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Information and communication technology and urban transformation in South African cities

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ANNEXURE

ANNEXURE A
WEB SURVEY

Background:

Age	Under 19	19 - 35	36 - 45	46 - 55	56 - 65	66 +

Gender	M	F

Education	Current student	Some schooling	Completed school	Some University/ College	Undergrad degree	Post-graduate degree

Occupation	

Questions:

1. Where do you live?			
2. Is this the first time you are using www.durban.gov.za?		Yes	No
If no:			
How many times have you used the site before?			
	Once	2-5 times	More than 5 times

Would you use it again?						
					Yes	No
3. Where do you access the Internet?						
Home	Home of friend/relative	School	University/ College	Telecentre/ Internet Cafe	On your cell phone	Other
If Other, where?						
Where is it located?						
4. What do you use the Internet and e-mail for in general? (Choose all that apply)						
Study	General Information	Staying in touch with friends	Making new friends/ Meeting new people	Job hunting	Study opportunities	Other
If other, please specify						

ANNEXURE B

RESEARCHER INVOLVEMENT

Field Work:	**DURBAN**	Jan 2005 to July 2008					
Working Research Questions	**Task / Instrument**	**Population / Respondents / Sources**	**Role of the researcher:** [1]				
			PO	**O**	**I**	**PS**	**SD**
How does ICT relate to urban transformation in Durban over the last 10 to 15 years?	Perusal of policy documentation	IDPs: ○ 2002 to 2008 ○ 2010 and beyond ○ SDFs					
What has the impact of ICT been in terms of overall urban form and function?	Durban surveys	Quality of Life surveys: ○ 1998-2005 ○ 1998-2002					
Who are the main actors in facilitating a relationship between ICT and urban life in Durban? What roles do they all play?	GIS Mapping	Data sources: ○ Census 2001 ○ eThekwini data ○ STATSSA Community Surveys 2007 Household surveys					
	Interviews	○ Dr Michael Sutcliffe, City Manager (3-04-08) ○ Angela Spencer, E-Communications Manager (8-04-08) ○ Jacquie Subban, Head; Geographic Information and Policy Office (8-04-08 & 7-04-06)					

[1] **KEY:**
PO: Participant Observer
O: Observer
I: Interviewer
PS: Proxy Survey (survey designed by researcher and executed by other); Analysis of data from other sources (e.g. GIS)
SD: Secondary data

		○ Interview – SmartXchange – Robynne Erwin (7-05-09)					
	Newspaper search	○ Metropolitan papers ○ National papers MetroBEAT					
How has ICT influenced networks amongst marginalized communities in Durban? **How are digital technologies currently used by the marginalised in Durban?**	Web site survey	www.durban.gov.za					
	Survey of web sites associated with Durban	All web sites related to Durban					

Field Work Summary:	**INK** **Southern Basin**	July 2006	to December 2008					
Working Research Questions	**Task / Instrument**	**Population / Respondents / Sources**		**Role of the researcher:** [2]				
		Done:		**PO**	**O**	**I**	**PS**	**SD**
How does ICT relate to urban transformation in Durban over the last 10 to 15 years? **What has the impact of ICT been in terms of overall urban form and function?**	○ Perusal of policy documentation ○ Other document ○ Interviews	○ INK ABM Business plan and related documentation Student reports ○ INK Digital Hub Director Linda Mbonambi, INK Project Leader						
Who are the main actors in facilitating a relationship between ICT and urban life in Durban? What roles do they all play? **How has ICT influenced networks amongst marginalized communities in Durban?**	○ Development of web sites for community networks	<u>INK Meetings</u>: ○ Stakeholders Forum (4/9/06) ○ INK team meeting (27/9/06) ○ INK team meeting (21/5/07) ○ INK team meeting (28/5/07) ○ INK team meeting (10/8/06) ○ Meeting with MdT (15/9/06) ○ Bambithubha meeting (27/9/06) ○ INK Presentation and tour (2/10/06) ○ Meeting with networks (9/10/06) ○ Primary Health Care Network meeting (17/10/06) Team meeting (24/10/08)						

