

Understanding the Contribution of Informal Non-State Actors in the Governance of
Cities of the Global South through Informal Institutions: The Case Study of Informal Car
Guarding in Johannesburg, South Africa.

Tshepo Albia Monakedi



Thesis Presented for the Award of a Degree of Doctor of Philosophy Urban and
Regional Planning in the School of Architecture and Planning, University of the
Witwatersrand, Johannesburg.

24 October 2024

Supervisor: Prof. Aly Karam

Declaration

I confirm that this work is original. As far as I know, it does not contain any material written by another author nor any published material unless where due reference is made. To my knowledge, this work has not been submitted to any institution, university or college for a diploma or degree award.

A handwritten signature in black ink, appearing to read 'Tshepo Albia Monakedi', written over a horizontal line.

Tshepo Albia Monakedi

24 October 2024

Abstract

The re-emergence of coproduction to explain service delivery initiatives by ordinary citizens has transcended different scholarship disciplines, including urban planning. The governance of cities of the global South is characterised by coproduction initiatives that are either unnoticed, overlooked or disregarded because they occur outside the formal institutions of the State. This thesis uses the case study of informal car guarding in Johannesburg, South Africa, to highlight the coproduction contribution of informal non-state actors in the governance of cities of the global South, thus arguing for urban theory and policy agenda that is informed by the realities of the global South.

This thesis makes an original contribution to knowledge by arguing for the scope of non-state actor coproduction in governance to include informal non-state actors. Moreover, the idea is part of the scholarship to understand informality as a site of critical analysis thus moving beyond seeing informality as a function of people experiencing poverty. Informality in cities of the global South must be broader than livelihood debates or housing needs for the needy. Studies must be comprehensive and acknowledge the contribution of informality to how the cities function.

In addition to the original contribution, this study generated empirical data about informal car guarding, which still needs to be studied further. The data was generated using in-depth interviews, which were largely unstructured, and participant observation. In total, 75 respondents informed this thesis across four study sites in Johannesburg: Maboneng Precinct, Maponya Mall, Parktown Office Park and Noord central business district. The study sites are representative of the localities typically associated with informal car guards in cities of the global South.

Twenty themes were generated to answer the research sub-questions. The findings of the thesis are wide-ranging, pointing to the contribution of informal non-state actors and associated challenges. Notably, the idea outlines several policy recommendations for urban planning and urges cities of the global South to understand the contribution of informal non-state actors considering the Sustainable Development Goals (SDG Eleven (11) Sustainable Cities and Communities, SDG One (1) No Poverty and SDG Two (2)

Zero Hunger). SDG 11 is about access and inclusion for informal non-state actors, and SDGs 1 and 2 are critical for the livelihoods of those in the informal sector.

Keywords: Coproduction, Governance, Informality, Informal Car Guarding, Informal Non-State Actors, Informal Institutions, Global South, Cities

Acknowledgements

I am deeply indebted to Aly Karam. Words cannot express my gratitude for your role in my life. You have taught me accountability beyond academics and the importance of continuously shifting the goalposts.

I also want to thank Glyn Williams for steering the ship during the University of Sheffield fellowship. My gratitude extends to the University of Sheffield and Commonwealth Split Site Scholarship for the opportunity to conduct research in the United Kingdom and for unwavering support during the Covid-19 lockdown. The influence of the Institute of Development Studies will stay with me for a lifetime. My master's at the University of Sussex is an important reference point. I thank the Chevening Scholarship and the United Kingdom Foreign, Commonwealth and Development Office together with the South African government for the opportunities.

To my Alma Mater, the University of Witwatersrand, I am incredibly grateful and proud to be associated with Wits and all the academics from the School of Planning and Architecture. A special mention to Mfaniseni Sihlongonyane, Amanda Williamson and Claire Benit-Gbaffou, who were influential during my formative years as an urban scholar.

To my family, friends and son, Tshegiso Leo-Simba Monakedi, who delayed my PhD by a year, Asante Sana, Tshepi, and I love you and your sister, our baby girl KeD'Tshego Tiara Monakedi who made it just in time.

Dedication

This Doctor of Philosophy Dissertation is dedicated to my mother, Pinkie Mogwape Monakedi, and all African mothers on the continent and the diaspora; WE ARE
BECAUSE YOU ARE.

ASANTE SANA

List of Tables

Table 2.1: Formal and informal institutions framework (Helmke and Levitsky, 2004).....	49
Table 3.1: The rationale for each population sampling technique.....	65
Table 3.2: Profile of informal car guarding respondents in Maboneng Precinct.....	76
Table 3.3: Profile of informal car guarding respondents at Maponya Mall.....	77
Table 3.4: Profile of informal car guarding respondents in the Noord central business district..	78
Table 3.5: Profile of informal car guarding respondents in the Parktown office park	79
Table 3.6: Profile of the Total Number of Motorists Interviewed	80
Table 3.7: Profile of motorists interviewed in the Maboneng Precinct.....	81
Table 3.8: Profile of motorists interviewed at Maponya Mall.....	82
Table 3.9: Profile of motorists interviewed in the Parktown office park	83
Table 3.10: Profile of motorists interviewed in the Noord central business district.....	84
Table 3.11: Profile of state actors and other formal non-state actors interviewed	84
Table 4.1: The epoch process followed	90
Table 4.2: Factors determining the coding strategy	91
Table 4.3: Motorists' transcript labelling.....	94
Table 4.4: Informal car guard interview transcript labelling	95
Table 4.5: Other respondents transcript labelling.....	96
Table 4.6: The second coding phase steps	97

List of Figures

Figure 2.1: Ladder of participation	21
Figure 3.1: Governance conceptual framework in cities of the global South.....	56
Figure 3.2: Pilot study in Polokwane. Tshepo Monakedi (Researcher-Left) Abner Mahlangu (Chauffeur-Right).....	68
Figure 3.3: Maboneng – Site One	71
Figure 3.5: The Noord Central Business District – Site 3	73
Figure 3.6: Parktown Office Park – Site 4	73
Figure 4.1: EmacD coding process (Adu, 2019: 68)	92

List of Screenshots

Screenshot 4.1: Depiction of the line numbers for tracking and referencing	95
Screenshot 4.2: An example of an Initial Memo.....	98
Screenshot 4.3: An example of an Analytical Memo	99
Screenshot 4.4: An example of a Codebook	100
Screenshot 4.5: An example of step one of the sorting process	101
Screenshot 4.6: An example of step two of the sorting process.....	103
Screenshot 4.7: An example of step three of the sorting process	104
Screenshot 4.8: An example of step four of the sorting process	105
Screenshot 4.9: An example of step four of the sorting process	105
Screenshot 4.10: An example of cluster labelling	107
Screenshot 4.11: An example of cluster labelling	107

List of Acronyms

CBD: Central Business District

CBOs: Community-Based Organisations

ICG: Informal Car Guarding

NPG: New Public Governance

NPM: New Public Management

NGOs: Non-Governmental Organisations

SQC: Setup-Quotation-Commentary

SDGs: Sustainable Development Goals

TPM: Traditional Public Management

Table of Contents

Abstract	ii
Acknowledgements	iv
List of Tables.....	vi
List of Figures	vii
List of Screenshots.....	viii
Chapter 1: The Thesis	1
1.1. Introduction.....	1
1.2. Research Study Background.....	2
1.3. Problem Statement.....	5
1.4. Informal Car Guarding.....	6
1.5. Research Questions.....	9
1.6. Significance of the Study.....	9
1.7. Limitations of the Study	10
1.8. Chapter Outline	11
Chapter 2: Flexible City Governance: Coproduction	13
2.1 Introduction.....	13
2.2 Coproduction	15
2.2.1 Simplifying Coproduction	17
2.2.2 Coproduction in Urban Planning.....	20
2.3 Governance.....	22
2.4 Traditional Public Management.....	32
2.5 New Public Management	38

2.6	New Public Governance	43
2.7	Literature on Informal Institutions	46
2.8	Formal and Informal Institutions	48
2.9	Informal Non-State Actors, Public Good Services and Informal Institutions ...	50
2.9.1	Defining Informal Institutions and Why They Exist	51
2.9.2	Primordial Informal Institutions and Adaptative Informal Institutions	52
2.10	Conclusion.....	52
Chapter 3:	Searching for Evidence in Johannesburg	54
3.1	Introduction.....	54
3.2	Guiding Theoretical Framework	55
3.3	Research Sub-Questions	56
3.4	Positivists Interpretive Paradigm	57
3.5	Qualitative Methodology	58
3.6	Research Goals.....	60
3.6.1	Personal Research Goals.....	60
3.6.2	Practical Research Goals	61
3.6.3	Intellectual Research Goals.....	62
3.7	Data Collection Technique	63
3.8	Population Sampling Technique.....	65
3.9	Learning by Doing: Piloting in Polokwane	66
3.10	From Polokwane to Johannesburg.....	69
3.10.1	Site One – Maboneng Precinct	70
3.10.2	Site Two – Maponya Mall.....	71

3.10.3	Site Three – Noord Central Business District.....	72
3.10.4	Site Four – Parktown Office Park.....	73
3.11	Data Collection: Informal Car Guards	74
3.11.1	Informal Car Guarding in Maboneng Precinct.....	75
3.11.2	Data Collection in Maboneng Precinct	75
3.11.3	Informal Car Guarding at Maponya Mall	76
3.11.4	Data Collection at Maponya Mall	76
3.11.5	Informal Car Guarding in the Noord Central Business District.....	77
3.11.6	Data Collection in the Noord Central Business District	77
3.11.7	Informal Car Guarding at the Parktown Office Park.....	78
3.11.8	Data Collection at the Parktown Office Park	78
3.12	Data Collection: Motorists.....	79
3.12.1	Site One Motorists: Maboneng Precinct.....	80
3.12.2	Site Two Motorists: Maponya Mall	81
3.12.3	Site Three Motorists: Parktown Office Park	82
3.12.4	Site Four Motorists: The Noord Central Business District.....	83
3.13	Data Collection: State Actors (Johannesburg Metropolitan Police) and Other Formal Non-State Actors (Private Security Guards)	84
3.14	Data Management and Ethical Consideration.....	85
3.15	Data Analysis Approach	85
3.16	Conclusion.....	87
	Chapter 4: Informal Car Guarding is Security and More.....	88
4.1	Vetting the Data: Data Analysis.....	88
4.2	Epoch	88

4.3	Data Synthesis: Coding	90
4.3.1.	Initial Coding Phase	93
4.3.2.	Second Coding Phase	96
4.3.3.	Third Coding Phase	100
4.4.	Themes and Categories	101
4.5.	Conclusion.....	110
Chapter 5: The Value of Informal Non-State Actors in Coproduction		111
5.1	Introduction.....	111
5.2	Setup-Quotation-Commentary Model.....	112
5.3	Informal Car Guarding Contribution	113
5.3.1	Theme One: Informal Car Guarding Contributes to Crime Deterrence (F-43) 113	
5.3.2	Theme Two: The Primary Function of Informal Car Guarding is Security and Parking (F-28).....	115
5.3.3	Theme Three: No Crime Deterrence (F-9).....	117
5.3.4	Theme Four: Location Determines the Reliability of Informal Car Guarding (F-9) 119	
5.3.5	Theme Five: Informal Car Guarding Offers Multiple Services (F-9)	120
5.3.6	Theme Six: Experiences With Informal Car Guarding is Often Mixed Experiences (F-6)	121
5.3.7	Theme Seven: Time is a Factor in Informal Car Guarding – Time Factor (F- 4) 123	
5.4	Informal Car Guarding Facilitation.....	124
5.4.1	Theme One: Informal Car Guarding is Incentivised by Tipping – Tipping (F- 52) 124	
5.4.2	Theme Two: ICG Contributes to Job Creation – Job Creation (F-8)	126

5.4.3 Theme Three: Informal Car Guarding is Incentivised by Frequent Users – Frequent Users (F-7)	127
5.5 Informal Car Guarding State Response	129
5.5.1 Theme One: Informal Car Guarding Should Not be Removed – Anti-Removal (F-31).....	129
5.5.2 Theme Two: Informal Car Guarding Creates Job Opportunities – Job Creation (F-25)	130
5.5.3 Theme Three: Formalise and Provide Uniformity to Informal Car Guarding – Formalisation and Uniform (F-11).....	131
5.5.4 Theme Four: Informal Car Guarding Should be Removed – Remove ICG (F-9) 132	
5.5.5 Theme Five: Informal Car Guarding Contributes to Crime Deterrence – Crime Deterrence (F-8).....	133
5.6 Informal Car Guarding: Challenges and Solutions	134
5.6.1 Theme One: Formalise and Provide Uniforms to Informal Car Guarding – Formalisation and Uniform (F-32).....	135
5.6.2 Theme Two: There are Criminal Elements within Informal Car Guarding – Criminal Elements (F-23).....	136
5.6.3 Theme Three: Informal Car Guarding Should be Removed – Remove (F-14) 137	
5.6.4 Theme Four: Relationship between Informal Car Guards and Motorists is Important – ICG-Motorist Relations (F-11)	137
5.6.5 Theme Five: Time is a Factor in Informal Car Guarding – Time Factor (F-2) 138	
5.7. Conclusion	139
Chapter 6: Contribution to Knowledge, Research Recommendations and Policy Implications of the Study	140
6.1 Introduction.....	140
6.2 Contribution to Knowledge	140

6.3	Research Recommendations	143
6.4	Practical Policy Implications	144
6.5	Conclusion.....	146
7.	Reference List	154
8.	Annexure A-E	173

1 Chapter 1: The Thesis

1.1. Introduction

“Almost every shopping mall in South Africa has men and women in its parking lot, who wear yellow or red bibs and eagerly point to drivers to open parking bays. Once the vehicle owners have acknowledged them, they supposedly keep an eye on that vehicle while the owners go shopping. The men and women offer some comfort to some people, but for others, they are nothing but a nuisance” (Geldenhuys, 2010: 10).

The quote by Geldenhuys (2010) reflects the reality of informal non-state actors in cities of the global South. Informal non-state actors are non-state actors that function primarily outside the formal rules of the State. They are involved in several coproduction everyday activities. Informal car guarding (ICG) is one of these activities. Others include informal non-state actors that operate in informal recycling, informal security, and informal housing, informal road maintenance, to mention a few.

The presence of the informal non-state actors in cities of the South is engaging because of the contradictory perceptions that Geldenhuys (2010) alludes to. The conflicting views are part of the rationale informing the thesis. The thesis focuses on the contribution of informal non-state actors in the governance of cities of the global South using the theory of coproduction. There needs to be more research on the contribution of informal non-state actors in the governance of cities. The focus of existing research is formal non-state actors.

Unlike informal non-state actors, formal non-state actors operate mainly through the formal rules of the State. The thesis aims to use the case study of ICG in Johannesburg, South Africa, to demonstrate that informal non-state actors play a significant role in the governance of cities of the global South. The research study forms part of the scholarship to understand informality as a “site of critical analysis” (Banks et al., 2019: 1) in cities of the global South. Banks et al. (2019) challenge research informality in cities of the global South to move beyond perceiving informality as a function of the poor and offer a different perspective.

The thesis focuses on the role of informal non-state actors in the governance of cities of the global South as part of the agenda by Parnell et al. (2009) to derive post-colonial planning theory informed by the realities of cities of the global South. Informal non-state actors contribute to the governance of cities of the global South through the coproduction of public goods and services. The contribution is seldom acknowledged because informal non-state actors mainly operate within informal institutions rather than formal institutions of the State. In addition to the theoretical contribution, the thesis generated empirical data linking ICG to coproduction, a linkage which has yet to be studied.

The remainder of this introductory chapter guides the reader through seven fundamental thesis sections. The first section is the background of the research. The background provides the academic context and positionality underpinning the study. The second section focuses on the research problem statement to ensure the reader knows the thesis's specific area of focus. The third section outlines the research sub-questions before the fourth section, which discusses the research objectives.

The research objectives are linked with the research sub-questions and were an instrumental tool used to ensure that the research sub-questions were answered. The fifth section introduces the case study of ICG, highlighting that existing scholarship on ICG mainly focuses on the livelihood perspective. The sixth section is the significance of the study, and finally, the conclusion.

1.2. Research Study Background

I first encountered coproduction in the module Making Public Policy for Master of Arts Governance, Development and Public Policy. Professor Anu Joshi led the Institute of Development Studies module in the 2016/17 academic year. At the time, my understanding of the role of civil society in development was limited to the ideas of participation. The participation of civil society in state development initiatives was a simple question in my professional life of supporting local government development in South Africa.

