



THE ACTIVITY PARTICIPATION PROFILE OF SELF-EMPLOYED INDIVIDUALS IN INFORMAL MICRO- ENTERPRISES IN A LOW RESOURCED COMMUNITY

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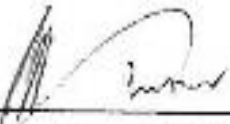
**A dissertation submitted to the Faculty of Health Sciences, University of the
Witwatersrand, Johannesburg, in fulfilment of the requirements for the degree
of Master of Science in Occupational Therapy**

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Declaration

I, Luther Lebogang Monareng, declare that this research report is my own work. It is being submitted for the degree of Masters of Science in Occupational Therapy at the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination at any other University.



(Signature of candidate)

On this 10 (day) of July 2019 in
Pretoria (Wits)

Dedication

As a token of appreciation for everything I, Luther Lebogang Monareng, would like to dedicate this research to my late powerful mother, Ester Badulang Monareng. She raised an extended family (including her five children) through micro-enterprise. I continue to be inspired by the manner in which you approached everything you did, your dedication, focus and consistency... *ke leboga ka matla mama* (thank you very much mom).



On the picture above: Esther Badulang Monareng and Luther Lebogang Monareng

Presentations arising from this study

Wits Faculty of Health Sciences Research Day & Postgraduate Expo (06 September 2018)

- Poster presentation
- Title: A survey to locate and categories legal, profitable self-employment opportunities in micro-enterprises in South Africa

Abstract

Unemployment statistics (27,6% in first quarter of 2019) indicate that in South Africa this is an issue resulting in poverty. As a result of limited job opportunities, the citizens of South Africa rely on their government grants for their livelihood.

South African occupational therapists admit having a role to play but that role is yet to be explored. This research intended to provide guidance to occupational therapists on the role they could play in the field of self-employment.

This research was done in two phases in Alexandra Township (Alex). Phase 1 made use of a community participatory quantitative descriptive non-experimental design study with purposive sampling. Phase 1 focused on interviewing three stakeholders for their knowledge and perception around self-employment in small businesses. They also assisted in locating the small businesses by conducting a mapping and transect walk together with the researcher. Phase 2 was a quantitative non-experimental and cross-sectional research where convenience and snowball sampling were used. In Phase 2 interviews and observations of 16 small business owners were conducted in order to establish their level of creative ability.

Small business opportunities that occupational therapist could explore with their patients exist in Alexandra Township. The business owners fit a particular profile and they all function on three different levels of creative ability namely passive, imitative and active participation.

The activity participation profile of those in self-employment was established and described. Findings from this research, together with further research should be sufficient to allow occupational therapists to explore or start exploring self-employment with their patients more.

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Definition of Terms

<i>Activity participation profile</i>	For the purposes of this study this operational definition was developed based on concepts from creative ability and business and is a description which outlines the characteristics of an individual and their business i.e. participant's demographics, the characteristics of their business, demands associated with running the business and participant's VdTMoCA.
<i>Apartheid</i>	The system of legalized and institutionalized race discrimination and segregation in South Africa (Lipton 1986).
<i>Business</i>	The self-employment opportunity or micro enterprise that serves as a source of income (Small Business Development Agency 2018).
<i>Business owner</i>	This is the owner of the micro-enterprise (Small Business Development Agency 2018).
<i>Creative ability</i>	<p>Ability to form relational contact with people, events and material, and by his preparedness to function freely and with originality at his maximum level of competence (du Toit 1991).</p> <p>The ability to present oneself freely, without anxiety, limitations and inhibitions. It is also being prepared to function at one's maximum level of competence and being free from self-consciousness (du Toit 1991).</p>
<i>In-service training</i>	Working for a business for a certain period in order to gain necessary skills, irrespective of whether an individual receives a stipend or not (Masukela <i>et al.</i> 2013).
<i>Low resourced community</i>	Limited or lack of resources to address individual or societal needs such as good sanitation (Bhana <i>et al.</i> 2010).
<i>Micro enterprises</i>	*Self-owner business where turnover is less than the value added tax (VAT) registration limit of R150,000 per year. These enterprises usually lack formality in terms of registration. They include, for example, spaza shops, minibus taxis and household

	industries. They employ no more than five people (International Leadership Development Programme 2014).
<i>*Special note</i>	It should be noted that obvious criminal businesses were not included in this research. Such excluded activities are businesses such as prostitution and selling of drugs.
<i>Occupation</i>	Daily activities that reflect cultural values, provide structure to living, and meaning to individuals; these activities meet human needs for self-care, enjoyment, and participation in society (Crepeau <i>et al.</i> 2003).
<i>Occupational science</i>	It is an important concept in understanding people's behaviour. This entails, but not limited to, what people do, when, how and why. It is based on what people do in their occupation and health (Wilcock 2005).
<i>Patient</i>	An individual awaiting or under medical care and treatment (Merriam 2004).
<i>Profitable</i>	For the purposes of this study this operational definition was developed based on an income which is greater than that of a social grant and is a minimum of more than R1 600 per month (South African Social Security Agency 2017) and the number of in business (Pretorius 2009).
<i>Self-employment</i>	An act of an individual who is working for themselves, being directly or indirectly involved in running a successful and profitable, small business or micro-enterprise in order to earn an income or generate a salary instead of being employed by another person or an employer. The micro-enterprise may include but not be limited to buying and selling, offering services (Blanchflower 2000, Ekelund <i>et al.</i> 2005, Hanley 2000, Marie <i>et al.</i> 2004, Parker 2004).
<i>Self-employment opportunity</i>	The business or micro enterprise that serves as a source of income (Blanchflower 2000, Ekelund <i>et al.</i> 2005, Hanley 2000, Marie <i>et al.</i> 2004, Parker 2004)..

<i>Volition</i>	The preparedness or readiness to engage. One can see the purpose in engaging (Kielhofner <i>et al.</i> 1991).
<i>Terms that will be used interchangeably in this research</i>	The terms that will be used interchangeably are self-employment opportunity, business and micro-enterprise,

Abbreviations

APOM	Activity Participation Outcome Measure
DSBD	Department of Small Business Development
DWDE	Disability Workshop Development Enterprise
ENSafrica	Edward Nathan Sonnenbergs
ESE	Entrepreneurial self-efficacy
GEP	Gauteng Enterprise Propeller
ILD	International Leadership Development Programme
JMPD	Johannesburg Metro Police Department
LED	Local economic development
NGOs	Non-governmental organizations
NIBUS	National Informal Business Upliftment Strategy
OTT	Occupational Therapy Technician
EBSCO	Elton B. Stephens Co.
PWDs	People with disabilities
SAIE	South African Institute for Entrepreneurship
SASSA	South African Social Security Agency
SBDA	The Small Business Development Agency
SEDA	Small Enterprise Development Agency
SMMEs	Small, Medium and Micro Enterprises
Stats SA	Statistics South Africa
VAT	Value added tax
VdTMoCA	Vona du Toit Model of Creative Ability
WFOT	World Federation of Occupational Therapists
YMG	Young Minds Group

CHAPTER 1: INTRODUCTION

1.1 Background to the study

This chapter will introduce the unemployment crisis in South Africa and the possible solution to unemployment as suggested by government. A possible role that can be played by occupational therapists in addressing this issue of unemployment will also be introduced.

Unemployment statistics of 27,6% in first quarter of 2019, indicate that in South Africa unemployment is an issue (Statistics South Africa 2019), resulting in poverty and occupational deprivation for many (Ramukumba 2014). As a result of limited job opportunities, the citizens of South Africa are thought to rely on their government for their livelihood in form of grants (Kazela 2009). Grants including disability grants (for those living with a disability) and care dependency grant (for those below the age of 18) are utilised as source of income in the absence of paid work (South African Social Security Agency 2017). The current crisis of unemployment in South Africa has led to the government placing emphasis on entrepreneurship and self-employment as one of the solutions to this problem (Bendile 2016).

Self-employment in South Africa occurs both in the formal and informal sector. The informal sector (of particular interest in this study) is often made up of those who have no prospect of obtaining formal employment but who run profitable small businesses and micro-enterprises (Valodia *et al.* 2007). These are small owner-run businesses with no or limited formalised management structures (International Leadership Development Programme 2014). Monareng *et al.* (2018) reported that these businesses could be categorised as retail, services and skills, and manufacturing and production.

In this research, self-employment will refer to those who run businesses or micro-enterprises that serve as a source of income for the individual. Van der Reyden (1989) indicates that individuals embarking on setting up their own businesses or becoming self-employed present with certain characteristics that could be considered as essential if these businesses are to succeed. These characteristics include aspects such as motivation (van der Reyden 1989), which refers to a person's drive and the reasons for engaging in activities (du Toit 1991). In the

occupational therapy profession, the influence of these characteristics on participation in occupations in relation to environmental demands associated with self-employment is understood. Therefore, for the purpose of this study an activity participation profile of self-employed individuals entailing aspects such as personal characteristics of an individual which includes the Vona du Toit Model of Creative Ability (VdTMoCA) and characteristics of their business (for example environmental demands associated with running the business), has been utilised.

The factors related to activity participation profile, as defined in this study, are based on occupational science which forms the theoretical foundation for the practice of occupational therapy and focuses on human behaviour and the activities that a person engages in every day, as well as the environment in which the activities are done (American Occupational Therapy Association 2014, Crepeau *et al.* 2003). In this study personal characteristics of those in business, including their level of creative ability (using the VdTMoCA) in relation to the work activities they engage in as well as the factors in their business in relation to the effect of the environment, were explored in order to understand their participation in work (running a microenterprise).

Occupational science defines participation in occupation as “engagement in daily activities that reflect cultural values, provide structure to living, and meaning to individuals, that meet the human needs for self-care, enjoyment, work, and participation in society” (Crepeau *et al.* 2003) p. 1032. It is an important concept for understanding people’s occupational behaviour. This entails, but is not limited to, what people do, when, how and why to occupy time and bring meaning and purpose to life. It is considered occupational injustice where one cannot engage in an occupation (Wilcock 2005). In this study individuals are unemployed due socio-economic reasons which suggest occupational injustice. Although occupational science is not the core focus of this study, it has influenced how this study was approached in addressing its aims and objectives .i.e. what people need to do, when, how and why and are expected to do. By understanding the occupational of those involved in self-employment, this could support occupational therapy as this profession in facilitating engagement in occupation (American Occupational Therapy Association 2014) which in this study was the occupation of work particularly self-employment in the informal sector.

In order for occupational therapists to facilitate engagement in the occupational performance area of work, they engage in the assessment of work ability and the work place to provide vocational rehabilitation for patients; this includes preparing a patient for employment, for seeking employment or for keeping his/her current employment (van Biljon *et al.* 2016). Research and clinical documentation show that vocational rehabilitation services currently offered by occupational therapists focus mainly on paid employment, with little research and focus of the role vocational rehabilitation may play in facilitating self-employment as a work opportunity for patients (Crepeau *et al.* 2003, van Biljon *et al.* 2016). In a study by Monareng *et al.* (2018) on occupational therapists' involvement in facilitating self-employment for people with disabilities (PWDs), it was found that South African occupational therapists perceive themselves to have a role to play in self-employment but have little experience in executing this role.

In exploring self-employment, occupational therapists should understand the demands associated with self-employment in order to best guide their patients. Occupational science and vocational rehabilitation could be used to understanding the demands of the occupation and the personal characteristics of an individual required to meet the demands. Occupational therapists need to be aware of the nature of support and guidance to offer their patients in order for them to be successful in participating in self-employment. Furthermore, if an individual considers this form of employment as an option, the level of functioning, education and vocational skills need to be considered (van der Reyden 1989).

Occupational therapists are concerned with people's level of functioning and the VdTMoCA is widely used in vocational rehabilitation in South Africa (Casteleijn 2014, Casteleijn & de Vos 2007) . This model helps establish an individual's or a group's level of functioning, which guides the occupational therapist in their expectations of functionality in terms of their participation in activities (de Witt 2014). The VdTMoCA could be used to establish the level of function required to meet the demands self-employment places on an individual, which in this study will be associated with self-employment in micro-enterprises. This model provides a description of one's activity participation profile which entails a basis for deciding whether an individual could run a particular type of business based on their level of creative ability. Thus, this will provide occupational therapists with information of the

level of activity participation required to successfully engage in self-employment in a micro-enterprise.

This research focuses on self-employment of able-bodied individuals so that occupational therapists can have a benchmark when dealing with patients in the field of self-employment. By knowing abilities required by able-bodied individuals in self-employment, occupational therapists could set appropriate goals with their patients intending to engage in self-employment. Ultimately, the standard in terms of self-employment are the same irrespective of whether an individual is able-bodied or living with a disability.

1.2 Problem statement

Occupational therapists have yet to clearly define what their role is in self-employment as an option of employment when offering vocational rehabilitation services. Although there seems to be no research done on the model of creative ability in relation to self-employment or individuals in self-employment, this model has the potential to explore the demands associated with running a successful micro-enterprise.

While studies on the motivation to engage in self-employment and the environmental support to achieve this are available (Junior Achievement Young Enterprise 2006, Oosterbeek *et al.* 2010, Parker 2004, Reynolds *et al.* 2002), research on the activity participation profile required to successfully engage in self-employment has not been considered. Thus, there is no guideline stipulating at what level of creative ability a person who is capable of engaging in self-employment should be functioning.

1.3 Purpose of the study

The overall purpose of this study was to explore micro-enterprises in a low-resourced urban community in Johannesburg, and describe the demands associated with these micro-enterprises. The activity participation profile of self-employed individuals in relation to the personal factors (demographics and level of creative ability) and business factors (business characteristics and demands) were also determined and aligned in order to guide occupational therapists working in vocational rehabilitation.

1.4 Research questions

What are the characteristics of micro-enterprises in a low-resourced urban community in Johannesburg?

What is the activity participation profile which includes personal factors and business factors of individuals self-employed in micro-enterprises?

1.5 Aims of the Study

The aims of this research were:

To determine the characteristics of micro-enterprises in Alexandra Township in Johannesburg.

To determine the activity participation profile of self-employed individuals including personal factors (demographics and level of creative ability) and business factors (business characteristics and demands).

1.6 Objectives

The study was completed in two phases and the objectives per phase were:

Phase 1

- a. To explore and describe three stakeholders' knowledge and perception of micro-enterprises Alexandra Township.
- b. To describe the location and categories of legal, profitable self-employment micro-enterprises in Alexandra Township in Johannesburg.

Phase 2

- a. To describe the activity participation profile (of self-employed individuals), which includes the personal factors (demographics and level of creative ability) and business factors (business characteristics and demands).
- b. To establish the alignment of the self-employed individual's demographics and business factors with their level of creative ability.

1.7 Justification

The South African government encourages self-employment (Bendile 2016). Occupational therapists have agreed that they have a role to play in self-employment, although they seem uncertain about how to fulfil this role (Monareng *et al.* 2018). This research intended to contribute towards bridging this gap reported by occupational therapists in finding employment for PWDs. Self-employment must

be considered as option for these clients. This was done by exploring what demands were associated with micro-enterprise and the alignment of those demands to the level of creative ability of individual self-employed in the micro-enterprises. The results of this study could provide a base to guide occupational therapists working in vocational rehabilitation when considering self-employment for their patients and understanding which patient would be successful in engaging in self-employment.

It is hoped ultimately, PWDs will benefit from this research as they will receive guidance from occupational therapists in vocational rehabilitation when they explore self-employment as a source of income. This research will add value to the body of knowledge in the field of self-employment in the profession of occupational therapy, which will be addressing the South African occupational therapists by adding clarity to their role in this field. Eventually, the South African economy will benefit, as its citizens will have more options for sourcing income.

In conclusion, this research is relevant to the South African context as it intends to respond to the gap in the occupational therapy profession and in addressing the country's issue of unemployment.

1.8 Layout of study

Chapter 1: Introduction

This chapter sets the tone for this research. This was done by highlighting the need for occupational therapists to play a role in addressing the issue of unemployment by exploring self-employment with their patients, which is supported by the South African government. The lack of guidance in occupational therapists playing a role in self-employment is also explored.

Chapter 2: Literature review

The literature review gives some insight into the topic of self-employment and a feasible way, together with an outcome measure, that occupational therapists could use in exploration of self-employment with their patients.

Chapter 3: Methodology

This chapter covers the procedure followed in locating micro-enterprises and interacting with micro-enterprise owners in a low-resourced urban community in

Johannesburg. The manner in which the findings were interpreted is provided in detail.

Chapter 4: Results

Phase 1, which was used as an entry process into the community, gives a report on existing categories of micro-enterprises and their location in Alexandra Township. The stakeholders gave their insights on topics such as challenges they have in dealing with small business owners and the value the business owners bring to their community. In Phase 2, the section outlines results on business owners' individual and business demographics, *ins* and *outs* of running these small businesses from profit made per month to the relationship they have with their customers.

Chapter 5: Discussion

This chapter discusses the data gathered in Phase 1 and Phase 2 in the low-resourced community of Alexandra. Phase 1 of this chapter not only describes the location and categories of profitable self-employment micro-enterprises in Alexandra Township, but gives insight into what knowledge and perception Alexandra stakeholders have on self-employment in this community. Phase 2 gives a description of the activity participation profile of the self-employed individuals. Lastly, there is a discussion around the pattern of the activity participation profile of those in self-employment in relation to the VdTMoCA.

Chapter 6: Conclusion

This last chapter outlines the implications this research will have on clinical practice and gives future recommendations on research around this topic. There are also special notes directed to clinicians working with patients in vocational rehabilitation.

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

This literature review commences by reviewing self-employment in South Africa in order to provide a succinct context for this research. The issue of unemployment and possibilities of self-employment in micro-enterprises will be considered as well as the literature on the characteristics of individuals who are self-employed. The role of occupational therapy in facilitating self-employment for PWDs and the factors which may affect participation in self-employment will be addressed. An assessment tool known as Activity Participation Outcome Measure (APOM), which is based on the VdTMoCA will be outlined. Furthermore, there will be an overview of the VdTMoCA, which is one of the models used in occupational therapy.

2.2 The South African employment context

Inequality in employment opportunities in South Africa dates back to prior to 1994, when the majority of non-white South Africans were denied their human rights. Lack of access to decent jobs (which could be linked to access to quality education) are some human rights that were violated. Segregation and discrimination were overt and common (Phatlane 2009). Literature expands on the injustice towards non-white South Africans regarding access to formal employment opportunities, training and infrastructure, which further deprives them from overall participation in the formal economy (Gamielien & van Niekerk 2017, Phatlane 2009). The above seems to tie in with the current statistics of high illiteracy, low-resourced communities and unemployment rate in South Africa (Westaway 2012). In other parts of Africa, as in South Africa, the unskilled and poor resort to unpleasant and unfavourable low paying jobs (Barrett *et al.* 2001). A study by Asare *et al.* (2015), conducted in Ghana, elaborated on this issue. Due to the need to provide for their families, have a source of income and ultimately combat the impact of poverty, participants resorted to self-employment, although the conditions were not always favourable. This was a result of a large percentage (87%) of their 4433 participants not having a secondary school qualification and few resources. This form of occupational injustice due to poor education and lack of resources affects these individuals' rights to meet their basic needs by having an equal opportunity to reach their potential (Wilcock & Townsend 2009). Although changes in 1994 in South

Africa resulted in demographic changes, this form of occupational injustice persists. Gamieldien and van Niekerk (2017) argue that more than two decades into democracy, high percentage of South Africans still experience the legacy of apartheid, which is evident in poor education, lack of skills and training and high unemployment rate. With this inequality resulting in occupational injustice, the most vulnerable are the poor, women, children and PWDs. Literature further indicates a widened gap between the rich and the poor in South Africa, and this is one of its distinct features which results from the previous political system (Orthofer 2016). Legislation such as the Employment Equity Act, and programmes such as Black Economic Empowerment seek to address these inequalities and injustices by providing employment opportunities to those who were previously disadvantaged (Department of Labour 2015). However, unemployment is still rife in South Africa, and it affects the livelihoods of the vulnerable groups even more as they struggle to survive and fulfil their potential (Ramukumba 2014).

Statistics South Africa (Stats SA) reported the South African population to be 56,52 million in mid-year 2017, with the youth (15-34 years) contributing more than 36% (over 20,39 million) to this number. According to the Quarterly Labour Force Survey of the first quarter of 2019 published by Statistics South Africa, the unemployment rate was 27.6%, and it has been indicated that a 0.5% growth in unemployment was noted since the fourth quarter of 2018 unemployment report was released (Statistics South Africa 2019). Due to the high unemployment rate and limited job opportunities, it is reported there is a culture of dependence on the government by the people of South Africa (Kazela 2009). This has resulted in more government-reliant citizens who seek assistance in the form of social grants such as Disability Grant and Child Support Grant (Bendile 2016, South African Social Security Agency 2017). As one of the strategies of dealing with unemployment in a developing country, South Africans are urged by the government to explore self-employment as one potential solution (Bendile 2016, Hofmeyr 2012, Parker 2004). Experts agree with the South African government, that small businesses or self-employment opportunities are an *engine for growth* for a country's economy (Business Environment Specialists 2014). In a 2018 report, the South African Small Development Agency estimated Small, Medium and Micro Enterprises (SMMEs) accounted for 63% of employment of those that are self-employed (Small Business

Development Agency 2018). This confirms that small businesses have a significant role to play in a situation where occupational injustice persists, by providing individuals with an opportunity to find meaningful occupation and to be productive. By involving themselves in meaningful activities and being productive, individuals are meeting their basic needs, combatting occupational deprivation and alleviating poverty and its dire repercussions (Wilcock & Townsend 2009).

2.3 Self-employment

Parker (2004) states there is no single agreed definition of self-employment, and argues that it differs from country to country and from profession to profession. For the sake of this study, self-employment refers to an individual who is working for themselves, being directly or indirectly involved in running a small, successful business or micro-enterprise in order to earn an income or generate a salary instead of being employed by another person or an employer. The micro-enterprise may include, but not be limited to, buying and selling, or offering services.

On the aspect of a business being successful, Robinson and Sexton (1994) believe that success is subjective in that it may be based on whether or not set goals are achieved. They highlight that usually the income made is used to weigh the success of any business. In their study, Jackson and Mach (2009) reported that those in micro-business enterprises are likely to make an income equivalent to those who occupy a paid job and thus success can be judged by the goals or needs of the self-employed individual. However, it should be noted as the income in these businesses fluctuates, they do not always yield consistent financial results (money made) (Small Business Development Agency 2018).

2.3.1 Micro-enterprises

Small, Medium and Micro-Enterprises (SMMEs), encompass a broad range of formally registered and informal small businesses and micro-enterprises (Tsoabisi 2014). Valodia et al. (2007) suggests that many of the self-employment opportunities in South Africa are in the informal sector, where businesses are created by survivalists from the poorest in the population, who are unable to become part of the main stream economy. The development of these businesses is typical of a developing economy with high unemployment, where entrepreneurship is the

only option open to individuals, although some would rather be employed by an employer (Krasniqi 2014).

The Small Business Development Agency (SBDA) report at the end of 2017, indicated that of the 2.25 million SMMEs owners in South Africa, 1.55 million (> 68%) were in the informal sector (Small Business Development Agency 2018). This further substantiates the importance of SMMEs in an economy. The International Leadership Development Programme (ILDP) defines these informal micro-enterprises as street trading, backyard manufacturing and other services, which usually lack formal registration, with a turnover of less than R150,000 a year and which provides employment for up to five people (International Leadership Development Programme 2014).

2.3.1.1. Benefits of micro-enterprises

Micro-enterprises are reported to have a positive impact on communities and to the economy at large (Gree & Thurnik 2003). Asare et al. (2015), Parker (2004) and Blanchflower (2000) reported that self-employment benefits families and contributes towards alleviating poverty, as SMMEs provide individuals with the ability to financially provide for themselves, their family and uplift their community where they deliver service. Other benefits associated with self-employment are job creation (Gree & Thurnik 2003). Provision of services ignored by big firms, and these opportunities are available to those with no income for training or who have limited education since no formal training is needed (Blanchflower 2000, Parker 2004). Asare et al. (2015) supported this in their study, where they found in their study that the majority of their participants who owned micro-enterprises had received training on the job or in-service training while working for other self-employed business owners.