[2] **<u>KEY</u>:**
PO: Participant Observer
O: Observer
I: Interviewer
PS: Proxy Survey (survey designed by researcher and executed by other); Analysis of data from other sources (e.g. GIS)
SD: Secondary data

How are digital technologies currently used by the marginalised in Durban?		<u>SB Meetings:</u> ○ Fairvale Secondary School meeting (2/10/07, 12/10) ○ Thembalethu meeting (3/10/07; 8/10; 13/10) ○ School clubs + soccer club meeting (8/10/07; 11/10)					
	○ Focus Groups	SB students only					
	○ Documentation of web sites	○ INK sites; SB sites ; INK sites					

Field Work Summary:	**StreetNet** **Siyagunda**	July 2007	to June 2008	
How has ICT influenced networks amongst marginalized communities in Durban?	○ Focus Groups	○ Foreign street traders Siyagunda		
How are digital technologies currently used by the marginalised in Durban?	○ Interviews	○ Pat Horn and Lou Hayson ○ Gaby Bikombo, chair, Siyagunda		
	○ Field Work observation	○ Mapping of street traders ○ Reflection notes and photos		
	○ Web site analysis and monitoring			

ANNEXURE C
ETHEKWINI POLICY DOCUMENTS

eThekwini Municipality (2001). Long Term Development Framework: An Overview of the Key Developmental Challenges, Unicity Vision, Outcomes and City Strategy. Durban, eThekwini Municipality.

eThekwini Municipality (2001a). Integrated Development Plan 2003 - 2007. Durban, eThekwini Municipality.

eThekwini (2002). Integrated Development Plan: draft. Durban, UniCity Council.

eThekwini Municipality (2002). Integrated Development Plan 2002 - 2006. Durban, eThekwini Municipality.

eThekwini Municipality (2008). eThekwini Municipality Integrated Development Plan (2006/07 to 2010/11 2008/2009 Review). Durban, eThekwini Municipality.

eThekwini Municipality Area Based Management and Development Programme (2005). ABM Business Plan for 2005 / 2006. e. ABM. Durban, eThekwini Municipality.

eThekwini Municipality (2008). eThekwini Municipality Integrated Development Plan

2006/07 to 2010/11 2008/2009 Review. Durban, eThekwini Municipality.

eThekwini Municipality (2008). eThekwini Municipality Integrated Development Plan (2006/07 to 2010/11 2008/2009 Review). Durban, eThekwini Municipality.

eThekwini Municipality Area Based Management and Development Programme (2005). ABM Business Plan for 2005 / 2006. e. ABM. Durban, eThekwini Municipality.

eThekwini (2002). Integrated Development Plan: draft. Durban, UniCity Council. eThekwini Municipality (2001). Long Term Development Framework: An Overview of the Key Developmental Challenges, Unicity Vision, Outcomes and City Strategy. Durban, eThekwini Municipality.

Iyer Rothaug Collaborative Inc. (2004). South Durban Basin Spatial Development Framework, eThekwini Municipality Area Based Management (ABM).