Moreover, participation in civil society is a constant feature in urban studies, shaping my faculties. I spent approximately five years studying urban studies at the University of Witwatersrand. During the five years, the role of civil society in development and methodologies were ingredients that shaped me as an urban scholar. Coproduction provoked my knowledge because the concept went further than participation and, most importantly, questioned the role and strength of the State in development.

The urban theory that I was exposed to did not go as far as questioning the strength of the State or the absence thereof. The idea was primarily based on systems of urban planning that the state deployed to ensure different forms of participation. Coproduction thus invigorated another flame. The more I learned about coproduction, the better I related to the debate because of my early childhood upbringing in rural South Africa during the mid-1990s, whereby the State was incapacitated to deal with the development demands of people.

I am a citizen of the global South and a planning scholar passionate about developing a planning theory that is context specific to the realities of the global South. Applying my academic background in both public policy and urban studies to understand better how cities of the global South are governed is a worthwhile contribution. The decision to focus on cities of the global South is a response to growing the repository of planning theory informed by the daily realities of people living in the global South.

The debate about the applicability and adequacy of planning theory from the global North to answer urban questions experienced in metropolitan centres in the global south, such as “Rio de Janeiro, Mumbai and Hong Kong” (Roy, 2005: 147) remains an essential inquiry in the contemporary planning arena. The debate has prompted urban planning scholars like Banks et al. (2019), Roy (2014), McFarlane (2012) and Watson (2009) to push for a body of knowledge in planning theory that is informed by the daily realities of the urban experiences in cities of the global South.

My thesis is part of this scholarship. The research study set out to understand how informal non-state actors use informal institutions to contribute to the governance of cities

of the global South. Meagher (2007: 405) notes that “the informal institutions have blurred formerly recognised conceptual boundaries between formal and informal by expanding beyond peripheral sectors and cultural institutions to penetrate the heart of modern economic and political organisation”. The point is also emphasised by Peters et al. (1998) by highlighting the increasing role of different actors in public policy governance framed on the notion of governance without government.

The assertion from Meagher (2007) underscores the significant role that informal institutions play in the function and operation of cities of the global South. The study is aligned with the idea of Banks et al. (2019: 1) that urban informality should be understood as a “site of critical analysis”. Understanding urban informality as a “site of critical analysis” refers to how studies of urban informality can bring into focus the winners and losers in urban development, and the processes by which advantages and disadvantages are coerced” (Banks et al., 2019: 1).

In other words, urban informality is not limited to the poor or confined to economic activities. Urban informality as a “site of critical analysis” (ibid.) also means that the impact of informality can be negative or positive. This represents a fundamental shift in the conceptualisation of urban informality. The first is the predominant narrative that the urban poor are the sole beneficiaries of informality. Secondly, there is a tendency to limit the existence of urban informality to the global South. The latter narrative is fuelled by the fact that urban studies on informality have primarily focused on the informal economy and housing.

Banks et al. (2019: 1-2) assert that some people are “disadvantaged by their inability to be formal” because formality “offers access to state resources, social status and power”. Similarly, some people are “advantaged by their ability to be selectively informal” (ibid). This is a valuable rationalisation of why the discussion on urban informality should be balanced with poverty (in terms of the urban poor or limiting the conversation to the so-called developing countries of the global South). For these reasons, the current study did not focus on the poor but on informal non-state actors.

The focus is on informal non-state actors who are different from non-state actors “licensed by the state” (Meagher: 2007: 408) or established in terms of the legal framework and formally permitted to exist as part of the Civil Society Organisations. The study explored the role of informal non-state institutions in cities of the global South because, unlike licenced formal non-state actors, informal non-state actors are often criminalised through city by-laws and not permitted to exist through formal institutions.

For this reason, informal non-state actors predominantly exist through informal institutions. This is not a new phenomenon. For example, Brajaktari’s (2016: 11) study on ‘Citizen Engagement in Public Service Delivery’ highlights the role that “solidarity groups” such as “clans, fraternal organisations, village temples, village-wide lineages” in China exist through informal institutions and play a fundamental role in the delivery of public services. Similarly, Abass et al. (2018: 64) note that “[c]hiefs, farmers and producers” in Ghana also use informal institutions to contribute to the fight against climate change.

Similarly, Moreno-Sánchez and Maldonado (2006: 1) argue that “informal waste-pickers (known as scavengers) in developing countries play an important role in solid waste management systems acting in parallel to formal waste collection and disposal agents”. The thesis adds an original contribution to knowledge by applying coproduction to illustrate the contribution of informal non-state actors in the governance of cities of the global South.

1.3. Problem Statement

There is a recognition that public authority is rarely exercised only by the State. According to Mohmand (2015: 3), “a host of actors and institutions - some visible and recognised, others invisible and less obvious - exercise authority over and regulate the everyday life of local populations across large parts of the world”. Informal non-state actors form part of the host of actors herein referred to. Informal non-state actors can exercise public authority and play a role in the governance of cities of the global South (Simone, 2001; Meagher, 2007; Mohmand, 2016); the contribution to the delivery of public goods services like public security, roads maintenance and waste management is seldom acknowledged.

While the theory of coproduction is used to acknowledge the role of formal licenced or recognised non-state actors such as traditional leaders, Non-Governmental Organisations (NGOs) and Community-Based Organisations (CBOs), i.e., Community Policing Forums in the exercise of public authority, the recognition is rarely extended to informal non-state actors. The unrecognition means that there is governance without government (Rhodes, 1996: 1), albeit overlooked, disregarded or ignored. For example, informal non-state actors are neither considered nor mentioned in Van Eijk and Gasco's (2018) publication on who the coproducers of coproduction are.

The delivery of public good services is not an exclusive function of government in cities of the global South. Still, it relies on several formal actors (e.g., government, private sector and formalised civil society organisations). In contrast, others are informal and often occur outside the channels of the State (informal institutions). The assertion is supported by the emergence of New Public Governance (NPG) in public policy theory based on governance plurality.

NPG challenges the idea that governance is solely exercised through the State apparatus hence the concept of coproduction to acknowledge the contribution of civil society organisations in governance. Applying the theory of coproduction to explain the delivery of public good services through formal non-state actors is commendable; however, in cities of the global South, informal non-state actors must be included in the coproduction conversation. Informal non-state actors must be included in coproduction research because the subject will enrich scholarship debates in urban studies and inform public policy.

1.4. Informal Car Guarding

The car guarding industry is traced back to the mid-1990s in South Africa. According to Foster et al. (2021), Steyn et al. (2015), Geldenhuys (2010) and Blaauw and Bothma (2003), ICG is a spontaneous reaction to the lack of employment opportunities in the formal economy and rising crime levels, particularly motor-related theft. In the mid-1990s, the car guard phenomenon proliferated and grew from being a few individuals on

Durban's beaches to a feature characterising all the major cities in South Africa (Blaauw and Bothma, 2003).

The objective of the thesis to contribute to academia by generating empirical data on the phenomenon of ICG is motivated by the fact that scholarly work on ICG is limited in South Africa and the countries of the global South. In addition, the existing literature must clearly distinguish between formal and ICG. The approach of the scholarship reviewed can be described as a blanket approach as it fails to make a clear distinction between formal and ICG. In the context of cities of the global South, the blanket approach is not surprising because there are overlaps in what constitutes informal and formal car guarding, which often exist side by side.

The decision to isolate and focus specifically on ICG is deliberate, therefore adding to the dimension of car guarding and the public good. Furthermore, the thesis adds a dimension of governance to the debate on car guarding. The predominant dimensions of discussing car guarding in literature are livelihoods and crime. On the one hand is the position of a livelihood strategy for the urban poor (Blaauw and Bothma, 2003; McEwen and Leiman, 2008; Foster and Chasomeris, 2017; Nkhata, 2017), and on the other hand is a notion that deals with car guarding in crime-related activities (Potgieter et al., 2003; Steyn et al., 2015; Xulu, 2019).

For example, Blaauw and Bothma (2003: 40) describe ICG as "unorganised, unregulated and mostly legal but unregistered economic activity". Building on the work of Blaauw and Bothma, Steyn (2015) distinguishes between formal and informal car guards. According to Steyn (2015: 16), "formal car guards are coordinated by agencies working on behalf of shopping centres and provide their services at shopping centre parking lots. Informal car guards operate mainly in city centres, where they guard cars parked on the street". The thesis is closely associated with the public good analysis publication on car guards by McEwen and Leiman (2008).

The definition by Steyn (2015) is a good point of departure in understanding the difference between formal and informal car guards. However, it is limited. The definition is

centralised on where car guards operate and fail to recognise the complexities of car guarding. There are many instances whereby ICG is “unorganised and unregulated”, as pointed out by Blaauw and Bothma (2003) and operates in shopping centres. Equally, the operation of formal car guards coordinated by agencies in the private sector is not limited to shopping centres.

Nevertheless, Potgieter et al. (2003) also make the mistake of explaining formal and ICG as a dichotomy. According to Potgieter et al. (2003), while formal car guarding is associated with rendering services at “sporting events, schools, restaurants, hospitals and churches”, the informal car guards tend to be spread out haphazardly across the city in “public parking” spaces. The same mistake is repeated when indicating that remuneration is a determinant between formal and ICG.

Strydom and Strydom (2004) found that, on average, formal car guards received an average monthly income, while ICG was reliant on tips. The informal car guard does not have an income but depends on the generosity of the “parking public” for tips (Saunders and Lynn, 2010). The disadvantage is that tipping differs from individual to individual and depends on how the motorists perceive the phenomenon of ICG (Potgieter et al., 2003; Saunders and Lynn, 2010). Regarding demographics, Strydom and Strydom (2004) show that car guarding is not unique to a specific gender or age.

Car guards range from as young as under 20 years of age to 60 or older. The car guards are from multiple backgrounds with different levels of education (Strydom and Strydom: 2004). Despite the variation, ICG is often labelled as scavenging “homeless people wearing bibs” (Saunders and Lynn, 2010: 5). The argument advanced by this thesis shifts away from the monolithic view of placing the urban poor at the centre of urban informality. Urban informality, including ICG in the global South, is not a zero-sum goal solely characterised by the poor (Banks et al., 2019).

The essence of the argument presented in this thesis is that ICG accrues public good services that are not limited to the poor. The argument is implicitly supported by a statement from Geldenhuys (2010: 2) that “even if a driver declines the service, s/he still

benefits to some extent, simply because the mere presence of a car guard could deter a potential incident of theft, a break-in or damage to the vehicle”. The current study explores the potential public good services accrued from informal non-state actors like ICG using the theory of coproduction advanced by the NPG philosophy. The study is part of deliberate research for the scholarship that is context specific to cities of the global South; hence, the focus is on ICG in Johannesburg, South Africa.

1.5. Research Questions

To what extent can coproduction be applied to explain the governance contribution of informal non-state actors in cities of the global South?

Research sub-questions

- In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?
- How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?
- How should the State respond to informal Car Guarding in cities of the global South?
- What are the challenges associated with informal car guarding in cities of the global South, and how should these be addressed?

1.6. Significance of the Study

The study makes a significant contribution to academia and policy. From an academic perspective, the thesis contributes original knowledge about informal non-state actors. The research explored the case study of ICG in Johannesburg, South Africa, and demonstrates that informal non-state actors contribute to the governance of cities in the global South. The research addresses the scholarship gap failing to recognise the contribution of informal non-state actors in governing cities of the global South. The contribution is rarely acknowledged because informal non-state actors predominantly operate through informal institutions.

The academic contribution includes the argument for differentiating between informal and formal non-state actors when debating the topic of non-state actors. The differentiation is pivotal because when non-state actors are discussed generally, the discussion tends to be dominated by non-state actors mainly using formal institutions, i.e., formal non-state actors. As a result, informal non-state actors need to be given the required attention. For scholars to adequately respond to the argument advanced by Banks et al. (2019) that informality should be understood as a critical site of analysis in cities of the global South, informal non-state actors must be studied in detail.

The research adds to the debate by Banks et al. (2019) by exploring the contribution of informal non-state actors in the governance of cities of the global South. Furthermore, Watson (2014) challenges urban scholars to take a closer look at coproduction because the theory offers alternative means of state-citizen engagement. The study responds to the challenge by applying the philosophy of NPG and the idea of coproduction to explain the contribution of informal non-state actors. The study endeavours to influence cities toward adopting policies that adhere to the theme of access, inclusion and opportunity contemplated by the Sustainable Development Goals (SDGs).

Harvey (2008) argues that the right to the city is a collective right essential to the type of cities we want. “The freedom to make and remake ourselves and our cities are, I want to argue, one of the most precious yet most neglected of our human rights” (Harvey, 2008): 1-2). The right to the city debate addresses the question of access, which is at the core of the policy implications of the thesis. Informal non-state actors’ entry into the city is often restricted through legislation. The restriction harms the city’s ability to include informal non-state actors in decision-making. In the same vein, the economic opportunities presented by the city for informal non-state actors are negatively affected.

1.7. Limitations of the Study

One of the study’s limitations is that the definition of informal non-state actors is subjective. Deciding on what constitutes informal non-state actors is subject to one’s qualification of informality and the idea of non-state actors. The personal element is a

limitation of the study because the research findings apply to informal non-state actors within the researcher's definition. Moreover, cities of the global South are diverse; therefore, the application of the findings must be contextualised to different settings.

Future research must enrich the study by expanding the scope to include different informal non-state actors because the dynamics unravelled by the analysis of ICG are likely to differ from other informal non-state actors. Similarly, a comparative study on informal non-state actors across several cities in the global South will address the generalisation and applicability limitations of the study. The reader should also note the possible limitation of using interviews and participant observation to collect data in exploratory research on informal non-state actors.

Although the data collected is satisfactory and was instrumental in achieving the study's objectives, ethnographic research has the potential to uncover findings that cannot easily be extrapolated with interviews or participant observation. Collecting data using the ethnographic method will afford researchers time to collect comprehensive data that is not readily available when using interviews and participant observation. These include data about the structure and systems of ICG.

1.8. Chapter Outline

Chapter One – The first chapter discusses the study background by outlining key features such as the problem statement, research objectives, research sub-questions, significance of the study and associated limitations. The case study of ICG is also introduced in chapter one.

Chapter Two – The second chapter reviews the literature on non-state actors and introduces the idea of informal non-state actors. The chapter also highlights critical concepts pivotal to the study, including institutions, informal institutions, public good, governance and coproduction.

Chapter Three – The third chapter outlines the study's theoretical framework and research design. The theoretical framework indicates the rationale for using the concept

of coproduction to explain the contribution of informal non-state actors in cities of the global South. The research method demonstrates that the study falls within the philosophical ambit of the interpretive paradigm; hence, the qualitative approach employs in-depth interviews and participant observation to collect data.

Chapter Four – In chapter four, the process used to analyse the data is discussed. In terms of technique, the data were analysed manually using Microsoft Word. From an approach perspective, interpretative focused coding generates codes to answer the research sub-questions. Firstly, each research question was assigned an Anchor Code, representing the research question's aim about the overall objective. Secondly, each of the research sub-questions was generated as an Initial Memo (recording the researcher's thoughts and ideas), Analytical Memo (interpreting meaning from transcript) and Codebook (determining codes). Finally, the codes were sorted to determine themes and categories.

Chapter Five – The research findings are discussed using the Setup-Quotation-Commentary (SQC) model. Each argument is supported by a quotation from empirical data and, finally, commentary. The research sub-questions were answered by discussing the emerging themes using the SQC model.

Chapter Six – The final chapter of the thesis illustrates how personal research goals, practical policy goals and academic goals were achieved. In this regard, the chapter reflects on aspects of the study findings. Finally, a summary of each thesis branch is outlined before concluding.

2 Chapter 2: Flexible City Governance: Coproduction

2.1 Introduction

The governance of cities is wider than formal institutions of the State (Auerbach et al., 2018). Beyond formal institutions, cities worldwide are governed through informal institutions by non-state actors like criminal syndicates, drug cartels, vigilante groups, religious organisations and traditional leadership, to mention a few (Kushner and Maclean, 2015). An array of actors thus uses informal institutions to impact the city differently. One of these actors is informal non-state actors. According to Banks et al. (2019), the contribution can result from weak formal institutions and solid informal institutions embedded in the reality that make up global South cities. Non-state actors contribute in three ways to public good services.

Kushner and Maclean (2015) and Batley and Mcloughlin (2009) note that non-state actors contribute to public good services through formal institutions of the State, informal institutions, or a combination of formal and informal institutions. The latter is similar to how the State actors deliver public good services because, like non-state actors, state actors in the global South tend to rely on formal and informal institutions (Auerbach et al., 2018). From a theoretical perspective, the contribution of non-state actors is explained by coproduction.