Micro-enterprises also give the owners a sense of purpose that enhances their psychosocial state and ultimately contributes towards an individual as an occupational being (Engelbrecht *et al.* 2017, ONE in FOUR 2013). Although involvement in self-employment is mostly to provide a source of income (Kazela 2009), amongst South Africans and another reason includes freedom that comes with being one's own boss (Bonnett & Furnham 1991, Junior Achievement Young Enterprise 2006, Litvak & Maule 1974).

2.3.1.2 Challenges of microenterprises

Some of the challenges associated with operating a micro-enterprise are however lack of job security, long working hours, no sick pay and loss of job and source of income with nothing to fall back on (Parker 2004, Preston-Whyte & Rogerson 1991). In addition, literature indicates that many small businesses fail within the first three years of operation (Pretorius 2009).

Capital, support (e.g. from the government) and space or land are reported to be some of the factors making it difficult to set up a micro-enterprise business (Asare *et al.* 2015, Herrington *et al.* 2010). The lack of capital, poor regulation and competition inhibit small businesses from participating or entering main stream business, and in South Africa, crime and community violence are contributing factors (Barrett *et al.* 2001, International Leadership Development Programme 2014). Tsoabisi (2014) adds that the cost and supply of electricity or power challenges also have a negative impact on small businesses in South Africa. This has more significant impact on the vulnerable group (the poor) reliant on income from micro-enterprises (International Leadership Development Programme 2014, Reardon *et al.* 1994, Savadogo *et al.* 1998).

One of the challenges of micro-enterprises in South Africa is staying in business. In the International Leadership Development Programme (2014) it was emphasised that skills and finance are the two significant aspects in starting and operating a successful business. Loans from institutions such as banks are not only difficult to obtain but come with high interest rates. Managing the business successfully requires cash flow and some knowledge of finances and opportunities, since small businesses will find it difficult to compete with big businesses when it comes to buying stock in bulk, for instance, and hiring qualified staff.

In 2017 only 54% of SMMEs identified in the economy were found to be in operation for longer than five years. The Small Enterprise Development Agency (SEDA) further highlights that such businesses that survive for more than 5 years are likely to be operating for the next 10 to 15 years (Small Business Development Agency 2018). To fast track easy participation and growth, Tsoabisi (2014) suggests that the extensive processes (such as documentation or paperwork involved when one is applying for finance) need to be reduced, while SEDA highlights the need for

SMMEs to be better supported by the government (Small Business Development Agency 2018, Tsoabisi 2014).

2.3.1.3 Location and financial characteristics of micro enterprises

The location of the business is important. Population density in urban areas has an effect to entrepreneurship as this leads to higher demand for services and goods, providing a market for enterprises that are close to where people live. It also enables networking and access to suppliers and reduces the need for transportation (Audretsch *et al.* 2002).

In a study in Ghana, on micro-enterprises, two thirds were self-financed or financed through family and community savings as little finance is available through formal channels. The micro-enterprises sold directly to individual clients or consumers within their vicinity and 56% did not offer services outside of their districts. In most of the businesses the owner dealt directly with the suppliers and customers and 69% sold their products at their own business premises. Businesses were promoted by word of mouth and customer recommendations, with only 10% using signboards (Asare *et al.* 2015). When exploring self-employment in disabled business owners in South Africa, most indicated they first worked in the formal sector before starting their own business (Marsay 2014).

2.3.2 Personal factors related to self-employment

2.3.2.1 Demographic factors

Robinson and Sexton (1994) indicated that human capital in the form of education enhances self-employment in that opportunities are better analysed for informed decisions to be made so that the business results in higher returns. The above is supported by the theory of occupational choice (Johnson 1978, Miller 1984) and the *push* and *pull* factors related to entrepreneurship (Smallbone & Welter 2008). The *pull* is characterised by an individual's own drive to engage in business, whereas *push* has to do with circumstances forcing an individual to explore self-employment (Smallbone & Welter 2008). Occupational choice states that an individual's ability to make informed choices increases with education (Johnson 1978, Miller 1984); those with education have better access to well-paid jobs and are less likely to start their own business. When they are self-employed it is out of choice (*pull* factor). In

situations where the individual is less educated and disadvantaged in the labour market, they are more likely to become involved in or pushed into micro-enterprises out of necessity (*push factor*) (Krasniqi 2014, Smallbone & Welter 2008).

This appears to be the case in South Africa, as the proportion of SMME owners without any schooling or a full primary education increased more than for any other education group in 2017 (Small Business Development Agency 2018). Findings by SEDA (2018) indicated that SMME owners with no schooling to secondary education not completed represented 44.4%. This is line with the study of Asare et al. (2015), where 87% of their participants had less than matriculation education. These SMME owners often learn the skills required for their livelihood, outside the formal system and are less likely to have plans to expand their businesses (Hanley 2000, International Leadership Development Programme 2014, Lazear 2004). Thus, this is an employment opportunity for those with little or no education and little formal training.

Self-employment in the informal sector may provide fewer limitations in terms of education, training and age. There is a notion that younger people are unlikely to engage in self-employment as opposed to older people who have the know-how, contacts and life experience. As one gets even older, self-employment is a preferred option as individuals cannot easily get a paid job (Borooah 2001, Brown *et al.* 2004). According to SBDA's (2018) majority of SMME owners are between the ages of 30 and 59 years.

According to literature, exploration of self-employment is gender related (Asare *et al.* 2015, Noorderhaven *et al.* 2004, Reynolds *et al.* 2002). It is documented that females are less likely to be involved in self-employment in comparison to males (Asare *et al.* 2015, Noorderhaven *et al.* 2004, Reynolds *et al.* 2002). Factors such as being family orientated, more risk loathing and with less financial drive are believed to contribute to fewer females engaging in self-employment (Brush 1992, Ekelund *et al.* 2005, Marie *et al.* 2004).

Family structure also plays a role in supporting self-employment in micro-enterprises. Fatoki (2010) and Herrington et al. (2010) are of the view that family members of those in micro-enterprises do offer support. Factors that dispose one to being self-employed according to Crant (1996) are family background and marital

status, which has been found to assist businesses to succeed, e.g. spouse may offer free services in the business (Parker 2004). It is highlighted that family partners are better positioned regarding financial resources and that they share knowledge (Marie *et al.* 2004, Parker 2008). Borooah and Hart (1999) further argue that in developing countries, those coming from families with second income earners are likely to explore self-employment as opposed to those from one income earners.

2.3.2.2 Characteristics of the individual

There are no fixed feature characteristics to profile individuals in self-employment, but the following psychological functions are reported to be amongst the important features:- the need to achieve (Junior Achievement Young Enterprise 2006, Oosterbeek *et al.* 2010, Parker 2004), strong internal locus of control (Bonnnett & Furnham 1991, Chell 2008, Fatoki 2010, Parker 2004) and creativity and pro-activism (Crant 1996, Fontana 1999). A study by Luca *et al.* (2012) yielded social skills, sense of independence (Junior Achievement Young Enterprise 2006) and previous training in related fields as good feature characteristics to possess for one considering or in self-employment (Junior Achievement Young Enterprise 2006, Luca *et al.* 2012). Oosterbeek *et al.* (2010) report that successful entrepreneurs have a *high degree of endurance*, as they can manage to continue business despite the challenges that come with the business.

The characteristics of those pushed into self-employment in developing economies, such as South Africa due to lack of other opportunities, has not been well researched. Luthans *et al.* (2006) however reported on the direct impact of self-efficacy on performance of those becoming self-employed in such developing economies; this includes the individual's judgment of their capabilities to achieve goals as well as the necessary cognitive, memory and behaviour to master their environment (Baum *et al.* 2001). Entrepreneurial self-efficacy (ESE) is the degree to which people perceive themselves as having the ability to successfully perform the various roles and tasks of entrepreneurship (Chen *et al.* 1998). Despite the limited information on PWDs in the field of self-employment, according to participants with disabilities in a study in South Africa by Marsay (2014), success in self-employment is also dependent on self-determination, which includes the ability

to act autonomously and in a self-regulated and a psychologically empowered manner.

Bonnet and Furnham (1991) suggest that any person who works hard is likely to succeed, while Luca et al. (2012) felt that entrepreneurial skills required for self-employment can be taught by undergoing necessary training (Bonnett & Furnham 1991, Luca *et al.* 2012). This is supported by Oosterbeek et al. (2010), who reported that in the United States of America and Europe, there are already programmes on entrepreneurship in secondary schools. The South African Institute for Entrepreneurship (SAIE) has provided entrepreneurship education training to schools located within Johannesburg, in Alexandra and Midrand (City of Johannesburg 2009).

2.4 Stakeholders supporting micro-enterprises in South Africa

2.4.1 Government support

The previous South African government was not pro informal businesses (Preston-Whyte & Rogerson 1991). Fatoki (2010) and Herrington et al. (2010) indicated the current South African government does support micro-enterprises, and in 2017, SMMEs in the informal sector were at 69% (Small Business Development Agency 2018). The pronouncement of the National Small Business Act (1996) highlighted the recognition of small businesses by all arms of government (President's office No. 1901 1996). The Department of Trade and Industry, through the Small Enterprise Development Agency (SEDA) established in December 2004, has developed various strategies, programmes and support mechanisms to support SMMEs. However, there seems to be a lack of a national master plan and thus a failure to sufficiently implement the government policies to support SMMEs. The reorganisation of government departments since 2014 resulted in the establishment of a standalone Department of Small Business Development (DSBD), which coordinates resources for the growth and sustainability of small businesses (Tsoabisi 2014).

The South African local provincial government structures have legislation that supports SMMEs. In Gauteng, the Gauteng Enterprise Propeller Act 5 of 2005 provides non-financial and financial support and co-ordination of stakeholders to benefit SMMEs. The Gauteng Enterprise Propeller (GEP) was developed to

establish guidelines for small business development, and they are tasked with providing advice, information, analysis and support for the policy implementation. However, this was poorly linked to the local economic development (LED) structures in the municipalities and little of this policy is being enacted. Where municipalities have introduced formalised LED units and policies, such as the City of Johannesburg Young Entrepreneurship Policy and Strategy Framework, this has not really benefited SMME projects in local communities due to poor implementation (Tsoabisi 2014). In 2018, the city developed and opened 14 opportunity centres in partnership with the private sector to provide information on funding, markets, economic infrastructure and business advice (Reddy 2018).

Research on the support offered by government indicated that although government had policies and departments to address the development of the SMMEs, the government was suffering from capacity constraints. The government tendering system is often inaccessible to micro-enterprises and the government also pays late causing cash flow problems for businesses. Therefore, private corporates and non-governmental organisations (NGOs) have also become involved in supporting SMMEs in South Africa (Luiz 2002).

A study by Marsay (2014), which investigated the experiences of self-employed PWDs, attests that implementation of policies such as that of good practice are not always adequate. This remains the situation, despite commitments to increase opportunities for employment for PWDs which is in line with the National Informal Business Upliftment Strategy (NIBUS) (Department of Small Business Development 2018).

2.4.2 Non-Governmental organisation and corporate support

Big corporates in South Africa have initiatives and programmes in place to foster SMMEs development. This is often linked to the social responsibility policy but rarely covers micro-enterprises (Luiz 2002). The World Bank promotes the role of NGOs and development agencies in supporting and promoting small business in developing countries. It is suggested that the role they should play is in providing networking opportunities between SMMEs and big businesses or government. They should encourage the use of business opportunity centres, industry hives, and small business directories, and assist with access to or provide training programmes for

entrepreneurs and upgrade the capacity of the owners of small enterprises. A number of NGOs are also involved in the provision of micro-finance, as it was found that formal financing services in South Africa are not accessible to low-resourced township or rural households (Rogerson 2008).

Those running micro-enterprises in low-resourced areas can benefit from micro-finance services that take the financial needs of these businesses into account (Rogerson 2008). Baumann (2004), when he reported on micro-credit NGOs, found there were problems with the model in South Africa against benchmarks from other countries. The productivity levels of these enterprises were low and the staff employed at the NGOs were middle class and did not identify appropriately with the business owners. He felt NGOs microloans were not the most appropriate intervention for financing micro-enterprises and poverty alleviation in South Africa. He proposes that focus on capacity development of potential entrepreneurs by conducting courses for micro-enterprise owners and high school students on entrepreneurship, business management and financial literacy, would be more effective.

While there are a number of NGOs in South Africa that provide services for PWDs in relation to work, they do not support or facilitate self-employment but rather sheltered employment on their premises or assisting PWDs to obtain formal employment in the labour market (Pathways 2016). Disability Workshop Development Enterprise (DWDE) in the Cape is one of the few organisations that encourages entrepreneurship and provides training and skills development for PWDs to start their own businesses (Disability Workshop Development Enterprise 2017). These NGO's may employ occupational therapists who are professionals and uniquely trained to provide a vocational rehabilitation intervention specifically aimed at employment for PWDs.

2.5 Role of occupational therapy in self-employment for people with disabilities

In vocational rehabilitation work hardening, functional restoration, industrial rehabilitation and return-to-work have been given attention. Overall, the focus of occupational therapy in vocational rehabilitation in the United States of America has been to return injured patients to jobs in the formal labour market (Crepeau *et al.*

2003); this excludes identifying and encouraging those with potential to explore self-employment opportunities for source of income or salary. The above is supported by Monareng et al. (2018) in a survey of South African based occupational therapists. Occupational therapists have indicated willingness to be involved in directing PWDs towards self-employment in South Africa (Gamielien & van Niekerk 2017). The above is also supported by Ramukumba (2014), who encouraged occupational therapists to think outside the box and ask themselves if the occupational therapy profession is responsive to their client's economic needs. Ramukumba (2014) further argues that basic needs, such as assisting PWDs to achieve a sustainable income, must be addressed first before occupations, such as leisure, can be dealt with. It was suggested that the approach to self-employment in vocational rehabilitation be interdisciplinary, and that referral of PWDs to self-employment programmes to assist with training and business skills development would be more sustainable and successful (Crepeau *et al.* 2003).

In order for occupational therapists to provide vocational rehabilitation services that would guide PWDs towards considering self-employment in small and micro-enterprises, there needs to be an assessment of self-employment opportunities in areas where PWDs live. Thus, the PWDs' context and their suitability for self-employment in micro-enterprises needs to be determined by the occupational therapist who should gain insight into the self-employment prospects that exist in communities; also, the community's and PWDs' resources in relation to self-employment must be determined.

Ramukumba (2014), on the 23rd Vona du Toit Memorial lecture of on economic occupation, reported that despite the political changes in South Africa 14% of South Africans still live in informal settlements. He suggested that a greater need for intervention in terms of self-employment with PWDs lies in these low-resourced areas. Occupational therapists can use community appraisal tools, such as a transact walk and community mapping, for undertaking observations in a low-resourced community to determine what services and business exist; this should include informed community members and people with the technical skills to identify and propose solutions to issues that are visibly manifested on a walk through the community (Gutierrez *et al.* 2006).

Before recommending self-employment as an option to PWDs, they must be screened and the feasibility of this option matched to their abilities. Since motivation (van der Reyden 1989), autonomy, locus of control, self-efficacy, competitiveness and innovation are factors that have been identified in successful entrepreneurs, it is important to consider these aspects to determine if PWDs are suited to self-employment (Bonnett & Furnham 1991, Chell 2008, Fatoki 2010, Parker 2004). According to Casteleijn and de Vos, the VdTMoCA can be used to evaluate an individual's level of motivation to learn or re-learn the necessary skills and behaviour to adapt and master the challenges related to employment. Thus in preparation for self-employment, an individual's level of creative ability and demographic factors should be assessed to determine if they are suited to the demands presented by this type of employment (Casteleijn & de Vos 2007).

2.5.1 Vona du Toit Model of Creative Ability

The VdTMoCA, developed by Vona du Toit and her colleagues in South Africa in the 1960s, is based on people's need to relate and to connect with their physical world, other human beings, their spiritual being and themselves through participation in activities. Occupational therapists believe that action is expressed through occupation and that through engagement and participation in activities, people can develop skills and competencies. Reilly (1962) said that "*Man, through the use of his hands, as energised by his mind and will, can influence the state of his own health*". This is related to man's volition or will, preparedness or readiness to engage (Kielhofner *et al.* 1991). This construct is supported in the VdTMoCA, which conceptualises individuals as having a need to find meaning in life that involves relating to the human and non-human environment. This includes the individual's ability to present themselves freely, without anxiety, limitations and inhibitions, as well as being prepared to function at their maximum level of competence and being free from self-consciousness (du Toit 1991).

Vona du Toit highlighted that creative ability is manifested in the creation of a tangible (concrete, visible and observable actions) or an intangible (cannot physically see, e.g. motivation). A person's creative ability is observable in their actions, where motivation governs and directs action, i.e. action is the manifestation of motivation. While motivation refers to a person's drive, reasons and motive to

engage, action on the other hand entails the exertion of mental and physical effort which results in the creation of a tangible and intangible end product. Mastery of activities generates more motivation and a person may be willing to engage more or even try more challenging tasks that will permit growth. Motivation and action are therefore fundamental elements in the VdTMoCA, where motivation is the source of energy and action is the translation of energy into occupational behaviour (de Witt 2014).

The levels of creative ability develop on a continuum from unconstructive action as an infant to norm transcendence and eventually contribution to society. Growth that results in moving to the next level takes place through exploration, participation and mastery and thus the levels of creative ability achieved in adulthood may differ depending on the individual's exertion of mental and physical effort (Casteleijn 2014, Casteleijn & de Vos 2007, du Toit 1991, Sherwood 2011). This effort is observed in their activity participation and requires competency in various skills, initiative, ability to handle tools and relate to people, task concept and in managing different situations, which are influenced by factors such as opportunities and the presence of illness and disability. Each individual's creative potential is also influenced by factors such as genetics, intellectual functioning, resilience, as well as their environment (Casteleijn 2014, Casteleijn & de Vos 2007, du Toit 1991, Sherwood 2011). If participation is not challenged an individual may maintain the status quo, however when challenges are above the person's coping ability this may lead to participation in a regression to a lower level and eventually dysfunction. In their intervention, occupational therapists use activities that provide a 'just right' challenge to enable positive growth.

Table 2.1 shows the eight levels of motivation with matching levels of action in their sequential manner starting from Tone-destructive (low level of function) to Competitive Contribution-Society-centred Action (high level of function).

Table 2.1 Levels of action and motivation and their relationship in a sequential manner (de Witt 2014)

MOTIVATION	ACTION	
Tone Existence	Predestructive Non-responsive to environment	GROUP 1 Preparation for constructive action with people; brief periods of doing
Self-differentiation To differentiate oneself from others and things; make contact with the environment including people.	Destructive: Makes contact with the environment; interacts with objects in a way that they are not meant to be used; limited awareness of and contact. Purposeless, unplanned action.	
	Incidentally constructive: Handling materials, objects, people and situations is constructive in an incidental way (by chance). Unconstructive action. Incidental constructive action.	
Self-presentation To explore identity and sense of self (likes or dislikes; what he/she can do); explore to find out about environment, people and situations; constructive 'doing;' learning how 'to do;' develop relating to others.	Constructive explorative: Explore with behaviours and tasks in order to identify what is socially acceptable (norm awareness and compliance); explore with activities to expand knowledge and skills; begins develop elements of task concept Constructive exploration action.	GROUP 2 Behaviour and skill development for norm-compliance
Passive participation To learn behaviours and skills for independent living; doing and being with others; learning socially behaviours.	Norm awareness experimental: Willing to try 'to do' a variety of activities, shows interest in what is going on, needs supervision to do tasks and to completion (partial task concept), effort is unsustained, communicates with familiar people. Norm awareness experimental action.	
Imitative participation To behave and perform tasks to standard expectations; doing as well as others.	Imitative: Demonstrates behaviours and task performance to socially accepted standards; evaluates; problem-solving, imitative norm-complaint action.	
Active participation To at least meet standards if not improve upon them; not being exactly the same but having own ideas and doing things in a new way.	Original: Tries out relating to materials, objects, people and situations in new ways; innovative, leadership qualities emerge. Manages anxiety well; used as a positive force, transcends norms, individualistic and inventive action.	GROUP 3 Behaviour and skill development for self-actualisation
Competitive	Product-centred action	
Contribution	Situation-centred action	
Competitive contribution	Society-centred action	

The three levels of participation - passive, imitative and active participation - will be outlined further since they are of interest in this research. Table 2.2 gives more details on these levels in order to highlight the main differences. Task concept is one of the aspects that one can use to distinguish between these levels (de Witt 2014) (See Table 2.2). A consolidated task concept allows for one to engage independently in activities and being able to work (de Witt 2014). The three components of task concept are ability to process the task, task identification and nature of engagement.

Table 2.2 Comparison of the three levels of participation (passive, imitative and active) (de Witt 2014)

Item	Passive participation	Imitative participation	Active participation
Volition	Cannot initiate task – needs external motivator; able to follow instructions and will complete a task but hesitant to evaluate the task.	Participation more constant and can perform activities as expected.	Individualistic and the person intends to leave a mark.
Action	Experimental; unsure to maintain level of participation while performing the task; dependent on others to correct errors or to do a realistic evaluation of own effort.	Product cantered and do as expected.	Original behaviour; do more than expected; initiative and can evaluate own effort.
Tool handling	Limited skills but willing to learn and increase knowledge and skill.	Has sufficient understanding. Requires pattern or direction to do task.	In an original and individualised way.
Social	Communicates or interacts in a passive manner and do as others do – spectator behaviour	Tries to comply with norms; behaviour mostly socially appropriate; performs well when there are clear rules.	Sustains relationships; experiments with taking the lead and different roles in different situations.
Situations	Able to manage different situations that are fairly familiar.	Difficulty in unfamiliar situations.	Able to manage various situations. Can adapt to unfamiliar and stressful situations.
Effort and supervision	Needs regular support or supervision to sustain effort to ensure task performance	Moderate effort (improves with peer pressure) and comply with demands of task	Sustained effort but needs help to sustain effort in areas outside of their interest
Product	Fair. Can follow 5-7 steps instructions. Knows what is expected, difficult to comply but attempts to do so. Starting to evaluate product.	7-10 steps. Product quality is as expected or given example.	High quality imposes own standards and unique execution steps.
Task concept	Full but not consolidated, avoids evaluation. Performs best with familiar tasks. Abstract concepts becoming evident.	Task concept consolidated. Able to evaluate performance. Abstract concepts evident.	Task concept consolidated; critically evaluates own effort and able to improve own performance in tasks.
Work	Employed in a supported role – not leadership role or substantial responsibilities.	Basic work habits; routine; product cantered.	Can work on the open labour market. Skilled work and tertiary training.
Leisure	Participates if organised by others.	Participates freely in free time activities.	Participates freely in free time activities and prefers to bring own ideas into usual leisure activities.

2.5.1.1 Assessment of Creative Ability

Occupational therapists using the model of creative ability believe that purposeful use of activities allows one to develop or regain skills and behaviour to adapt and master life's challenges. The individual's level of creative ability can be established using observation, interviews, activity-based assessments and a social evaluative group to establish both their level of action and the matching level of motivation.

According to de Witt (2014), the following three sequential steps must be involved in any assessment. First the evaluation of occupational skills and behaviour, next establishing the level of motivation and lastly, establishing the level of action (de Witt 2014). Within each level of motivation and action, various skills and behaviours are expected. Three levels of participation are defined within each creative ability level to differentiate where the individual is functioning, depending on the input they need from the therapist. Individuals requiring a lot of input to participate in activities are placed on the therapist-directed phase, whereas when they have gained a degree of mastery in activity participation and are less dependent on the therapist they are placed on the patient-directed phase. When individuals are ready to progress into the next level of creative ability they are placed on the transitional phase (de Witt 2014).

While an interview with a PWD provides the occupational therapist with information on their occupational history, assessments using models such as VdTMoCA (de Witt 2014) are needed to assist the therapist in levelling the patient's ability to function within the vocational sphere. To gain more insight into whether a patient has the abilities and level of creative ability that would allow them to contemplate self-employment and be successful, it is important to establish the level of function of individuals in self-employment in-depth. A tool such as an APOM can be used.