ANNEXURE D

NEWSPAPER ARTICLES

Date		Newspaper	Title
1998	29 July	The Daily News	Extra funds to tackle 'millennium bug
	2 Sept	The Daily News	Media centre fitted with the best
1999	4 Oct	The Daily News	Leading in on-line education
2000	6 Feb	Sunday Tribune	City libraries are pioneers in online link
2001	17 May	Kwana	Library receives aid
2002	28 July	Sunday Times	Internet directory plans to offer key to SA's websites
	3 Oct	Business Day	Tapping into the web market's wealth
2003	13 Feb	Business Day	Durban in most net-savvy city, study shows
	25 July	The Daily News	Now pay fines via the internet
	28 Oct	The Daily News	So who you gonna call?
2004	6 April	Sowetan	Hi-tech solution for eThekwini
	11 June	Natal Witness	Intelligent Systems
	23 July	The Daily News	KZNOnSource takes to the road
2005	15 Sept	The Star	Microsoft signs lease to set up office in African technology hub
2006	22 Jan	Sunday Tribune	Council snubs Microsoft by switching to open-source software
	19 Feb	Sunday Tribune	Cheaper local calls a smart idea
	5 March	Sunday Independent	ICT hub in Durban gives KZN the edge
		Sunday Tribune	ICT hub in Durban gives KZN the edge
	23 April	Sunday Tribune	Cheaper calls on way
	1 Oct	Enterprise	Regulating a new ICT environment
	20 Dec	Mail and Guardian	Wireless in eThekwini
2007	1 Jan	Enterprise	SMEs in ICT sector get a boost
	2 Feb	Financial Mail	Municipal munificence
	4 March	Sunday Times	Turning on the charm
	20 April	The Daily News	Data pen makes forms a breeze
	22 April	Sunday Tribune	Cheap phone calls on cards for Durban
	27 Aug	The Star	ICT set to drive development
	23 Sept	City Press	State ICT agency gets new task
	24 Sept	Cape Times	New challenges as internet spawns 'third cultures'

ANNEXURE E

eTHEKWINI INTERVIEWS

Respondent: **Dr Michael Sutcliffe**

Date: **3 April 2008**

Time: **8h00**

Venue: **Durban City Hall**

Background:

Title: Information and Communication Technologies (ICT) and Urban Transformation in South Africa (Wits – Prof Alan Mabin)

- What role does ICT play in the unfolding and evolution of African urban spaces and African urban life?
- What is the nature of the interplay between ICTs and urban areas?
- How do digital technologies interrelate with the networks, processes and associational webs that underpin African urban life?

- **Two scales/levels of enquiry**:
  - one that establishes a contextual sense of urban change at the metropolitan level,
  - and one that digs deeper into the interface between technologies and networks
- Depth of interrogation:
  - Descriptive unveiling of urban change in Durban and digital technologies
  - Biographical enquiry that relies on subjective narrative to reveal experiential evidence

This interview; essentially part of the broader enquiry; sense of what city decision makers make of the relationship between ICTs and the city, in the past and for its future.

Questions:

1. In your opinion, would you say ICT has impacted on the development of the city over the last 15 or so years?
2. In what ways?
3. Good or bad; or both?
4. Particularly beneficial to all, or would you say some have benefited more than others?
5. Do you think it has impacted on the shape of the city?

Mapping exercise: comparing ICT access (cell phones, landlines, computers – households, schools, libraries) – not surprisingly, strong correlation between household income and ICT access – digital divide that corresponds with other socio-economic divides, but also a correlation between ICT access and location of clustered investment such as that in Umhlanga North.

6. Firstly, do you think that this is something that Local Government, the eThekwini Municipality ought to address directly?
7. How? What kind of strategies do you think are appropriate?
8. And the relationship between Telkom, other service providers and the Municipality? What would the nature of that relationship be?
9. The role of the private sector?

Newspaper review:

Stories that emerge from the newspaper search:

- Looking towards the future; the FIFA Soccer World Cup; being ICT ready for the event, also the impetus provided by the event for investment
- Providing Universal Access – fiber optic cable connecting municipal offices and libraries.
- Business empowerment – LED – Smart Exchange
- Service and information provision via web site

10. Do you think events such as the World Cup could provide a catalyst for ICT developmental access?
11. How?
12. Constraints to implementing the City's ICT plan?
13. Vision for the future? Future shape of the 'smart city'?

Respondent: **Jacquie Subban, Head: GIS and Corporate Policy**

Date: **8 April 2008**

Time: **14h00**

Venue: **Florence Mkhize Building**

Background:

Title: Information and Communication Technologies (ICT) and Urban Transformation (Wits – Prof Alan Mabin)

- What role does ICT play in the unfolding and evolution of African urban spaces and African urban life?
- What is the nature of the interplay between ICTs and urban areas?
- How do digital technologies interrelate with the networks, processes and associational webs that underpin African urban life?