Coproduction has emerged as a dominant concept to explain non-state actors' contribution to delivering public good services. According to Ostrom (1996), Joshi and Moore (2004), Pestoff et al. (2006), Realpe and Wallace (2010), Watson (2014), Silvestre et al. (2016) and Galuszka (2019), the notion of coproduction has its roots in Indiana University during the 1970s. Elinor Ostrom and the academic team he led at Indiana University conceptualised coproduction to "describe the lack of recognition of service users in service delivery" (Realpe and Wallace, 2010: 7).

In the last fifteen years, coproduction has challenged conventional thought on public policy, inclusion, development, spatial planning, informality, urban governance and related scholarship. The interest in coproduction is evident in articles like Song (2016),

who used the Solo case study in Indonesia to highlight coproduction and the advantages thereof. Similarly, Heaton et al. (2016) and Gill et al. (2022) write about how coproduction is used collaboratively to generate knowledge. According to Miller and Wyborn (2020: 88), in recent years, coproduction has been “predominant in the field of public administration, science and technology studies, and sustainability science”. The contribution by Miller and Wyborn (2020) demonstrates the proliferation of coproduction and its relevance to current debates in development studies.

Using coproduction to explain the contribution of informal non-state actors is informed by the underlying principles of recognising service delivery efforts outside the State (Gómez and Jaglin, 2017). Gazley and Cheng (2020) point to two characteristics that make coproduction the appropriate theory for explaining the contribution of informal non-state actors. The first is that “coproduction is interested in citizen behaviour across the sectors without much concern about their legal boundaries or status” (ibid: 33). The latter is an essential highlight because informal non-state actors’ illegal status has negatively impacted urban policy, livelihoods and public perception.

Secondly, “coproduction emphasises individual voluntary activity, but has the easy ability also to capture voluntary behaviour that may become increasingly institutionalised” (ibid: 33). This thesis is about informal non-state actors who engage in voluntary activities, however, driven by motives to earn a livelihood. Against this background, the literature review starts by discussing the concept of coproduction. The literature on coproduction culminates in a discussion on models of governance. In this regard, it is pointed out that coproduction must be understood within the realm of NPG. The NJPG model has emerged as an alternative to Traditional Public Management (TPM) and New Public Management (NPM).

The third section is the literature describing the intersection between institutions and informal non-state actors. The focus is to explain informal non-state actors, how they are formed and operate, and how they use institutions to contribute to public good services. The chapter concludes by indicating the main points of the literature review to guide the theoretical framework in chapter three.

2.2 Coproduction

Ostrom (1996: 1073) defines coproduction as “the process through which inputs used to produce a good or service are contributed by individuals, not in the same organisation”. The argument is that it is a fallacy to think that there is a “great divide” between the State, which is the “regular producer of all public services and goods”, and the public (ibid). Coproduction thus “implies that citizens can play an active role in producing public goods and services of consequences to them” (ibid).

Since the 1990s, coproduction has gained interest as a theory to explain ordinary citizens’ contribution to delivering public good services. The increased value of coproduction as a plausible theory to explain the public’s contribution to providing public good services correlates positively with the rise of democracy. It is essential to note the correlation because coproduction in public policy scholarship was conceived as early as the 1970s.

According to Alford (1998) in Bovaird (2007: 847), coproduction only became part of mainstream public policy in the 1990s because by “the mid-1980s, attention switched from coproduction to marketisation in the public sector”, thus giving rise to neo-liberalism and the NPM principles. Unlike marketisation, the governance system of democracy is anchored on citizen participation, hence the growth in popularity.

Over the last 30 years, coproduction has been a subject of scholarship and debates in public policy and transcended into other fields like urban studies, education, health and security studies. Galuszka (2019: 3) remarks that “in 2017 alone, the term co-production was discussed in a variety of different contexts, demonstrating both the popularity of the concept and its growing ambiguity”, illustrated by “several conferences and panels, the start of a PhD programme and the planning of a special issue by a major journal, all revolving around the theme of co-production”.

The proliferation of coproduction is demonstrated by the many definitions coined to explain the concept. For example, Mitlin and Barlett (2018) reviewed how several scholars have studied coproduction in different contexts. Part of the discussion by Mitlin and Bartlett (2018: 356) highlights how studies have shifted from understanding coproduction

as a “means to meet essential ends” to “a means of altering essential relationships and ongoing practice”. Coproduction must be understood to be a process.

Coproduction is not just an output of governance but also an input that determines public goods and services. Shand (2015) in Mitlin and Barlett (2018: 357) notes that in Harare, Zimbabwe, coproduction is possible “where there are complementarities sufficient to incentivise change in the behaviours of producers and consumers of a service”. Similarly, in his Kenya study, Wanavijiji (2010) in Mitlin and Barlett (2018: 357) concludes that coproduction is a “situation in which the state and citizens come together to find a solution to a challenge, with both parties going beyond their standard processes and building an altogether new solution based on their synergy”.

Wanavijiji (2010) observes that for coproduction to occur, “it is not always necessary for the state and its citizens to work under one organisational framework, or to be focused on the same specific project, or even the same geography”. The observation by Wanavijiji (2010) dovetails the critique by Bovaird (2007) in his assertion that the definition of institutionalised coproduction by Joshi and Moore (2004) as the “provision of public services (broadly defined, to include regulation) through regular, long-term relationships between state agencies and organised groups of citizens, where both make substantial resource contributions” confines coproduction to the discretion of the State.

Based on the coproduction case study in Thailand, Boonyabancha and Kerr (in Mitlin and Bartlett, 2018) define coproduction as a “process that opens space for poor communities to work with their local governments and other public and private stakeholders to deliver various development goods” (Boonyabancha and Kerr, 2010 in Mitlin and Barlett 2018: 356). The vital point is that coproduction is understood as part of the process rather than an endpoint. Mitlin and Barlett (2018) comment that in the Thailand case study, the onus is on communities as the primary drivers of coproduction.

This is reflected in the statement that coproduction is “only viable if communities determine what they need, lead the development process, and set the direction” of the development project concerned (Boonyabancha and Kerr, 2010 in Mitlin and Barlett,

2018: 356). The rationalisation is different from the experience in China. In this regard, Li et al. (2010) in Mitlin and Barlett (2018: 358) refer to as a “top-down version of coproduction”. In the Chinese experience, the government stimulated the involvement of communities through coproduction by instituting a policy drive that encouraged communities to be a part of service delivery efforts, albeit under a top-down approach.

The coproduction is geared towards “more responsive service provision, infrastructure improvement, and community building through state-enabled decision-making, self-organisation and self-service delivery on the part of communities” (Li et al., 2010 in Mitlin and Barlett, 2018: 358). From this discussion, coproduction bears relation to what is commonly referred to as participation in planning theory.

The subject is discussed at length later in the section dealing with the contribution of Watson (2014) on coproduction in planning theory. For now, I deal with one of the ground-breaking works on coproduction by Pestoff (2011) titled “*Co-Production, New Public Governance and Third Sector Social Services in Europe*” to explain the coproduction aspect, the basis of this thesis. Pestoff (2011) argues that coproduction is a loaded concept better understood when broken into three parts: comanagement, cogovernance and coproduction.

2.2.1 Simplifying Coproduction

According to Pestoff (2011), coproduction ranges from “the mix of public service agents and citizens who contribute to the provision of public services to a partnership between citizens and public service providers”. This relationship between government and citizens happens in three distinct ways: comanagement, cogovernance and coproduction (ibid). These elements signify the different ways in which citizens contribute to the delivery of public good services.

Public good services are characterised by a process that starts from formulating public policy to delivering public good services, usually manifested through physical infrastructures like sanitation or roads and services such as health and education. Citizens contribute to delivering public goods at different parts of the process. How and

when citizens contribute to providing public good services determines whether the contribution is classified as coproduction, comanagement or cogovernance (Pestoff, 2011).

Cogovernance points to the contribution of citizens in formulating public policy that governs the delivery of public service goods. Cogovernance represents the shift from a public policy dispensation of 'top-down' to one characterised by a 'bottom-up' approach through citizen engagements. In Botswana, for example, Obasi and Lekorwe (2014) report that the government uses traditional institutions of the '*kgotla*' system to engage citizens in formulating public policy. The '*kgotla*' is a formal traditional institution used for communication.

On the one hand, Pestoff (2011) classifies cogovernance as an input element of coproduction. On the other hand, comanagement and coproduction are outputs. Comanagement refers to including citizens and civil organisations in managing public services while delivering public goods. The management of a construction site publicly financed through the State is a reference point. This is important in terms of the participation of public goods users and adds a layer of accountability to the State as the primary provider of public services.

Coproduction can be understood in two ways, according to Pestoff (2011). Firstly, coproduction, like comanagement, can also refer to the involvement or inclusion of citizens on-site where public goods delivery is undertaken. Secondly, coproduction describes initiatives taken by citizens, individuals or groups of people who contribute to public good services (ibid). The latter definition is at the centre of how informal non-state institutions contribute to public good services in cities of the global South.

One of the prevailing characterisations of coproduction over the years is the classification of coproduction as a collaborative service delivery effort by two or more agencies. This classification is rightfully challenged by Joshi and Moore (2004), challenging the idea by suggesting that coproduction refers to the collaborative efforts of two or more organisations to deliver public good services. For Joshi and Moore (2004: 33), the core

of coproduction is the “direct involvement of both public agents and private citizens in service provision”.

The starting point of Joshi and Moore (2004) is that although Ostrom (1996), who is recognised for her ground-breaking work on the concept of coproduction, provides a helpful definition of the concept (coproduction), her definition still needs to be revised. Ostrom’s definition of coproduction as “the process through which inputs used to provide a good or service is contributed by individuals who are not ‘in’ the same organisation” (Ostrom, 1996: 1073) is labelled as “unfortunate” by Joshi and Moore (2004: 39). It is labelled unfortunate because it has led many to see any collaborative effort of two or more agencies (not in the same organisation) as coproduction.

According to Joshi and Moore (2004: 37), classifying coproduction in this way is “trivial” and unrealistic because it is almost a foregone conclusion that the State will play some role (partnership or facilitator) in public services that are delivered through non-state actors (the private sector, NGOs, aid agencies) albeit not all the time. Thus, suggesting that agencies’ collaboration efforts not in the same organisation amount to coproduction makes such a partnership effort an exception more than a norm (ibid).

For Joshi and Moore (2004: 39), Ostrom’s definition relegates the concept of coproduction to a plethora of words that have been used to describe “public-private partnerships arrangements”, such as “collaboration”. Against this background, Joshi and Moore (2004) introduce the notion of institutionalised coproduction to explain the “hybrid” arrangements that have led to public service delivery between the State and citizens in the case study of the Citizen Police Liaison Committee in Karachi, Pakistan and Ghana Public Road Transportation Union.

In the case study of Karachi, the local government authorised and worked with the Citizen Police Liaison Committee (a security organisation founded by a group of wealthy business families to fight crime in the city) to curb and detect criminal activities. In the Ghana Public Road Transportation Union, the government partnered with the passenger transport business to collect income tax from the members association. Both case studies inhibit

what Joshi and Moore (2004) term institutionalised coproduction because the initiatives are institutionalised into government machinery albeit administered externally.

Based on the explanation by Ostrom (1996) and not the definition, institutionalised coproduction refers “to organisational arrangements, which implicate clients in effective service delivery, on a sustained, regular basis. Institutionalised coproduction is the provision of public services (broadly defined, to include regulation) through regular, long-term relationships between state agencies and organised groups of citizens, where both make substantial resource contributions” (Joshi and Moore, 2004: 39).

The essence of Joshi and Moore (2004) is that coproduction is a collaborative effort between the public and the government. The assertion is problematic because coproduction in the global South is only sometimes regularised. For example, not all non-state actors are legal, and regularisation is not a precondition for citizens to actively deliver public good services.

2.2.2 Coproduction in Urban Planning

Vanessa Watson is one of the leading voices urging planning scholars to study the phenomenon of coproduction closely. According to Watson (2013), the theory of coproduction presents an opportunity for planning theory to adopt different forms of state-citizen engagements. Before the re-emergence of coproduction in the 1990s, urban planning theory was primarily concerned with “collaborative and communicative planning” as vehicles of “state-society engagement” (Watson, 2013: 62).

While conceptual similarities exist between collaborative-communicative planning and coproduction, the differences offer some lessons for planning theory. According to the Ladder of Participation (Arnstein, 1971 in 360 Participation Mode, 2017), state-citizen engagement in collaborative-communicative planning has three participation levels: passive, responsive and active (Figure 2.1). These three levels of participation underscore the power relation between the State and citizens, whereby the power levels to influence state affairs depend on how participation is conducted.

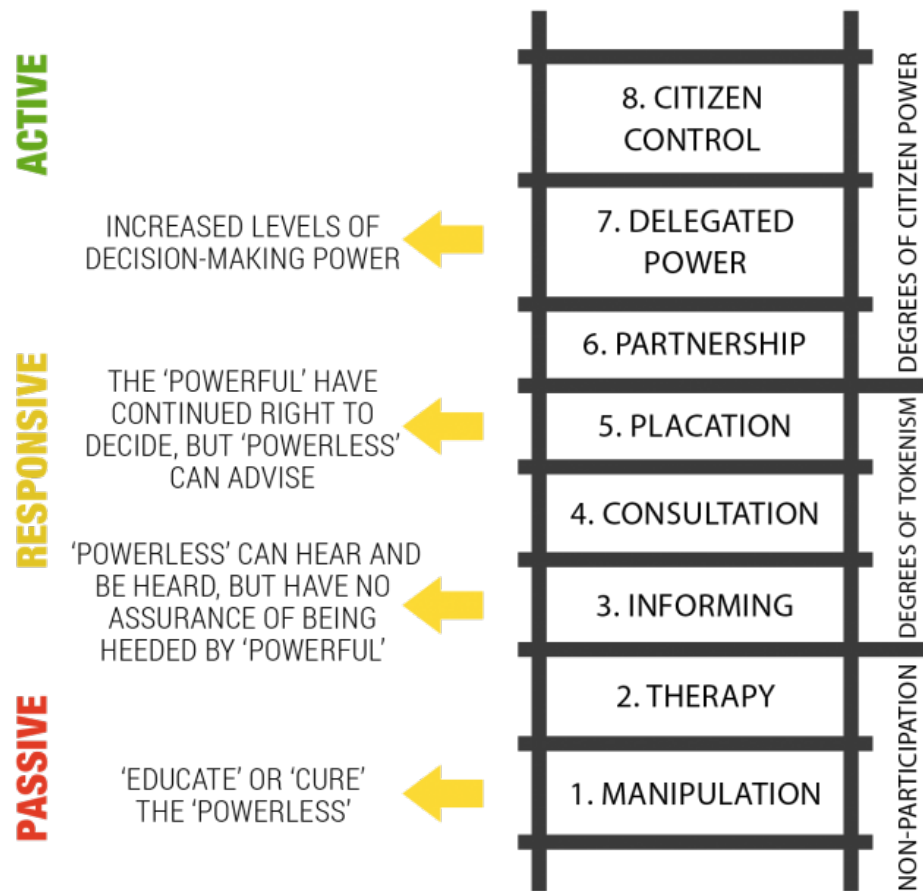


Figure 2.1: Ladder of participation

Source: 360 Participation Model, 2017

The collaborative, communicative planning model is centred on how the State distributes power to the less powerful in society. The communicative-collaborative planning theory suggests that the state's willingness or ability to distribute power to the less powerful is essential to the government's decision-making process. In the coproduction theory, the focus is not on how the State distributes power but on the power that citizens generate independently to challenge the State (Watson, 2013).

The lesson for planning theory in the global South context is to recognise that people, especially the marginalised, will use an array of arsenal to access the city. This weaponry

may include informal institutions, and planning theorists and practitioners must recognise these engagement tools' legitimacy. The second lesson is that coproduction challenges the planning theory to move beyond debates, as emphasised through communicative and collaborative planning, to appreciate the value of involving citizens in actual service delivery projects (Watson, 2013).

The third lesson is that planning theory should invest in learning about community-led planning initiatives through actual practice and less on debates and talking. In this regard, the concept of learning by doing is underlined. The last prominent idea from coproduction that can enhance planning theory is that citizenry organisations (informal or formal) engaged in planning should be encouraged to network nationally and internationally with others (Watson, 2013).

Watson (2013: 72) asserts that "being networked globally gives local organisations the authority to respond to and pronounce on global issues, to be rapidly informed on local issues across a wide range of contexts, and they also give status to organisational statements and claims, and presence at the global event". The lessons of coproduction to planning must be understood within the spectrum of NPG. NPG is a governance model that embraces the diversity of actors in how cities are governed.

