contributes to the existing knowledge about the subject matter.

#### **Financial constraints**

One of the biggest challenges to accessing business development services mentioned by the respondents relates to financial constraints among the vendors. Vendors reiterated that their financial capacity was too small to allow them access to some business development services such as relevant technology, training and skills development. Considering the fact that these services were paid for, vendors were not in a position of affording to pay for them due to limited capital and profit margins. Findings reveal that, although a few vendors had more than 500,000= (\$200), a reasonable number of them ranged below 100,000= (\$45). With such limited capital, it is evident that they cannot pay for BDSS. Some of the challenges that hindered the vendors from realising the expected financial wellbeing were mentioned as lack of education on acquiring and utilising fund opportunities, especially loans, missing required qualifications e.g. collaterals to acquire loans, bureaucracies as well as high-interest rates involved in acquiring financial assistance. A previous study (Rien, 2003) indicated that some SMEs are incapable of accessing BDSS due to financial constraints considering that some BDS are available for pay which a reasonable number of vendors are not in a position of paying for them.

#### **Lack of BDSS organisations and professionals**

Findings further show that vendors failed to access BDSS due to a lack of relevant organisations and experts to provide these services. It was explained that there were hardly any relevant organisations that could provide relevant business development skills such as business record keeping, entrepreneurship skills and marketing skills. It was further explained that Municipal trade officers who have been expected to provide BDSS to various groups have been occupied by other tasks including tax collection, and legitimizing businesses among others than those of training and providing technical consultation to small business individuals including street vendors on better ways of business running and management. At the same time, municipal authorities do not encourage trade officers to conduct such training but rather emphasize they take on other tasks that will have a direct financial contribution to the municipal council. In the same vein, private organizations that provide such BDSS are very few and are unevenly spatially distributed. A previous study by (Hamidu, Munishi, & Kajubili, 2021) reported similar findings adding that, this situation is partly fuelled by the vendors' unwillingness to be trained and their low levels of education (Munishi, & Kirumirah, 2020).

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### **Lack of awareness of BDSS by the vendors**

It was noted that vendors failed to access BDSS due to a lack of awareness about these essential services. It was further noted that this situation was fuelled by the vendors' lack of some basic relevant knowledge, skills and technology that would enable them to access the services. Specifically, vendors failed to utilise services such as business registration, business license, markets and marketing services due to their poor ICT knowledge and skills that hindered them from accessing these services through the Online Registration System (ORS) introduced and operated by BRELA. This ultimately made them reluctant to turn up for the services as put by one of the key informants below:

*For the past two weeks, we have been struggling to call street vendors to come for registration so that we can see better ways of formalizing their operations, connecting them to financial services, and registering their groups but it has proved a failure maybe if we get assistance from other individuals who are not amongst us” (Ward Executive Officer (WEO) Buguruni Dar es Salaam).*

In line with such findings, the existing literature (Irene, 2020; Mramba, 2018; Nyaisa, 2021) also acknowledges that the lack of awareness of BDSS by the vendors impedes acquiring the skills. For instance, it has been difficult for vendors to utilise the Online Registration System (ORS) to register their businesses as this would be a simple and workable avenue for them.

### **Lack of relevant policies and regulations on BDS for informal vendors**

It was mentioned that there were no relevant and specific policies and regulations that directly addressed the informal sector street vendors in Tanzania. Respondents were aware of the local government financial Act that provided 10% financial assistance to youth, women and people with disabilities as well as the SME policy that addressed business issues in general. However, these policies did not specifically mention the informal street vendors. This argument has also been supported by the previous literature that poor government policy and support and administrative barriers significantly hinder the BDSS accessibility process (Irene, 2020). And that the existing policies are not specific on how issues of BDSS like training, registration and identification can be more specifically addressed in the context of informal street vendors (URT, 2018b, 2018a).