2.5.2 Activity Participation Outcome Measure

Casteleijn developed the APOM, an outcome measure tool based on the VdTMoCA. The APOM is based on the levels of creative ability as described in the VdTMoCA (Appendix A1) and it gives specific descriptors of one's activity participation across eight domains. The eight domains are process skills, communication skills, life skills, role performance, balanced lifestyle, motivation, self-esteem and affect (Appendix A2). Once an assessment is complete, these domains are plotted on a spider graph

for easy analysis (Appendix B). For each domain a description for the first six levels of creative ability are given. Once the occupational therapist has decided on the individual's level of creative ability, they also determine the phase within the level (therapist-directed, patient-directed or transitional phase) (Casteleijn 2010). The details of this assessment are included in the Methodology chapter (Chapter 3).

However, in order to determine whether self-employment is suitable, the occupational therapist requires guidance, or a profile, as to what minimum level of functioning is required in self-employment. This research seeks to explore profiles of those who are self-employed and understand the environmental context in which they will be required to run their small businesses in low-resourced communities in South Africa.

In summary, using the VdTMoCA it is not without challenges as it is a complex mode and one must receive proper training to use it. However, it is a model that has been shown to be beneficial in that it permits the occupational therapist to assess an individual's level of function in terms of their actions that govern their motivation, which provides an excellent foundation for presenting the 'just right' challenge in terms of activities presented in therapy. Furthermore, the VdTMoCA considers different aspects of the individual's ability to interact with both objects and other people, and the domains in the APOM allow the therapist to evaluate specific outcomes that are crucial in understanding and treatment of activity participation. Overall one could argue that the VdTMoCA and the APOM could be used to establish the demands associated with micro-enterprises (business demands) and in ascertaining the alignment of these demands to the minimum level of creative ability. Proper training on APOM is also necessary before the tool can be used for assessment purposes.

2.6. Summary

In summarising the literature review chapter, it should be noted that post 1994 progress has been made as far as self-employment in South Africa is concerned. The current government seems to be recognising micro-enterprises even more, as it believes they have a bigger role to play in benefiting the economy at large. However, it is work in progress as practical implementation and monitoring of micro-enterprise related policies and projects are still a challenge.

Conversely, self-employment seems to be a world-wide, multi-layered and dynamic subject. Being a complex subject, a more structured approach with systems in place is needed in order to yield better results. Amongst other things, stakeholders such as the government seem to have a bigger role to play in assisting those in self-employment to thrive. Stakeholders within the community in the next chapter will be considered as they have a role to play. However, self-employment requires a person with a certain level of function or a set of traits that will assist them in starting and sustaining their business which is in line with the VdTMoCA and APOM tools to be considered in the next chapter.

This chapter highlighted the important skills and knowledge that occupational therapists possess and which are important in the field of self-employment. This suggests that occupational therapists are well positioned in identifying suitability of patients who may consider self-employment as an option for work. A description of the commonly used VdTMoCA in South Africa supports the above which will be used in the next chapter in exploring and analysing self-employment related factors.

CHAPTER 3: METHODOLOGY

3.1 Introduction

This research was done in a low-resourced community of Alexandra Township in Johannesburg. It was done in two phases, therefore the methodology for each phase is explained sequentially in this chapter.

3.2 Phase 1

Phase 1 of this research focused on outlining a plan to identify the categories, geographical location and environmental context of micro-enterprises in which individuals are self-employed in Alexandra Township.

3.2.1 Research design

The research design for this phase of the study was a community participatory quantitative non-experimental design, in that the researcher determined and categorised successful profitable self-employment in micro-enterprises in a low-resourced community of Alexandra Township. This type of design was suitable as it provided insight into activities that already exist in this community (Kielhofner 2006). Variables were identified and described rather than changed or manipulated. According to (Freudenberger 1999) participatory techniques of community mapping and transect walks are data gathering methods that provide rich data in research. Stakeholders first completed the participatory mapping indicating in which streets micro-enterprises were operating. The transect walk with the stakeholders was used to identify the number and type of micro-enterprises and resources available to business owners. The involvement of stakeholders familiar with the community as well as their involvement in the participatory techniques was suited to this study to sourced data describing and showing the location and distribution of micro-enterprises in this community site.

3.2.2 Research site

Phase 1, which was used as an entry process into the community, was conducted in a low-resourced community of Alexandra Township. This community was selected as it is a low-resourced urban community closest to University of the

Witwatersrand Occupational Therapy Department (researcher's workplace); this helped to cut costs due the proximity.

The research site was a low-resourced community of Alexandra Township which is located in the Gauteng province of South Africa. Alexandra Township, abbreviated to (Alex), was established in 1912 on a farm owned by Mr. H.B Papenfus, who named it after his wife, Alexandra. Mr. Papenfus' intention was to begin a white residential township. One of the area's obvious features is the limited resources, such as poor infrastructure. Alexandra Township is geographically located in the North Eastern suburbs of Johannesburg (Wilson 2011), and is demarcated by avenues and main streets that were renamed after its anti-apartheid activists in 2008 (Appendix C). Currently, Alexandra Township falls under Region E in the City of Johannesburg municipality.

Alexandra Township is reported to be overpopulated, hence the continuous competition and fights over limited resources, such as illegal electrical connections, and mainly the limited space and physical structure. Although Alexandra Township was originally meant to accommodate a population of 70,000, it is estimated to have a population of 350,000 (Mgquba & Vogel 2004). Figures 3.1 gives pictorial representations of a typical street of Alexandra Township. The houses are mostly in the form of one room structures and shacks. This over-populated community comprises of migrants and immigrants for reasons such as, but not limited to, employment opportunities in the surrounding areas. The residents engage in low-skilled and semi-skilled employment (Wilson 2011).



Figure 3.1 A typical street in Alexandra Township

Local government initiatives to support micro-enterprises include the community centres available and the SMME's data base at City of Johannesburg Region E offices.

3.2.3 Population and sample

According to Dickerson (2006), purposive sampling entails intended selection of participants based on the researcher's selection criteria. For the location (Alexandra Township) and stakeholders in this research, this type of sampling was used

Freudenberger (1999) suggested that local people must be involved in research taking place in their area for reasons such as they often know and understand the area better, and including them allows for what he calls participatory. The local people selected in this research were the stakeholders. They were considered stakeholders as they met the criteria of:

- a. Possessing state of authority
- b. Lived in and/or outside Alexandra Township but interacts with the community
- c. Work area is situated in or outside Alexandra Township, but they interacted with the community

The stakeholders above were first contacted telephonically in order to invite them and get consent for them to take part in this research.

Alexandra Township was chosen for this study because it is a well-known, low-resourced community with an abundance of micro-enterprises, thus a potential site for rich information or relevant data to be gathered for this research; therefore purposive sampling was used (Dickerson 2006). To determine and categorise profitable micro-enterprises in which individuals are successfully self-employed in Alexandra Township, interviews, community mapping and transect walks were conducted with stakeholders in the community. These stakeholders (see Table 3.1 for the inclusion criteria) were met with individually and selected specifically based on their important respective roles in the community of Alexandra Township. The stakeholders were as follows:

Table 3.1 Stakeholders included in Phase 1 of the study

Stakeholder	Reason for inclusion
Councillor in Alexandra ward councillor's office	This office (government institution) is based in Alexandra Township which politically oversees services related to this township. The office's involvement with micro-enterprise business includes assisting in allocating land, removal of illegal occupants and resolving land disputes, provide seedling to start gardening, etc.
Occupational Therapy Technician (OTT)	The OTT lives in Alexandra Township and based at Alexandra local clinic (government institution) for her work. She renders home visit services to this community including services to micro enterprise business owners.
Owner of Young Minds Group (YMG)	This private organisation has a division that entails entrepreneurial training of Alexandra Township personnel aged between the ages of 7 and 18 years at a fee.

The stakeholders were interviewed in this research to determine opportunities for a small business in Alexandra Township and to determine possible resources and barriers associated with this process. The stakeholders had knowledge of the community of Alexandra and gave their perception of the micro-enterprises in this community. These stakeholders lived or worked locally in situations that either put them in contact with organisations that supported small business development, or in contact with PWDs living and working in the community. This supported the suggestion that research should give those living locally a participatory role to enable an outsider to gain better understanding of a community on a given subject (Freudenberger 1999). In this research, the stakeholders gave details on the subject

of self-employment opportunities (e.g. business space barriers) in the community of Alexandra Township. This information was not known to the researcher prior to conducting this research, hence involving the locals was of significance in achieving the study's objectives.

3.2.4 Research Instruments

3.2.4.1 Questionnaire that guided the interviews with stakeholders

Before conducting the interview with the stakeholders, the questionnaire was piloted for content validity with experts in the field of work or vocational rehabilitation. The draft questionnaire was informed by literature which consisted of both closed and open-ended questions. When the questionnaire was piloted, suggested changes to some of the questions entailed, but not limited to, rephrasing and splitting some questions, consequently the questionnaire eventually consisted of 15 items instead of the original 10 items. The content validity process entailed sending the draft of the questionnaire to four clinicians in vocational rehabilitation. They were considered experts as they had worked in the field of vocational rehabilitation for at least three years and had postgraduate qualifications in this field. A community worker was also involved in the content validity evaluation. He was considered a stakeholder as he had been working in a low resourced community for more than 20 years. Each expert was given a maximum of two weeks to evaluate the draft questionnaire under the following headings: relevance, clarity, simplicity and ambiguity. They had to score each heading out of four. They also had to provide remarks on how to improve each question where necessary. A section for any additional comments was provided on the draft questionnaire. Once all experts had given feedback, the researcher finalised the questionnaire based on their comments. The finalised questionnaire was then analysed using the commonly used method known as Content Validity Index (CVI). The CVI score for this questionnaire was 3,3/4 overall with the breakdown as follows: relevance (3,8), clarity (3,2), simplicity (3,3) and ambiguity (2,9) (Gill *et al.* 2008).

The interview questions allowed the stakeholders to share their insight into the opportunities and resources for micro-enterprises in the Alexandra community. The questionnaire consisted of both closed- and open-ended questions, which were analysed quantitatively using content analysis.

3.2.4.2 Community Mapping and transect walks

Freudenberger (1999) believes that participatory tools, such as community mapping and transect walks, do not only help researchers to focus their research but also aids in refining data collected through interviews. Considering the above, conducting mapping in this research gave the researcher precise information on aspects such as the environment, physical location of resources, physical layout of the area, the community and the group to be sampled. Mapping was followed by a transect walk, which assisted in validating and adding to the information gathered during mapping. While conducting the transect walk, questions in relation to what was seen and related to this research were asked.

Freudenberger (1999) and Gutierrez (2006) are in agreement that with various research tools, if used together, the results are regarded as credible and reliable. In this research, information such as characteristics and categories of self-employment opportunities in Alexandra Township were established by using community mapping and transect walking. In this research, mapping and transect walk assisted with data related to physical location of different categories of micro-enterprise businesses.

3.2.5 Research Procedure and data collection

Three stakeholders were interviewed by means of a structured questionnaire, developed by the researcher (see Appendix D), which guided the interview process.

Gill et al. (2008) highlighted that in structured interviews, clarity may be sought if necessary. In this research, the researcher asked the questions and completed the questionnaire. Although the questions for the interview were structured, in some instances the researcher had to use languages other than English and sought clarity when necessary (Gill *et al.* 2008).

After ethical clearance (Appendix E) was obtained for Phase 1 of this research, the researcher contacted the stakeholders and conducted individual interviews. Prior to recruiting the OTT, her supervisor was contacted to grant permission for the OTT's participation in this research.

At the initial contact the objectives of this research were explained, and the stakeholders were invited to take part in this research voluntarily. After verbal

consent for participation was obtained, the researcher scheduled appointments with the stakeholders in advance and confirmed appointments the day before the interview.

On the day of the interview, each stakeholder was provided with an information sheet (Appendix F) and had to sign an informed consent form (Appendix G). The interviews were conducted at the stakeholders' proposed meeting areas, such as their homes and offices.

All interviews were conducted in a language convenient for both the researcher and stakeholder and at the stakeholder's home or organisation. The questionnaire provided background on the stakeholder's knowledge and their organisation's relationship with micro-enterprises in the community of Alexandra. Each stakeholder was asked to suggest an appropriate section in Alexandra Township where the researcher, together with each stakeholder, later visited in order to locate micro-enterprises.

At the end of the interview, each stakeholder was further requested to assist with community mapping, which was conducted on a separate date depending on the stakeholder's availability.

Prior to conducting the community mapping and transect walk in Alexandra Township, each stakeholder was asked to indicate where the micro-enterprise businesses could be located in Alexandra Township. Each stakeholder was asked to draw a rough map on a piece of paper indicating on which streets the micro-enterprises were located in this community. A number of different streets were indicated on maps and for the transect walk, both the researcher and each stakeholder walked from one point to another in different parts of Alexandra Township to locate and confirm the position and number of micro-enterprises. Necessary amendments and additions were made to the initial map by both the researcher and stakeholder

While conducting the transect walk (which focused on locating the micro-enterprise business), questions in relation to what was seen and related to this research were asked. For instance, when asked why so many people were seen during daylight sitting around and doing nothing, some roaming the streets and also when asked

whether businesses operating on pavements were permitted; answers to such questions did not only confirm data collected during mapping but also information gathered from the interview section (Freudenberger 1999).

Eighth Avenue was then selected to carry out Phase 2 of this research as it represented a typical street of Alexandra Township the most e.g. the street had shacks and neglected infrastructure. The map on 8th Avenue was later redrawn on a computer by the researcher (figure 4.1). During this process, the micro-enterprise business owners were approached and informed about the study and invited to take part in Phase 2 of this research. Appointment dates were set with those who were willing for the researcher to return, and interview and observe them for Phase 2 of the research.

Post community mapping and transect walks, the relationship with the stakeholders was terminated and they were thanked for their time and contribution and given a small gift as a token of appreciation. It should be noted the stakeholders had no knowledge of the gift until the day it was presented to each of them.

3.2.6 Data Analysis

The answers on the questionnaires were listed and described in response categories, or a set of replies that were grouped according to opportunities for micro-enterprises in the community using content analysis. The perceived facilitators and barriers were also listed in the same way using the Microsoft Word programme for content analysis.

The researcher also used Microsoft Word to list the frequencies of the types of legal, profitable self-employment opportunities found in Alexandra community. The transect walk was analysed using a transect map to present the location and characteristics of the businesses the researcher used this software to organise the list of micro- enterprises into categories of self-employment according to frequencies.

3.3 Phase 2

Phase 2's methodology outlined the plan to describe an activity participation profile of those in self-employment, and on establishing a pattern of the activity participation profile in relation to the levels of creative ability. Phase 1 was linked to

Phase 2 in that Phase 1 was used as an entry step into the community and as an opportunity to identify suitable Phase 2 participants.

3.3.1 Research Design

A quantitative non-experimental, cross-sectional research design was used. This research design was suitable for this research as each business owner was seen once to collect data and no manipulation of variables occurred since this was a descriptive study. (Kielhofner 2006). The researchers interviewed and observed the business owners once, while they performed their day to day tasks. This was done in order to gather information about their business and their level of creative ability.

3.3.2 Research site

Data collection took place along 8th Avenue (see picture below) in at the owners' business site (Figure 3.2). Although three sites were identified during mapping and transect walk, the 8th avenue site was selected to be the site for this research as it represented a typical street in Alexandra Township and had the greatest number of shacks and neglected infrastructure in terms of the micro-enterprises being run.



Figure 3.2 Research site – 8th Avenue

The majority of houses in Alexandra Township are small and mainly one roomed shacks, built next to each other and mostly without fencing around them. The site was polluted and overpopulated, and overall, the infrastructure and environment

appeared neglected. Littering, leaking drains and bad odour were some of the observations made.

Along the streets, there were people selling and buying goods. In some places people were observed smoking what seemed to be cigarettes and drinking what appeared to be alcohol, irrespective of the time of the day. Alexandra Township is a noisy place with many minibuses, commonly known to South Africans as Taxis. Some parts of the streets were not easy to navigate as cars were blocking the roads.

3.2.3 Population and sample

Business owners or micro-enterprise owners (identified in Phase 1 of this study) participated in Phase 2 of this study. From the sample of business owners identified during the community mapping in Phase 1, convenience and snowball sampling was used to recruit and reach the target sample of participants. Micro-enterprises were selected as per the categories in Phase 1; service, retail and manufacturing businesses and owners were recruited from each category.

For the inclusion criteria for business owners, they had to meet the following criteria in order to be selected:

- a) Living in Alexandra township or/and the business was located in Alexandra Township.
- b) Between the working ages of 18 to 65 years.
- c) Have been doing business for \geq three years old, as businesses are only considered successful if they have been running for three years (Pretorius 2009).
- d) Income received was greater than that of the monthly South African disability grant amount of R1 600 for the year 2017 (South African Social Security Agency 2017).

3.3.4 Sample size

The researcher used the Cochran's sample size formula to calculate the sample size from the number of micro-enterprises identified in Phase 1, which was 46 businesses in the street to be used for Phase 2. At least seventeen (17) micro-enterprises were sampled, which is deemed sufficient to give a comprehensive

sample within a 5% margin of error to determine the activity participation profile of the business owners in micro-enterprises in this community (Bartlett *et al.* 2001).

3.3.5 Measurement tools used to determine the Activity Participation Profiles

The personal factors and business factors that made up the business owners activity participation profile were assessed using one questionnaire, which had three sections. Section A was used to collect demographic information, section B collected information about the business, and section C was used to record observations of the business owner working, which contributed towards determining the owners' level of creative ability (VdTMoCA) and their APOM scores.

3.3.5.1 Questionnaire for business owners

The business owners involved in successful profitable self-employment in micro-enterprises in the Alexandra community were interviewed by the researcher using a questionnaire (Appendix H). Prior to administering this questionnaire with the micro-enterprise owners, it was piloted for face validity with subject matter experts and micro-enterprise owners in Diepsloot, another low-resourced urban township, which is geographically located north of Johannesburg.

The questionnaire consisted of three sections, i.e. sections A, B and C. Section A had 15 demographic questions, such as the business owners' gender, age, marital status and business training received.

Section B consisted of 31 questions, which obtained information around areas such as business background, challenges, worries and concerns, benefits, business support received, business owner's relationship with customers, community or government. The questions allowed the participants to share information on their business, such as the factors that facilitate and/or hinder self-employment in Alexandra (Gill *et al.* 2008).

Section C entailed the business owner performing a task while the researcher made observations and recordings. Such observations entailed how the business owners interacted with various customers, duration of each transaction and level of customer care. Once the session was over (marked by the end of observation), the researcher terminated the session.

3.3.5.2 Activity Participation Outcome Measure

The APOM was developed to track change in activity participation in South African mental healthcare users after they received occupational therapy (Casteleijn 2010). The APOM has been tested for validity and reliability on patients with various diagnoses. Interrater reliability is confirmed at 0.70 and 0.79 for three raters (Brooke 2015). The outcome measure has eight domains, namely process skills, communication or interaction skills, life skills, role performance, balanced lifestyle, motivation, self-esteem and affect (Table 3.3).

Table 3.2 Definitions of the APOM domains (Casteleijn 2016)

Domain	Explanation
Process skills	Entails one's ability to plan a task; selection and usage of tools and materials in an appropriate manner; pacing their actions and adapting one's performance in a situation where they come across challenges. Other aspects are concept formation, task concept and ability to pay attention.
Communication/interaction skills,	Using one's physical body and verbal language in order to express oneself in building and maintaining social relationship. It includes using non-verbal communication (e.g. gestures), verbal communication (e.g. using speech) and relations (conforming to social norms).
Life skills	These are skills and competencies that one acquires and uses in their everyday lives. They include, but not limited to, taking care of oneself, functional mobility or getting around, using transportation and managing conflicts
Role performance	These are obligations ones is expected by society to fulfil and they become their social identity and their daily lives. The aspects are awareness of roles, role balance, role expectation and competency.
Balanced lifestyle	Leading one's life in a balanced way (physical, mental, social, spiritual and rest) that promotes wellness. The items are time use and routines, habits and mix of occupations.
Motivation	It entails one's drive to explore and master the environment, which includes basic motives and perceptions. More aspects include, but not limited to, locus of control and goal-directed behaviour.
Self-esteem	How worthy one perceives themselves, which includes aspects such as awareness of qualities and attitude towards self.
Affect	The appropriateness of one's emotions and includes items such as mood.

Each domain is represented by a number of items (Appendix A2). The rating of the items of each domain is numerically aligned with the levels of creative ability and the phases within each level. The phases are called therapist-directed, patient-directed and transitional phase. Table 3.3 presents the numerical alignment or scoring scale with the levels and phases of creative ability.

Table 3.3 Scoring scale of the APOM items (Casteleijn 2016)

Tone			Self-differentiation			Self-presentation		
Therapist-directed	Patient-directed	Transition	Therapist-directed	Patient-directed	Transition	Therapist-directed	Patient-directed	Transition
1	2	3	4	5	6	7	8	9
Passive Participation			Imitative Participation			Active Participation		
Therapist-directed	Patient-directed	Transition	Therapist-directed	Patient-directed	Transition	Therapist-directed	Patient-directed	Transition
10	11	12	13	14	15	16	17	18

There is a description of the behaviour or skill for each item and each level of creative ability, with the level of active participation as the ceiling. The occupational therapist who does the rating, will observe the person engaging in activities and select the description that matches the performance of the person. Once the level of the item has been established, the phase within the level is determined and the corresponding score is allocated. The phases are based on the amount of assistance or structure a person needs within each level.

There are specific requirements to use the APOM. Firstly, occupational therapists should have at least one year's experience in VdTMoCA and secondly, must have attended a one day training before using the APOM. The researcher and research assistant in this study were both experienced in VdTMoCA and had attended the one-day APOM training prior to the study.

Although the APOM was developed to track change over time, it was only used as a baseline assessment (cross-sectional) of business owners to contribute towards establishing their activity participation profile. The mode of administration was by doing an interview and observing the different business owners performing individual tasks and then score them on the APOM score sheet. Scoring was done on site by the researcher and the research assistant (see below for details).

3.3.6 Research Procedure and Data Collection

Data collection in Phase 2 was conducted by the main researcher together with a research assistant. The research assistant was an experienced occupational therapist who holds a PhD in the profession of occupational therapy, able to speak both Afrikaans and English and aided with the flow of the interviews.

Micro-enterprise businesses identified in Phase 1 were visited as per appointments scheduled. On the day of the visit, information of the research was provided, i.e. information sheet (Appendix I). Each business owner was invited to participate and asked to sign the consent form (Appendix G), prior to the interview. The researcher and research assistant individually observed micro-enterprise owners (participants) while performing tasks in their businesses. Each session was terminated by providing a thank you gift to each participant as a token of appreciation for participating in the study. It should be noted that the participants had no knowledge of the gift until it was presented to them. Prior to departure, the researcher asked for a verbal consent to take a picture or photograph of the micro-enterprise structure.

While on site, the researcher and research assistant used the APOM sheet to score each business owner (see APOM procedure below on steps followed). To ensure valid and reliable scoring, the APOM developer accompanied the researchers on one of the days of data collection. The visit was followed by a discussion session between the researcher, research assistant and the APOM developer. The discussion touched on items that were difficult to observe and how to use the available observations to infer the level of creative ability on the APOM. Examples of issues under discussion were to establish norm awareness and compliance in the community of Alexandra, and the danger of inflating scores when comparing business owners to each other instead of aligning their performance to the item descriptors in the APOM. To further ensure validity of the captured data, the APOM scoring was done on the spot. After each visit, within 24 hours, collected data was analysed. Each researcher conducted the analysis individually, first by estimating the participant's creative ability level, followed by rating the participant on the APOM, consensus was then reached between the main researcher and the research assistant, thereafter the agreed scores were plotted on the APOM sheet. Finally the researcher, a) plotted each participant's score on the electronic APOM sheet, b) analysed the APOM electronic sheets by recording the averages for each domain for each participant, c) analysed the questionnaire for themes, and d) established a pattern which contributed towards the activity participation profile (based on the APOM and questionnaire analysis results) of the participants in relation to the VdTMoCA.

The process or procedure of establishing the participant's VdTMoCA level and completing the APOM was as follows:

STEP 1

Each researcher:

- a) conducted an interview using the questionnaire and
- b) observed each participant performing their daily business task/s e.g. interacting with customers (communication skills observed), a work task specific to each business owner e.g. taking measurements and making a cupboard (task concept observed) i.e. 30 to 45-minute.