Governance philosophy is essential to understanding how informal non-state actors contribute to the governance of cities of the global South. In the next section, the literature review discusses the philosophy of government and three governance models: NPG, NPM and TPM. The aim of the discussion is twofold. Firstly, to enlighten the reader on how coproduction emanates from NPG and why the contribution of informal non-state actors is part of coproduction. Secondly, to illustrate that all three models are intertwined in the governance of cities in the global South. The interconnection forms the basis of the current study's theoretical framework.

2.3 Governance

Farazmand (2013: 349) remarks, "governance and public administration are as old as human civilisations". Similarly, Asaduzzaman (2017) notes that governance can be traced

back to the 14th Century. This longevity is a positive attribute because many scholars over the years have debated the subject of governance and produced some of the most decadent literature in social science. One of the outcomes of the debate has been the erosion of the term public management.

Since the 1980s, governance has been preferred over public management. Unlike public management, which is associated with a hierarchical approach, governance offers a horizontal rationalisation. The fundamental characteristic of governance is that different stakeholders of society share the exercise of power and authority of government (Rhodes: 1996, and Carino, 2000) because, for a long time, this was thought of as the sole functionary of the State with little participation from civil society organisations and citizens (Ledivina, 2012).

Governance accepts the notion of decentralising power from the State to create space for civil society organisations and citizens to influence public affairs. According to Osbourne (2015: 6), there are “three broad schools of governance”: corporate governance, which is concerned with institutional systems of how an organisation functions, good governance, which focuses on the “promulgation of normative models of social, political and administrative governance by supranational organisations like the World Bank” (ibid) and public governance, which looks at policies that individual States adopt as governing mechanisms for their public.

This thesis focuses on public governance. Therefore, reference henceforth to governance should be understood as public governance. That said, it is essential to recognise that Osbourne’s “three broad schools” (2015: 6) are often interlinked and function off each other. For example, one can use corporate governance and good governance to explain how public governance is undertaken. Thus, it is unavoidable to reference corporate governance and good governance in the literature review.

Francis Fukuyama, one of the leading scholars on governance, defines governance as “governments’ ability to make and enforce rules, and to deliver services, regardless of whether that government is democratic or not” (Fukuyama, 2013: 3). This definition is

helpful because it refers to three elements at the heart of governance. These elements are rules, services and systems. The rule component is about the government's ability (also applies to city government in the current study context) to make rules that govern the public. The rules become formal institutions set out to be a code of conduct (i.e., formal institutions) for the people.

The element of service delivery denotes the social contract between the government and the citizenry. The delivery of public good services is one incentive for accepting the State's rules. Governance is not just about enforcing laws but also the ability of a government to deliver on the incentives of public services. The last element of the three components (systems) draws the reader to different governance systems like democracy, authoritarianism, dictatorship and monarchies. Fukuyama's argument dispels the idea of limiting governance to democracy. That said, it is essential to note the close link between governance and democracy over the years.

Asaduzzaman (2017: 3), for example, states that governance refers to the increasing use of "nonregulatory policy instruments" to foster cooperation between government and non-state actors". Asaduzzaman's (2017) definition indicates the positive correlation between governance and democracy. Corporation is one of the tools associated with democratic systems of government. Likewise, Bingham et al. (2005: 548) assert that governance "seeks to share power in decision-making, encourage citizen autonomy and independence, and provide a process for developing the common good through civic engagement".

The view is also expressed by Kohler-Koch and Rittberger (2006: 28), stating that governance "denotes the participation of public and private actors, as well as non-hierarchical forms of decision-making". The plethora of definitions linking governance to democracy is not a coincidence but occurred in the 1980s when neo-liberalism was on the rise. Bevir (2002) correctly points out that the growing interest in the concept of governance is "primarily derived from the neoliberal reforms in the public sector since the 1980s".

According to the Social Science Citation Index, Kohler-Koch and Rittberger (2006: 27) show an “explosion of EU governance research”. The research reveals that the late 1990s and early 2000s saw a surge in governance research. The 1980s neo-liberal public sector reforms advocated for the government to be rolled back and play a lesser role in providing public services. Conceived in the United Kingdom, neo-liberal public sector reforms were marketed to other parts of the world under the umbrella of NPM.

NPM rivalled TPM as a shift from government to governance at the World Conference on Governance in 2000 (Rondenelli and Cheema, 2007). Before the 1980s, TPM governance was the dominant system. Unlike the neo-liberal policies of NPM of decentralisation and rolling back the state’s role in the public sector, TPM is rooted in the idea of centralising public affairs. The shift is labelled from “government to governance” (Lievens, 2015: 3). One of the strategies employed to define governance has been to draw a differentiation between governments.

Asaduzzaman notes the position of Roseanau (1992) in Bingham et al. (2005), wherein the latter asserts that “government occurs when those with legally and formally derived authority and policing power execute and implement activities; by contrast, governance refers to the creation, execution, and implementation of activities backed by the shared goals of citizens and organisations, who may or may not according to Governance Theories and Models have formal authority or policing power” (Asaduzzaman, 2017: 2-3).

In the same vein, Jordan et al. (2003: 2) point out how scholars like Rhodes (1996) understand governance as “a change in the meaning of government, a new process of governing; or a changed condition of ordered rule; or the new method by which society is governed”. This new method of governing society has evolved over the last three decades and, in the process, generated an array of theories. The paper by Gerry Stoker (1998) titled “*Governance as Theory: Five Propositions*” is widely cited in governance literature and influenced this thesis.

Peters (2018: 5) asserts that “Stoker’s article made an important, if not seminal, contribution to the study of public governance, and therefore to the political theory”. Stoker (1998: 19-20) proposes five prepositions to understand the notion of governance. Below, I discuss each of Stoker’s prepositions and dovetail this with the critique by Peters (2018). The discussion justifies understanding the contribution of informal non-state actors in the governance of cities of the global South. The five prepositions are not discussed in any order.

- *Governance refers to institutions and actors drawn from and beyond government.*

The first proposition argues that governance is about understanding and acknowledging that the State is not a stand-alone overseer of public affairs. Stoker (1998: 17) dismisses any such thought as belonging to the past, motivated by ideas of formality and imagination of “what should be” rather than “what is”. By focusing on “what is”, governance accepts an “increased involvement of the private and voluntary sectors in service delivery and strategic decision-making” in public affairs processes. Governance thus champions a system of government centred on networks between the different actors, including the State.

Accordingly, the State is not at the centre of overseeing public affairs but is one of the many actors involved in government. The State’s primary role is to “steer and row” (Stoker, 1998: 17) the different actors together. In his critique, Peters (2018: 6) warns that the steering and rowing argument advanced by scholars like Stoker (1998) not only runs the risk of being blurry about who is responsible for governance but also “relegates government to a subsidiary role” because the government does not anchor the networks.

The questions Peters (2018) raised are significant for studies in the global South. They are “instances in which governments are indeed the sole source of governance, and authority is the only instrument used” (Peters, 2018: 6). Hence, the thesis is inclined with Fakuyama (2013), who defines governance as “through action and not through what actors may be involved in”.

- *Governance identifies the blurring of boundaries and responsibilities for tackling social and economic issues.*

The essence of this proposition is that governance employs the State to recognise that the burden of public affairs, such as public service delivery, can be shared with other actors. According to Stoker (1998: 18), governance is critical of the welfare state and urges governments to “step back” on specific responsibilities and push these to the private and third sectors. The third sector refers to voluntary organisations like “non-profits, non-governmental organisations, community enterprises, co-ops, the mutual and community-based organisation” (Stoker, 1998: 19).

The preposition follows the decentralisation efforts of NPM and subsequent promotion of the third-sector organisations by the United Nations and aid institutions. As highlighted earlier, aid agencies in fragile states administer aid through NGOs wherein the government is either absent or perceived as corrupt. Notably, the definition by Stoker (1998) is limited to non-state actors that function within the ambit of formal institutions.

The limitation to formal institutions is the bedrock of this thesis because informal non-state actors function primarily through informal institutions. The limitation is worsened by the assertion that governance implies that the government must create the necessary policy framework for private and third-sector organisations to play a meaningful role in public affairs. The remark demonstrates the failure to recognise that informal non-state actors can exist outside dysfunctional formal institutions. In other words, the contribution of informal non-state actors is only sometimes reliant on formal institutions.

- *Governance identifies the power dependence in the relationships between institutions engaged in collective action.*

In the introductory parts of this section, I pointed out that the phrase “from government to governance” is used as a slogan by scholars like Lievens (2015: 5) to signal a paradigm shift in how public affairs are carried out. While the power to command and

make decisions rested with the State in the past, governance discourages this approach and encourages the distribution of decision-making powers. The underlying assumption is that organisations are part of a network and depend on each other's delegated powers to achieve the same goals. Stoker (1998: 19) summarises this as follows:

- "The pursuit of collective action urges organisations to depend on each other, using the network to achieve specific individual goals;
- The organisational goals are achieved when "resources are exchanged, and common purposes are negotiated" and,
- The outcomes of the exchange are determined not only by the resources of the participants but also by the rules of the game and the context of exchange".

Peters (2018) argues that the advent of governance represents a paradigm shift from the government that needs to be revised and capture the relevance of the State. Peters (2018: 22) does not see a fundamental difference between "state-centred action and action dominated by social groups" like the third sector. Despite the theory that governance means that the role of the government is significantly lessened to be an equal part of the network of organisations, this does not change the fact that the State is the reason why all the organisations exist and "remains the central actor of governance" (Peters, 2018: 9).

The reality demonstrates the centrality of the State in governance that the government is expected to play a substitutive role whenever any of the social actors fail to deliver on their objectives to the public. In other words, the State and not any of the non-state actors are expected to "pick up the pieces and perhaps will also bear the responsibility for the failure" (Peters, 2018: 9). Irrespective of the system of governance, whether the network governance or any form of governance, the State bears accountability for the provision of public services or as Bryson et al. (2014) puts it, "government is the guarantor of public values".

In the case of informal non-state actors, the significance of the State is that it is ultimately governments that adopt a positive or negative attitude toward informality. Put differently, the government can hinder or allow informal non-state actors to thrive. This thesis aims to steer city governments to adopt sustainable policy directives with sound empirical research.

- *Governance is about autonomous self-governing networks of actors.*

“Under governance, the ultimate partnership activity is the formation of self-governing networks” (Stoker, 1998: 23). Self-governing networks refer to a social pact of organisations that can be inclusive of government but are not under the command of the State. The duty of the social contract is not only to influence public policy but also to “take over the business of government” (ibid).

The self-governing networks are an advantage for public affairs because the organisations that make up the social pact organise strategically to address specific public affairs. This maximises the likelihood of having a comprehensive approach to public affairs because each economic sector has a dedicated social objective. This is seen through several non-governmental organisations that operate across the global South, from health (Red Cross), environment (Greenpeace), human rights (Amnesty International), and education (Africa Education Trust) to the economy (Oxfam), to mention a few.

Although the focus is on formal non-state actors (NGOs), the notion of a social pact can also be extended to informal non-state actors. Whereas formal non-state actors are employed through formal institutions to substitute or complement the State, there are numerous case studies across cities of the global South wherein informal non-state actors occupy this role. It is common to find informal non-state actors in cities of the global South forming a social pact using either informal or formal institutions (or both) to support the delivery of public goods and services.

- *Governance recognises the capacity to get things done, which does not rest on the power of the government to command or use its authority. It sees government as using new tools and techniques to steer and guide.*

The last of the five prepositions of the governance theory by Stoker (1998) is self-explanatory and is a good summation of all the prepositions. The 'new' role of government in governance is summarised into three points:

- (de)Composition and coordination;
- Calibration and steering; and,
- Integration and regulation.

The irony of what is expected of government is that all three elements relate to some form of governance. Peters (2018: 24) accurately captures this irony by stating that "if we accept the notion above that government remains active in governance and possesses legal authority, then the roles available to social actors in governance are somewhat contingent" and is thus at the mercy of how the State exercises its discretion. This is undoubtedly the case for informal non-state actors because they depend on the government's attitude towards informality, often classified as illegal.

Analysis of the second task (calibration and steering), for example, advances that the role of government in governance should be to "influence and steer" the governance networks "to achieve the desired outcomes" (Stoker, 1998). Negotiating and influencing the different organisations that form part of the governance network is a task that amounts to governance.

The debate in governance theory, like any subject in social science, is subject to constant discussion. Despite the many perspectives since Max Weber's paper on bureaucracy half a century ago (the 1950s), governance has been dominated by three waves: TPM, NPM and recently, NPG. These waves represent the genealogy of the different approaches that have dominated governance in literature and public policy practice.

In essence, TPM, NPM and NPG are policy instruments of governance. These policy instruments indicate the thinking of governance theory over the last 50 years. They have shaped how different countries and cities have approached public affairs in the post-World War II era. Discussing these policy instruments is essential for this thesis because it serves as a conceptual framework to understand how informal non-state actors fit into the governance spectrum of cities of the global South.

In the sub-sections to follow, three policy instruments of governance are discussed, TPM, NPM and NPG. Although the policy instruments are founded in different periods of history, they are not mutually exclusive and tend to coexist in the governance of cities. The first sub-section will deal with TPM, followed by NPM and, finally, NPG.

The main takeaway is that one can deduce that in both TPM and NPM, the function of governance in the delivery of public good services is centred on formal institutions and processes of the State. Thus, though NPM is promoted as an alternative governance model to TPM and centred on the decentralisation of government, the methods of governance are rooted in formal institutions of the State, just like in TPM. Consequently, the service delivery initiatives of civil society that are not steeped in formal institutions of the State are seldom acknowledged.

The proposition is problematic for cities in the global South because many people rely on informal institutions for “urban services such as housing, water provision and refuse collection” Meagher (2007: 406). In the case of Puerto Rico, for example, the latter is perpetuated by the fact that the state is “absent from the everyday life of communities for extended periods” (Pico, 2007: 21). NPG emerges as a governance model to address the shortcomings.

The proliferating recognition that the delivery of public services can occur outside the formal processes of the State and through informal institutions prompted the emergence of NPG as an alternative theory to explain how contemporary public service delivery is undertaken (Osborne, 2010). The NPG approach occurs under the banner of

coproduction. Below is a discussion of the governance genealogy that has given rise to coproduction.

2.4 Traditional Public Management

In the preceding section, I positioned my understanding of governance with Fakuyama's (2013). To recall, Fakuyama understands governance as a "government's ability to make and enforce rules and to deliver services, regardless of whether that government is democratic or not". Recalling this definition is essential for two reasons in this segment; the first is that the description is state-centred and can be applied retrospectively. The definition can be used to understand the role of the State before the advent of contemporary scholarship on governance.

The second reason is that, unlike scholars who explain governance as though it is linked to democracy through an umbilical cord, Fakuyama (2013) does not subscribe to such a perspective and is vehemently clear in his assertion that the notion of governance is not confined to democracy. Fakuyama's understanding is an important aspect that will aid the discussion on TPM because democracy was not as widespread in political/public administration in years past when TPM was a dominant public administration system (the 1950s to 1970s).

Samuel Huntington (1993) argues that the fall of the Berlin Wall in 1989 and the subsequent decline of communism coincided with the third wave of democracy. The late 1980s and early 1990s are characterised as the third wave of democracy because until then, there had been the first wave (late 1800s to early 1900s) and the second wave (mid-1945s to 1960s) following the Allied victory in World War II. There were only 36 democratic states globally between the first and second waves. In 2020, the United Nations reported that 96 countries out of 167 could be regarded as democracies of some form (Desilver, 2019). In addition to the three waves of democracies observed by Huntington (1993), Abushouk (2016) points to the Arab Spring (2010 to 2015), which ushered in democratic reforms in some parts of the Arab World like Tunisia and Algeria.

Understanding the concept of governance through the lens of Fukuyama (2013) makes it possible to discuss TPM as a form of public administration governance, analysing this in different political systems of rule. Limiting governance to democracy is problematic on two fronts; the preposition means that governance is only practised in democratic countries, and we cannot extend governance to the discussion of TPM. TPM is founded on the principle of centralising the decision-making of public affairs in the State with little or no space for democracy.

The concept of TPM serves as a starting point in understanding the contribution of informal non-state actors to public goods. TPM has profoundly influenced modern government bureaucracies' structure and function. To this end, the work of Max Weber is cited. Writing in 1948, Max Weber is widely acknowledged as the architect of modern bureaucracy through his influential paper titled "*Bureaucracy*" Serpa and Ferreira (2019).

At the time of his writing in the middle of the 20th Century, Weber drew differences between what he termed modern bureaucracies and bureaucracies of the past (Serpa and Ferreira: 2019). His main argument is that, unlike past bureaucracies, modern bureaucracies are more efficient because they derive their legitimacy from the rationality of law or formal institutions. Modern bureaucracies are efficient because the rule of law regulates interpersonal relationships between people (ibid).