- **Two scales/levels of enquiry**:
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  - and one that digs deeper into the interface between technologies and networks
- Depth of interrogation:
  - Descriptive unveiling of urban change in Durban and digital technologies
  - Biographical enquiry that relies on subjective narrative to reveal experiential evidence

This interview; essentially determine the role that the Durban web site plays in this dynamic as well as the evolution of the web site.

Questions:

1. In your opinion, would you say ICT has impacted on the development of the city over the last 15 or so years? On transformation?
2. In what ways?
3. Good or bad; or both?
4. Particularly beneficial to all, or would you say some have benefited more than others?
5. Do you think it has impacted on the shape of the city?
6. The latest IDP makes explicit mention of the ICT policy which I have always envisioned as having two legs: local economic development and efficient city administration. Would you say that is correct?
7. Has there been a shift towards broader community access?
    a. VOIP?
    b. Fibre optic cable?
    c. Libraries – public facilties?

Mapping exercise: comparing ICT access (cell phones, landlines, computers – households, schools, libraries) – not surprisingly, strong correlation between household income and ICT access – digital divide that corresponds with other socio-economic divides, but also a correlation between ICT access and location of clustered investment such as that in Umhlanga North.

8. Firstly, do you think that this is something that Local Government, the eThekwini Municipality ought to address directly?
9. Who are the main actors, do you think, in the development of Durban as a 'smart city'?
    a. The relationship between Telkom, other service providers and the Municipality? What would the nature of that relationship be?
    b. The role of the private sector?
    c. Civil society?
    d. Within Council?

Newspaper review:

Stories that emerge from the newspaper search:

- Looking towards the future; the FIFA Soccer World Cup; being ICT ready for the event, also the impetus provided by the event for investment
- Providing Universal Access – fiber optic cable connecting municipal offices and libraries.
- Business empowerment – LED – Smart Exchange
- Service and information provision via web site

10. Do you think events such as the World Cup could provide a catalyst for ICT developmental access?
    a. Dube Trade Port?
11. How do you think ICT will impact on the future development of the City?
12. The impact of convergence?

Respondent: **Angela Spencer,**

Durban Web Master

Date: **8 April 2008**

Time: **12h30**

Venue: **Royal Hotel**

Background:

Title: Information and Communication Technologies (ICT) and Urban Transformation in South Africa (Wits – Prof Alan Mabin)

- What role does ICT play in the unfolding and evolution of African urban spaces and African urban life?
- What is the nature of the interplay between ICTs and urban areas?
- How do digital technologies interrelate with the networks, processes and associational webs that underpin African urban life?

- **Two scales/levels of enquiry**:
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  - and one that digs deeper into the interface between technologies and networks
- Depth of interrogation:
  - Descriptive unveiling of urban change in Durban and digital technologies
  - Biographical enquiry that relies on subjective narrative to reveal experiential evidence

This interview; essentially determine the role that the Durban web site plays in this dynamic as well as the evolution of the web site.

Questions:

1. Powerpoint presentation; history of the web site:
    a. What sparked the first interest (mentioned in the late 90s)?
    b. What was its initial purpose?
    c. Has the emphasis changed over the years?
    d. 031 online – why started, when stopped, why?

2. Who uses the web site?
3. What do they use if for? Community networking? Information exchange?
4. What larger metropolitan role does the web site play?
5. How does the web site fit into the larger trajectory of the City's ICT policy?
6. Who are the central actors in ongoing functioning of the web site? Relationship between these actors?
7. Do you think events such as the World Cup could provide a catalyst for ICT developmental access?
8. How?
9. Constraints to implementing the web site?
10. What is the future vision with regards to the web site?