STEP 2

While on the research site or field:

- a) both researchers met and took turns in presenting the participants they have interviewed and observed to their fellow researcher
- b) after presenting each participant, both researchers completed the VdTMoCA form (Appendix A1) on that participant through mutual agreement (interrater reliability) and
- c) the APOM score sheet was scored next (Appendix A2).

This process was done for all participants observed.

STEP 3

At the main researcher's office, the APOM scores of all participants were plotted on a computer using the Excel Microsoft programme in order to establish APOM spider graph (Appendix B) and the level of creative ability determined.

Additional information to the above on the procedure:

- Due to the nature of these businesses, informal appointments were made. Participants were informed that two researchers would visit them between next Monday and Wednesday afternoon in order to see how you run your business

- Interviews and observations allowed business to proceed as usual, e.g. when the participant had a customer to attend to, the researcher stopped the interview and continued with observations while the participant interacted with the customer.
- Both interviewers were skilled and could adapt to the situation as necessary, e.g. some interviews were while standing, some in loud surroundings and some while sitting on a rock or pavement.

3.3.7 Data Analysis

In Phase 2 the participants activity participation profile was analysed by:

Analysis of the business factors, which include the characteristics and demands of the business, from the business owner questionnaire were analysed using frequencies. Analysis of the personal factors including the demographics and the level of creative ability for the participants were analysed. Interviews and observations made per participant allowed for establishing of their level of function using the VdTMoCA form and scoring them on the APOM sheet. The ordinal APOM scores of self-employed individuals in these micro-enterprises were analysed using the medians for each domain, which were plotted on a spider graph and the total score indicated the level of creative ability of each participant. The creative ability levels of business owners were analysed using frequencies.

To explore the alignment of the business characteristics or demands with the business owners level of creative ability, a matrix analysis was completed by matching the frequency of business characteristics or demands with the different levels and phases of creative ability to determine which characteristics occurred more often at different levels and phases within those levels. Below is the procedure used to establish the matrix.

The matrix was initiated by drawing a table that contained column one, two and three using the Microsoft Word program on a computer. Column contained questions from the questionnaire i.e. from the first question on gender to the last question on nationality. Column two was made up of creative ability with sub-columns reflecting the three creative ability levels in this research i.e. passive participation, imitative participation and active participation. Each level of creative ability had the different

phases of creative ability i.e. therapist-directed, patient-directed and the transitional phase, with number of participants (n) per phase indicated. Column three was made for comments.

The researcher went through each row made up of questions (from the questionnaire) aligned with three creative ability levels (with their phases and number of participants per phase) by providing necessary data. Each row ended with a comment section (this is where the researcher commented on whether a pattern was observed or not). A pattern observed would mean that there is a clear trend between a particular question (from the questionnaire) and the three different levels of creative ability. For instance, on the question of possessing a driver's license, participants who are high functioning on the level of creative ability possessed driver's licenses as opposed to their counterparts who were low functioning. On the other hand, the question on gender seemed to show no pattern when plotted against the three different levels of creative ability.

3.4 Ethical consideration

Ethical clearance (ethics certificate number M170820) was obtained from the Wits University Health Science Research Committee prior to commencement of both Phase 1 and Phase 2 of this research (Appendix E). All participants were given an information sheet and signed an appropriate consent form prior to taking part in this research. The core ethical principle of non-maleficence, where the researcher will do no harm to the participants was considered during the entire study (Health Professions Council of South Africa 2016). Note that the participants were not informed that they would receive a gift for participating in this study; this was done in order to ensure that participation was voluntary. The researcher also applied anonymity by making sure all participants' information was confidential by coding and not recording any names on any data collection sheets.

Participants were made aware that participation in this research was voluntary, and refusal to take part or termination of participation would have no adverse consequences. They were also informed that they may not directly benefit from the outcomes of this research. Identified data and consent forms were kept separate and locked away in a cabinet in a secure location. Feedback from this research was only provided on request.

Verbal consent was also received from participants to take pictures of them and/or their businesses and for using these pictures for research purposes.

3.5 Summary

This research was done in two phases in Alexandra Township (Alex). Phase 1 focused on interviewing three stakeholders in Alexandra Township for their knowledge and perception around self-employment in small businesses in this community. Purposive sampling was used in Phase 1 which was a community participatory quantitative non-experimental design study. Stakeholders also assisted in providing information about locating the small businesses. Phase 2 was conducted by interviewing and observing 16 small business owners in order to describe their activity participation profile and their level of creative ability. Phase 2 was a quantitative non-experimental and cross-sectional research where convenience and snowball sampling were used. The chapter ended with a description of the data analysis for Phase 2 and the ethical considerations.

CHAPTER 4: RESULTS

4.1 Introduction

This chapter presents the results of both phases. Phase 1 will be reported first followed by Phase 2.

For **Phase 1**, the first objective was to explore and describe the stakeholders' knowledge and perception of these micro-enterprises. The second object was to describe the location and categories of legal, profitable, self-employment micro-enterprises in a low-resourced urban community in Johannesburg. The results, gathered with the three stakeholders' help, will be reported under each objective.

For **Phase 2**, the aim was to: 1) describe the activity participation profile, which include the personal factors and business factors, and 2) establish the alignment of the self-employed individual's demographics and business factors with their level of creative ability. The results in this phase are presented as per objective. Note: The results reported are not following the exact order of the questions in the questionnaire. This was done in order enhance the flow of the results.

4.2 PHASE 1 Results

The subheadings under this phase were informed by the questionnaire. However, it should be noted that data was analysed using the content validity index and subheadings may not necessarily match the questions exactly as they appear on the questionnaire. For instance, some questions from the questionnaire were grouped together and/or reworded in order to make reporting of the results easy to understand. For example, the 'institution offering support' related question from the questionnaire is represented by the following subheading in this chapter 'resources for informal micro-enterprise owners in Alexandra Township'.

4.2.1 Demographics of stakeholders

Three stakeholders were interviewed in Phase 1. Table 4.1 gives the stakeholders' demographic information.

Table 4.1 Demographic information of the stakeholders

Stakeholder	Demographic					
	Age	Gender	Race	Office location	Institution or organisation	Work area and residential area
Alexandra ward councillor's office	Mid 30s	Female	Black	South of Alexandra Township	Government	Works and lives in Alexandra Township
Occupational Therapy Technician (OTT)	Late 40s	Female	Black	South of Alexandra Township	Government	Works and lives in Alexandra Township
Young Minds Group (YMG)	Early 20s	Male	Black	East of Alexandra Township	Private	Works in Alexandra Township

4.2.2 Opportunities for micro enterprises in Alexandra Township

Stakeholders indicated there were a number of opportunities for those who wished to run micro-enterprises in Alexandra Township. Furthermore, it was reported there is a large number of similar businesses in the community. There was a perception from the stakeholders that there were not enough customers for all business owners in the same business to get a reasonable turnover (See Table 4.2).

4.2.2.1 Micro enterprises add value to the community

The micro-enterprises situated within Alexandra Township, render services at cost effective prices, thus adding value to the community of Alexandra. The businesses also operate on credit bases (indigenous or known to locals as *nkoloteng*) since both the owners and customers reside in the same community, hence the mutual relationship. This is believed to bring about convenience to the community of Alexandra. Some business owners were reported to give back to the community of Alexandra in the form of donations, for instance, a donation will go towards community campaigns or events at old age homes in the community of Alexandra.

4.2.2.2 Resources for informal micro-enterprise owners in Alexandra Township

Stakeholders were aware of political and legal organisations that provide assistance to small businesses, and those organisations included private initiatives, which entail pro-bono services from reputable law firms such as ENSafrica (Edward Nathan Sonnenbergs). Services provided to the micro-enterprise owners include,

but are not limited to, business legal advice and workshops. Local government initiatives include the community centres available within the community of Alexandra and the SMME's data base at City of Johannesburg Region E offices. This office affords micro-enterprise business owners a platform to bid for sub-contracts or tenders intended for Region E.

4.2.3 Barriers to setting up and running a micro-enterprise in Alexandra township

According to the stakeholders, there are multiple factors making it difficult to set up and run micro-enterprise businesses in Alexandra Township. These include physical space, funding or capital and lack of knowledge and access to information. The aforementioned challenges seem to frustrate and discourage not only the business owners but also the stakeholders. The owner of the Young Minds Groups also felt that although resources such as his group are in place to assist with entrepreneurship, parents are not always supportive of their children following the route of exploring micro-enterprise at an early age. Stakeholders reported there were many micro-enterprises in Alexandra Township, which does not align with the resources available in this community. As a result, resources such as space tend to be a challenge in that some business owners occupy land illegally. In addition, cases of accidents were reported (from car-car to car-pedestrian accidents) due to these road obstructions. It was also reported that the resources in the local authority to assist business owners were limited. The processes and procedures followed are lengthy and not always motivating as micro-enterprises have to comply with national and local policy, which requires registration and formalisation if the business is to receive financial assistance. The lack of resources means the policies in place to assist small businesses are not being sufficiently executed to help enhance micro-enterprises.

4.2.3.1 Physical space

Physical space or land for residence is reported to be an issue in the community of Alexandra, let alone business space. The issue of business space results in businesses operating on pavements, having unstable structures and at times obstructing roads, hence being unsafe (accidents).

4.2.3.2 Funding or capital

Funding or capital seems to limit the Alexandra community from successfully setting up and running their own businesses with ease. Funding was reported to be a necessity to cover expenditure such as purchasing stock and paying for other logistics associated with setting up a business, e.g. paying workers. Micro-enterprises are believed to be caught up in financial red tape, as banks, for instance, are reluctant to assist micro-enterprise owners financially.

4.2.3.3 Lack of knowledge and access to information

Lack of knowledge and access to information, such as how to start, run and grow a business, affects micro-enterprise business owners. In addition, they were reported to often fail to comply with the tax law, for instance due to lack of or limited knowledge. Also lack of clarity about the roles and responsibilities of different levels of the public sector, making the sector's efforts uncoordinated and less effective, which perpetuates the micro-enterprise business owner's limited knowledge and access to information.

4.2.3.4 Infrastructure

Resources such as electricity were believed to contribute towards the success of a business. For instance, someone running a spaza shop where they sell products such as ice cream will need reliable electricity to ensure the ice cream remains in good quality and appeals to customers. Lack of reliable electricity had a negative impact on such businesses.

4.2.4 The location of and categories of micro-enterprises

The location of and categories of, profitable self-employment opportunities in micro-enterprises in a low-resourced urban community in Johannesburg were established using mapping and transect walk techniques.

4.2.4.1. Category-list of micro enterprise business found in Alexandra Township

Categories of businesses in this study (identified through a combination of data collected with mapping and transect walking) were retail, services and skills and manufacturing or production. Retail implies sourcing or buying and selling a product/s, while service or skills are businesses where services are rendered as

opposed to products being sold. Manufacturing or production in this study referred to a business where products were made or produced on a micro-scale. Table 4.2 presents the business categories as follows: Retail, Service or skills and Manufacturer or production.

Table 4.2 Business categories of micro-enterprise

Categories	List	
Retail	<ol style="list-style-type: none"> 1. Street vendors (sells anything from objects to food e.g. cell phone covers, selfie sticks, phone charger, chicken 'parts,' fruits and veg, sweets, etc.) 2. "Spaza/tuckshops" 3. Airtime places 4. Cell phone shops 5. "Dunuza" Second hand clothing or floor boutique 6. Car tyres 7. Fruit & Vegetables 8. Ice cream shops mobile 9. Fish & Chips 10. "Magwinya" (with Ingredients e.g. liver spread, atchara, etc.) 11. "Kota/sly joints" places 	<ol style="list-style-type: none"> 12. "Skopo" (Sheep head) and cow feet 13. Chicken dust 14. Restaurant (indoors, some with coffee, and outdoors) 15. Meal Places (Dumbling/Pap/Rice/Meat/Soup) 16. Kitchen restaurants (recent) – Gomei food 17. "Mogodu" (cow insides) Places 18. Chicken parts (raw) 19. Butcheries (Buy & Braai/Takeaways) 20. Livestock (chicken/Sheep); chicken may be prepared at extra fee 21. Taverns ("for low levels/class") 22. African beer places ("Bareng") 23. Pubs ("for mid & higher class/level") 24. Bottle store
Service & skills	<ol style="list-style-type: none"> 1. Photographers (mobile - same time photos) 2. Internet cafes 3. Repairs centres, e.g. electrical appliances: TV, fridge, iron, kettle 4. Masters of Ceremonies (Paid to 'preach') 5. Property letting 6. Inyanga/izangoma/Traditional healers 7. Herbalist (African herbs) 8. Salons (Shelter/street) 9. Barber shops 10. Manicure 11. Tailors/dressmakers 12. Dry cleaners 13. Laundry services 14. Tutoring (e.g. teaching foreigners local language such as business owners from Pakistan) 15. Domestic worker (gardening, cleaning/washing) 	<ol style="list-style-type: none"> 16. After care or after school services 17. Child minder/mending or babysitter 18. Day care 19. Freelancers 20. Plumbers 21. Upholstery 22. Builders 23. Mechanic 24. Car welding 25. Recycling 26. Driving school 27. Taxi Owners/Logistic companies 28. Uber 29. School transport/Taxi 30. "Nkukele" (helper with groceries by shopping centers) 31. Shoe repairer/cobbler 32. Tekkie wash 33. Car wash (some host events) 34. Letting of event equipment/tools, e.g. mobile fridge 35. Catering 36. Events Planner
Manufacturer or production	<ol style="list-style-type: none"> 1. Baking 2. Gardening 3. Florists 4. Shoemakers/cordwainers 5. Brick manufacturer 	<ol style="list-style-type: none"> 6. Welding 7. Charging lamps 8. Art & craft (beads work, plastic mats, toys) 9. Carpentry

4.2.4.2 Physical location of micro-enterprise businesses in Alexandra Township using mapping and transact walk

The streets of Alexandra community were observed to have a vast number of micro-enterprises. Some streets had more of these businesses than others, for instance, the Pan Africa shopping streets had more micro-enterprises than the streets in the township of Alexandra itself. These businesses were observed to be similar to each other. In other cases, a premises or business site was shared by two different business owners doing exactly the same but separate business. Figure 4.1 shows a part of the Alexandra Township community map (8th Avenue), which highlights the geographical location of micro-enterprises (Note: not all business owners are reflected on the map), and Table 4.3 presents the number of micro-enterprises on 8th Avenue which is aligned to table 4.2.

Table 4.3 Business category demographics

Business category	N (%)	Comment
Retail	28 (61%)	There are 46 businesses in a street that is + or -1 kilometre.
Services	17 (37%)	
Manufacturing	1 (2%)	

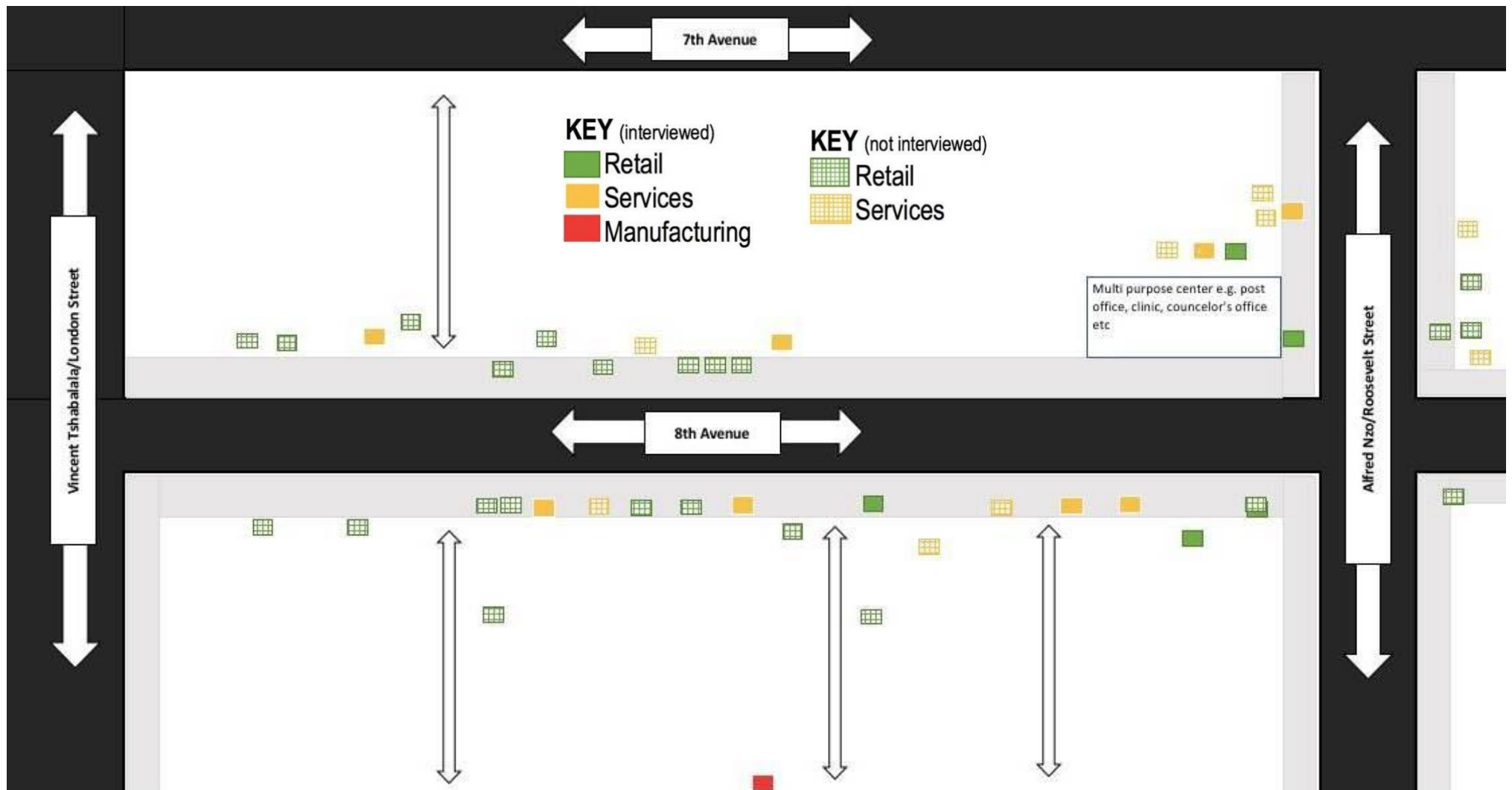


Figure 4.1 Part of the Alexandra Township community map (8th Avenue)

4.3 PHASE 2 Results

The data collection process in this phase was conducted in two ways. Data collection was done mainly through interview using the questionnaire and supplemented by observation while the self-employed individuals (n=16) performed business related tasks such as interacting with customers.

The subheadings under this phase were informed by the questionnaire. However, it should be noted that some subheadings may not exactly match the questions on the questionnaire. To give an example, some questions from the questionnaire were reworded and/or grouped together in order to make reporting of the results easy to understand. For instance, the demographics subheading in this chapter is a collective of questions (from the questionnaire) such as age, gender and marital status. In addition, some results from the questions on the questionnaire were deemed inappropriate and/or irrelevant for this study objectives and thus excluded. Questions that were excluded incorporate question 25 to 31.

4.3.1 Personal Factors

4.3.1.1 Demographics work-related factors of self-employed individuals

A total of 17 business owners were recruited for Phase 2 of this research. One interview was discontinued, despite the business owner having agreed to participate in this research, because the business owner presented with illogical thoughts not linked to the subject under discussion and the interview could not be completed. Consequently, data of 16 business owners were analysed. From using the questionnaire detailed above with the business owners' findings were as follows:

The gender of the 16 business owners was predominantly male, 81%, with 19% being female (Table 4.4).

Table 4.4 Demographics of sample (n=16)

		n	%
Gender	Male	13	81%
	Female	3	19%
Age	25 – 35 years	5	31%
	36 – 45 years	8	50%
	46 – 50 years	3	19%
Marital status	Married	8	50%
	Single	6	37.5%
	Cohabiting	2	12,5%

The population's ages ranged between 27 and 50 years old; the majority were between the ages of 36 and 45 years (50%), followed by 25 to 35 years (31%) and lastly 46 to 50 years (19%). Half (50%) of the business owners were married, 37.5% were single and 12.5% were cohabitating; none were divorced or widowed.

The business owners' highest level of education ranged from no education (6.25%), to some having some tertiary education (18.75%) (Figure 4.2). The majority of the business owners (37,5%) had some high school education but had not completed Grade 12. Each group that had had primary school and had completed Grade 12, made up 18.75% of the business owners.

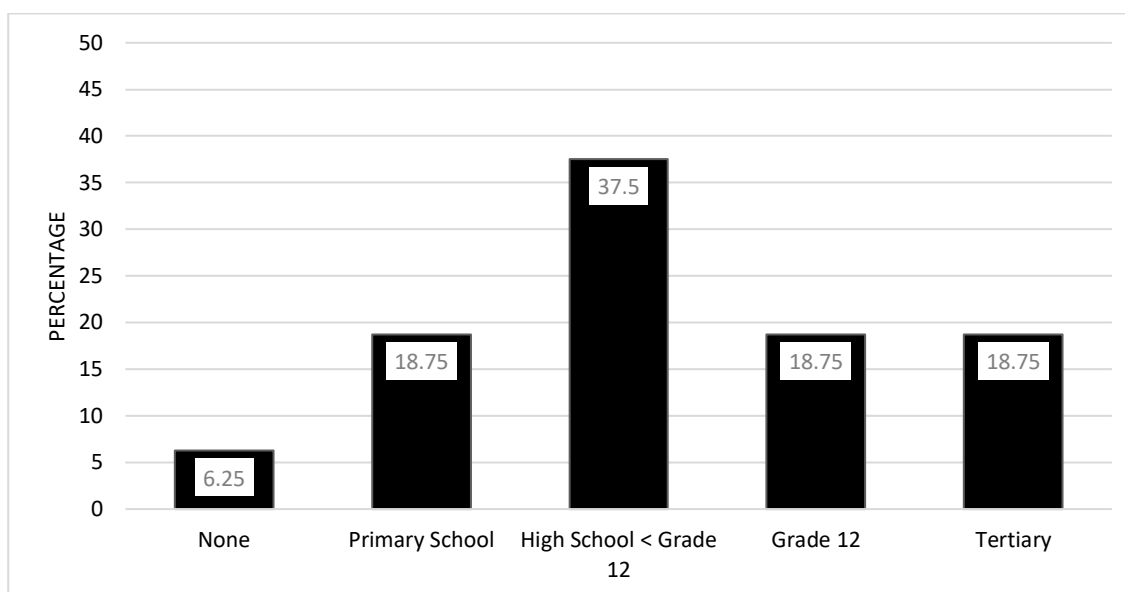


Figure 4.2 The highest level of education of the business owners (n=16)

In terms of nationality and dependents, 56% (n= 9) of the business owners were South African and 44% (n= 7) were foreign nationals. The number of dependants cared for by the business owners ranged from 2 to 30 dependants, with an average of 7.5 dependants per business owner.

One of the other demographic factors identified for three business owners was disabilities which impacted the efficiency of running their business (Table 4.5).

Table 4.5 Business owners who reported a disability:

Business owner	Impairment and/or disability	Impact on business
1	Stroke	Has to rely on other people whom are not always trustworthy as they sometimes steal his money or stock, for instance.
2	Shoulder injury - fell from motor bike	He reports a painful shoulder at night post long working hours.
3	Back pain (from gunshot) with co-morbid Diabetes Type 2	If there is pain in his back, he cannot stand upright or walk to perform his work tasks

4.3.1.2 Creative ability as determined by the APOM

4.3.1.2.1 Creative Ability

The highest level of function amongst the business owners was active participation, followed by imitative participation, with passive participation being the lowest (See Figure 4.3 for further break down of each level into phases). The majority of business owners (75%: n= 12) were functioning within the imitative participation level, whereas the level of creative ability for two of the business owners (12.5%) was passive participation and for another two (12.5%) active participation.