Max Weber said bureaucracies were less efficient because they needed to be centred on the rule of law. The idea that the rule of law is synonymous with efficiency continues to characterise public administration scholarship today. Max Weber argued that interpersonal relations should be analysed through the theory of domination. Weber formulated the three types of domination to argue this point: "charismatic, traditional, and legal". Each dominance represents how people relate in an organisation or, to use a more technical term, in a bureaucracy (Weber: 1966).

- Charismatic bureaucracy denotes a bureaucracy controlled by an individual or people who use charisma to dominate their subject. A cult bureaucracy is a noteworthy example whereby charisma is used as a means of domination. The

church during the medieval period is a notable example where charisma is the primary power source.

- The second form of domination is traditional authority, which derives its legitimacy from established cultural practices. Traditional authority accounts for the legitimacy of monarchies in countries like Swaziland. Swaziland is not an exception in terms of using traditional authority as a form of domination because, across the global South, there is an array of countries that have formalised (some constitutionally and others only in practice) their reliance on traditional domination to sustain political power, albeit through different models of governance.
- The third typology is the legal authority. Interpersonal relations in this domination are based on the rationality of the law, generating more efficiency relative to the other domination and are formalised to deliver efficiency. Weber theorised that modern bureaucracies should be characterised by specialisation, formalisation, hierarchy, meritocracy, impersonality, career orientation and emphasis on institutional memory.

The tentacles of Weber's writing influence not only the management of private institutions but also the makeup and functioning of public institutions (Serpa and Ferreira, 2019). Bureaucracy theory greatly influenced public management debates and became a reference point for the governance model that emerged as TPM during the post-World War II period. For this thesis, the discussion is limited to the characteristics of formalisation.

- Formalisation – in the section that deals with institutions, a distinction is drawn between formal and informal institutions. It is pointed out that formal institutions refer to the rules of the game as defined by the formal regulations of the State. This is part of the formalisation aspect of bureaucracy. The theory of bureaucracy dictates that the bureau functions according to specific rules written down, consistent and applicable to everyone.

The strict formalisation character of Weber's bureaucracy and, by extension, the TPM governance model has been the central focus of critique. The critique is at the heart of this thesis because informal non-state actors seldom rely on the formal

processes of the State. Also, formal non-state actors and the state often resort to using informal institutions 'to get things done' in cities of the global South.

From the analysis above, it is evident that the tenants of Max Weber's bureaucracy are some of the critical drivers for modern public administration (Rakšnys et al., 2015). The theory of bureaucracy remains at the core of public policy in cities of the global South, and planning is no exception. The idea of bureaucracy has had a direct influence on modernist planning, which for a long time was used to shape planning public policy. As a result, there is little space for informality in the public policy of cities of the global South. TPM is built on the idea that the functionary of the State machinery to deliver public services depends on strong formal institutions (Rosta, 2011).

TPM enjoins the government with the sole responsibility of overseeing the delivery of public good services through Weberian Bureaucracy (Rondenelli, 2007; Rondenelli and Cheema, 2007). One of these responsibilities is the delivery of public good services. The theory of bureaucracy is not the only factor that led to the centralisation of delivering public good services. Several socio-economic factors leading up to the post-war era (since 1945) led to a call for a more significant role for the State in the market (Hood, 1991; Manning, 2001). The socio-economic factors are discussed for two reasons.

Firstly, these socio-economic and political factors explain the rationale for centralising TPM governance. Secondly, discussing the aspects begins to contextualise the rise of the NPM in the 1970s to 1980s as an alternative governance model to TPM. The context is important because the discussion on NPM is the subject of the subsequent section. The 1950s was a period of recovery following the great depression of the 1930s.

Regarding economic theory, Paul Samuelson and Richard Musgrave, along with economic scholars of the time (the 1950s), were concerned with addressing questions regarding the market collapse that led to the Great Depression. One of the Great Depression's consequences was the emergence of the Keynesian economic model. Keynesianism advocated for the State to play a more significant role in the market. John

Keynes argues that the Great Depression illustrated that the market could not self-regulate (Ostrom and Ostrom, 2006).

John Keynes, Paul Samuelson and Richard Musgrave's contributions to economics scholarship focused on the role of the State. Samuelson's classic paper, '*The Pure Theory of Public Expenditure*', justifies why it is essential for public goods to be produced by the government (Samuelson: 1954). The primary argument by Samuelson (1954: 3) is that public goods or "collective consumption goods" are under-produced in the private market. Desmarais-Tremblay. (2017) adds that public goods are under-produced because consumers can have a 'free ride' option. Free ride means that consumers can accrue benefits at the expense of others.

According to Samuelson (1954), free riding is associated with public goods because of the non-excludable factor. Non-excludable refers to the inability to prevent people from deriving a benefit. The non-excludable factor is at the core of this thesis' hypothesis because the expectation is that the private good services offered by informal non-state actors in cities of the global South are not perfect private goods. The implication is that they are non-excludable, hence the opportunity for free riding.

The excludability element of perfect private goods ensures that private producers do not lose out to free riders. Private sellers of bread and milk use money as a barrier to exclude consumers who cannot afford the required purchase price. This differs from the activities of informal non-state actors, wherein there is no legal obligation for payment, and people benefit irrespective of whether they have paid. Therefore, services in the informal economy that are meant to be private accrue public benefit through free riding.

From a planning perspective, traditional bureaucracy's period correlates with rational planning. Reflecting on the relation to planning is essential because it sheds light on the TPM factors that influence the planning policies of cities. Sound planning is a planning method/model that is built on the idea that "good planning" results in rationality and science (Fainstein, 2005: 121). The rational planning model represents a linear scientific approach to planning.

Rational planning stresses the need to be led by professional experts acting independently from class interest and solely based their decision on the scientific planning method as prescribed (Kuklick, 1980; Fainstein, 2005). The rational planning model underscored the importance of “process” in planning (Fainstein, 2005) by professional technical experts. Fainstein (2005: 123) notes that the influential rational planning model designed by theorists at the University of Chicago and Pennsylvania departed from the vision of Karl Mannheim by “relegating public input to the goal-setting”.

The impact of this relegation has had a profound effect on the ability of the public to play a meaningful role in the planning process. Instead of opening planning to the democratic project, planning became part of the centralised bureaucracy of government. Scholars like Paul Davidoff, Jane Jacobs and Norman Krumholz were some of the planning theorists who critiqued the rationale planning model and began to draft alternative theories. As early as 1965, Paul Davidoff, for example, introduced the concept of advocacy planning in his paper titled *Advocacy and Pluralism in Planning*.

At the time of his writing, Davidoff (1965) argued that planning should not be a silent voice to the changing political landscape in the USA, and planners should be part of democratic agitation advocates. Davidoff coined the “advocacy planning” concept and argued that this was important in pluralism, where competing interests exist. To be specific, Paul Davidoff was primarily concerned with the responsiveness or lack thereof of the rational planning model to the demands of the black communities in cities of the USA and the poor in general. Advocate planners provide professional planning advice to communities on the margins of society and agitate for their inclusion in the city’s processes (Davidoff, 1965). The ideas of Davidoff recognise that non-state actors have a role to play in planning governance.

Likewise, Jane Jacobs challenged the rational planning model and called for creating cities that work for citizens (Jacobs: 1963). In her groundbreaking work published in 1963, *“Death and Life of Great American Cities”*, Jane Jacobs advocated for the diversification of the approach to building cities because it became evident to her that the status quo (rational planning based on the scientific method) was producing cities that did not meet

the needs of the population. This was not necessarily a matter of democratic reform in planning to remedy the situation by creating better citizen input and engagement spaces. Still, it is paramount for “planners to examine the experiences of successful cities elsewhere” (Fainstein, 2005: 124).

A call for these planning reforms, coupled with the broader socio-economic and political factors on democracy, was used as a rallying cry to question the potency of traditional bureaucracy in providing solutions to public affairs. TPM was attacked for not being responsive to the democratic project and proving an inefficient market regulator (Hood, 1991; Manning, 2001). The critique galvanised calls for public administration reforms centred on democratising government. It is within this context that the concept of NPM emerged.

2.5 New Public Management

Three governance models have dominated the literature on public administration over the last 50 years. TPM (discussed in the preceding section), NPM (which forms the subject of this section) and NPG, which I discuss following this section. Before I delve into the discussion on NPM, I will revisit the definition of governance by Fakuyama (2013) to underscore my understanding of how governance is understood in the context of the thesis.

According to Fakuyama (2013: 3), governance refers to the “government’s ability to make and enforce rules and to deliver services, regardless of whether that government is democratic”. Like TPM, NPM is a regulatory governance framework that cities adopt to oversee public affairs. The application of NPM to govern public affairs in the global South is a reality. Unlike TPM, there is flexibility in the governance model of NPM for non-state actors to contribute to delivering public good services. Therefore, the concept of NPM forms an integral part of this thesis.

Despite the flexibility in acknowledging non-state actors in governance, it must be pointed out that NPM, like TPM, stays within the premise of formal institutions. In other words, although there is a shift in mindset to acknowledge and encourage the contribution of

non-state actors, this is primarily through the premises of formal institutions. As a result, the focus has been on formal non-state actors. Like TPM, NPM fails to create space for acknowledging the contribution of informal non-state actors. That said, the context of understanding the space for non-state actors in NPM is the free-market ideology that calls for lesser government regulation in the market and advocates for 'self-regulation'.

During the mid-1970s economic crisis and following almost two decades of Keynesian economics (which promoted an increased role of the State in the market) in the post-war period, proponents of the free-market ideology promoted the market's self-regulation. This intervention marked the second period of market liberalisation in the 20th Century and became known as the 'neo-liberal' agenda. Neo-liberalism described the economic approach of the NPM governance tool, which encompassed, amongst others, the democratisation of the State.

The democratisation ideal urged governments to be open to the idea of influence by non-state actors. According to Hood (1999) and Manning (2001), there was great enthusiasm in the 1970s by proponents of NPM when the concept was introduced. The confidence was based on the expectation that the governance principles enshrined through NPM were an adequate response to the critique of inefficiency and ineffectiveness that was levelled against TPM (Polidano, 1999).

The expectation was that NPM would improve the efficiency of government bureaucracy, fast-tracking public good services (Hood, 1999; Manning, 2001). In 1991, Christopher Hood described NPM as "one of the most striking international trends in public administration since 1975" (Hood, 1991: 3). In the same manner, Leishman (1996) in Heyer (2011: 419) describes NPM as "one of the most striking international trends in public administration capable of re-inventing government".

The Bretton Woods institutions (World Bank, the International Monetary Fund, the Organization for Economic Cooperation and Development and the United Nations) are singled out as the primary catalysts of this influence in the global South (Hood, 1991; Manning, 2001; Vvyas-Doorgapersad, 2011; Asif and Mamoon, 2017). Before the 1980s,

NPM was a relatively unknown governance model used only in a handful of the Organisation for Economic Cooperation and Development countries.

The popularisation is based on “accountability, the rule of law and transparency” (De Heyer, 2011: 419). Hood (1995: 93) underlines what Power and Laughlin (1992) refer to the shift to NPM as the “accountisation” of public administration. This is about the critique that the governance model under TPM was not accountable to the citizenry. Accountability is one of the force motifs of democracy, accounting for the paradigm shift between NPM and TPM.

Accountability is the extent to which government is answerable to the public (Borowiak, 2011). According to the United Nations and World Bank, the underdevelopment of the global South and Sub-Saharan Africa was due to bad governance, lack of accountability and ineffective systems for public management (Stockemer, 2009). The introduction of NPM sought to introduce meaningful accountability and replace clientelist accountability, which Kitschelt and Wilkinson (2007: 2) define as “transaction, a direct exchange of a citizen’s vote in return for direct payment or continuing access to employment, goods and services”.

The prescribed intervention came in the form of structural adjustment programmes, which are public administration (based on principles of NPM) policy reforms packaged as part of development aid by international aid agencies to steer developing countries to a ‘positive’ development path. Countries were required to implement structural adjustment programmes as part of the public administration policy reform (Stockemer, 2009) to access development aid. Structural adjustment programmes are an essential part of how NPM was introduced in cities of the global South.

According to Ostrom (1975), Teutemann (1990) and Hood (1991), the fundamental policy principles of NPM are founded on the theory of public choice. The idea of public choice refers to the “application of economic theory to the political decision-making process” (Teutemann, 1990: 2). In line with the discussion on traditional bureaucracy in the previous section, public choice theory became an essential aspect of NPM to manage the

competing interests of the different stakeholders in public policy (Teutemann, 1990; de Heyer, 2010).

The public choice theory is a direct critique of traditional bureaucracy. The public choice theory promotes the limited role of the State in the decision-making of public policies and decentralisation as a practical way to democratise the State and redistribute decision-making powers (De Heyer: 2010). The redistribution of decision-making powers is but one of the principles of the NPM governance model. The vital point to note is the inclusion of society in the decision-making process. There is a clear emphasis that the role of civil society in public administration should go beyond goal setting as per the rational planning model.

Moreover, NPM diversified public administration by introducing the private sector as an alternative to delivering public goods. Unlike the dispensation of TPM, wherein public goods are solely undertaken by the State, under NPM, the government can contract out to the private sector through competitive bidding in the market (Cameron and Tapscott, 2001; Cameron, 2009; Massey, 2010). The competitive element underpins the theoretical understanding that competition is a good recipe for efficiently delivering public good services.

According to Rondenelli and Cheema (2007), the enthusiasm for NPM is moving from government to governance. This meant that the State bureaucracy was open to the public's influence through a participatory governance process. Houtzager and Gurza (2009) argue that at the heart of participatory governance are mechanisms of government decision-making processes, which are inclusive and create space for non-state actors and civil society to play an active and meaningful role.

The concept of decentralisation emerged as the primary tool for implementing participatory governance. Faguet (2011: 1) points out that by the turn of the century in 2000, already "decentralisation experiments ranged from 80 per cent of the world's countries". Since Porto Alegre successfully implemented a participatory budget in the late 1980s to early 1990s (Baiocchi, 2001; Heller, 2011), decentralisation has gained global

recognition. Decentralisation became a viable system to facilitate participatory governance and has profoundly impacted the inclusion of non-state actors in governance.

Decentralisation happens through the devolution of administrative powers to the lower spheres of government and occurs in three ways: devolution, deconcentration and delegation (Cheema and Rondinelli, 2007). Devolution of executive powers means that the lower sphere of government is mandated to perform functions with legislative authority. This differs from deconcentration and delegation (ibid). Delegation entails the responsibilities of semi-autonomous bodies, and deconcentration is the reallocation of administrative duties from central to lower government structures.

In the 1990s, decentralisation became a prominent branch of the development discourse and was a popular idea of NPM. The prominence of decentralisation is attributed to the emergence of the 'good governance plan' in the late 1980s. The good governance agenda refocused the intervention of NPM from market economics to "political aspects of economic development" (Chabal, 2009: 3). Good governance widened the spectrum of NPM from focusing on the free market, including social and political considerations.

During the third wave of democracy in the 1990s, decentralisation became a vital tool for public administration reform. The objective was to democratise the public sector and ensure that good governance is inclusive of civil society. While the introduction of good governance contributed immensely to decentralising and democratising the State by introducing a series of pro-democratic reforms to public administration, the function of governance and the delivery of public good services remained confined to the formal apparatus of the State (formal institutions).

The lack of space for informality has led public policy scholars to agitate for a different dispensation of public administration to deal with the challenges of modern-day public affairs. Farazmand (2015 2) explains that "the rise of third sector organisations in developing countries, the changing role of the international aid agencies towards the aid receiving countries, and the significance of people's participation in development projects and action enforce to retheorise the role of public administration".

The retheorisation of public administration has led to the theory of NPG. Unlike NPM and TPM, the governance model of NPG is open to the idea of informality and the influence of informal non-state actors, such as the third sector (Lindsay et al., 2014). NPG acknowledges that governance occurs in multiple ways and is only sometimes formally connected to the state. Therefore, NPG offers us a theoretical framework to understand the governance structures of cities of the global South, irrespective of whether these are formal institutions of government or not.

2.6 New Public Governance

According to Osbourne (2010: 6), NPG has emerged as a “conceptual tool” that can be used to understand the “complexity” that characterises public administration and the delivery of public good services in the 21st Century. According to NPG, discourse should not be understood as a new idea but as a strand within the mainstream governance discourse (ibid). This means that NPG does not offer new terminologies and definitions to our understanding of ‘governance’ or public governance; it endeavours to explain and unearth elements of public governance overlooked in TPM and NPM.