Respondent: **Robynne Erwin, Director, SmartXchange**

Date: **7 May 2009**

Time: **10h30**

Venue: **SmartXchange**

Background:

Title: Information and Communication Technologies (ICT) and Urban Transformation in South Africa (Wits – Prof Alan Mabin)

- What role does ICT play in the unfolding and evolution of African urban spaces and African urban life?
- What is the nature of the interplay between ICTs and urban areas?
- How do digital technologies interrelate with the networks, processes and associational webs that underpin African urban life?

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- Depth of interrogation:
  - Descriptive unveiling of urban change in Durban and digital technologies
  - Biographical enquiry that relies on subjective narrative to reveal experiential evidence

This interview; essentially determine the role that the Durban web site plays in this dynamic as well as the evolution of the web site.

Questions:

1. History of SmartXchange:
2. What is the genesis of the incubator?
3. What was its initial purpose?
4. Has the emphasis changed over the years?

5. Who is part of SmartXchange? How to they become part of it? Have their roles changed over the years?
6. Relationship with eThekwini?
7. Community networking? Information exchange?
8. What larger metropolitan role does SmartXchange play?
9. How does it fit into the larger trajectory of the City's ICT policy?
10. Who are the central actors in ongoing functioning of SmartXchange? Relationship between these actors?
11. Do you think events such as the World Cup could provide a catalyst for ICT developmental access?
12. How?
13. Constraints?
14. What is the future vision with regards to SmartXchange?

ANNEXURE F
FOCUS GROUP QUESTIONS

Focus Group 1: 26 October 2007

Focus Group 2: 28 October 2007

Questions:

Reflect on:

1. Your role in the web development process
2. The roles of the other designers
3. The roles of the community/network members
4. Who were the leaders/innovators?
5. Who was left behind?

What do you think were the constraints to this process?

What difference do you think technology makes, or could make in the areas you work in?

What do you think was the role of technology? Are some different from others?

How would you do it differently next time?

How do you feel about the product?

How could it be improved?

ANNEXURE G

ANALYSIS OF SPATIAL DEVELOPMENT FRAMEWORK

Spatial Elements	1998 SDP	2002 SDF	2006 SDF	2008 SDF
Linkages (Connections) **(Networks)**	Regional corridors mapped Mobility routes linked with accessibility corridors Tourism corridor	Feeder routes between investment nodes Investment corridors: ○ High priority public transport ○ Feeder routes ○ Rural feeder routes		Public transport linkages with mixed use along it Three corridors: ○ **Coastal** ○ Mixed Use ○ Tourist Plus: ○ High priority transport network
Umhlanga Ridge	Potential Regional Importance	Major investment node	Gateway and Umhlanga	Major investment nodes
The North	Airport site mapped	Airport site noted	Sibaya and Dube Trade port (Airport node)	Investment direction northwards; Dube Trade Port
SB		SIB Regeneration	Ongoing	Ongoing
CBD		Casino, Point etc – a major investment node	2010 Stadium and Point Precinct major investment nodes	2010 emphasis – major investment node
INK	**Link City –** proposed regional significance	Link City: Mixed Investment Node Noted as Presidential Project	KwaMashu and Link City – Major investment nodes	Mixed Investment node – **Bridge City**
West	Pinetown and Westmead: Regional Importance	Hillcrest and Pinetown – mixed investment nodes		

Other		**ABM first noted** DMA area extended by approximately 60% **Structuring elements:** Distinction between: ○ Rural / Peri-urban ○ Urban Periphery ○ Urban Core ○ Urban Edge defined	**Structuring elements**: Distinction between: ○ Urban Core ○ Urban Edge ○ Peri-urban periphery ○ Rural	Structuring elements not mapped – **distinction now between:** ○ Urban Core ○ Urban edge ○ Metro Boundary Together with following **Land use categories**: ○ Environment ○ Industry ○ Suburban ○ Suburban infill ○ Agriculture ○ Rural ○ Airport