### **Vendors' inability to abide by policies and regulations**

It was further explained that the vendors failed to access some existing BDSS due to their inability to abide by policies and regulations that would guarantee this critical access. This is to say that despite the available initiatives by the government, some vendors still failed to abide by the provided regulations such as establishing working groups as required to be legible to obtain Local Government Authorities' loans focusing on women and youths. Moreover, it was reported that urban-based street vendors are sceptical about various services and aids provided by both public and private organizations. They in most cases associate them with tax collectors and municipal police. In the same vein, while vendors were provided with special vending zones, they have not



occupied those zones and have not registered their businesses as required. In such a situation, it is obvious that they will only have limited access to various business services from authorities. These findings seem to be relatively unique to the Tanzanian context, suggesting that more research should focus on it.

### **Failure to include street vendors in planning and decision making**

Moreover, it was noted that failing to include street vendors in planning and decision-making forums was among the factors that impeded them from accessing the BDSS. Respondents confirmed that decisions regarding street vendors' operations, and especially those relating to assistance and BDSS, are frequently made in their absence. Such decisions always fail and spark clashes between vendors and urban authorities. For instance, the construction of Machinga Complex and some markets in some parts of the city which are currently not working as expected resulted from top-down planning in which vendors were excluded. One of the street vendors emphasises here:

*We have a bus stop in front of a market as a result of top-down planning. In contrast, the actual scenario would be one where a person first purchases their necessities at the market before boarding a bus to travel home. I believe that most decisions are made more in favour of the interests of policymakers than of the general public. (Male Urban street Vendor at Mawasiliano in Dar es Salaam).*

Another vendor emphasised:

*When making decisions, street vendors are not involved. This leads to policy makers making decisions which end up not being in favour of street vendors, but rather protecting the interest of policy makers. No policy making meetings involve street vendors or even their representatives. Why? (Male Urban street Vendor at Ilala in Dar es Salaam).*

With such reserved feelings, it is evident that vendors can't access BDSS as they are considered sidelined.

### **Lack of physical address and formal business location**

It was further found that vendors failed to access business development services due to a lack of physical addresses and formal business locations. Simply it was hard to administer support such as the municipal council loans directed to the vendors because among the key necessities for one to qualify for a loan is that one must be residing in the same municipal council from which his/her business operates. Poor urban planning that neglected to consider the presence of the vendors further compounded the situation, making it challenging for the government to assign street vendors to market niche locations where they may readily sell their goods to their intended clientele. Municipalities thus force them into locations that could be unfavourable and difficult to access by both vendors and customers. One of the key informants emphasises:



*The traceability of the vendors is one of the key problems when it comes to extending financial and training-related services to them. This denies the vendors a chance of being given such a loan. This is because the available master plan of the City was designed by colonialists. Although other versions were developed thereafter, they did not take into consideration the issue of reserving areas for this special group. (Town Planning Officer, Ubungo, Dar es Salaam).*

The above is also supported by some existing literature (Hamidu, Munishi, & Kajubili, 2021, Lyons & Brown, 2010; Mkhize et al., 2013) which suggests that the present study donates meaningfully to the existing knowledge concerning this particular subject matter.

### **Illegal status and ill image ascribed to the street vendors**

Findings also revealed that due to the informality and illegal status given to the vendors by various agencies, the public and commercial sectors did not offer some services to the vendors, including the BDS. The claim is that informal organisations that are neither registered with nor acknowledged by the local government cannot get formal services. This was put clear by one of the vendors who, during an interview said:

*The government and its representative need to help street vendors without necessarily minding their informality. They should treat them just as other normal human beings bearing in mind that they are part of the community, family members and citizens of the country. Further, it should be noted that despite their informality they have created employment for others and contributed to their families wellbeing. Ostracizing them qualifies them to hardly access any kind of business support. (Male Urban street vendor, Kinondoni, Dar es Salaam).*

Findings are also in line with those of (Munishi, Kirumirah, & Lwoga, 2021) who earlier noted that, because vendors have an illegal status and are so branded, that does not qualify them to access critical BDS support such as financial assistance, technology and skills development. The situation, therefore, denotes that, due to their unrecognizable social status, vendors cannot enjoy the available economic assistance packages given by the government or financial institutions.