NPG offers a paradigm shift in the description of how public governance is undertaken (Rhodes, 1996; Osbourne, 2010; Poocharoen and Ting, 2015; Runya et al., 2015) by adding a layer of thought in offering a conceptual tool to acknowledge that public governance is not limited to the formal apparatus of the State. Building from TPM and NPM as the third wave of public administration (Runya et al., 2015), NPG builds on perceived positive attributes of TPM and NPM whilst addressing critique.

One of these critiques is the failure to recognise that the governance of public affairs is wider than formal institutions (rules) of the State. Informal institutions are also conduits of public governance. Hence, the last 30 years have witnessed a proliferating role for what Farazmand (2016) calls the third sector in public governance. The third sector refers to non-state actors who play a direct role in shared governance. These stakeholders are labelled as the third sector (Farazmand, 2016) because the first and second sectors comprise the State and private sectors, respectively. Before the dawn of NPG, public

governance was only thought of in terms of state regulation and private-sector intervention.

That said, it is essential to note that non-state actors are often understood or written about as a homogenous group. The literature on non-state actors tends to refer to non-state actors without clearly distinguishing between formal non-state actors and informal non-state actors. This is an important distinction because, in the context of the global South, many informal non-state institutions play a direct role in public governance with or without the government's permission. In the words of Rhodes (1996: 1), "governing without government".

The literature gap is addressed by Monakedi (2022) in a paper titled "*Peeling the Onion: Moving Beyond Perceiving Informality as a Function of the Poor, a Paper on Non-State Actors*", presented at a conference that the Development Studies Association hosted in July 2022. The argument presented in the paper is in line with the call by Banks et al. (2019: 1) that informality should be understood as a "site of critical analysis". Monakedi (2022) advances the argument by debating a deliberate focus on the contribution of informal non-state actors in the governance of cities of the global South.

The thrust of the idea is that the scholarship on non-state actors must make a clear differentiation between formal non-state actors and informal non-state actors. Creating a clear, deliberate differentiation is fundamental to understanding informality as a "site of critical analysis" (Banks et al., 2019: 1). The argument by Monakedi (2022) is against the backdrop of the literature review on non-state actors indicating that non-state actors are often debated as a homogenous group.

Furthermore, the literature review indicates that when non-state actors are debated as a homogenous group, there is an implicit bias (deliberate or not) in favour of non-state actors, which primarily operate in the formal processes of the State. Consequently, non-state actors with little or no connection to the State tend to be neglected. Therefore, making a deliberate distinction between formal non-state actors and informal non-state actors will aid the application of the philosophy underpinning NPG.

Osbourne (2010) argues that NPG represents a fundamental shift from TPM and NPM because it is rooted in institutional and network theory. NPG “posits both as a plural state, where multiple interdependent actors contribute to the delivery of public services, and a pluralist state, where multiple processes inform the policy-making system” (Osbourne, 2010: 9). The notion of a ‘plural state’ is significant for the argument advanced by this thesis because it is premised on the idea that public service delivery is not limited to the influence of the government.

Runya et al. (2015: 14) add that NPG has six characteristics. Firstly, NPG “emphasises the dispersion of power”. This alludes to the shift from TPM, which centralised power in the State and the move away from NPM, which advocated for the private market to include other organisations of society to solve public problems, including informal non-state actors. Secondly, NPG “stresses the coordination of government” (ibid). This coordination enables the government to mediate between different stakeholders for public solutions rather than being the leading player.

The third characteristic is that NPG “forms a complex network” (Runya et al. 2015: 14) to deliver public good services. NPG significantly differs from traditional and general management’s “single-line structure” and “government-market” dualism (ibid). This is an essential aspect of cities of the global South because it is not a given that the State or market will always be available to deliver public good services. The last three characteristics are that NPG “is based on resource exchange; relies on trust and reputation for stability and values the role of public organisation”, be it formal or informal (ibid).

Given the discussion, NPG is an appropriate theoretical framework to analyse and understand the contribution of informal non-state actors in the function of cities of the global South. Centred on the citizenry’s role in delivering public good services, the concept of coproduction falls within the theoretical ambit of NPG. It is a valuable vehicle for understanding how informal non-state actors contribute to the governance of cities of the global South. According to Bovaird (2007: 846), “the coproduction approach assumes that service users and communities can and often should be part of service planning and

delivery". Regarding informal non-state actors, informal institutions are the primary conduits hence the literature review below on what constitutes informal institutions.

2.7 Literature on Informal Institutions

Adrian Leftwich is one of the most cited scholars on institutions. The starting point of his several publications like Leftwich (2006), Leftwich (2007) and Leftwich and Sen (2010) is a reference to the scholarship by Douglas North in the early 1900s. North (1990: 3) defines institutions as "rules of the game devised to constraint and shape human interaction in economic, social and political life". According to North (1990), institutions are a framework or point of reference for society's 'do's' and 'don'ts'. In the words of Leftwich (2006: 1), institutions are the implicit or explicitly agreed "ways of doing things" for social interaction.

Acemoglu and Robinson (2008) state that institutions are the code of conduct that individual members of society are expected to follow. "Institutions tell actors how they should or should not act" (Tsai, 2006 123). Acemoglu and Robinson (2008) argue that the definition by North (1990) denotes three fundamental features of institutions. The first of these features is that institutions are "humanly devised" (Acemoglu and Robinson, 2008: 2) or, as Keiser (2008: 2) states, "manmade rules that govern human behaviour".

The second feature is that institutions exist to constrain or promote (Leftwich, 2006) human behaviour, and the third component is that the significant effect of institutions is through incentives. While Hodgson (2006: 2) critiques the behavioural aspect of North's (1990) definition, he nevertheless concedes that institutions "constraint and enable behaviour". According to Hodgson (2006: 3), defining institutions as behaviour can be misleading to assume that "institutions no longer existed if their associated behaviours were interrupted". To solidify his argument, Hodgson uses the example of the British Monarch to demonstrate that the institution of the monarchy is not dependent on the daily activities of its members (Hodgson, 2006).

As far as the formulation is concerned, Keizer (2008: 5) argues that institutions are formed to advance human development through shared "human motivations and actions" to

ensure that “basic needs are satisfied more efficiently”. These basic needs are informed by three interrelationships that characterise human behaviour. The interrelationship between “humans and non-humans”, motivated by the economic force, explains the desire to maximise scarce resources for financial benefit (ibid:3).

The second interrelationship is “between humans” and is driven by the desire to “use each other to satisfy social recognition” (Keizer, 2008: 3), herein referred to as social force. Sports like the Olympic Games and Soccer World Cup are good examples of validation for social status. The last interrelationship is with the self and is explained through the psychic force to value oneself. Every unit of human behaviour has an element of economic, social and psychic energy (Keizer, 2008), a culmination of which makes up normative rules and cultural behaviour over time. Hence, “people of the same culture” or the same locality (geography) tend to “act according to the same codes of conduct” (Dobler, 2011: 4).

According to Dobler (2011: 4), institutions can be examined from two interrelated levels: the “micro or macro- level”. The micro-level is concerned with determining how institutions influence individual behaviours. In other words, it is about using individual people as units of analysis. The macro-level analysis goes beyond the personal and is more concerned with how institutions shape the behaviour of society. The micro and macro perspectives are interrelated because society is a culmination of emerging individuals and institutions.

The current study is a macro-level analysis. The macro-level analysis is best placed to understand a particular phenomenon for academic scholarship because this goes beyond an individual. This, however, should not be interpreted to mean that I do not consider the micro-level analysis. As aforementioned, macro and micro institutions are interrelated. The dominant consensus in the literature is that there are two types of institutions: formal and informal (North, 1990; Helmke and Levitsky, 2004; Leftwich, 2006; Hogson, 2006; Acemoglu and Robinson, 2008; Keizer, 2008; Dobler, 2011).

2.8 Formal and Informal Institutions

The rules of formal institutions are “formally written down” like “laws and regulations”. In contrast, informal institutional rules “solely exist in human minds” and are embedded in culture (Dobler, 2011: 4). For example, cities’ laws are formal institutions set up to regulate or govern the public’s behaviour. While formal institutions of a city are a denominator for the populace, the sentiment cannot be extended to informal institutions because cities are not homogenous but a melting pot of diverse people from different localities and cultural backgrounds (De Soysa and Jütting, 2016).

Informal institutions are context specific (Pitlik and Kouba, 2013), applied and used differently (Estrin and Prevezer, 2011; Theurl and Wicher, 2012; Mohmand and Mihajlović, 2016; Kaufmann et al., 2018). Helmke and Levitsky (2006: 12) define informal institutions as “socially shared rules” that are “communicated and enforced outside officially sanctioned channels” of the State. According to Pejovich (1999), informal and formal institutions coexist and often function together. This thesis aligns with the latter assertion and contrasts with Ristei (2010), who views the informal and formal institutional debate from opposite ends in a binary way. Understanding institutions through the binary lens of formal versus informal is simplistic and fails to capture the essence of how formal and informal institutions interact.

Helmke and Levitsky (2004) provide a helpful framework for understanding the interaction between formal and informal institutions. The relationship between formal and informal institutions depends on the strength of formal institutions (ibid). On the one hand, when formal institutions are effective, the relationship between formal and informal institutions tends to be complementary and accommodating. Complementary denotes that there is convergence, and accommodating signifies divergence. On the other hand, when formal institutions are ineffective, the outcome of the relationship between formal and informal institutions is likely to be substitutive and competing. While substitutive is a sign of convergence between formal and informal institutions, competing signals divergence.

Table 2.1: Formal and informal institutions framework (Helmke and Levitsky, 2004)

Outcomes	Effective Formal Institutions	Ineffective Formal Institutions
Convergent	Complementary	Substitutive
Divergent	Accommodating	Competing

The weakness of Helmke and Levitsky's (2004) argument is that each outcome depends on the strength of formal institutions. The genesis of the idea is based on the existence of formal institutions. The assumption that formal institutions exist is inaccurate in the global South. For example, functioning formal institutions are often limited to localities due to weak states or lack of resources, hence the domination of informal institutions in several spaces.

In many parts of the global South, one needs to start by looking at the strength of informal institutions to reflect the relationship between formal and informal institutions accurately. Therefore, no one scenario from Helmke and Levitsky's (2004) framework characterises the realities of the global South. The facts differ from country to country and are different across cities. One commonality, however, is the presence of non-state actors. Non-state actors are a common feature of the town.

The case study of the fight against the Human Immunodeficiency Virus (HIV) and AIDS (acquired immunodeficiency syndrome) is exemplary. According to Kakaire et al. (2016), international donors account for 85% of the funding against HIV/AIDS in Sub-Saharan Africa. It is common, for example, to find the provision of public good services entirely reliant on non-state actors. This is undoubtedly the case in a country like Nicaragua, which is "highly dependent on foreign aid and NGOs" (Chahim and Prakash, 2014: 496). The literature on non-state actors delivering public good services in the global South is voluminous.

The literature shows that non-state actors have used formal and informal institutions to deliver public good services and even used a combination of both sets of institutions simultaneously. Most airtime in literature has been given to non-state actors functioning

within formal institutions' parameters. In other words, the government formally recognises non-state actors and conducts their duties within the State's legislative framework. The limited focus on formal non-state actors explains why most of the literature on non-state actors in the global South is focused on the role of international foreign aid and NGOs.

Not all non-state actors assume formality status, and this is true, especially in the global South. A plethora of non-state actors in cities of the global South contribute to delivering public goods and are not formally recognised by the State. In theory, these citizen-driven organisations fall within the ambit of non-state actors, but their contribution to public good services needs to be acknowledged, addressed and considered. The argument presented by this thesis is that part of the problem accounting for ignorance is that non-state actors tend to be treated as a homogenous group (Monakedi, 2022). The following section focuses on the interplay between informal non-state actors, public good services and informal institutions. The section concentrates deliberately on informal non-state actors to shift away from the homogenous approach.

2.9 Informal Non-State Actors, Public Good Services and Informal Institutions

There is considerable literature to show that non-state actors use informal institutions to deliver public service goods (Neubert, 2009). This is true for formal and informal non-state actors. The argument is framed to emphasise that the interplay between formal and informal institutions is not a zero-sum game. Formal non-state actors are not limited to formal institutions. The same logic applies to informal non-state actors because they are not limited to functioning within informal institutions.

The interplay depends on the context. The discussion on informal non-state actors and informal institutions is helpful for the current study because it bares testament to the contribution of informal non-state actors in providing public good services. Research on cities of the global South requires a comprehensive approach for one to fully appreciate how the cities function and, importantly, how informal non-state actors contribute to governance.

2.9.1 Defining Informal Institutions and Why They Exist

Formal institutions are defined as socially shared rules. The State sanctions the rules of formal institutions, while those (rules) of informal institutions are not officially recognised by the State (Leftwich, 2006). Helmke and Levitsky (2004: 725) argue that informal institutions should be “distinguished from other, non-institutional, informal patterns and behaviour” that are part of formal institutions but purported to be informal institutions. This is a helpful starting point for understanding what constitutes informal institutions.

The first point to note is that there is a difference between informal institutions and weak institutions (Helmke and Levitsky, 2004). There is a difference between an agent who departs from expected formal rules of behaviour like abusing executive authority (non-institutional behaviour) and one who engages in informal rules such as clientelism. Non-institutional behaviour is ad hoc and not based on an established set of rules. The second distinction is that informal institutions are “rule-bound or rooted in shared expectations” with defined sanctions when there is a deviation (ibid: 725). This differs from irregular behaviour, which is not institutionalised, and no common sanctions are set out.

The third and essential distinction is between informal institutions and culture. Informal institutions are defined in terms of “shared expectation”, while culture is understood as “shared values” (Helmke and Levitsky, 2004: 726). Culture is not equated to informal institutions because shared values can shape informal and formal institutions. The last point to note is that there is a difference between informal institutions and informal organisations. This is because the use of informal institutions is not confined to informal organisations; equally, informal organisations can function in terms of the rules of formal institutions.

Against this backdrop, Helmke and Levitsky (2004: 12) define informal institutions as “socially shared and usually unwritten rules” that are “communicated and enforced outside officially sanctioned channels” of the State. There are two types of informal institutions: “primordial” and “adaptative” (Tsai, 2006: 118). Below, I discuss the

differences between primordial and adaptative informal institutions to illustrate that ICG uses adaptative informal institutions.

2.9.2 Primordial Informal Institutions and Adaptative Informal Institutions

Tsai (2006) makes a distinction between two types of informal institutions. The distinction, as highlighted earlier, is essential for this thesis as it provides a framework for explaining how informal non-state actors use informal institutions. While primordial informal institutions refer to a set of prehistoric rules and pre-exist the formation of the nation-State, adaptative informal institutions are institutions that have been formed as an adaptative measure to manoeuvre against the constraints and challenges of formal institutions (ibid).

Primordial informal institutions are the rules based on norms and values established in cultural practice over a long period. They “tend to resist change” and are also receptive to change; therefore, they can be used as an adaptative mechanism to navigate formal institutions (Tsai, 2006: 118). Traditional leaders exemplify primordial informal institutions and are often used as examples to illustrate how primordial informal institutions are used as a coping strategy. The example from Guinea below is worth noting.

According to Baker (2010: 14), in Guinea, where traditional leaders are classified as informal institutions, “court cases may be referred from the formal judiciary system to the customary courts to ensure compliance by all parties, or if a case cannot be resolved to the satisfaction of all parties in the customary courts it may be referred to the formal system”. Similarly, Bagayoko et al. (2016) report that people often use customary courts when they feel aggrieved by the formal court process in Ghana.

2.10 Conclusion

Coproduction theory allows cities to approach urban governance with a flexible outlook. In cities of the South, the flexibility attribute is critical because the challenges and opportunities presented by informality require cities that can adapt to take advantage of the positive spinoffs while addressing the negative impact. The theory of coproduction is

gaining traction in different parts of the world, with several cities embracing the opportunities presented. For example, the first conference on coproduction was held at Zhejiang University, China, in 2018 (Gazley and Cheng, 2020).

The paper by Gazley and Cheng (2020) underscores the flexibility of coproduction to respond to the complexities of cities of the global South. Gazley and Cheng (2020) use coproduction to challenge conventional theories explaining the voluntary sector. For this thesis, coproduction explains the contribution of informal non-state actors in delivering public good services. Other examples include how coproduction can improve participatory planning (Watson, 2014) and transform spatial planning (Albrechts, 2013). The flexibility of coproduction is a shift from the rigidity of TPM and NPM governance philosophy.

This thesis locates the theory of coproduction in the NPG philosophy. According to NPG, governance includes non-state actors and informality. The inclusion sets NPG apart from TPM and NPM. TPM and NPM governance models are rigid and inflexible to accommodate informality. Governance is limited to formal institutions of the State. The theoretical framework discussed in the opening section of chapter three is based on the literature review. The theoretical framework is centred on including informal non-state actors in coproduction.