ANNEXURE H

INTERVIEW - MBONAMBI

Respondents: **Linda Mbonambi**

Date: **26 June 2008**

Time: **14h00**

Venue: **City office**

Background:

Title: Information and Communication Technologies (ICT) and Urban Transformation (Wits – Prof Alan Mabin)

- What role does ICT play in the unfolding and evolution of African urban spaces and African urban life?
- What is the nature of the interplay between ICTs and urban areas?
- **How do digital technologies interrelate with the networks, processes and associational webs that underpin African urban life?**
- **How can it assist the marginalised to access resources and support livelihoods?**

- **Two scales/levels of enquiry**:
  - one that establishes a contextual sense of urban change at the metropolitan level,
  - **and one that digs deeper into the interface between technologies and networks**
- **Depth of interrogation:**
  - Descriptive unveiling of urban change in Durban and digital technologies
  - **Biographical enquiry that relies on subjective narrative to reveal experiential evidence**

The project;

Outline of progress:

- Web sites established
- Not maintained
- Groups too big and undefined
- Needed a formal arrangement

Issues raised:

- Confidence
- How technology is defined
- Hopes
- Networking not a big one
- Actually undermining of networks…

Mapping exercise:

- Distribution

Questions:

General sense – in INK

1. General sense – cell phone use and Internet – prevalence and uptake?
2. Have you found a networking function that has manifested?
3. How?
4. Do you think ICT has impacted on the spatial configuration of INK?
5. Spaces that are better connected?

Specifics around the project:

6. Problems with the project
7. Impact between project and stakeholders
8. Between project and community leaders
9. Between community groups
10. ICT Centre - why?
11. Do you think it is a developmental tool?
12. Should it be a basic service?
13. Do you tie in with larger city initiatives
14. Who are the actors you have interacted with in this regard?
15. Has it changed how INK does business and does this impact on the project?
16. Relationship between INK and ABM
17. Between INK and Government?
18. The future?

ANNEXURE I

INTERVIEW WITH DIGITAL HUB DIRECTOR

Interview	Themes	Cross reference
Present: Marijke, N, Nancy **What is the Background to Digital Hub and its management?** N from union background involved with NGO that provided bursaries to students; focus changed to more varied projects in 1994. In 1998 focussed on LED specifically emerging contractors. **Problem identified:** accessing information and distributing information effectively. N is from Amaoti; she assisted residents in developing a Business Plan for an Internet Café. She then realised that this may be a solution for dealing with the information needs of her LED programmes; use the Amaoti initiative as a point of information distribution. With a business partner she expanded the idea: provide a database of e-mail addresses of small businesses. Final Business Plan submitted to the USA as part of Digital Hubs initiative – focus on INK.	Note synergies for larger LED goals – this is the hook Bottom up origins	Photos of digital hub in Amaoti
What is the Scope? The model for Digital Hubs is to have a Hub and then several spokes – in this case		

it was the other way around – the spoke came first! Hub in Ohlanga started in 2006. Important to mobilise local buy-in – greater aim is to create access to telecommunications; support other initiatives and work with other stakeholders. Need more facilities. People are unfamiliar with the technology; seen as bringing 'foreign' technology into the area. Two questions: 'what for?'; and 'how?'. Hence the need for skills development. Big motivator is to use this as a vehicle to enhance skills development and indirectly address unemployment.	Foreign and scary technology – outside of them Skills development emphasis	INK Forum – Skills development groups
What is on offer: Basic computer literacy training and other marketable skills. Accredited as a SITA and an ICT ICDL testing centre. Major programme is skills development. **Marijke; we offer:** Need to be upfront about the hierarchy of skills included in this project. Building the web site is a **non-transferable skill**; authoring onto the web site will be **transferable.** **Software:** Drupal because it is database driven and storage categorisation is condusive to working with community networks. Information can be divided into categories. MS Frontpage easy to use but not sophisticated with regards to levels of access and editing rights.		Drupal architecture and its conformity to networks