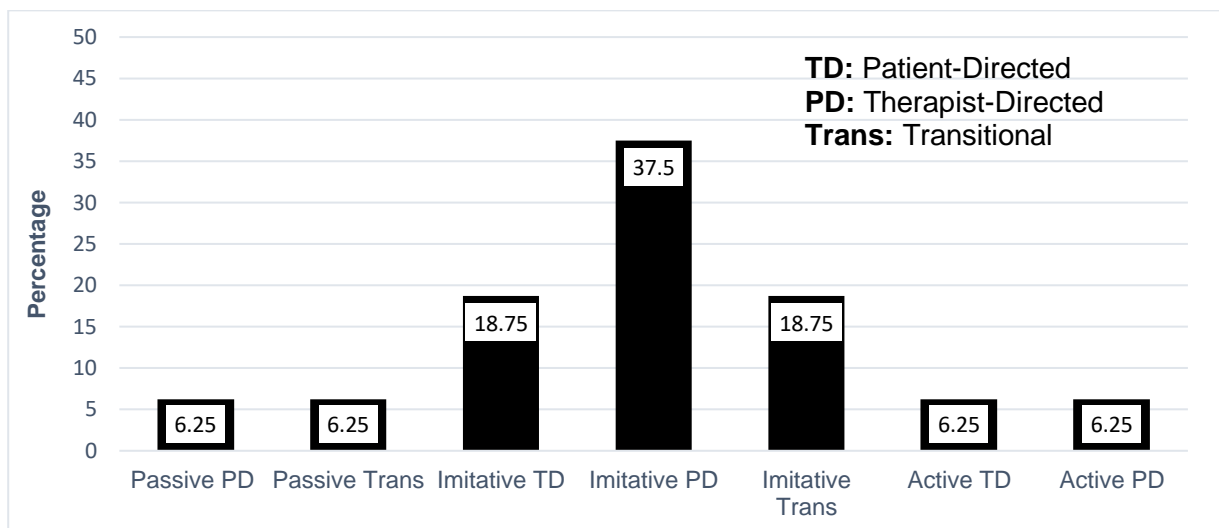


Figure 4.3 Creative Ability level of business owners (n=16)

Of the business owners (n=12) functioning within the imitative participation level of the VdTMoCA, half (n= 6) were on imitative patient-directed phase. The other 50% were evenly divided between imitative therapist-directed (25%: n=3) and imitative transitional (25%: n=3) phases (See table 4.8).

4.3.1.2.2 Activity Participation Outcome Measure scores per domain

The median scores for communication or interaction skills, affect, role performance, process skills, life skills, balance lifestyle and self-esteem were at imitative level of creative ability - patient-directed phase. Only the median score of the motivation domain is at imitative level of creative ability – therapist-directed phase.

The median score for each of the APOM domains of the business owners indicated that the communication domain had a slightly higher score with the median of 14.75 and the motivation domain was observed to have the lowest median score of 13.10 (Figure 4.4).

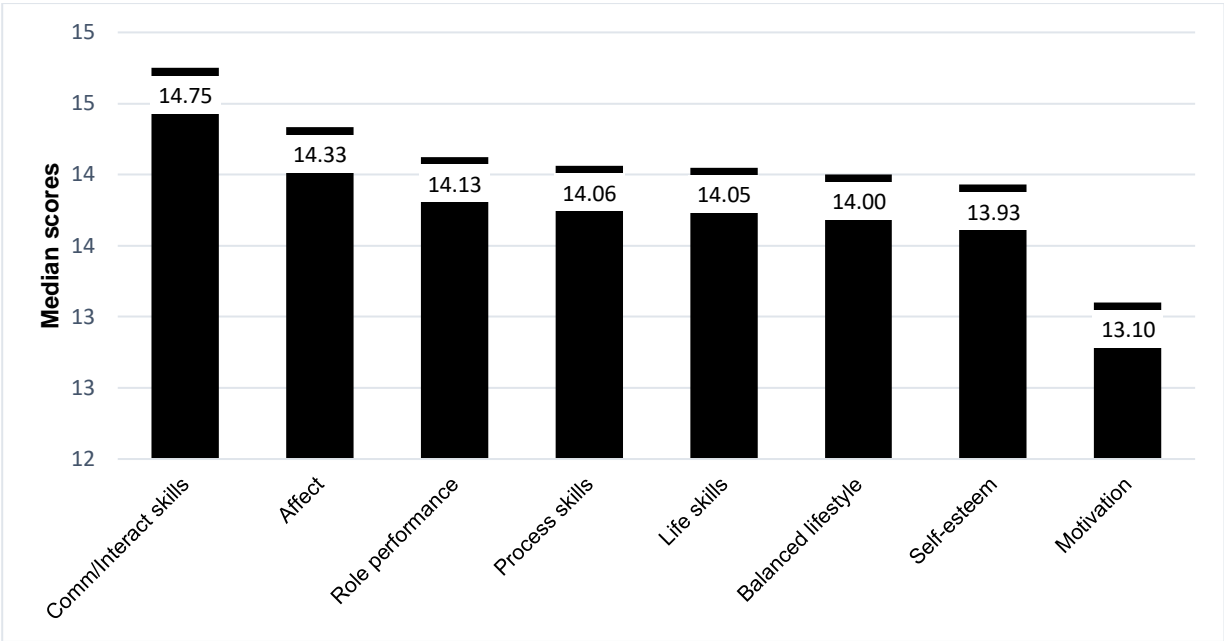


Figure 4.4 Median scores for domains on the Activity Participation Outcome Measure (n=16)

4.3.1.2.3 The APOM and the category of Micro-enterprise

The APOM median scores across business categories indicated that the scores for those in the manufacturing category were the highest followed by services category. The lowest scores were found in the retail category across all domain (Figure 4.5).

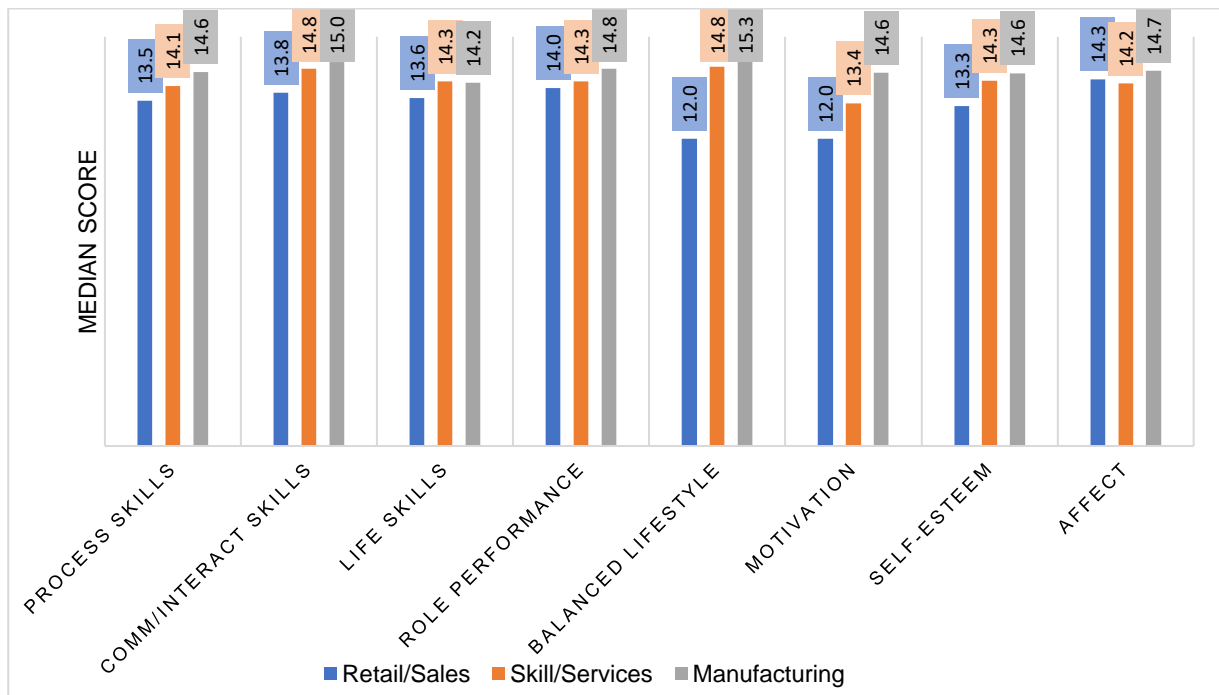


Figure 4.5 Differences in the APOM domains (median scores) across business categories of micro enterprise (n=16)

4.3.2 Business factors

The business owners provided information during an interview about the factors related to their businesses. In terms of the business categories, the majority (50%: n= 8) of the business owners were in services, followed by the retail category (31%: n= 5), whilst business owners in the manufacturing category accounted for only 19% (n= 3).

4.3.2.1 Previous and current work training

4.3.2.1.1 Previous work training and experience

Nearly one third of the business owners had received formal business training and had received certificates in agriculture, sewing, marketing and financial management, and stock purchasing, with one business owner having a diploma in Marketing and Financial Management. The other business owners had received in-service training and learnt their business skills onsite while doing the actual job either at a business run by a neighbour, friend or acquaintance (Table 4.6).

Table 4.6 Previous and current work training and experience (n=16)

		<i>av. = average</i>	n	%
Previous business training	Business training	Formal	5	31%
		In-service training	11	69%
Current business training and experience	Years in business	NA	1	6.25%
		3-10 years av. = 5,77yrs	9	56.25%
		10-20 years av. =15yrs	3	18.75%
		20-30 years av. 24yrs	3	18.75%
	Employees	Employs others	13	81%
	Ownership	Sole ownership	12	75%
		Partnerships	4	25%

Jobs that the business owners previously engaged in ranged from no work experience to various piece jobs, with some reporting formal jobs. Reported piece jobs included selling at a butchery, car seat repairer, manual labourer at construction sites, brick laying, carpentry, hairdresser and a cleaner. Only two formal previous jobs were reported, namely customer care consultant at a bank and a chef at a fast food outlet.

4.3.2.1.2 Current work experience

The number of years business owners had doing business ranged from 3 to 28 years, with a mean of 17 years. Eighty-one percent of the business owners (n=13) employed other people, however most of these were employed on a part-time basis. Sole ownership of these micro-enterprises was most common at 75% (n=12),

4.3.2.1.3 Process followed and reasons for setting up their businesses

Rationale given for choosing their specific respective businesses linked to prior exposure, skills in the field, assisting the community and profitability. One business owner, when asked, replied that the business he chose “ihamba phambili” (lucrative or good business). Business owners reported they followed a set procedure, i.e. underwent in-service training, saved up money and purchased necessary tools and materials for their own business.

When asked if they would prefer to be employed in the labour market, 56% (n=9) of business owners reported they would not consider a paid job as being self-employed meant freedom, being your own boss, flexibility in working hours and the opportunity for personal growth without limitations in terms of confidence and growth. The reason for 44% (n=7) of business owners starting a business was because they could not get employment in the formal sector although they would have preferred a paid job, depending on the salary. These business owners indicated their reason for considering a paid job was their limited and unsteady income, and one reported she was tired of working for herself.

4.3.2.2 Finances related to the business

Business owners in family businesses and those who had run their businesses for more than 10 years could not remember how much money was used to start the business, the rest reported that the capital they used to start their respective businesses ranged from R450 to R30 000. Some business owners reported they had had to raise their capital over a period of time in order to accumulate the desired amount to start their business.

Business owners reported that their monthly income varied depending on the weather and the season, and that the income was higher in good months than bad months in their business. In a good month the income ranged from R1 600 to R10 000, with the majority of business owners earning between R2 500 and R5 000. In a bad month, the majority of business owners earned less than R1 600. January and beginning of the month were highlighted to be a bad in general. The end of the month is generally busy, in that more money was made. December was also reported to be a busy month (Figure 4.6).

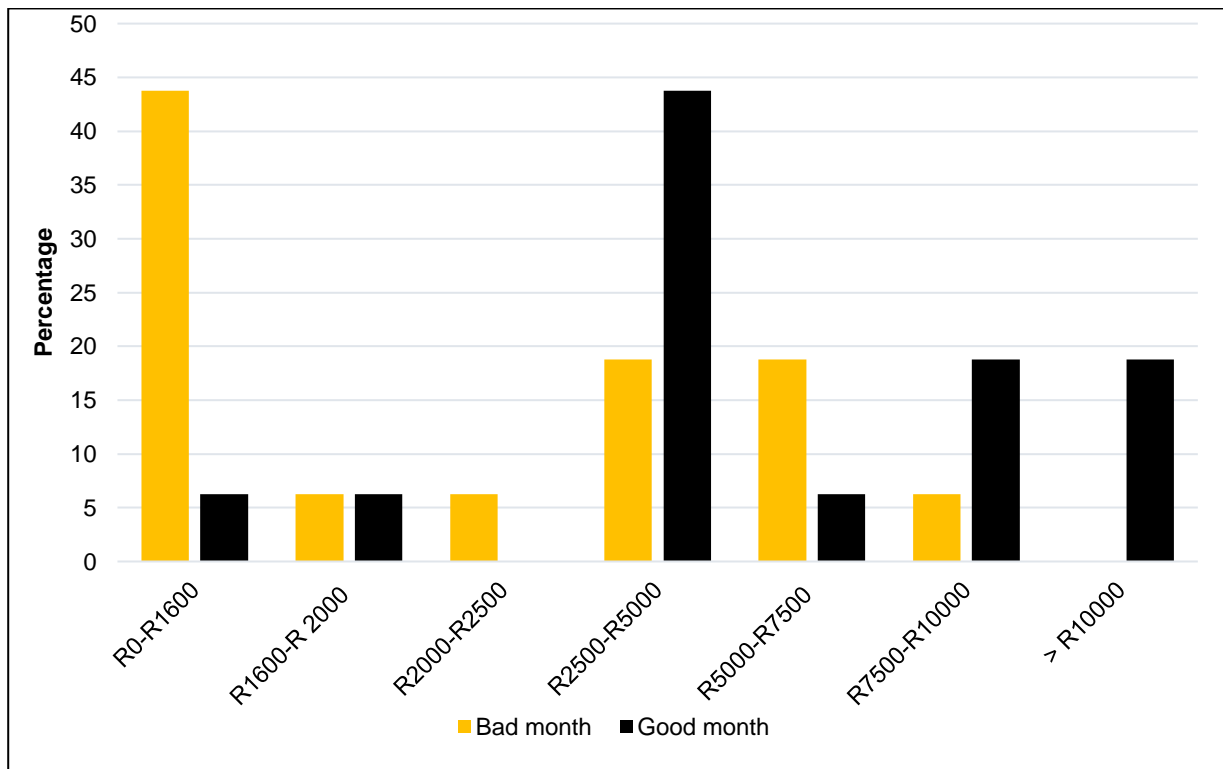


Figure 4.6 Monthly income of business owners in good and bad months (n=16)

When asked how the income received was budgeted or divided, 88% (n=14) of business owners indicated they used the income as a salary and 63% (n=10) made provisions for re-investment into the business, while 38% (n=6) saved or invested some money. Forty-four percent (n= 7) of business owners used their income to cover rent for the business or a place to stay; only four had fixed premises and had to budget for rates and services as well. Over one third of business owners (37.5%) reported they had a secondary source of income, which was received from being a “nyanga” (traditional healer), gambling (soccer BET), “mogodisano” (stokvel) and one business owner reported a subsidy grant from Department of Education.

4.3.2.3 Business operation

4.3.2.3.1 Business location

Note that consent was given by each business owner for pictures to be taken of the business location and used for research purposes. The business location of the micro-

enterprises included doing business on the pavement (Figure 4.8), which constituted 62.5% (n= 10) of the business owners, with only 31.25% (n=5) having shelter in the form of an umbrella or awning (Figure 4.7).



Figure 4.7 Business location - on pavement



Figure 4.8 Business location - on pavement under umbrella

Those doing business in a yard (Figure 4.8) made up 31.25% (n= 5). The sample that ran a mobile business was 6.25% (n= 1), which is indicated as *not applicable* in Figure 4.10.



Figure 4.9 Business location - in a yard.

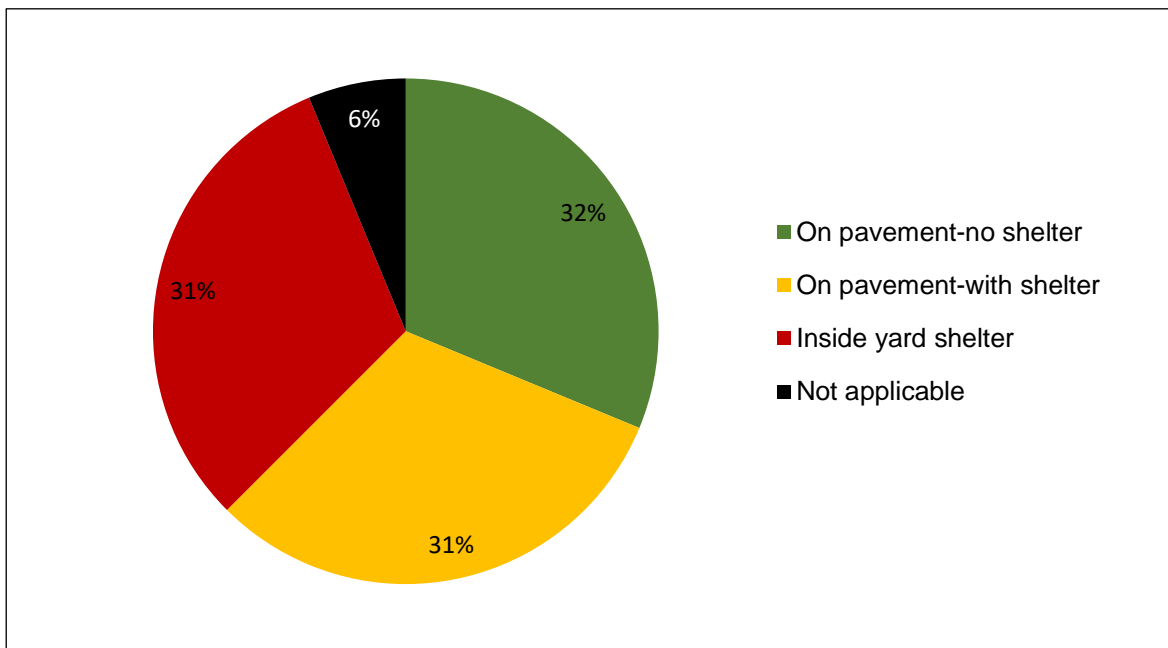


Figure 4.10 Location of businesses (n=16)

4.3.2.3.2 Trading hours

The trading hours were reported to be dependent on many factors, however business owners reported 10 hours of operation on average, with a range of 8 to 16 hours per day.

Annually, 31% (n=5) of the business owners reported their businesses never closed, whereas 50% (n=8) reported closing during the Easter and Christmas holidays. Only 19% (n=3) reported they closed their business whenever they go to their country of origin or if there is no work.

4.3.2.3.3 Stock taking and security measures

Stock taking and cashing up was done by 75% (n=12) of business owners themselves, while 25% (n=4) had help. More than half the business owners did their stock taking daily (56%: n=9), while 38% (n=6) did it weekly and only one business owner did it monthly (6%: n=1).

Burglar doors and windows seem to be a common necessity as 66% (n=11) of business owners reported experiencing a robbery at least once since they started their business. Additional security measures taken entail sleeping at the business site, having dogs on standby, and packing away equipment, tools and material when the business closes.

4.3.2.3.4 Transportation

The majority (56%: n= 9) of the business owners had no driver's license, but only 13% (n=2) business owners used public transport and spent approximately R240 a month on this. The most common mode of transport used on average by 75% of business owners to go to work and return home was walking for a distance less than a kilometre. Two business owners slept in their shop.

Table 4.7 Transportation methods used to get the work and when replacing stock in the business (n=16)

		n	%
Transportation methods used to get to work	Public transport	2	13%
	Walk <1km	12	75%
	Sleep in shop	2	13%
Transportation methods used when replacing stock in the business	Walk <5km	1	6%
	Own transport	2	13%
	Public transport	8	50%
	Delivered	3	19%
	Friend car	1	6%
	Not applicable	1	6%

To buy stock, 19% (n=3) of business owners had their stock delivered, 6% (n=1) walked for <5km, 13% (n=2) used their own transport and one used a friend's car, while half of the business owners (n=8) made use of public transport. On average stock was purchased three times per month locally so the travel distances were short.

4.3.2.4. Perceptions of facilitators and challenges to the success of the business

This section allowed for business owners to be asked open-ended questions about their perceptions of the successes and challenges related to their respective businesses. The questions about how they felt about themselves and how their customers felt about them were not understood by all business owners and were not answered appropriately, therefore these questions did not give enough information for analysis.

4.3.2.4.1 Facilitators of success

The business owners perceived that their business success was assisted by social support, such as that received from the family, a loyal customer base, the quality of the service or product they provided and their own attributes or work ethic, such as dedication, patience and “ku tiyimisela” (determination).

4.3.2.4.2 Customer service

When the business owners were asked what they perceived their customers liked about their business, their responses were themed into product, services and relations.

- *Product* - such as low-priced fruits and mabujwa (soft snacks) and cleanliness of the business and products. One business owner reported that he only charged 20% profit, which customers liked.
- *Services* - Good customer care (“ndzi va treata kahle” – I treat my customers well), cleanliness condition and “xandla xa mina” (good quality work).
- *Relations* - selling on credit, shop operating hours are long and one business owner indicated the following, “I am close by their homes.”

All business owners reported to have a good relationship with the community of Alexandra Township. One business owner reported the following:

“...everyone is a customer. It is important to have a good relationship with everyone. But a relationship with the community is like a marriage, you get good times and bad times.”

The business owners were observed to be customer orientated and they reported what they felt customers liked about their business. They used comments such as “customers are always right, and they bring income.”

They reported that conflicts between the business owners and customers were resolved by not fighting back or confrontation. They said they sit down with their customer, speak politely, in a humble and mature manner and may offer a free service or product in the future. The business owners believed this boosted the business, one way or another. A third party would be involved only if the matter could not be resolved. Some business owners based their attitude on “ignore or/and walk away” when there is a problem. Some reported “I never fight, everyone is a customer,” “kombela sorry” (apologise), do “the way customer a lavisaka swona” (do the way the customer wants) and “hi murhi wa kona” (that is the right medicine).

4.3.2.4.3 Challenges to business

While just under one third of the business owners (31%: n=5) reported they do not experience any challenges, 69% (n= 11) reported they did. Having no sick pay or job security, as well as the long working hours were highlighted as challenges.

Other challenges and threats to the businesses included xenophobic attacks, lack of business shelter, rain and paying salaries were reported by 62.5% (n=10) of the business owners.

Due to limited space in Alexandra Township, some businesses operated on the pavement. This led to business owners getting into trouble with the law as the metro police confiscated their products. The limited storage space, and high rates on space rental were also a concern. Natural factors, such as rain, were reported to affect the running of business as their business structures could not cater for such.

Uncertainties such as unreliable customers when it came to payment and limited business projects worried the business owners as they feared their business may fail and consequently be unable to provide for their families. Some business owners were worried about meeting targets set by their funders, competition from other businesses, xenophobic attacks and violence.

According to the business owners, their customers had concerns regarding their businesses, which included dirt and noise around the business site, limited or having no stock available, uncovered hair when dealing with food/cooking, business owners always busy and not able to give customers one on one attention, being a foreign business owner and not always happy to pay for services or/and products.

4.4 Alignment of the personal demographics and business factors with their level of creative ability.

Below is a report on results in relation to a pattern of the activity participation profile of those in self-employment using a matrix tool.

As explained above, the business owners in this research were functioning in the three levels of creative ability, i.e. passive, imitative and active participation. In order to

establish the pattern, the personal demographic and business factors (first column of Table 4.8) were tabled against these three levels of creative ability (by indicating *yes*, the factor was present; or *no* if it was not). The last column of the table was used to indicate whether a pattern was observed or not (see Table 4.8 for an example of the matrix). Justification was made for the observations of *yes* or *no* when necessary

Table 4.8 Example of matrix – alignment of the personal demographics and business factors with their level of creative ability.