3 Chapter 3: Searching for Evidence in Johannesburg

3.1 Introduction

This chapter provides a step-by-step narrative of how the research project unfolded. The chapter points out the philosophical paradigm used to guide the thesis and the data collection methods. To ensure logical flow between the research goals (rationale), conceptual framework (analytical framework), research question, research methods and validity, the researcher used the Interactive Model for Research Design by Maxwell (2012).

The chapter starts by outlining the theoretical framework derived from the literature review. The theoretical framework shows that the coproduction and informality debate is primarily centred on how formal non-state actors use NGOs and CBOs. Non-Profit Organisations use informal institutions in the absence of functioning formal institutions. The thesis adds that there must be a deliberate push to include informal non-state actors in coproduction because of their contribution to governance.

The second section outlines the research question and sub-questions formulated to guide the thesis. The research sub-questions were formulated to understand how informal non-state actors contribute to the governance of cities of the global South. The research sub-questions cover aspects of the operation, incentives, challenges and policy implications of informal non-state actors. The third section discusses why the research should be understood within the interpretive positivists' paradigm. This discussion sets the scene for the fourth section, which describes the data collection methods.

The data was collected using interview techniques that were both structured and unstructured. Section five of the chapter is a spatial location of the different sites in Johannesburg where interviews were conducted. This is complemented by discussing why each site was selected to inform the study. The final two sections deal with data management, ethical consideration and the data analysis approach. In the sixth section, I indicate how I managed the data using both Microsoft and google online platforms and

note the ethical considerations of the research. Finally, section seven qualifies why Interpretative Phenomenological Analysis was the chosen data analysis method.

3.2 Guiding Theoretical Framework

The concept of NPG emerged as a critical point of reference in the literature review. The theory of NPG affords the space and opportunity to locate the notion of informal non-state actors within the governance systems debate. According to NPG, governance goes beyond the State and can include actors that are not part of the State.

These informal actors form part of governance through a process known as coproduction. To understand how this happens, one needs to reflect on the concept of institutions with a specific focus on informal institutions. Acknowledging the contribution of informal institutions in delivering public good services signals a paradigm shift in the public policy discourse.

The paradigm shift from TPM, NPM to NPG is central to understanding why it is essential to recognise that informal institutions play a critical role in the governance of cities of the global South. The implication is that informal institutions should be studied in collaboration with the spectrum of institutions, including formal institutions, to see how the two (formal and informal institutions) interact in delivering public goods service.

Figure 3.1 illustrates a graphical representation of the conceptual framework. This is followed by the main research question and sub-questions that flow from the framework.

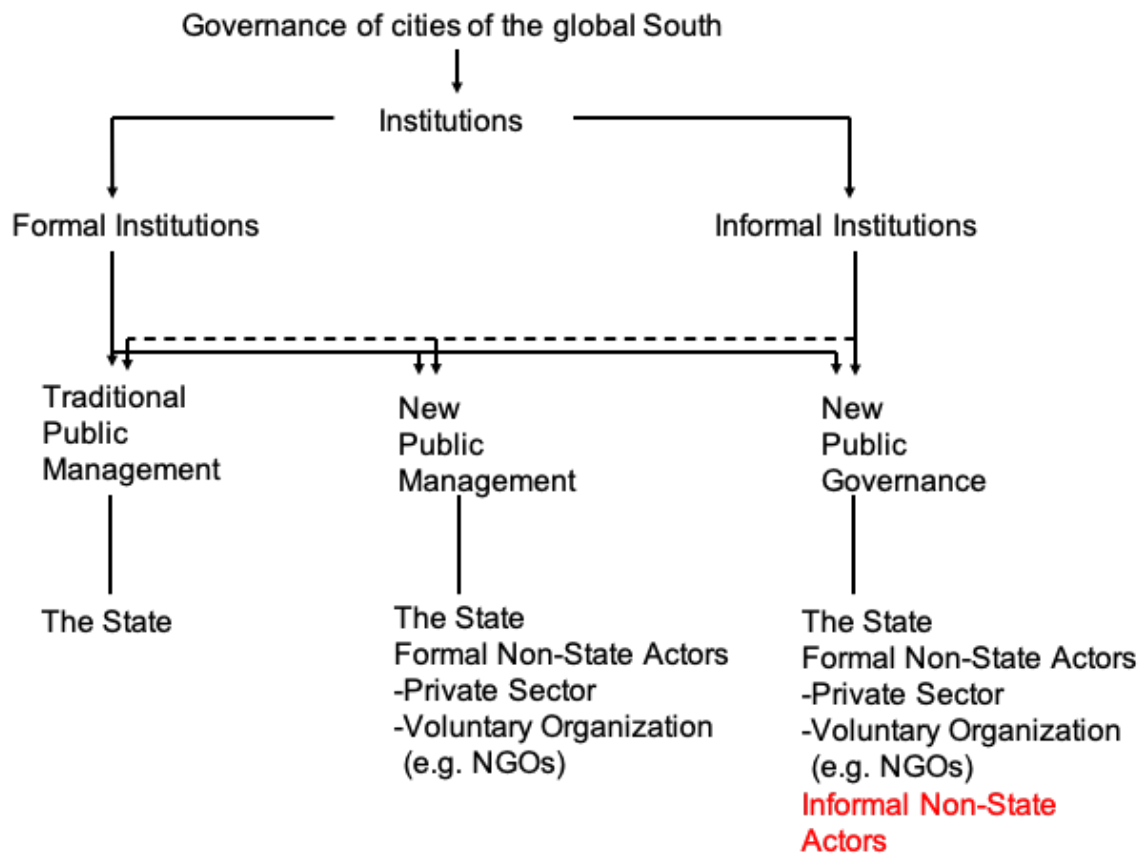


Figure 3.1: Governance conceptual framework in cities of the global South

3.3 Research Sub-Questions

- In what way(s) does ICG contribute to the governance of cities of the global South?
- To what extent is ICG incentivised in the City of Johannesburg?
- How does the City of Johannesburg respond to ICG in policy and practice, and why is this the case?
- What challenges are associated with ICG in the City of Johannesburg, and how are these addressed?

To answer the research sub-questions, the first step was to locate the research project within the established philosophical paradigm. This step is essential because the philosophical paradigm is a guiding tool for conducting the research project. Based on the nature of the study, the post-positivist interpretive paradigm was selected as the

appropriate philosophical paradigm to guide the research. This is the subject I will deal with in the next section.

3.4 Positivists Interpretive Paradigm

Adu (2019) links the rise of qualitative methods of inquiry to the critique of the positivists' paradigm. "A paradigm is a basic belief system and theoretical framework with assumptions about 1) ontology, 2) epistemology, 3) methodology and 4) methods" (Rehman and Alharthi, 2016: 51) . Positivists believe that "there is a single truth and that there can be a universal knowledge that transcends time and context" (Patton, 2015 in Adu, 2019: 1). For these reasons, positivists "mainly use quantitative methods to conduct research inquiry" (Adu, 2019: 1). The post-positivists school of thought that I ascribe to disagrees with the assertion of a single truth.

Contrary to the 'single truth' argument, according to the post-positivist school of thought, there are "multiple truths", and these can be investigated through quantitative and qualitative methods (Adu, 2019: 2). The stance of post-positivists is that positivism is well equipped for enquiries in social science. This includes my study into the contribution of informal non-state actors in the governance of cities of the global South.

Instead of positivism, my research study falls within the naturalistic or interpretative paradigm, which is associated with post-positivists and embraces the idea of plural truths. This is important in a study informed by multiple voices. In addition to the plurality aspect, Adu (2019) records that the naturalistic or interpretative paradigm (henceforth referred to as the interpretive paradigm) mainly adopts qualitative approaches to research inquiries. The qualitative approach is ideal in a study primarily concerned with individual unique experiences and interpretations.

The interpretative paradigm is underpinned by the belief that:

- "There are multiple ways of looking at or interpreting an issue, i.e., various realities (hence the link to post-positivists-own emphasises).

- Individuals' characteristics influence how they see the world or interpret their existence.
- All truth or knowledge is linked to a context, i.e., context-bound knowledge" (Adu, 2019: 2).

An analysis of these three points illustrates the importance of understanding one's philosophical paradigm and how this shapes the applied methodology. For instance, point one denotes multiple realities of how informal non-state actors are experienced. Thus, any enquiry into the subject must appreciate these various realities. Similarly, I used point number two as guidance to understand the story behind each reality. The third point, 'all truth or knowledge is linked to a context', is why my study is context specific to cities of the global South and uses the City of Johannesburg as a case study.

From the research paradigm, the next topic of the research design that I deal with is the research method. The study's research method aligns with social constructivists' worldviews. Social constructivism is a worldview of interpretive constructivists. According to social constructivism, knowledge is socially constructed. This means that knowledge is created by interacting, debating and sharing each other's perspectives.

In essence, social constructivists enjoin one to build knowledge about the contribution of informal non-state actors in the governance of cities of the global South by engaging the relevant stakeholders and people who are well-placed to make a meaningful contribution to the debate. Table 3.1 shows how the interpretative paradigm shaped the study from an ontological perspective (study of reality), the epistemology (study of knowledge), the axiology (study of value) and finally, the methodology.

3.5 Qualitative Methodology

According to Astalin (2013: 118), qualitative research is "a systematic scientific inquiry which seeks to build a holistic, largely narrative, description to inform the researcher's understanding of a social or cultural phenomenon". The phenomenon relates to the case study of informal non-state actors. The study is premised on the hypothesis that informal non-state actors contribute to the governance of cities of the global South; however, this

contribution tends to be ignored, unrecognised or unseen because informal non-state actors do not always function through the formal institution.

In terms of the approach, the study can be described as phenomenological because the phenomenon of informal non-state actors was studied, and multiple voices informed it with different unique experiences. This aligns with Creswell's (1998: 47) definition, where phenomenology is a study that "describes the meaning of experiences of a phenomenon, topic or concept for various individuals".

In a phenomenological study, researchers are expected to identify "multiple individuals who have experienced a particular phenomenon, collect data systemically and derive meanings and themes from being analysed within a specific context" (Creswell, 1998: 48). This characterisation correlates positively with how my study was conducted. Aktar (2016) advises that a qualitative study of the phenomenon is categorised as exploratory.

According to Bhat (2019), exploratory research effectively studies a phenomenon understudied to answer questions like what, why and how. As I highlighted in the introductory chapter, ICG is a vastly understudied informal non-state actor. One of the challenges of conducting an exploratory study is that there are limited or non-existent references that can be used to guide the research project.

The irony, however, is that this challenge is also a profound strength of exploratory studies because the researcher has the leverage of flexibility to conduct the research project (Bhat, 2019). The flexibility that Bhat (2019) refers to works to my advantage. For example, while I set out to conduct interviews relying on a questionnaire, I soon realised this method could have been more effective.

The method proved ineffective because most interviewees needed to follow the script and preferred to narrate their experiences in different forms. This prompted a change in strategy, and I employed a research assistant who served as a transcriber. My sole focus was extracting as much information as possible from the respondents to inform the study. This flexibility in qualitative research is also endorsed by Maxwell (2012).

According to Maxwell (2008), the nature of a qualitative research design should not be static or linear (with a clear starting point and end goal) but reflexive because the researcher is constantly engaging with each stage of the research process. Maxwell (2008) proposed the Interactive Model for Research Design with this idea in mind. I used the model because it provides a rationale process for ensuring consistency between the research paradigm and the methods used to collect data.

The interactive model has five components: research goals, conceptual framework, research question, methods and validity. I have already dealt with the conceptual framework and research sub-questions. The rest of the sections outline the research goals, methods and validity.

3.6 Research Goals

My research goals are stratified into three parts: personal goals, practical goals and intellectual goals. The stratification is helpful in terms of reflecting and stating the motivation for the research study. I will first reflect on my personal goals because these are the bedrock of the study, followed by practical and intellectual pursuits, respectively.

3.6.1 Personal Research Goals

The first term paper that I wrote for my Master of Administration qualification in 2016/17 at the Institute of Development Studies (University Sussex) was about non-state actors and how these entities play a pivotal role in the delivery of public services. This is explained through the theory of coproduction in public policy theory (Ostrom, 1996; Joshi and Moore, 2004; Realpe and Wallace, 2010; Pestoff, 2011; Vercshuene et al., 2012; Poocharoen and Ting, 2015; Silvestre et al., 2016; Sorrentino et al., 2018; Uzochukwu and Thomas, 2018).

I found the subject fascinating, and learning about non-state actors further improved my understanding of how cities of the global South function. Even though I was aware of influential scholarships like Koolhaas (2008) and Mbembe and Nuttall (2004) on informality in cities of the global South during my undergraduate studies at the University

of Witwatersrand, this was primarily confined to economic livelihood strategies and housing.

Learning about non-state actors triggered me to introspect on the daily experiences of living in South Africa and how non-state actors contribute to delivering public good services. I am driven by the desire to learn more about non-state actors to be a change agent that influences the governance of cities in the global South through social science. In addition, I regularly use informal car guards' services and perceive them to be an essential part of how South African cities function.

3.6.2 Practical Research Goals

In the previous section (personal research goals), I refer to the objective to influence how cities of the global South are governed through social science research. This is an essential objective because cities of the global South are at the centre of the development agenda of institutions such as the World Bank, United Nations, International Monetary Fund and World Health Organization. My research should thus be understood within the development debate in cities of the global South.

One of the main reasons to explain the focus on cities of the global South is the projected high urbanisation rate experienced in the developing world. The increased urbanisation rate has developmental implications from health, food security and peace to human settlements, migration and peace stability. According to the United Nations Habitat, 60% of the population in the global South will be living in cities by 2050 (UN-Habitat, 2019).

My study is part of a knowledge base yearning to ensure that cities respond adequately to this growth. Against this backdrop, my research should be understood within the context of the SDGs and on the theme of access, inclusion and opportunity. SDG 11 centres on building sustainable cities and communities.

There are seven sub-targets to SDG 11, and sub-target 11.3 emphasises exclusive and participatory planning as one of the central tenets of building sustainable cities and communities. Informal non-state actors are essential stakeholders in cities of the global

South. Therefore, attaining sub-target 11.3 requires cities to determine policy positions aligned with the ideals of sustainability.

3.6.3 Intellectual Research Goals

This is the section that deals with my contribution to knowledge. My research builds on the idea that urban informality should be understood “as a site of critical analysis” (Banks et al., 2019: 1). Understanding informality “as a site of critical analysis” means peeling the onion and moving beyond the status quo of merely perceiving informality as a function of the poor. The theory warns against the normative approach that a study on informality is inherently a study of the poor.

Informality goes beyond the poor, and my study advances this argument by using informal non-state actors as points of critical analysis. The critical analysis shows the existence of informal non-state actors in cities of the global South. The contribution thereof in development can be a function of solid informal institutions as much as it can result from weak formal institutions. This approach opens the space for informality studies to acknowledge the contribution of informal non-state actors based on the strength of informal institutions.

Much of the debate about the contribution of non-state actors to the governance of cities of the global South occurs within the parameters of formal non-state actors. This has resulted in neglecting the contribution of informal non-state actors who function outside formal institutions. The application of the theory of coproduction is exemplary. Scholars use coproduction to explain how formal non-state actors like NGOs and Non-Profit Organisations contribute to governance and seldom apply this to informal non-state actors.

Part of the contribution to knowledge may shed light on the applicability of the theory of coproduction to informal non-state actors. This is important to the debates about the functionality of cities of the global South. In addition, there needs to be more scholarship on ICG; thus, my research builds empirical data that needs more study.

3.7 Data Collection Technique

The study's data was collected in two ways: in-depth interviews, which were largely unstructured, and participant observation. The interviews were unstructured to allow for flexibility and afford the respondents room to cover aspects of ICG that could be helpful to the study. In addition to the interviews, I engaged in both "disguised and undisguised" (Strydom and Venter, 2005: 275) participant observation to triangulate and supplement the data.

According to Strydom (2005), participant observation is one of qualitative studies' most widely used data collection forms. This is because participant observation allows the researcher to participate actively in the observed phenomena. To this end, I employed 'disguised and undisguised' observation. The latter denotes participant observation, whereby I observed on the sidelines and undetected by the informal car guards while the former was in full view.

I used disguised participant observation because undisguised observation increases the risk of changing the natural setting (Strydom, 2005). My presence could influence the respondent's views, therefore yielding inaccurate data. The disguised data collection was conducted a week after undisguised observation, which was carried out directly after completing the interviews.

The chronology was in line with the safety protocols of the Ethics Clearance because it was important for the informal car guards to be aware of my presence and the scholarship objective thereof. Therefore, I was able to carry out disguised observation with the assurance that the informal car guards were aware of who I was and what my intentions were. This was essential to the data collection because informal car guards are wary of outsiders.