Hierarchy of rights: • **Administrative (transferred in this project)** • Member • User • Creator **Process:** • User requirements established • Dummy site designed • Negotiation towards final site **Host:** UKZN for 1 to 2 years (INK thereafter?)		worthy of sketching also Future ownership of sites
How the Digital Hub be incorporated in project? <u>We need facilities for:</u> • Projection of what a web site looks like, demonstrations and presentations of works in progress. (Sept.) • Skills transfer process: interactive presentations, update skills (Oct)		Reflect on process – it was too ambitious

• Monitor and continue with training (Nov) Participants work on their own.
 	
<u>Facilities available</u>:
 	
• Cyberhubs – computers with Internet access – available on Fridays
• Boardroom facilities:
  ○ Plasma screen
  ○ Internet connection unstable
  ○ Need own digital projector
• Workshop
For computer repair.
 	
<u>Resources and issues from our side</u>:
 	
• Work in small groups
• Bring own laptops
• Using open source web sites – need Internet connection
• Need to meet organisations first
 	
Fortunately Hub is very accessible – site chosen accordingly.			

Other issues Whilst the spoke sites are subsidised it is still very expensive to run them. Might be better to tie in with schools since there is funding available in that regard. Shuttleworth Foundation might be worth pursuing.			

Internet: currently through SENTECH – using satellite technology. Using schools would make it cheaper because cost covered according to Telecommunications Act – schools can apply for subsidies for ICT facilities. Public access through schools might be problematic. Overall cost becomes cheaper the more spokes there are.		Telecommunications Act	

ANNEXURE J

STREETNET AND SIYAGUNDA RECORDS

Gaby Bikombo:

Interview on 23 June 2008:

19. Do traders have access to cell phones?
20. Are you aware they use the Internet and e-mail?
21. In what ways have these technologies impacted? On
    a. Women
    b. Foreign nationals?
    c. Different kinds of traders?
22. How does it impact on networking?
23. Do these networks link outside Durban?
24. Constraints?
25. Do you think it has fundamentally shifted how they function, do business? How?
26. What is your own story with regards to ICT use?
    (Milestones, key decisions, technology changes, network maintenance)

Respondents: Hard copy (Confidential)

Date: 25 June 2008

Time: 12h30 and 14h00

Venue: StreetNet Office – Ecumenical Centre

Background:

Title: Information and Communication Technologies (ICT) and Urban Transformation in South Africa (Wits – Prof Alan Mabin)

- What role does ICT play in the unfolding and evolution of African urban spaces and African urban life?
- What is the nature of the interplay between ICTs and urban areas?
- **How do digital technologies interrelate with the networks, processes and associational webs that underpin African urban life?**
- **How can it assist the marginalised to access resources and support livelihoods?**

- **Two scales/levels of enquiry**:
  - one that establishes a contextual sense of urban change at the metropolitan level,
  - **and one that digs deeper into the interface between technologies and networks**
- **Depth of interrogation:**
  - Descriptive unveiling of urban change in Durban and digital technologies
  - **Biographical enquiry that relies on subjective narrative to reveal experiential evidence**

This interview;

Interested in street traders (realize not an homogenous group) and StreetNet:

- Informal – marginal in terms of space and policy
- Added layer of predominance of women and foreign nationals
- Advocacy work
- Traders network and share information that deepen their own associations

ICT = Cell phones, Internet and e-mail

Questions:

27. List your names for the record. (Note confidentiality) Where do you trade and in what?

Cell phones

28. Do you all own cell phones
29. Do you use it for:
    a. Business
    b. Personal – family, friends
    c. Advocacy
    d. Which mainly?
    e. Build networks?
30. How has it changed how you do business?
31. Constraints?

E-mail and the Internet

32. Do you use the Internet? For what?
33. Do you e-mail? Who? For what?
34. Where do you access it?
35. Constraints?
36. If you do not use it; would you like, would it be useful?