### **Lack of Data and statistics on the street vendors**

It was unveiled in the study that while the number of vendors is increasing across the country, there is no official and adequate data and statistics regarding the profile of informal urban street vendors and more so in Dar es Salaam. According to the respondents, there were many surveys on the urban street vendors, however, municipalities did not have a single document that would show the total number of vendors as well as their demographic data a situation that hampers the actual planning and business assistance for vendors. They suggested that registering street vendors under one authority should be done as well as establishing a specific office where to find data and information among the street vendors. Although not in greater detail these findings corroborate well with some existing literature (ILO, 2015; URT, 2018b), demonstrating the fact that the current study positively contributes to the existing knowledge.



## CONCLUSION

The study aimed at investigating what constrains urban informal street vendors from accessing Business Development Services Support (BDSS). The researcher employed qualitative means in contrast to the previous studies and confirmed that, although street vending was an economic push to several urban dwellers, vendors had little or no access to Business Development Services Support at all. Their informality, limited number of professionals and organizations offering such services, high costs associated with accessing such services, and limited awareness of the available BDSS among others have been the stumbling block in vendors' journey to accessing Business Development Services and Support. In such a situation, it is very difficult having many street vendors graduate into big business persons because they have not been supported to grow to such levels.

## Recommendations

In order to alleviate the constraints to accessing the BDSS among the vendors the following recommendations should be taken into consideration by the relevant authorities.

- The government through its institutions and organizations should expose vendors to trustworthy sources of funding, give them necessary training in resource and capital mobilization, as well as strive to research to ascertain the type and amount of capital needed for their financial well-being. The organizations in question include BRELA, SIDO, and Tanzania Private Sector Foundation (TPSF), in collaboration with pertinent NGOs and FBOs.
- The public and private sectors should be sensitized to be more responsive to the vendors as far as the BDSS support provision is concerned. These organisations and expertise will provide relevant and critically required business development skills such as business record keeping, entrepreneurship skills and well as marketing skills required by the vendors. Such skills will improve the status of vendors and may help them become more productive.
- Specifically, vendors should be sensitized on exiting BDSS organisations and the relevant skills that they would need for their businesses including basic relevant knowledge, skills and technology that would enable them to smoothly access the services.
- The government through its relevant institutions such as SIDO, BRELA, TANTRADE, as well as the private sector through the Tanzania Private Sector Foundation (TPSF) should make necessary efforts of advocating and formulating street vendors' specific policies and regulations as well as amending the existing ones to more effectively address the needs of the street vendors and acknowledging vendors' operations in the urban settings of Tanzania.
- Relevant authorities should sensitize the vendors about the existing BDSS related policies and procedures. Serious efforts need to be taken to help street vendors' groups be registered and be linked to all formal procedures including those of being recognized as formal business persons.

ISSN: 2408-7920

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- Street vendors should be actively involved in planning and implementing issues of their wellbeing.
- Vendors should be allocated specific and formal business places as well as be given physical addresses
- Government officials dealing with vendors at various levels should be sensitized against the illegal status of informal vendors and emphasized to create a friendly relationship with street vendors. This should be through training leaders and policy makers on how to positively relate with street vendors, value them and create a good and friendly relationship with them.
- Relevant authorities notably the urban authorities should work to ensure the existence of adequate data for all street vendors in their respective municipalities. Statistics should stipulate the vendors' basic demographic data as well as various needs including the Business Development Services support.

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*African Journal of Applied Research*  
*Vol. 8, No. 2 (2022), pp. 14-29*  
<http://www.ajaronline.com>  
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ISSN: 2408-7920

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