SECTION A										
Questions	Passive participation			Imitative participation			Active participation			Comments
	10	11 n=1	12 n=1	13 n=3	14 n=6	15 n=3	16 n=1	17 n=1	18	
Gender		M	M	M (n=3)	M (n=4); F (n=1)	M (n=2); F (n=1)	M	F		No pattern
Driver's license		No	No	Yes (n=1) No (n=2)	Yes (n=3) No (n=3)	Yes (n=1) No (n=2)	Yes	Yes		Pattern observed i.e. Possession of driver's license is observed amongst those who are on the higher levels of creative ability.
Other sources of income		No	No	Yes (n=2) No (n=1)	Yes (n=3) No (n=3)	Yes (n=1) No (n=2)	No	Yes		No pattern
Type of other source of income				Gamble (n=2)	Grant; Stockvel; Nganga (traditional healer)	Stockvel		Stockvel		Pattern observed i.e. Those in the lower levels of creative ability resorted to destructive alternative ways of making money, such as gambling.
Would you consider a paid job		No	Yes	Yes (n=2); No (n=1)	Yes (n=2); No (n=3) Depend (n=1)	No (n=3)	No	Yes		No pattern
SECTION B										
Number of years doing business		15	4	7	15,3	6	7	16		No pattern
What do you think made your business a success		Always available	People working with	Customers; Patience; Business not a success	Choosing right employees; Good service (n=2); Support from parents; Patience & dedication (n=2)	Products; Service; Business site	Business not seasonal	Service		No pattern
How do you manage the worries and concerns in your business?		Nothing	NA	NA; Self-reflecting; Talk to friend	Family; NA; Staff & parents, problem solve (self); Prayer & problem solve	Family; NA; Self - stalk	Friend	Family		Pattern observed i.e. Those business owners with higher levels of creative ability could identify their business-related worries and concerns and knew how to deal with them.

From the matrix above a summary table indicating a pattern between the activity participation profiles (personal demographics and business factors) and creative ability was formulated (Table 4.9). It should be noted that the table below is purely descriptive, and no statistical significance were calculated as the sample was too small. However, the objective was to explore any patterns that emerged. It should also be noted that only items where a pattern was observed were reported on.

Table 4.9 A summary of the alignment of the personal demographics and business factors with their level of creative ability.

Profile items	Comments
Driver's license	Possession of driver's license is observed amongst those who are on the higher levels of creative ability.
Money made per month (bad or good month)	Individuals with higher levels of creative ability made more money than those with lower levels of creative ability, irrespective of whether the month was good or bad.
How is the money made per month divided?	There is more structure in business individuals on higher levels of creative ability.
Type of other or secondary source of income	Those in the lower levels of creative ability resorted to destructive alternative ways of making money, such as gambling.
Business training received	In-service training was prevalent across all levels.
How was the business started?	Businesses were started in a more systematic way among business owners in the higher levels of creative ability.
Number of working days per week	The business owners business owners in the higher levels of creative ability worked less days in a week.
Buying of stock	Business owners with higher levels of creative ability have a structured way of purchasing stock, such as getting the stock delivered to them.
Worries and concerns about the business & how to manage them	Those business owners with higher levels of creative ability could identify their business-related worries and concerns and knew how to deal with them.
Conflict resolution	Avoidance was used by business individuals with lower levels of creative ability, whereas the business individuals with higher levels of creative ability were more customer oriented.

4.5 Summary

In summarising the results, in Phase 1 the local stakeholders shared their knowledge and perceptions on self-employment in the Alexandra community. Amongst what was highlighted was the shattering reality faced by the business owners, such as poor infrastructure in which the businesses operated. However, these businesses were praised in that they brought value to the community. Administering of community mapping and transect walking in the community of Alexandra, gave the researcher a better understanding and insight into businesses found in this community. This phase covered data that is relevant for objective *a* and *b* of Phase 1 and the aim of this study.

For Phase 2 the results not only determined at the activity participation profile of self-employed individuals, but also the pattern. The results showed that business owners

who were functioning on either of the following three levels of creative ability: passive, imitative and active participation, majority with functioning on the imitative level. Other results were the high median scores for the communication and low median score for the motivation domains of the APOM tool. The implications of these results are discussed in Chapter 5. Thus, this chapter is in line with the aim of the study as it covers both objective *a* and *b* of Phase 2.

CHAPTER 5: DISCUSSION

5.1 Introduction

This chapter presents the discussion of the results for Phases 1 and 2. Contextual information about the stakeholder's knowledge and perceptions of micro-enterprises and the location and category of such in a low-resourced area of Johannesburg are considered. Thereafter, the focus will be on the discussion of the implications of the participants' activity participation profile, which considers their participation in micro-enterprises related to personal and business factors. Lastly, the discussion will focus on the alignment of the self-employed individual's demographics and business factors with their level of creative ability.

5.2. Phase 1

This discussion for this phase considers the following objectives:

- a. To explore and describe the stakeholders' knowledge and perception of these micro-enterprises.
- b. To describe the location and categories of legal, profitable self-employment micro-enterprises in Alexandra Township in Johannesburg.

5.2.1 Description and exploration of the stakeholders' knowledge and perception of micro-enterprises

All the stakeholders in this study agreed with Blanchflower (2000) and Parker (2002) who found that micro-enterprises add value to their communities. The stakeholders felt micro-enterprises were convenient especially in instances where residents cannot afford to travel to shops located outside their community. Alexandra Township residents' shop from local micro-enterprises, saving time and money, which suggests they will continue to support them. This may imply micro-enterprises are guaranteed a source of income. This supports the longevity of more than three years of business operation found in this research.

There were other available resources in Alexandra Township that the stakeholders overlooked and not reported to the researchers. This could be because they were more

familiar with this area and do not regard certain items or factors as resources. For instance, the availability of customers or the community is a resource to these micro-enterprises as they continue to support these businesses and assist with sustainability. Another example, is that the main streets in Alexandra Township are clearly marked, paved and the roads are tarred as opposed to having a gravel road. This would imply that customers move around the community easily and get to the businesses without challenge.

According to the stakeholders, there are multiple factors, such as limited resources, affecting running small businesses in Alexandra Township, which has an impact on the opportunity to become self-employed. Asare et al. (2015) and Herrington et al. (2010) reported the issue of lack of access to knowledge and information required to run a small business as having a negative impact on running a business. Knowledge and information may be key in cases such as knowing where to source less costly stock. Without access to the right knowledge and information, this may affect the business negatively.

According to Tsoabisi (2014), there appears to be limited awareness of the local economic development (LED) structures by municipalities, which are key in supporting local activities such as these micro-enterprises such as actively involving the community members in making decisions and promoting the community to start and run their own businesses (Rogerson 2002). The stakeholder at the ward councillor's office did not seem to have knowledge on the LED structures, which should be aligned with the office's function. Being unaware of such important directives could affect their efficiency in rendering services to the Alexandra community.

However, as stipulated by the government, the ward councillor mentioned local government initiatives found at the Alexandra community centre and at City of Johannesburg Region E's offices in Alexandra; these supported small business owners (President's office No. 1901 1996). At the community centre, the business owners have access to services such as legal services on a pro bono basis. The City of Johannesburg renders services such as registering businesses on their database as vendors so they can bid for tenders. Adding to this assistance are initiatives such as the Vuleka app,

which aggregates discounts and orders for spaza shops and other small businesses in Alexandra Township when they buy their stock in bulk (City of Johannesburg 2018). This allows micro-enterprise owners to compete with more organised businesses that are successful and purchase their stock in bulk to cut costs. These may suggest that in Alexandra Township, there is some support dedicated towards improving the functions of micro-enterprises.

Asare et al. (2015) and Herrington et al. (2010) reported lack of physical space to be an issue in running a business. Space is crucial especially in running a manufacturing business or expanding any business. In Alexandra Township, shortage of land was one of the primary barriers identified by the stakeholders that prevents the community from successfully setting up and running their own businesses with ease. Wilson (2011) confirms that Alexandra Township is generally overpopulated. The lack of available space results in uncomfortable and inaccessible working spaces Ismail et al. (2012); this leads to overcrowding as some business owners set up their business where at least 46 other businesses operate, on a street that is approximately only one kilometre (Tsoabisi 2014). This leads to situations such as obstructing the roads and preventing vehicles a right of way. To control such situations, the local council authorities get involved by sending the Johannesburg Metro Police Department (JMPD) to deal with the situation. The ward councillor's office indicated their office is often involved in having to control the removal of street vendors that occupy land or space not allocated for business. The above supports the observations of Ismail et al. (2012), that in low-resourced areas in South Africa there is a lack of business premises to rent, and for these micro-enterprises having to pay rent decreases returns from the business. They further reported there were problems associated with obtaining ownership of the business properties. This limits the growth and affects the security of SMMEs as they will untimely close down if profit is less than the expenditure in the business. These issues must be considered when involved in a micro-enterprise in this community and business owners must pay attention to and problem solve around use of space to avoid trouble with the law.

All the stakeholders were of the opinion that formal finance was not an option for micro-enterprises in Alexandra Township especially when businesses were not formalised. Funding, however, is important to cover costs associated with starting and operating a business; for instance, buying stock and paying rent are some of the costs that need to be covered. The stakeholders pointed out that another limiting factor to micro-enterprise owners was that the owners were unaware of their options as far as source of funding was concerned. Asare et al. (2015) found that when small business owners have to fund their businesses they tend to resort to private funding, such as families, since it is difficult to get funding from formal institutions such as the bank. Agupusi (2007) pointed out in his study in Alexandra Township that most business owners feel that politics and who you know also plays a role in successful applications to resources such as finance. In other words, those who are least, or not, connected stand less chance to secure finance. Thus, with no finance to support one's business, the business may struggle or not thrive at all.

Stakeholders reported lack of skills and education which have a negative impact on the ability of the local business owners to run a successful business. Agupusi (2007) argued that even with training available the lack of basic business skills, such as financial management and record keeping, have a negative impact on running a business successfully. Choto et al. (2014) felt that entrepreneurial training should occur in the education system in South Africa. One stakeholder who provides training does so for learners at schools in an attempt to introduce business skills at an early age, but he found that the learners' parents were actively discouraging them from trying out the skills. Parents do not want to encourage self-employment and they saw it as something to do if one cannot obtain a secure job in the formal labour market. This links to Smallbone and Welter's (2008) work, where they refer to this situation as a *push* factor. This implies self-employment is not perceived as a first option by parents as far as sources of income are concerned. For those considering self-employment, but with lack of family support, this may affect their success in such a venture.

Being exposed to people with disabilities, the OTT felt it was more difficult for them to become self-employed. Issues such as using an assistive device (e.g. wheelchair) were

reported to affect PWDs efficiency in running their business. This is supported by Maziriri and Madinga (2016) in their study in Sebokeng Township in Gauteng, where PWDs reported discrimination towards them from the community in which they lived, which affected their ability to be self-employed. Steenekamp et al. (2011) also found that disabled people often lack business skills due to limited access to education, let alone access to relevant business education. This puts PWDs at an even greater disadvantage when setting up a business, as research shows they face more challenges than an able-bodied person.

5.2.2 The location of and categories of micro-enterprises in a low resourced urban community

5.2.2.1 Business location through mapping and transect walk

The stakeholders were in a position to guide the researcher as to where small businesses operated in Alexandra Township. The streets of Alexandra Township were observed to have a vast number of micro-enterprise businesses, with some streets having more of these businesses than others. For instance, the streets around the Pan Africa shopping centre (one of the busiest shopping centres in Alexandra Township) have more micro-enterprise businesses than the residential streets in Alexandra. A reason for this is because the micro-enterprises located at Pan Africa shopping centre are closer and accessible to those who conduct shopping at the centre, which makes the location more suited to attract passing customers. This phenomena was confirmed by Charman (2017), that there is a correlation between the amount of pedestrians and number of micro-enterprises on a street.

Another reason for the higher number of these micro-enterprises could be explained by the high rate of unemployment in this low resourced community (Barrett *et al.* 2001). Alexandra Township is overpopulated with high rates of unemployment (Wilson 2011), which suggests the *push* factor (Smallbone & Welter 2008) towards the informal sector (Chigunta 2017) experienced by its residents. Due to limited job opportunities, a portion of this community have become involved in self-employment to support themselves. These informal micro-enterprises seem to contribute towards addressing South Africa's challenge of creating employment and allowing transfer of skills and experience to

workers (Bendile 2016). The micro-enterprises seem to give those involved a sense of being as they spent their time constructively as opposed to engaging in destructive activities such as theft.

Findings from this research indicated the majority (63%) of these businesses operated on the pavement. As confirmed by one of the stakeholders, these unreliable business structures or shelters impede the growth and sustainability of these businesses as they do not operate on rainy days for instance. If these micro-enterprises are not operating, that means no income is generated.

5.2.2. Business list and categories

The micro-enterprises reported by the stakeholders were classified into three categories, namely retail, service and manufacturing. Of the businesses mapped along 8th Avenue, 61% were retail businesses (buying and selling a product/s). This distribution of retail micro-enterprises in Alexandra Township was similar to those reported in other townships in or near Johannesburg. Retail, especially related to food and drinks, were found to be over 50% of all informal business activities in both Ivory Park, Tembisa and Diepsloot (Charman *et al.* 2017, Mengistae 2014). These retail businesses require less in terms of logistics (e.g. buying stock and selling) and skills set. For instance, buying and selling sweets and snacks entails sourcing the products and selling, whereas the service category business (e.g. basic salon) requires having a skill set such as the skill to plait hair. The less complex business logistics required to run a micro-enterprise business in the retail category may be the reason for its popularity in these low-resourced urban communities.

The second most common category of business, at 37%, was that of offering services. The nature of this business requires less skill set and tools compared to the manufacturing category. Once the business owner has acquired the necessary tools for the job, they seem to be ready to start working. An example of a service category business was welding car exhausts. Once the welding helmet, or glasses, and gas tanks are acquired, the business owner can focus on buying the less costly items such as refilling the gas tanks and purchasing welding rods. The above implies that running this

kind of business may be less complicated as it involves less intense logistics compared to the manufacturing category.

It should be noted that in this research manufacturing entails a micro-enterprise business where products are made or produced. For operation, this business category needs an open space or land, tools and equipment, which often requires more capital than in the other business categories. Two percent of businesses found in Alexandra Township were involved in micro-manufacturing, namely carpentry, which is slightly less than the 4% to 5% reported in Ivory Park and Tembisa (Charman *et al.* 2017). This finding substantiates the fact that the retail and service category require less financial capital to set up in comparison to manufacturing. In the manufacturing category, one needs a substantial amount of capital, which upcoming businesses do not usually have (Barrett *et al.* 2001). Space and capital are scarce resources in Alexandra Township, which could in turn explain the scarcity of the manufacturing business category.

The costs and logistics involved in setting up a business per category may be used as a guide when one plans to explore self-employment as a source of income.

5.3 Phase 2

The discussion for this phase considers the following objectives:

- a. To describe the activity participation profile (of self-employed individuals), which includes the personal factors (demographics and level of creative ability) and business factors (business characteristics and demands).
- b. To establish the alignment of the self-employed individual's demographics and business factors with their level of creative ability.

5.3.1 Activity participation profile of self-employed individuals in micro-enterprises

Firstly, the personal factors will be discussed. The business factors of the micro-enterprises impacting activity participation will be discussed last.

5.3.1.1 Personal factors

Demographic factors of self-employed individuals

The SBDA (2018) report supports demographic factors for the business owners in this research. They found that people in self-employment range from young adults to before retirement age, i.e. between the ages of 30 and 59 years (Small Business Development Agency 2018). All 16 business owners in this study were between 35 and 45 years of age, which suggests that this type of employment may not be suited to unemployed young adults and those over the retirement age. It would appear that younger individuals still need in-service training before they are ready to own and run a micro-enterprise successfully or they could be still seeking jobs in the formal sector.

Males (81%) made up most of the business owners in this research, which again is supported by literature (Asare *et al.* 2015, Noorderhaven *et al.* 2004, Reynolds *et al.* 2002). Females tend to work part-time, be home-based and have smaller part time businesses in the informal sector (Gordon 2010). Contrary to these findings, none of the female business owners (n=3) in this research worked from home. However, it may be possible that those working from home did not constitute part in this study as business owners were only recruited along one street (8th Avenue) in Alexandra Township.

It was found that 62,5% of the business owners in this research were either married or cohabiting. According to Parker (2004), living with a partner contributes positively to the success of a business. Literature indicates the need to support a family is one of the contributing factors towards one starting a business. Amongst other things, having one's family involved in their business, such as a partner, would mean the business owner has more time to invest in the business as their partner could possibly deal with other household responsibilities and/or assist with the business if necessary (Krasniqi 2014, Robinson & Sexton 1994).

For the majority of the business owners, their level of education ranged from no formal school education to high school, but less than grade 12. As supported by Johnson (1978) and Miller (1984), this may suggest these business owners do not have skills required for employment in the formal labour market and thus were more likely to be

involved in informal micro-enterprises due to their lack of formal training and education. This is in line with other studies done in South Africa, where between 44% and 87% of those involved in micro-enterprises had not completed their high school education (Asare *et al.* 2015, Small Business Development Agency 2018). The business owners in this research were still able to engage in successful self-employment irrespective of their level of education. Possible implications may be that the route of self-employment could be of benefit to those who are less educated and likely to face unemployment in South Africa (Statistics South Africa 2011).

The Department of Health (2018) and the World Health Organization (2015) classified those with a medical condition or impairment and disability as vulnerable. Three of the business owners in this research were observed to be vulnerable as they presented with an impairment or disability, however, they were independent in running their own micro-enterprises. This is contrary to data collected from one stakeholder (OTT) who highlighted that those with a disability have difficulty in running their own business. One may also argue that the more severe one's impairment or disability is, the more challenges they need to overcome in running a business; for example, a person in a wheelchair may take longer (such as dressing, use transport) to purchase stock for his business. These are challenges that can be overcome, meaning that people with an impairment or disability do not have to be excluded from micro-enterprises that will serve as their source of income.

In addition to personal factors, this study considered the business owners' level of creative ability in order to understand the motivation and action when participating in these micro-enterprises.

Level of Creative ability of self-employed individuals

Business owners on the lowest level of creative ability were on the passive participation level with the phases of patient-directed (6,25%) and transitional (6,25%). This may suggest that for an individual to participate in a micro-enterprise and be successful, they need to function on at least the passive participation level of creative ability, patient-directed phase. In practice, when an individual functioning at this level is considering

self-employment as a work opportunity, aspects such as supervision and guidance must be available to succeed in self-employment. Another factor to consider when working with patients on the passive participation level is the task concept and pre-vocational skills. A person on the patient-directed phase of passive participation, lacks the ability to appropriately evaluate a product (or service delivered) and thus is not able to correct or adjust where needed. On this level, effort is not sustained, resulting in easily giving up, especially when a challenge is faced (de Witt 2014). Manufacturing for a person on passive participation with no previous experience or training, may be more challenging than one with training and experience, therefore one would suggest the retail category for individuals functioning on the passive participation level of creative ability. Should there be support for a person on this level in their micro-enterprise business, perhaps from a family member or friend, the person might overcome some of the challenges. It may then be safe to say that a person on passive participation could start a micro-enterprise, provided there is consistent support and perhaps a co-owner to start and sustain the business.

One of the business owners at passive participation level specialised in welding car exhausts at the side of the road. He had no plans to extend his welding business or add other skills or products to his business as he simply waited for cars to stop and request for his service every day. This could possibly explain why he still operated his small business in the township, as he was unable to identify the problem of poor income and plan a different way of delivering his services. On a bad month he made R0 – R1600 and on a good month he made R2500 – R5000. The income he made on a good month should afford him to save and grow his business, e.g. build a structure from which to operate.

The greatest portion (75%) of the business owners were functioning on the imitative participation level of creative ability, which is one level higher than passive participation. The phases within the imitative level were therapist-directed (18.75%), patient -directed (37.5%) and transitional (18.75%). Individuals at this level are considered to be more independent, as evidenced from their consolidated task concept and established pre-vocational skill (de Witt 2014). Patients functioning at this level need less structure due

to their ability to work independently. In cases where such individuals explore self-employment, the occupational therapist may need to provide less structure and expect more to be done by the concerned individual. Furthermore, patients at this level also demonstrate behaviour and task performance that is socially accepted and they can evaluate and problem-solve independently (de Witt 2014). They usually have established life skills, such as money management and budgeting, stress management and problem-solving, and be able to plan activities to support themselves. A good example of the above from this research is that of a business owner who ran a restaurant. Some information gathered from her is that she jogs regularly before work in order to stay fit, wears protective clothing (e.g. an apron and covering her head) while cooking for hygiene purposes and she does occasional deliveries or catering at events, such as birthday parties in Alexandra Township. This suggests her good abilities such as organizing, structuring and behaving in a socially appropriate manner.

Lastly, 12.5% of the business owners were on the active participation level of creative ability, one on the therapist-directed phase and the other on patient-directed phase. One business owner, who functioned at the active participation level, operated her business in Alexandra Township. She was successful in the formal sector but decided to move to self-employment as she highlighted that she got bored. After she left the formal sector, she then started a printing business. This business owner goes beyond providing a mere printing service, when she observes customers struggling with certain aspects, such as typing, she provides training on the spot. This suggests that she is transcending the self, being less egocentric and able to focus on other people's needs. Her ability to offer customers added value and contribute to others in her business was clear. Despite the above, she presented with no desire to grow or expand her business as she reported that she is tired of working for herself. Hence, she was observed to be on the active participation level of creative ability. The other business owner on the active participation level showed high functioning qualities, such as buying as opposed to renting his business site in order to cut costs, and saving money to purchase power tools, such as the drill machine and circular saw. Furthermore, he had regular specials or gave customers discounts in order to increase sales. Since individuals at this level are independent and original in their actions with innovative, problem-solving, good

education and a wide repertoire of work skills, they will need less support and guidance. They are either in formal employment or competitive businesses in the right location with good income and, this could substantiate why only a few were identified in this study (de Witt 2014). The business owners functioning on this level are likely to be running businesses on a larger scale, established and operating where the need for that service or product is the most. They are also likely to be the entrepreneurs who are in business due to the *pull* factor, which means they are in business by choice. Business owners functioning at this level may be fit to offer in-service training to those who are functioning at lower levels but with interest in starting their own small business. The implications for occupational therapists are that they are unlikely to see such high functioning individuals as patients. However, these individuals may consult an occupational therapist for high order skills such as conflict resolution skills or complex interpersonal issues.

In this research it was evident that having an impairment may affect one's ability to perform optimally. A disability impacts on one's creative ability, in some cases it inspires a person's motivation to overcome the challenge (high level of creative ability), or it could lower a person's motivation to live with a disability. In this research, one business owner highlighted that the physical impairment from his stroke affected his ability and efficiency in running his business but did not feel that his motivation and other skills assessed by the domains on the APOM were impacted by his disability. This business owner was in the retail category of business. He bought and sold products such as low-priced fruits, sweets and mabujwa (soft snacks). This business owner had to rely on other people to assist him in buying stock for instance, however these people were not always reliable as they at times stole his money; this meant profit was lost and affected business growth in a negative way. His suggested passive participation level of creative ability was synonymous to his inability to problem solve around this issue.

5. 3.1.3 The domains of Activity Participation Outcome Measure

The activity participation level of the business owners for various skills was determined using the APOM. The domains of the APOM are process skills, communication, life skills, role performance, balanced lifestyle, motivation, self-esteem and affect. The

median scores of all domains were within the imitative level, i.e. both highest (communication – 14,75) and lowest (motivation – 13,10) scores. The communication domain's highest score was followed by affect (score 14,33). This suggested that for the business owners in this study, communication and having a stable mood with appropriate affect are of importance when one is running a business. According to the business owners, the relationship with their customer/s or community has an impact on the business. The same holds true when it comes to the products sold or services rendered. One business owner stated that in running a business one needs to be a people's person. Some business owners indicated they do not question or argue with customers, while some indicated using appropriate responses; this is in cases of conflict and queries related to their business for instance. This not only speaks of problem solving, but also style of communication. The good communication is for keeping customers happy and ensuring they continue to support the business.

Although the motivation domain obtained the lowest median score, it was still in the imitative level (therapist-directed phase). This may be linked to that most business owners lacked motivation to grow their businesses and to operate outside the low-resourced community of Alexandra Township. This could probably reflect the *push* factor that led these business owners into self-employment. The business owners' APOM findings showed that their level of creative ability could be limiting their ability to plan for expansion of the business.

