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# The impact of municipal skills development programmes on the informal trading sector: Johannesburg (2001-2006)

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# Annexure C

# Interview for Informal Traders:
# Central Business District: Metro Mall

Section A:

**Informal Traders**

- How do informal traders operate their business?
- What type of trading are you doing?
- Why did you start trading?
- What is involved in operating your business (suppliers, employees)
- What has changed since you start your business?
- What makes your business difficult?
- Is your business operation simply a survivalist activity?
- What are your goals and aspirations in the business?

Section B:

**Training Needs**

- How appropriate was training to your needs?
- Why did you attend training?
- Was it your first time of training?
- How did you get to know about training?
- What were your expectations?
- What was the training about?
- What was useful to you (most important things you learn)?
- Did other participants have similar interests?
- Were you able to understand and follow the training eg (language, pace of a trainer/facilitator)?
- What form of transport did you use to get to training?
- Was it convenient?
- Was training sponsored or did you have to pay for the costs?
- Were there any problems that were identified during training?
- How do you think they can be solved?

Section C:

**Training Impact**

- What is the impact of training?
- Are there any improvements in your business as a result of training?
- How training has changed your way of doing business?
- Has there been any change at all?
- Do you think training will help you realize your goals, how?
- If you were to be offered another chance to attend training, will you attend?

Section D:
**Municipal Support**

- What support do you need from government?
- What support have you received from municipality?
- How can municipality support your business?
- What do you need to improve your business?
- What other problems do you face with regard to municipal support?

Section E:
**Biographical Questions**

- Are you the owner of the business?
- Where do you stay?
- Do you have children and their age?
- How many attending school?
- Are you married/divorced?
- How many people working in your family?
- What do you do after work?

# Interview for key informants:
# Economic Department Unit

Section A:
**Institutional Arrangements**

- What are your responsibilities?
- Explain training institutional arrangements for the COJ, in terms of individual needs, designing courses material, conducting training and managing process
- What are municipal institutions that provide training to traders, elaborate on what they offer?
- How would you describe the structure of institutions that provide training to traders?
- How do institutions such as (EDU, MTC, service providers etc) work together and what form of training do they offer?
- Who is involved in determining the content of the subject matter?
- How are institutions able to identify the most pressing skills development of informal traders?
- How frequent does stakeholders meeting take place?
- Are there institutional problems impacting on your mandate?

Section B:

**Training Programs**

- What programs are available for informal traders? Give details.
- How much has the training been appropriate to the circumstance of traders?
- What were the intended outcomes of these programs? Who offers what and how?
- How do programs link to those of departments, or organizations such as MTC, DoE, DTI, Investec, CIDA, Technikon SA?
- In what way does the programs link to international standards/best practice?
- How many courses have been run since the beginning?
- In what way do the programs accommodate the needs of women, youth, elderly, those who cannot read and so on?
- What problems do service providers face with regard to provision of skills to informal traders?
- What challenges facing service providers in providing training to individual traders and how they have been overcome?

Section C:

**Training Impact**

- How successful has the training been?
- How does the council measure the impact of training provision for informal sector, are there any mechanism or instruments used eg surveys, key performance indicators, observations, feedback by trainees?
- Who is responsible for assessment of training provision at insititution/ department/ service provider level?
- What has been the impact of training to individual trader?

Section D:

**Future Plans**

Based on the experience, what changes to training will be made?

What new interventions that the municipality have in place to improve the impact of training to individual trader?

In future how does municipality plan to deal with increasing demand of training in the informal sector?

Interview with Managing Director of EDU

**Overall policy-support to informal sector**

- What are your responsibilities?
- How is the COJ responding to the challenge of informal traders in terms of policy and programs?
- When did municipality started supporting informal traders and why?
- What type of support has municipality provided since the beginning?
- What have been the results?
- How has the municipality formulated its approach and programs eg internal/external involvement with other stakeholders such as traders assoc, NGO's and so on?
- How is support offered in terms of institutional co-ordination?
- How has support been received by informal traders?
- Is the council meeting its objectives with informal traders?
- Have municipal programs changed as a result?
- What has been the overall impact of training so far in terms of formal assessment or key performance indicators?

**Future Plans**

Given growth and needs of informal traders, what are your future plans?