With such level of functioning, these business owners persisted for years as their businesses were operational past three years. It could be said that these respective businesses should be considered sustainable with limited profit margins. The findings of the APOM may denote positive factors to run a micro-enterprise, such as the need to achieve (Junior Achievement Young Enterprise 2006, Oosterbeek *et al.* 2010, Parker 2004), appropriate life skills, positive self-esteem and a level of creative ability which supports an internal locus of control (Bonnett & Furnham 1991, Chell 2008, Fatoki 2010, Parker 2004). In closing, it will help to overcome challenges that come with running a business if people intending to explore self-employment possess the above skills.

5.3.1.2 Business factors

The questions asked in Phase 2 were guided on insight obtained from the stakeholders' interviews in Phase 1 and literature. These questions determined the business factors that play a role in allowing the participants to participate in their micro-enterprises. The business factors are, money made per month, business owner's reason for starting self-employment, what determines running a successful micro-enterprise, business longevity, business type, training received, number of business owners and challenges. For their businesses to be a success, there seemed to be no dependency on anyone other than themselves and their families for finance (Asare *et al.* 2015). Findings in this research confirmed the above as the business owners overcame their funding matters using money from their savings or by obtaining a small loan from families and friends. As reported by the stakeholders in Phase 1, these informal businesses struggle to get funding from formal institutions such as the bank.

Findings from this research indicated that the majority of business owners made between R2 500 and R5 000 per month, which was more than the Disability Grant offered by the South African Social Security (2017), which was R1 600 in the year of 2017. This may suggest that those who are involved in micro-enterprises generated more income than those dependent on government through a Disability Grant, for instance. This may further suggest that those in business are more likely to lead a better financial life than those dependent on the Disability Grant.

Irrespective of an individual's reasons for starting a business, literature and findings from this research confirmed that a systematic way of starting and setting up a business and sustaining it needs to be in place. The business owners' reasons of starting their businesses ranged from being personal to socio-economic orientated. Their systematic approach of starting their respective businesses entailed receiving in-service training, starting a business on a small scale and ultimately building the business over time (Preston-Whyte & Rogerson 1991, Reardon *et al.* 1994, Savadogo *et al.* 1998). This procedure seems to help in counteracting the issue of securing funding to grow the business. The longevity of the business owner's respective businesses may also suggest that this approach is effective, but yet not implying that it is easy.

According to Pretorius (2009) small businesses fail within their first three years of operation. However, in this research business owners had a mean of 17 years in business, suggesting they were past the first three difficult years thus likely to continue business for longer. Factors involved in running a successful micro-enterprise reported by the business owners included money e.g. for covering monthly expenditure, a good relationship with customers, e.g. so that they continue to support the business, and the category of business, e.g. the less complex a business, the easier it is to run it. Furthermore, the business owners reported these factors to be of importance in running a successful micro-enterprise, reason for starting the business, e.g. if one cannot get a paid job, they are likely to make self-employment work, and training, e.g. makes it less difficult to run the business. The business owners also highlighted that to be successful in self-employment, they must have the ability to withstand the challenges that comes with it, for instance, lack of problem-solving skills regarding customer issues might lead to a decrease in customer numbers and eventually business closure.

The number of businesses in the manufacturing category seemed to be limited compared to retail and service business. This finding matches the findings in Phase 1, where the manufacturing category was limited. This may be a further confirmation that that manufacturing may not be an easy business category to explore if finances and space are an issue especially in low-resourced communities like Alexandra Township. In-service training was also a factor observed to play a significant role in people intending to run their own business, especially if running the business does not require high skills (Luca *et al.* 2012, Wilson 2011). In this research, 69% of the business owners received in-service training prior to setting up their own businesses as opposed to receiving formal training.

The micro-enterprises were mostly (75%) owned by one person (sole ownership) but, irrespective of their sizes, more than 80% of these business owners employed other people from their community. This may be interpreted as enhancing the employee's being and contributed towards reducing the high unemployment rates and the impact of poverty (Engelbrecht *et al.* 2017, ONE in FOUR 2013).

Being self-employed is not exempt from challenges, such as lack of job security, long working hours, no work no pay and business physical space (Herrington *et al.* 2010, Parker 2004, Preston-Whyte & Rogerson 1991). This is in accordance with the current debates around land and transformation in South Africa (Crouch 2010, Watson 2008). It was found that lack of physical space and financial assistance for small businesses were a major issue in Alexandra Township. Similar findings to those reported by the Integrated Strategy on the Promotion of Entrepreneurship and Small Enterprises, 62.5% of the micro-enterprises in this research were operating on the pavement with no fixed business premises (Business Environment Specialists 2014). The concerned business owners faced challenges such as unfavorable rainy weather conditions and enforcement of bylaws, where business stock was impounded if the business blocked the road. Thus, those considering starting a business as their source of income may need to bear the above in mind and be prepared.

5.4 Alignment of the demographics and business factors related to those in self-employment and their level of creative ability

This section of the research will discuss how the personal and business factors associated with self-employment in micro-enterprise aligns with levels of creative ability. The alignment was done by using the matrix tool, where the personal and business factors were matched against the levels of creative ability (passive, imitative and active participation).

The APOM median scores across business categories showed that those in manufacturing scored higher across all domains, whilst the persons in the retail or sales category had lower scores in all domains. This may add to the explanation of why there are lesser manufacturing businesses as they seem to demand more in terms of an individual's level of creative ability to set up and maintain the business, and to keep their skills up to date.

Only business owners on the levels of imitative and active participation had driver's licences. This may speak to their higher level of functioning and the ability to plan and organise their lives and having higher levels of life skills. Moreover, the same business owners' level of creative ability impacted positively on the way in which they started their

business, for example with adequate planning. While some authors argue that going into business is a deliberate conscious decision, which includes planning, it was true in this research, as observed among the high functioning individuals (Frese *et al.* 2002). This probably indicates a *pull* factor into entrepreneurship (Smallbone & Welter 2008). More specifically, this is evident in business owners functioning on active participation level who had insight into the processes they had gone through in setting up their respective businesses. One business owner reported he bought instead of renting a business site as this would save him money in the long run, a finding supported by Walker and Brown (2004). This may suggest one's ability to analyse the situation and determine what is required (higher planning and problem solving) when one intends to start their business (American Occupational Therapy Association 2014).

The business owners functioning in lower levels seemed to fit the reactive strategy, which entails little goal orientation and no long-term planning (Fatoki 2010), which further presented with a lack of planning for change in the market or considering other challenges. This may be because those who presented as high functioning had done some research and continued to identify opportunities or gaps in the market making them more successful, which adds to their confidence and experience in running their businesses. This in turn helps the business owner to be at ease.

Business owners with a higher level of creative ability seemed to have a better longevity in their business and could afford at least a day off from work (their business) in a 7-day week. Due to their success, the higher functioning business owners seemed to have a structured way when it came to how much time they spent at work. They were observed to spend less time at work than those who were lower functioning. This is expected, as individuals functioning in the higher levels of creative ability are expected to have more structure and be well organised (de Witt 2014), which may imply they have a day or so to relax or focus on other occupations, such as personal activities, or spending time with family for instance (Valodia *et al.* 2007). Conversely, the lower functioning individuals in this research did not have the privilege or advantage of a day's break from the business, which may suggest poor balance in activities such as health;

this poor balance is likely to predispose them to dysfunction in the long run (American Occupational Therapy Association 2014).

The lower functioning business owners seemed to have a poor understanding of threats to the business. They could not identify their concerns about their business as they reported they had none. Observations made were contrary to what these business owners reported, such as lack of support from the municipality in terms of business space. The high functioning business owners had insight into their business-related concerns as they were able to identify them and, in addition, gave some suggestions on how to handle their concerns. For example, seeking advice from a friend was highlighted as one of the ways of dealing with business-related problems (Fatoki 2010, Herrington *et al.* 2010) by these business owners.

The financial success of the business was also related to the business factors discussed above. The high functioning business owners, as expected, were making more money irrespective of a good or a bad month; they were making between R5 000 and more than R10 000. The same was not true for the business owners functioning on the lower level of creative ability, as they made less than R5 000, both in good and bad months respectively. Although business owners in imitative and active participation level reported a secondary source of income, those in imitative level—therapist-directed phase presented with destructive habits such as gambling. This may be suggestive of poor financial management, as they need support or structure in financial planning and spending money made from their business. One could argue that their reason for being in business was for survival purposes (Valodia *et al.* 2007) instead of having a clear intention to grow their business. On the contrary, the high functioning individuals had some structure in budgeting on a monthly basis, which further suggests their higher level of functioning over their counterparts. For instance, they budgeted for items such as rent, salaries and reinvesting back to the business.

To run their businesses with ease, the high functioning individuals seemed to have a better set structure in managing the business, such as buying stock, as they had arrangements to get their stock delivered to them or the use of a friend's car to go buy stock. This may mean that more time was spent interacting with customers rather than

being away from the business site. This may further suggest high order skills of planning and execution, as seen on the active participation level of creative ability where task concept is consolidated with abstract concept.

As expected, work related conflicts were dealt with poorly by the lower functioning business owners. They reported avoiding or walking away from problems as a way to address conflicts. Their high functioning counterparts, conversely, seemed to be customer-orientated as they liaised with their customers. This was clearly summed up by one business owner who said "kombela, sorry" (apologise). Customers seem to be at ease when the business owners assume responsibility and apologise. The high functioning business owners went out of their way to please a customer's so that the reputation of their businesses was maintained. These are imitative participation level signs of functioning. This may imply that such business owners may need limited to no supervision in running their business effectively.

5.5 Implication for clinical practice

From this study it became evident that the level of creative ability and the performance in the different domains of the APOM could be most useful for clinicians who have patients in self-employment, especially those who are less educated. Below are significant points to be considered as far as clinical practice is concerned regarding patients being involved in self-employment or micro-enterprise. However, it should be noted that occupational therapists' clinical reasoning must prevail at all times.

In order for one to get started in self-employment, it must be established whether there is a possibility and/or need of getting significant others (e.g. family) involved in order to assist and/or offer support to the patient. This may be guided by the patient's level of creative ability. Since those functioning on the lower level of creative ability will need more support, awareness with the patients and/or families must be raised. Those functioning on higher levels of creative ability may require less to no support in this regard.

Once it is established as to who will be involved (patient only or patient and significant other/s), deciding on the business category has to be explored. This is crucial as it will allow for better and specific analysis or planning.

The business category will have to be analysed (activity analysis) in order to determine what resources (tools, equipment or material) will be needed to make the business a success. A business category that is likely to cost less to set up is recommended, especially if funding is needed. Furthermore, a work assessment needs to be done in order to know what pre-vocational and vocational skills the patient has from previous experience. This will allow the occupational therapist to make a match between the demands of the business and abilities of the individual. Also, learnerships to develop skills should be explored, especially with young adult patients. In instances where the individual presents with problems within the scope of occupational therapy, the occupational therapist should assist in addressing those problems. For instance, communication, which is important for business relations between the business owner and their customers, can be addressed by an occupational therapist.

Another important aspect to consider will be the business site. Related logistics will have to be taken into consideration, such as applications and duration for acquiring the site, documentation required, size of the site, possibility of clientele for the business, pre-existing structure or need to build one and costs involved. Also, the issue of securing funds must be explored. It should be established whether private funding will be used, or a funder is needed. If an external funding is needed, then logistics in securing funding must be explored further.

When a patient is starting their business, it is recommended to start on a small scale to reduce the risks that comes with losses from running a business. At an appropriate time, an occupational therapist should also explore possibilities of bulk stock purchase, which helps in limiting costs. Another aspect worth discussing, which will make running the business efficient, is organising for the stock to be delivered to the business site as this will aid in cutting logistics. The patient must also be made aware that business may fluctuate as far as finances are concerned, as there will be good and bad months or seasons, depending on the nature of the business.

It is also important for occupational therapists to encourage their self-employed patients not to ignore other areas of occupation, i.e. have balanced lifestyle as some businesses may require more hours of operation. A balanced lifestyle contributes towards good health and ultimately prevention of a dysfunction in the long run.

For the next three years, of operation, the patient might need ongoing support. It is therefore recommended that the occupational therapist refer the patient to the next most accessible service provider, such as the community OTT. The referral must have direct and clear instructions on how to support the patient, which will be informed by their level of creative ability.

There are many occupational therapists in South Africa who have had training in the VdTMoCA in their undergraduate programme and these implications should be well understood and easy to incorporate in their current practice.

5. 6 Limitations of the study

There were five main limitations identified in this research. The first limitation of this research was that it was done on a small number of stakeholders and participating micro-enterprise business owners. This has implications to the generalisability of the findings.

Secondly, time spent per participant (stakeholders and business owners respectively) varied, which suggests the amount of data gathered varied. With the stakeholders, their level of insight differed and affected the depth of the interview and resulted in some stakeholders giving more information than others. Another contributing factor towards the duration of the interviews was that of distraction because the interviews were conducted at stakeholders' proposed meeting areas, such as their homes and offices, which were not always free from distractions. For example, at the councillor's office, there were several people coming in for work-related stuff such as signatures and stamps. The same was true for the business owners, as the research was conducted during their business hours, which was not free from distraction, such as when customers came to buy, and the interview had to stop.

The third limitation was that the community mapping and transect walk were done between December and January, which is generally a rainy period in South Africa. The rain not only prolonged the data collection period, but also limited the amount of data collected as some businesses did not operate in such harsh weather conditions.

The fourth limitation was that the research was cross-sectional. Factors such as participants being on their best behaviour to impress the researchers on first visit could be ruled out if a second visit was conducted. Conducting a second visit would have allowed comparison of results from two respective visits and for a conclusion to be made, and for validity and reliability purposes.

The fifth limitation was that all questionnaires were written in English. Translation of the questionnaires from English to other languages (participant's preferred language, other than English) may have affected the clarity of the questions.

Lastly, there is the limitation of the use of the VdTMoCA in a non-patient population. The levels are well described and can be used on any person, with or without impairments or disabilities, employed or unemployed, low resource or well-resourced areas, but the limitation lies in the terminology. The phases within each level are clinically based and not suitable for non-patients. For example, the first phase is called therapist-directed and the next phase is patient-directed; this cannot be used with a group of people such as the ones in this research as it is inappropriate. This is a limitation that should be noted when the VdTMoCA is used in future studies where the higher levels of creative ability are to be studied.

5.7 Summary

The researchers entered the community of Alexandra Township through its stakeholders. This allowed location of the businesses that operated in unfavourable situations; however, these businesses were deemed by the community to be important to them. Retail and service micro-enterprises were popular in comparison to the manufacturing category, as they demanded less to set up and run them.

The majority of business owners were male in this research, compared to females, which was expected as confirmed by literature. Some business-related factors were

favourable. For instance, the profit of these business owners per month was more than SASSA's Disability Grant of R1 600 per month in the year of 2017, which may suggest that self-employment is an option for the unemployed PWDs.

The creative ability levels and activity participation profile indicated that those in self-employment were functioning within the three levels of creative ability (passive, imitative and active participation). This research also indicated that those with higher levels of creative ability are more goal-directed and successful in their businesses, earned more and worked for fewer hours.

In closing, the research question on about the characteristics of micro-enterprises in a low-resourced urban community in Johannesburg, and the activity participation profile which includes aspects such as personal factors and business factors of individuals self-employed in micro-enterprises was addressed

CHAPTER 6: CONCLUSION

6.1 Realisation of the objectives of the study

6.1.1 Phase 1:

The first objective in this phase was realised. It is evident that micro-enterprise businesses in different categories (located next to each other) exist in abundance in Alexandra Township, with some business categories being less common (manufacturing) than others. The mapping and transect walk tools were vital in locating these businesses. The businesses in this study have been in existence for over three year which may suggest that they are relevant and being supported by the community. Businesses continue to operate despite the poor infrastructure they are subjected to. The crisis of unemployment seems to have a contributing factor in this regard, as large numbers of unemployed Alexandra Township citizens seem to settle for self-employment as their primary source of income. On a positive note, these micro-enterprises contribute towards alleviating the crisis of unemployment in this community in that families and the community as a whole are being supported.

In this low-resourced community of Alexandra Township, there appears to be limited resources to support and enhance small businesses despite some efforts from government and private organisations. Barriers, such as limited business space, results in unauthorised behaviour from some of the business owners as they end up operating from the pavement, inviting trouble with the law. Business space allocation and skills training could be some way of supporting and enhancing the productivity of these small businesses. Lack of access to knowledge, increased number of similar businesses, lack of capital and limited business skills were also reported to affect businesses negatively by the stakeholders. Therefore, the second objective in this phase was achieved.

In conclusion it was found that the micro-enterprises operating in the informal sector in Alexandra Township are similar to those reported in another study with a similar distribution of retail, service and manufacturing businesses operated in poor infrastructure. Stakeholders included in the study were helpful in identifying business

and providing some information on operating a microenterprise in the community, but their knowledge of some aspects were limited.

6.1.2 Phase 2:

Despite the barriers to operating a microenterprise in Alexandra Township reported in Phase 1, the business owners continue operating successful businesses (all businesses have been in operation for more than three years), which were financially supporting their families and employing other people. This could explain why the stakeholders feel these businesses are significant in that they bring value to the community of Alexandra Township.

Those in self-employment seem to fit a profile that gives some insight into what qualities they possess as business people. This profile can be used to guide therapy in clinical practice. The business owners in this research were between the ages of young adults and before retirement, and predominantly male. Mostly were less educated, i.e. highest level of education that is less than matric. Although this research was based on able-bodied individuals, those living with a disability or impairment were observed to be running profitable businesses, despite their daily challenges. In addition, number of years (more than three years) in business did denote some level of success which was observed in this study.

Those entering self-employment in micro-enterprises must function at a particular level of creative ability, at least at passive participation. It should be noted that those functioning at lower levels of creative ability will need more support and guidance in starting, maintaining and running a business of their own. Micro-enterprise business owners functioning at the higher levels of creative ability have better business structures and systems in place compared to their lower functioning counterparts. These better structures and systems make the running of their businesses efficient and yields better results, such as making more money (three times the R1600 disability grant). These systems also enable them to enjoy privileges such as having one day off from work per week; this contributes towards a balanced lifestyle. Other factors noted amongst those with high levels of creative ability was they had a driver's licence, they were confident,

they had been in business for longer, and put their customers first when addressing customer-related issues.

The APOM tool findings confirmed that one must have strong psychosocial skills, such as communication, self-esteem, motivation and affect to be in self-employment. The median scores for the eight domains combined, placed business owners within the imitative level (but different phases within the level), which substantiates the above. Motivation scores were the lowest, but still within the imitative level. There seemed to be limited motivation to grow their businesses but rather to making a living, which is a survivalist behaviour which suggests these owners were *pushed* into self-employment. There appears to be a clear alignment of the personal factors and business factors to one's level of creative ability. Those within the higher phases e.g. transitional seem to present with better quality personal factors, which may be used in predicting whether one will succeed in exploring self-employment as this form of employment is not without challenges.

This study provided the first research in occupational therapy, that highlighted a possible link of the VdTMoCA (and specifically APOM tool) and self-employment through what was termed an activity participation profile. The study confirms that in terms of self-employment occupational therapists should take into account the patient's creative ability as well as which stakeholders to liaise with before a self-employment option is considered. As a way forward, findings from this study may be the first step in setting up concrete guidelines in this field of self-employment to assist occupational therapists.

6.2 Recommendation for future research

Since literature is limited as far as self-employment is concerned in the occupational therapy profession, the following are recommended for future research:

- This research highlighted the activity participation profile of self-employed individuals in informal micro-enterprises in a low-resourced community. It is therefore suggested that, moving forward, similar research in a different setting, such as in a rural area, on a larger scale should be executed. This will generate more evidence of the activity participation profile of small business owners.

- Future research should develop and validate guidelines for occupational therapists working in self-employment or income generating projects. The research should include, but not be limited to, barriers, challenges, knowledge and information that occupational therapists possess on the topic of micro-enterprises and explore their funding models' structures or funding opportunities linked to such projects. With such guidelines, occupational therapists should be able to identify, encourage and support self-employment with their patients.
- Focus on updating occupational therapists' knowledge on self-employment based on PWDs perceptions of the value of micro-enterprise or supplementary income opportunities. This will benefit the occupational therapy profession in that PWDs in this study, although it was not an objective, indicated how being self-employed has added value to their lives and that of their loved ones. Thus, it is important to capture and document their views, which will help the occupational therapist to better understand their patients in self-employment. Also, it might be important to explore at the provincial and municipal level the level of awareness and implementation of policies aimed at enhancing micro-enterprises.

By conducting further research and providing documentation on areas or topics such as those highlighted above, literature will expand on the self-employment subjects in occupational therapy as a profession. Furthermore, besides providing a basis for future research, this subject has the potential of contributing towards generating contextual data and transforming the profession of occupational therapy, especially on the African continent.

6.3 Concluding the research

This research highlighted the activity participation profile of 16 small business owners in a low-resourced urban community. The findings have the possibility to inform occupational therapists about the abilities and skills needed to be a successful business owner; it also indicated the level of creative ability that is needed to be successful. Even with a small sample, this research addressed the dearth of knowledge that exists in occupational therapy literature. However, more work still needs to be done around the subject of self-employment, as suggested in the recommendations above. Further

research will assist in putting together a clear scope of practice on what the occupational therapists' role is in self-employment.

Ultimately, by engaging in this research, I developed immense respect for those in self-employment. I learnt about the resilience and different strategies they use to cope with the demands of living a life that is meaningful and productive. That is also the reason why I continue to be inspired by Esther Badulang Monareng who raised her extended family (including her five children) with income sourced from informal self-employment.

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APPENDICES

Appendix A1: Vona du Toit Model of Creative Ability

THE CREATIVE PARTICIPATION ASSESSMENT (CPA)

LEVELS OF CREATIVE PARTICIPATION

	Tone	Self-differentiation	Self-presentation	Passive participation	Imitative participation	Active participation	Competitive participation
Action	Undirected, unplanned	Incidentally constructive or destructive (1 - 2 step task)	Explorative (3 - 4 step task)	Product centered (5 - 7 step task)	Product centered (7 - 10 step task)	With originality - transcends norm/ expectations	Product centered
Volition	Egocentric to maintain existence	Egocentric to differentiate self from others	To present self, unsure	Robust. Directed to attainment of skill	Directed to product, a good product, acceptable behaviour	Directed to improvement of product procedures, etc	Directed to participation with others, to compare and evaluate self in relation to others
Handle tools and materials	Not evident	Only simple everyday tools (e.g. spoon)	Basic tools for activity participation - poor handling	Appropriate, lack of skill	Good	With initiative	Very good
Relate to people	No awareness	Fleeting awareness	Identification selection, makes contact, tries to communicate, superficial	Communicate	Communicate / interact	Close interpersonal relationships, intimacy, can assist others, adapt, allowances, consideration	Adapt, allowances, consideration, close interpersonal relationships, intimacy, can assist others
Handle situations	No awareness of different situations	No awareness or ability	Stereotypical handling, makes effort, but unsure or timid	Follower, variety of situations, participates in a passive way	Manages a variety of situations, appropriate behaviour	Can evaluate, adapt, adjust according to need, can deal with problems	Can evaluate, adapt, adjust according to need, can deal with problems
Task concept	No task concept, basic concepts	No task concept, basic and elementary concepts	Partial task concept, compound concepts	Total task concept, extended compound (abstract, elementary) concepts	Comprehensive task concept, integrated abstract concepts	Abstract reasoning	Abstract reasoning
Product	None	None	Simple - familiar activities, poor quality product	Product fair quality (aware of expectations)	Product good quality (according to expectations)	Quality - can adapt, modify, exceed expectations, evaluate, upgrade	Quality - can adapt, modify, exceed expectations, evaluate, upgrade
Assistance or supervision needed	Total assistance and supervision (24 hour)	Physical assistance and constant supervision	Constant supervision needed for task completion	Regular supervision	Guidance, supervision, regular or new activities, occasional for known activities	Guidance, formal training (own responsibility), help to supervise others	Guidance, formal training (own responsibility), help to supervise others
Behaviour	Bizarre, disorientation	Bizarre, little reaction, disorientation	At times strange behaviour, hesitant, unsure, willing to try out	Follower, but will participate passively - occasionally strange	Socially acceptable, behaviour generally controlled	Acceptable, shows originality	Socially acceptable or correct, variety of situations adaptable, plan action, behaviour
Norm awareness	None noted	None noted	Starts to be aware of norms	Norm awareness (aware of expectations)	Norm compliance (do as expected, required standard)	Norm transcendence (do better, more than norm, adapt etc.), graded from activities or situations, variety of situations	
Anxiety and emotional responses	Limited responses	Limited, uncontrolled - basic emotions, comfort or discomfort shown	Varied, usually low self-esteem and anxiety, poor control	Varied - anxiety, poor control	Full range of emotions, mostly controlled, makes effort	Subtle differences, compassion and increased self-awareness, anxiety used positively	New situations - anxiety, normal emotional responses (anxiety motivator)
Initiative and effort	None noted	Fleeting, minimal effort - not sustained	Effort inconsistent, not maintained, Low frustration tolerance	Varies	As expected / required, sustained	Consistent and original	Consistent and original
TOTAL							

INSTRUCTION: MARK EACH APPROPRIATE BLOCK WITH AN X. ADD UP. HIGHEST TOTAL(S) INDICATES LEVEL(S) ON WHICH PATIENT IS FUNCTIONING

IMPORTANT NOTE: ∈ FAMILIAR / REPETITIVE LEARNT ACTIVITY WILL SEEM TO ↑ LEVEL
 ∉ 3 ACTIVITIES / SITUATIONS NEEDED TO MAKE ADEQUATE EVALUATIONS,
 ALWAYS INCLUDE UNFAMILIAR / NOVEL TASKS

FINAL EVALUATION: Level/s of creative participation:

PHASE:

Therapist directed

Patient directed

Transitional

Appendix A2: Activity Participation Outcome Measure (APOM)

Items of the APOM – Score sheet

Process skills	
Attention	
Pace	
Knowledge – of tools and materials	
Knowledge – concept formation	
Skills to use tools and materials	
Task Concept	
Organizing space and objects	
Adaptation	
Communication / Interaction skills	
Physicality – physical contact	
Physicality – Gazes	
Physicality – Gestures	
Physicality – Use of body	
Information exchange – Use of speech	
Information exchange – Content of conversation	
Information exchange – Expression of needs	
Information exchange – Initiate interaction	
Relations – Social norms	
Relations – Rapport	

Lifeskills	
Personal care, hygiene, grooming	
Personal safety	
Care of medication	
Use of transport	
Domestic skills	
Child care skills	
Money management, budgeting skills	
Assertiveness	
Stress management	
Conflict management	
Problem solving skills	
Pre-vocational skills	
Vocational skills	
Role performance	
Awareness of roles	
Role expectations	
Role balance	
Competency	
Balanced life style	
Time use and routines	
Habits	
Mix of occupations	

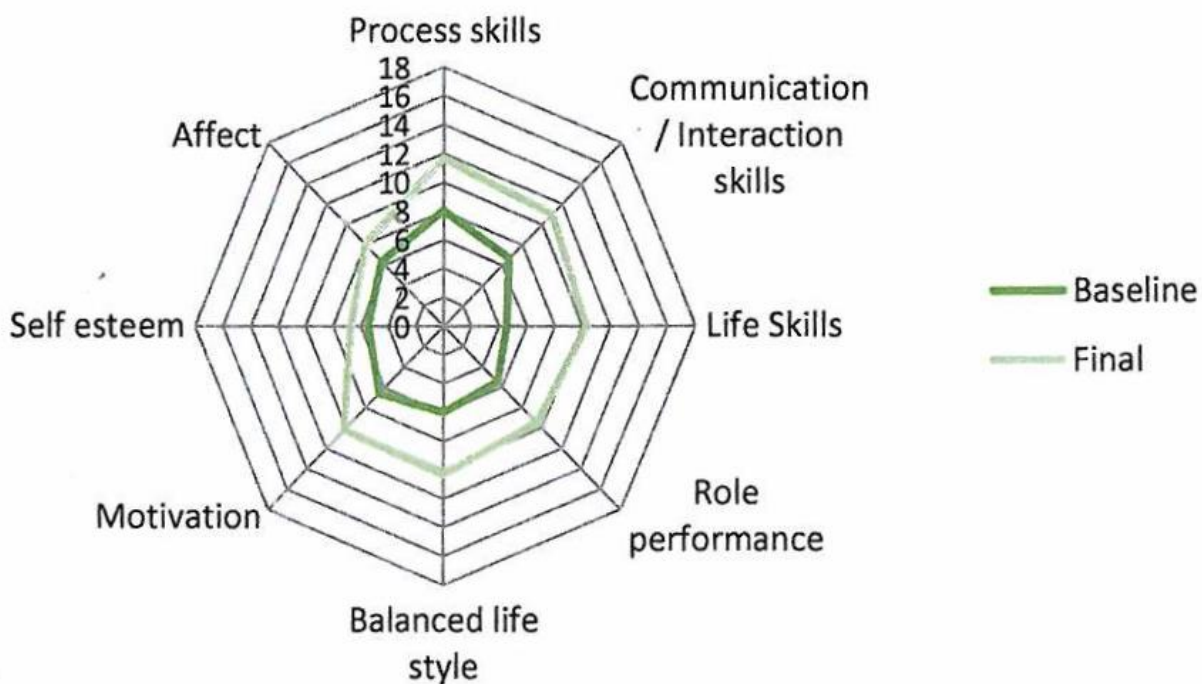


Motivation	
Active involvement	
Motives and drives	
Shows interest	
Goal directed behaviour	
Locus of control	
Self-esteem	
Commitment to task /situation	
Using feedback	
Self worth	
Attitude towards self – self-assurance	
Attitude towards self – satisfaction with self	
Awareness of qualities	
Social presence	
Affect	
Repertoire of emotions	
Control	
Mood	

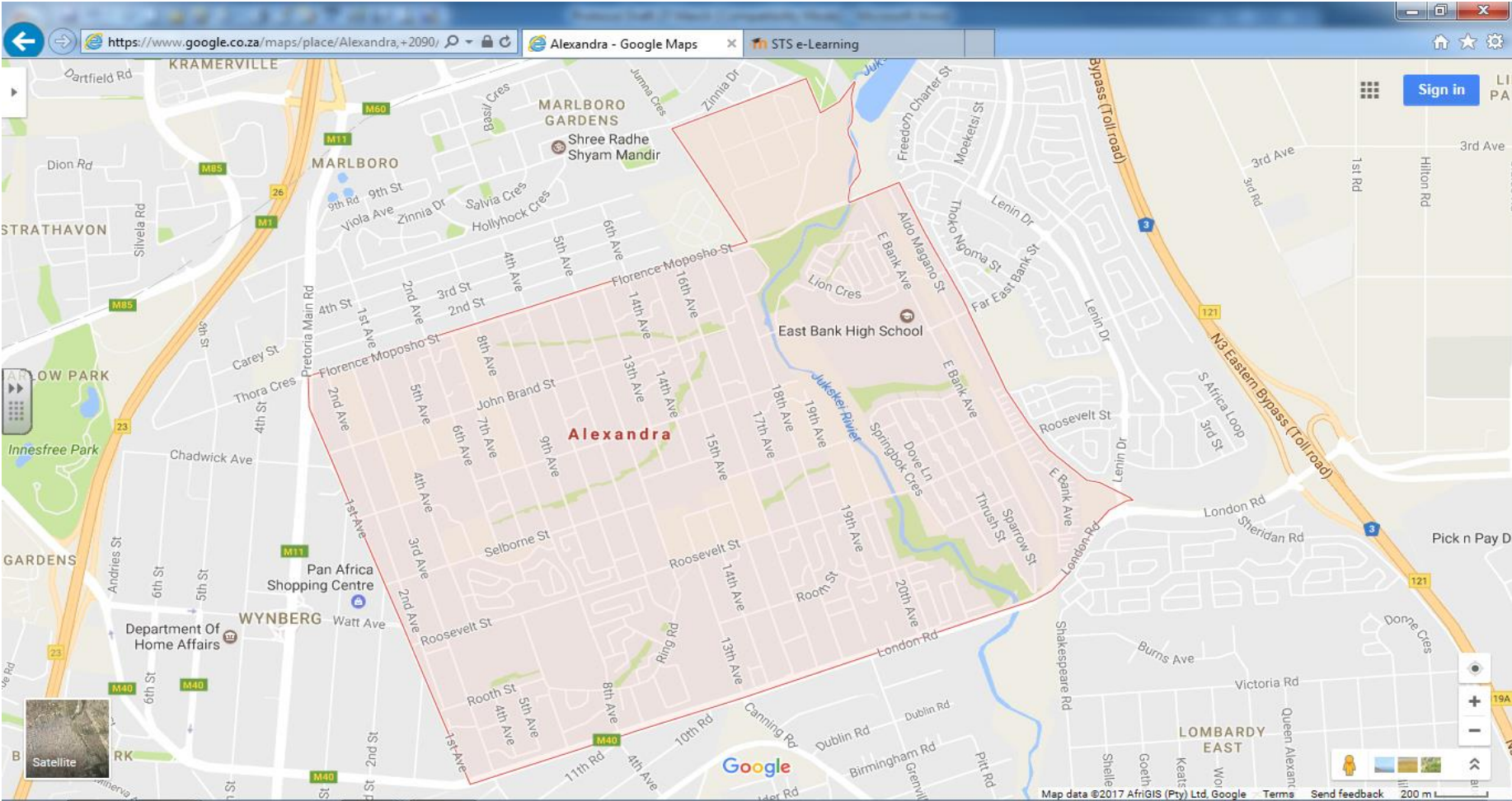
Appendix B: APOM spider graph



Activity participation change



Appendix C: Alexandra Township Map – Google maps [Google Maps]



Appendix D: Stakeholders questionnaire

Participant no. _____

STAKEHOLDER QUESTIONNAIRE

SECTION A

Notes:

- Remind the participant that no names will be recorded in order to maintain their anonymity
- Make it overt to the participant that they may not answer any question if not comfortable

1. Is your institution/organisation classified as:

Government ☐ NGO ☐ NPO ☐ Private ☐ Other ☐

Other, specify _____

2. What is your role in the organisation you work for?

3. Please describe your organisation/employer's role (if any) in relation to micro enterprises/informal businesses in this community.

4. Not Applicable ☐

5. What are the challenges in working with informal business owners?

Not Applicable ☐

6. Are you aware of any organisations/institutions offering support or assistance to micro enterprises/informal businesses based in this community?

Yes ☐ No ☐

If yes, please elaborate?

7. Describe factors that you think affect/make it difficult to set up and run micro enterprises/informal businesses in this community e.g. Physical structure

8. In your opinion, what value do you think informal businesses are adding to this community?

9. Let us compile a list of informal businesses found in Alexander Township *(use a separate page)*

10. Let us now sketch a map (community mapping) to indicate the geographical location of some of the informal businesses listed above *(use separate page)*

11. *Get ready to conduct community mapping.*

SECTION B

1. Stakeholder and researcher conduct community mapping.

SECTION C

1. General comments from researcher:

2. Researcher terminates the session.

Appendix E: Ethics clearance certificate



R14/49 Mr Luther Monareng

HUMAN RESEARCH ETHICS COMMITTEE (MEDICAL)

CLEARANCE CERTIFICATE NO. M170820

NAME: Mr Luther Monareng
(Principal Investigator)
DEPARTMENT: Occupational Therapy
Alexandra Township


PROJECT TITLE: The Activity Participation Profiles of those Individuals
Self-Employed in Legal, Profitable, Informal Micro
Enterprises in a Low Resourced Community

DATE CONSIDERED: 25/08/2017

DECISION: Approved unconditionally

CONDITIONS:

SUPERVISOR: Mrs D. Franzsen and Prof D. Casteleijn

APPROVED BY: 
Professor C. Penny, Co-Chairperson, HREC (Medical)

DATE OF APPROVAL: 22/09/2017

This clearance certificate is valid for 5 years from date of approval. Extension may be applied for.

DECLARATION OF INVESTIGATORS

To be completed in duplicate and **ONE COPY** returned to the Research Office Secretary in Room 301, Third Floor, Faculty of Health Sciences, Phillip Tobias Building, 29 Princess of Wales Terrace, Parktown, 2193, University of the Witwatersrand. I/we fully understand the conditions under which I am/we are authorized to carry out the above-mentioned research and I/we undertake to ensure compliance with these conditions. Should any departure be contemplated, from the research protocol as approved, I/we undertake to resubmit the application to the Committee. **I agree to submit a yearly progress report.** The date for annual re-certification will be one year after the date of convened meeting where the study was initially reviewed. In this case, the study was initially reviewed in August and will therefore be due in the month of August each year. Unreported changes to the application may invalidate the clearance given by the HREC (Medical).

Principal Investigator Signature _____

Date _____

PLEASE QUOTE THE PROTOCOL NUMBER IN ALL ENQUIRIES

Appendix F: Phase 1 stakeholder information

04 December 2017

Dear Sir/Madam

RE: RESEARCH ON SELF-EMPLOYMENT

Greetings

My name is Luther Monareng, a masters student at the University of the Witwatersrand and I am working on a research project to establish the skills required to be successfully self-employed. The South African government urges its citizens to explore self-employment as a possible way of combating unemployment. I believe the occupational therapy profession should be part of addressing issues of unemployment facing disabled people in South Africa. As a result this study seeks to explore legal, profitable, informal self-employment in a low resourced community that can be used to guide occupational therapy intervention.

I am inviting you to take part in this study since you are a role player in Alexandra Township. I am requesting to interview and observe you regarding legal, profitable, informal self-employment in Alexandra Township. The interview will take a maximum of 45 minutes.

Please note that part taking in this study is voluntary and non-participation is without consequence. Anonymity and confidentiality will be ensured by coding and no names will be recorded on any data collection sheets.

The data generated from this research will be made available to the public through publications and presentations. Feedback will be available on request via luther.monareng@wits.ac.za or 011 717 3711/01.

The project ethics clearance certificate number is M17082. For any ethical concerns please contact the chairperson of the Human Research Ethics Committee at the University of Witwatersrand, Prof P Cleaton-Jones at peter.cleaton-jones@wits.ac.za Contact details for the administrative offices: Ms. Z Ndlovu/ Mr. Rhulani Mkansi/ Mr. Lebo Moeng, Tel: 011 717 2700/2656/1234/1252, or email: Zanele.ndlovu@wits.ac.za; Rhulani.mkansi@wits.ac.za; Lebo.moeng@wits.ac.za

If you agree to take part in the study and to be interviewed please sign the consent form on a separate page.

Warm regards



Mr. Monareng Luther

SUPERVISORS

Name: Denise Franzsen

Department: Occupational Therapy Department

Telephone No: 011 717 3701

Email: Denise.Franzsen@wits.ac.za

Name: Prof. Daleen Casteleijn

Department: Occupational Therapy Department

Telephone No: 011 717 3701

Email: daleen.casteleijn@wits.ac.za

Appendix G: Stakeholder (Phase 1) and business owners (Phase 2) informed consent form

I _____ (Name and surname) agree to take part (interview) in this research titled *the activity participation profile of those who engage in legal, profitable, informal self-employment in a low resourced community*.

I am aware:

- a) that part taking in this study is voluntary and non-participation is without consequence,
- b) that personal details will be kept anonymous and confidential,
- c) who to contact for reporting of complaints / problems and
- d) that feedback on this research will be available on request

	Venue	Signature	Date
Participant			
Researcher			

Appendix H: Business owner questionnaire

Title: The activity participation profile of those who engage in legal, profitable, informal self-employment in a low resourced community. **Ethics clearance certificate number** M17082

MICRO ENTERPRISE/INFORMAL BUSINESS OWNER

Researcher one
Participant no. _____

SECTION A

Notes: Remind the participant that no names will be recorded in order to maintain their anonymity. Make it overt to the participant that they may not answer any question if not comfortable

12. Gender M ☐ F ☐

13. Age _____ years

14. Are you the sole owner of this business? Yes ☐ No ☐

If no, how many partners do you have?

Specify your partner/s role in this business:

15. What does your business do (services/products)?

16. Marital status

Married ☐ Single ☐ Cohabiting ☐ Divorced ☐ Widowed ☐

17. How many dependants do you feed? _____

18. Do you have a driver's license? Yes ☐ No ☐

If yes, what code is your driver's license? _____

19. Highest level of education

None ☐ Primary School ☐ High School < Grade 12 ☐ Grade 12 ☐ Tertiary ☐

20. Did you receive any business-related training such as?

Stock purchase ☐ Sales ☐ Marketing ☐ Financial management ☐

Other, specify?

21. Which year did you obtain this training? _____

22. Previous work experience

Job title	Job description/duties	Number of years	Reason for leaving

23. What is your profit per month, bad and good respectively?

R0-R1600 ☐ R1600-R 2000 ☐ R2000-R2500 ☐ R2500-R5000 ☐
R5000-R7500 ☐ R7500-R10000 ☐ > R10000 ☐

24. Do you have any other source/s of income such as stokvel? Yes ☐ No ☐

If yes, specify?

25. Is this income more or less than the income generated from your business? More ☐ Less ☐

26. Would you consider a paid job? Yes ☐ No ☐

Please elaborate

SECTION B

1. Why did you go into business?

2. Why did you set up this business specifically?

3. How much money did you use to start your business? R _____

4. How did you start your business?

5. How many years do you have doing business of your own? _____ years

6. What do you think made your business a success?

7. What do your customers like about your business?

8. What do your customers dislike about your business?

9. How many hours on average do you work per day? From ____am/pm to ____am/pm

10. Which days of the week do you usually work?

Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday ☐

When does your business close in the year?

11. Busy times

Which part of the day is the busiest?

Which part of the week is the busiest?

Which part of the month is the busiest?

Which part of the year is the busiest?

12. Do you employ other people? Yes ☐ No ☐

If yes, in what capacity? _____ Part-time ☐ Full time ☐

13. Do you have a disability? Yes ☐ No ☐

If so, please indicate the type of disability that you have

Does the disability affect the running of your business? Yes ☐ No ☐

If so, please elaborate

14. What is your relationship with?

	Poor	Average	Good	Comments
Police				
Municipality				
Community				
Other, please specify				

15. As an owner of an informal business, do you experience challenges such as?

Loss of job ☐ No sick pay ☐ Lack of job security ☐

Loss of source of income ☐ Long working hours ☐

Other, specify

16. What security measures do you have in place to protect your business?

Have you experienced any robbery? Yes ☐ No ☐

If yes, how many time? _____times

17. To come to work and go home, do you?

Walk ☐ Distance: $\leq 1\text{km}$ ☐ 1-5KM ☐ 6-10KM ☐ >10KM ☐

Own transport ☐ Monthly expenditure? R_____

Use public transport ☐ Monthly expenditure? R_____

Other (Specify) ☐ Monthly expenditure? R_____

18. To go buy stock, do you?

Get it delivered to your business Yes ☐ No ☐

If no,

Walk ☐ Distance: $\leq 1\text{km}$ ☐ 1-5KM ☐ 6-10KM ☐ >10KM ☐

Own transport ☐ Monthly expenditure? R_____

Use public transport ☐ Monthly expenditure? R_____

Other (Specify) ☐ Monthly expenditure? R_____

How often do you have to buy stock in a month? _____times

19. Who does your stock taking/counting money

Self ☐

Help ☐ With whom? _____

Daily ☐ Weekly ☐ Bi-weekly ☐ Monthly ☐ Other (Specify) _____

Not applicable ☐

Other (Specify) _____

20. How is your profit divided?

Rent ☐ Salary ☐ Investment ☐ Reinvestment into the business ☐ Water & electricity ☐

Not applicable ☐ Other

(Specify) _____

21. What worries and concerns over your business do you have now and for the future?

22. What impact does your worries and concerns have on your business?

23. How do you manage the worries and concerns in your business?

24. I resolve conflicts by

25. What other non-work-related activities do you do?

Family ☐ Friend/s ☐ Other (Specify) _____

26. How often do you spend time with the above-mentioned people? _____ per week

27. How do you view yourself?

Positive/strength ☐ Specify _____

Negative/weakness ☐ Specify _____

28. How do customers/others view you?

Positive ☐ Specify _____

Negative ☐ Specify _____

29. In general, what is your energy level like?

Low ☐ Average ☐ High ☐

30. My energy level does the following to my business

Improve ☐ Limit ☐ Nothing ☐ Specify _____

31. Nationality? _____

SECTION C

2. Business owner performs task while 2. Researcher makes observation & notes.3. Researcher MUST ask for permission to take a photograph of the business area and 4. Researcher terminates the session.

Researcher's overall impression on the participant/remarks:

Appendix I: Phase 2 business owner information sheet

22 January 2018

Dear Sir/Madam

Greetings

My name is Luther Monareng, a masters student at University of the Witwatersrand and I am working on a research project to establish the skills required to be successfully self-employed. The South African government urges its citizens to explore self-employment as a possible way of combating unemployment. I believe the occupational therapy profession be part of addressing issues of unemployment facing disabled people in South Africa. As a result this study seeks to explore legal, profitable, informal self-employment in a low resourced community that can be used to guide occupational therapy intervention.

I am inviting you to take part in this study since you are a citizen in Alexandra Township who owns and runs their own business. I am requesting to interview you regarding legal, profitable, informal self-employment in Alexandra Township. The interview will take a maximum of 45 minutes.

Please note that part taking in this study is voluntary and non-participation is without consequence. Anonymity and confidentiality will be ensured by coding and no names will be recorded on any data collection sheets.

Please note that part taking in this study is voluntary and non-participation is without consequence. Anonymity and confidentiality will be ensured by coding and no names will be recorded on any data collection sheets.

The data generated from this research will be made available to the public through publications and presentations. Feedback will be available on request via luther.monareng@wits.ac.za or 011 717 3711/01.

The project ethics clearance certificate number is M17082. For any ethical concerns please contact the chairperson of the Human Research Ethics Committee at the University of Witwatersrand, Prof P Cleaton-Jones at peter.cleaton-jones@wits.ac.za Contact details for the administrative offices: Ms. Z Ndlovu/ Mr Rhulani Mkansi/ Mr Lebo Moeng, Tel: 011 717 2700/2656/1234/1252, or email: Zanele.ndlovu@wits.ac.za; Rhulani.mkansi@wits.ac.za; Lebo.moeng@wits.ac.za

If you agree to take part in the study and to be interviewed please sign the consent and recording consent and video recording on the next pages.

Warm regards

A handwritten signature in black ink, appearing to read 'Monareng Luther', enclosed within a large, loopy oval stroke.

Monareng Luther
SUPERVISORS

Name: Denise Franzsen

Telephone No: 011 717 3701

Name: Prof. Daleen Casteleijn

Telephone No: 011 717 3701

Department: Occupational Therapy Department

Email: Denise.Franzsen@wits.ac.za

Department: Occupational Therapy Department

Email: daleen.casteleijn@wits.ac.za

Plagiarism form

PLAGIARISM DECLARATION TO BE SIGNED BY ALL HIGHER DEGREE STUDENTS

SENATE PLAGIARISM POLICY

I Monareng Luther (Student number: 0603952H) am a student

registered for the degree of masters in Occupational Therapy in the academic year 2019.

I hereby declare the following:

- I am aware that plagiarism (the use of someone else's work without their permission and/or without acknowledging the original source) is wrong.
- I confirm that the work submitted for assessment for the above degree is my own unaided work except where I have explicitly indicated otherwise.
- I have followed the required conventions in referencing the thoughts and ideas of others.
- I understand that the University of the Witwatersrand may take disciplinary action against me if there is a belief that this is not my own unaided work or that I have failed to acknowledge the source of the ideas or words in my writing.
- I have included as an appendix a report from "Turnitin" (or other approved plagiarism detection) software indicating the level of plagiarism in my research document.

Signature:  Date: 2019 July 10

Turnitin Report

THE ACTIVITY PARTICIPATION PROFILE OF SELF-EMPLOYED INDIVIDUALS IN INFORMAL MICRO-ENTERPRISES IN A LOW RESOURCED COMMUNITY 15 July

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