Based on my experience, I knew that encroaching is only sometimes welcomed. Informal car guards treat outsiders with suspicion, ranging from unwelcomed new competition and potential criminal activity, such as auto theft and undercover law enforcement officers.

The presence of law enforcement caused apprehension among informal car guards because city planning laws criminalise the exercise of ICG.

Participant observation was undertaken to supplement the in-depth interviews with the following stakeholders:

- Motorists – Motorists are the primary beneficiaries of ICG. This group interacts with ICG more than any other group. The activity of ICG exists because of the market opportunities presented by the motorists' need for security.
- Informal Car Guards – Interviewing informal car guards offered the study a lived experience of what it means to be part of informal non-state actors in cities of the global South. The perspective of informal car guards was essential to gain insights into how they perceive their role in the city.
- Private Business Enterprises – Private business enterprises can be classified as the secondary beneficiaries of ICG. This is because motorists tend to use the services of informal car guards when visiting private business enterprises. This is true in many areas without secured parking. Interestingly, informal car guards often rely on private businesses for official or unofficial permission. This background necessitated private business enterprises to inform the study.
- Formal Security Guards – The City of Johannesburg uses several strategies to protect motorists and prevent car-related incidents. This includes security in parts of the city that is outsourced to private companies (part of the governance of the NPM model). This security detail, together with private security companies hired by private business enterprises, is what I refer to as formal security. Formal security guards work closely with informal car guards; thus, in-depth interviews with them offered perspectives on how informal and formal institutions interact and how they complement and compete.
- Johannesburg Metropolitan Police Department – The Johannesburg Metropolitan Police (metro police) are the street-level bureaucrats of the city council. They are employed through the TPM model in public policy. They are charged with enforcing the city's by-laws, including preventing unlicensed activities like ICG. It was in the best interest of the study to interview the metro police to understand the policy

position on ICG and the practical approach because the metro police are tasked with enforcing traffic regulations.

3.8 Population Sampling Technique

The population sampling technique was differentiated for each of the stakeholders. Table 3.1 provides the rationale for each sampling technique.

Table 3.1: The rationale for each population sampling technique

Population	Sampling Technique	Rationale
Motorists	Purposive Sampling	This was to ensure that the data collected was inclusive of different demographics including age, gender and race. This was informed by existing scholarship on informal guards, which highlights that demography is a factor in how people experience informal car guarding. It was thus necessary for the study to be informed by a demographic outlook that is representative of the City of Johannesburg.
Informal Car Guards	Snowball Sampling	I employed snow-ball sampling for informal car guards because this was the most effective way for the study to be informed by the relevant personnel, including those who may not be on-site or have been working for a long period as informal car guards.
Private Business Enterprise	Purposive Sampling	Private business enterprises that operate late at night, such as nightclubs and cafés, rely on informal car guards more than those that only operate during daylight. Purposive sampling was thus used to ensure that data in respect of private business enterprise was informed by stakeholders who interact and rely on informal car guards.
Formal Security	Snowball Sampling	The snowball technique was applied to formal security to ensure that experience personnel with ICG informed the study.
City of Johannesburg Metro Police	Convenient Sampling	The City of Johannesburg Metropolitan Police were interviewed on two levels: policy and practical. In both instances, convenient sampling was the most appropriate sampling tool because I was aware of the people I had to interview.

Purposive, convenient, and snowball sampling was used to select participants. Each sampling technique was selected to suit the profile of the population. The differentiated approach is informed by the fact that each population has unique characteristics ideal for different sampling techniques.

Given the study's exploratory nature, a pilot study was carried out as a reference point. According to Malmquist et al. (2019), the pilot study's objective is to prepare and ensure that the researcher has the appropriate tools to gather data to answer the research sub-questions. The pilot study was a good reference point to sharpen the data collection methods. There are noticeable alterations to the data collection methods that resulted from the pilot study. The next section outlines the pilot study.

3.9 Learning by Doing: Piloting in Polokwane

The pilot study was carried out in Polokwane. Polokwane is the capital city of South Africa's northernmost region, the Limpopo Province. The pilot study was conducted in Polokwane because it was convenient from a cost perspective. After all, I live in the city. As a resident, I used this opportunity to conduct a pilot study without additional costs to the research project. This is the first reason why I elected to do the pilot study.

The second reason relates to ethics clearance. According to the ethics clearance, steps must be taken to guarantee safety when collecting data. Given Polokwane's relatively low crime rate compared to other cities in South Africa and the fact that I have been a city resident since 1997, Polokwane was an appropriate setting to familiarise myself with what I could expect in Johannesburg.

In addition, the time in Polokwane was also used to refine the questionnaire and improve the overall data collection strategies. The third reason is related to the second. One of the decisions I had to make was presentation and appearance during the data collection. Based on my experiences with informal car guards, I knew my presentation and appearance would affect how motorists and informal car guards perceived me.

My presentation and appearance were critical to the data collection process because there were risks involved in terms of safety (low risk according to ethics clearance), and how I was perceived had a bearing on my ability to get satisfactory responses from the respondents. Initially, I conducted the pilot study wearing casual civilian clothes and found it hard to gain the informal car guard's trust.

I could have been more effective in collecting data by wearing everyday casual clothing. I was treated with suspicion by the informal car guards. This was a problem because the informal car guards were my entry point. Most thought I was an undercover police officer, a municipal officer or someone who works for the State gathering some form of intelligence. In retrospect, presenting myself in civilian clothes was not the best of strategies because I blended in with the public and did not stand out as a researcher.

The challenge was compounded by the fact that on the first day, I was alone and struggled with multitasking, notetaking, interviewing respondents and taking care of my working tools. These lessons were vital because, in Johannesburg, I would need more time and resources to correct the oversight. This prompted a change in strategy. I swapped casual clothes for a work suit and a reflector to appear like one of the informal car guards and asked a friend to be my chauffeur and keep an eye on me and my personal belongings (Figure 3.2.).



Figure 3.2: Pilot study in Polokwane. Tshepo Monakedi (Researcher-Left) Abner Mahlangu (Chauffeur-Right)

Identification was also challenging; therefore, my student card hung around my neck. Unlike the first day, I felt at ease knowing someone (my chauffeur) was watching me and working tools, i.e., laptops and cell phones. The changes proved to be positive, and there was a significant improvement in my interaction with informal car guards. I gained their trust by explaining my intentions and why I conducted the study. Similarly, my student identification was crucial in getting motorists to participate. Most motorists found my research topic fascinating.

One of the critical lessons I learned from the pilot study was that language and word choice were essential in this study. Going into the pilot study, I did not contemplate asking whether informal car guards perceived their services as a job. Still, the interaction in

Polokwane made it clear that this was an important question. There were debates among the informal car guards, with some saying ICG is a job while others felt that calling the services a job was an insult. The lively discussions shaped and refined my questionnaire.

There was no standard way of conducting the interviews because different informal car guards preferred different methods. While some spoke at length about various issues without my intervention, others chose that I ask questions in a more structured way. The complex nature of the interviews is also reflected by the fact that I had to maximise any opportunity to talk because the interviews were conducted while the respondents were on duty. I was aware and sensitive of when to ask questions to ensure that livelihoods were not compromised. This balancing proved pivotal because I had to apply these lessons in Johannesburg.

As in the case of the informal car guards, there was no standard form of interviewing the motorists because the level of enthusiasm of each respondent dictated each interview. While most motorists were curious about the study, a minority seemed less interested. This disparity set apart motorists who were willing to be interviewed from the ones who were not interested. The interview length depended on the motorists' curiosity and time generosity. These are some key lessons I had to keep in mind for Johannesburg.

The pilot study showed that motorists' perception of ICG is based on their experiences. This meant that during the data collection in Johannesburg, I had to centralise the interviews with motorists based on their unique experiences. The pilot study sharpened my introductory remarks to motorists, which were necessary because these were not scheduled interviews, and I had limited time to get them interested in my research.

3.10 From Polokwane to Johannesburg

Johannesburg is South Africa's economic hub and most populous metropolis, with an estimated population of approximately five million people (Statistics South Africa, 2023). The Johannesburg metropolis is the capital city of Gauteng Province, the wealthiest region in South Africa (City of Johannesburg: 2022). I selected Johannesburg to inform

the study because the informal non-state actors are a constant factor in the city. ICG, in particular, is a part of daily living for motorists in Johannesburg.

In the context of scholarship on cities of the global South, Johannesburg is projected to grow in population (UN-Habitat: 2019). Conducting the research in the city is thus helpful because the empirical data is sourced from a location often used as a point of contact in global South debates. Four study sites were selected. These four sites represent markets commonly associated with ICG in cities of the global South. The four sites were a shopping centre (mall), an office park, a central business district (CBD), and an entertainment recreational area (clubs). These are areas where motorists are found, and ICG is present. Across the four sites, interviews were conducted first with informal car guards followed by motorists.

The decision was based on the need to build mutual respect with the informal car guards and gain trust to conduct the research in spaces they perceive as their own. At each site, the interviews were immediately followed by undisguised observation. The disguised observation followed one week later, which was easy because the cafés and restaurants in all four sites served as my watchtower. Like in the pilot study, most respondents were curious about the research topic and thus consented to respond orally after I explained the research protocol in line with university ethics. Some respondents were unwilling to participate, and their decision was respected.

3.10.1 Site One – Maboneng Precinct

The Maboneng Precinct is a vibrant space for creative arts and fashion. The dominant land use in the Maboneng Precinct is commerce (mainly in the arts and entertainment), complemented by residential. The Precinct attracts many of the student population from the higher learning institutions in the Gauteng region. The main attraction for students is creative arts, fashion and vibrant nightlife. Patrons visit the Precinct from morning until night to experience the nightlife.

The area has several informal car guards, even though a private security company polices the Precinct. This coexistence is not unique to Maboneng as it is common in

places similar to Maboneng in economic activity. Selecting Maboneng to inform the study was precipitated by the need to gain insights into ICG in settings like Maboneng.



Figure 3.3: Maboneng – Site One

3.10.2 Site Two – Maponya Mall

The Maponya Mall was selected as a study “site of critical analysis” (Banks et al., 2019: 1) because ICG is a constant feature of many shopping centres across the global South. The Maponya Mall is an exciting site because informal car guards are required to pay a levy to operate in the mall’s vicinity. The informal car guards are allocated ten parking bays and must pay a daily levy of R50. This informal, formal hybrid arrangement is not unique to Maponya Mall.

The site was selected to unearth the contribution of ICG in a mall with an informal, formal hybrid arrangement. The hybrid arrangement differs from malls that mainly rely on formal car guards hired through a private company or informal car guards that operate at a mall without permission and self-organisation. The data from Maponya Mall shed light on including informal car guards in mall security.



Source, Ndedi: 2019



Source, Goggle Maps: 2023

Figure 3.4: Maponya Mall, one of the study sites

3.10.3 Site Three – Noord Central Business District

The CBD is arguably the main point of interaction between motorists and ICG across the global South. This is because the CBD is usually the economic anchor and offers a range of services such as public transport, social government services, informal private business and formal private business, to mention a few. ICG is a daily reality and is essential in how people experience the city.

The Noord CBD is thus an important site to understand the phenomenon of ICG in CBDs across the global South. Of the four study sites, this was the most populous site. This is an essential aspect of site selection because of the negative crime perception associated with CBDs worldwide. ICG is often at the centre of this negative perception.



Source, The City of Johannesburg: 2022



Source, Goggle Maps: 2023

Figure 3.5: The Noord Central Business District – Site 3

3.10.4 Site Four – Parktown Office Park



Source, Property 24: 2023



Source, Goggle Maps: 2023

Figure 3.6: Parktown Office Park – Site 4

Data from the Parktown Office Park represents ICG near office parks. The need for more parking spaces in places of work buoys the market for ICG. This setting is unique from the other sites because there is a higher likelihood of a personal relationship between motorists and informal car guards, given the frequency of meetings.

In addition to frequency and familiarity, the office park site provided the study with a perspective of motorists using ICG for long periods during office hours. Sourcing data from site four was another deliberate attempt to ensure the study was informed by

different data sources interacting with ICG. The section to follow is a qualitative and quantitative discussion of the data.

3.11 Data Collection: Informal Car Guards

In total, 100 (20 at each site) interviews were conducted to inform the study (65 motorists, 25 informal car guards, 12 business owners, four private security guards and a representative from Johannesburg metro police). The interviews can be described as conversational interviews and were held in different languages. The interviewee's language preference determined the language used. The preferred languages were English, Sotho, Zulu or a combination of all three. This was easy as I am fluent in these languages. The interviews were complemented by disguised and undisguised participant observation.

Below, I reflect on my initial thoughts for each of the sites, starting with the Maboneng Precinct (site one), followed by Maponya Mall (site two) and finally, Noord CBD (site three) and Parktown office park (site four). I reflect because the unique character of each site and the challenges influenced how the data was collected. For example, when one drives into the Maboneng Precinct, you are immediately led into a parking spot by an informal car guard.

This is significant because the culture established in ICG over the years is that it is considered a binding agreement for services when and if a motorist uses informal car guards to locate parking. Agreeing to be led to a parking spot is regarded as a service complemented by security car guarding. The initial interaction was significant because this marked a point of contact with informal car guards in Maboneng.

I used the opportunity to establish a good understanding and explain my intentions. This differs from Maponya Mall, where informal car guards usually wait for the motorists to park before any communication is established, or in Parktown office park, where you find informal car guards washing cars. Thus, the composition and character of ICG are unique on each site.

3.11.1 Informal Car Guarding in Maboneng Precinct

The Maboneng Precinct was established in 2014 as part of the efforts by the City of Johannesburg to rejuvenate the economic potential of the city (City of Johannesburg: 2022). The Precinct in Maboneng is marketed as a cornerstone of contemporary art and is influential in shaping the social culture of the South African youth. It is a fashion, poetry, music, food and videography site.

The Precinct is a vibrant hub with different economic activities, including nightclubs, art centres, cafés, hotels and a handful of informal small businesses specialising in Maboneng-related memorabilia. Informal car guards can be seen in all directions of the Precinct wearing reflective bibs, trying to catch the attention of motorists. ICG appears to be organised and focused on the traffic flow in the area.

3.11.2 Data Collection in Maboneng Precinct

The Maboneng Precinct is classified as a high-risk crime spot for petty theft (mainly snatching mobile phones and bags) and car burglary (City of Johannesburg: 2022). As someone who had visited the Precinct on multiple occasions before the study, this was a factor I was aware of. I took the necessary precaution by storing all valuables in the car's boot. After parking and communicating with the informal car guard who helped, I moved to different parts of the Precinct where informal car guards were positioned to introduce myself and explain my intentions.

Most of the informal car guards appeared my age or older. The ages of the guards I interviewed ranged from 24 to 43, all males (Table 3.2). The implications for the data collection process were that my introduction could have been more subtle and animated. In introducing myself, I used a traditional handshake instead of a fist bump, and greetings were simply *Ola/Heita>Hello*. The average interview time was 20-30 minutes.

Table 3.2: Profile of informal car guarding respondents in Maboneng Precinct

Informal Car	Age	Gender
ICG One	24	Male
ICG Two	30	Male
ICG Three	34	Male
ICG Four	43	Male
ICG Five	32	Male

3.11.3 Informal Car Guarding at Maponya Mall

ICG at Maponya Mall is unique from the other study sites because informal car guards in this context operate on a gated, privately-owned property. ICG in the mall forms an informal, formal hybrid arrangement. The informal car guards are allocated parking bays and pay a fixed rate of R50 per day to operate at the mall. They wear the same reflective bib with a name badge and picture and are the most diverse in demography relative to other sites (Table 3.3).

3.11.4 Data Collection at Maponya Mall

In the discussion on Maboneng Precincts, I emphasised the need for introductory remarks to ensure that I was not perceived as an encroacher. The setting is different at Maponya Mall because the informal car guards operate as per the regulations of the shopping centre. The implications for the data collection process were that I could interact with motorists without informing the informal car guards about my study's objectives and intentions.

That said, my introduction to the informal car guards should be part of the courtesy and respect for their services. Each car guard in Maponya Mall is responsible for approximately ten parking bays. Like in Maboneng Precinct, I introduced myself and explained my study to each of the informal car guards.

Table 3.3: Profile of informal car guarding respondents at Maponya Mall

Informal Car Guard	Age	Gender
ICG Six	28	Male
ICG Seven	33	Female
ICG Eight	38	Male
ICG Nine	27	Female
ICG Ten	53	Male

3.11.5 Informal Car Guarding in the Noord Central Business District

Comparatively speaking, the informal car guards in the Noord CBD are the busiest of the four study sites. This was not surprising because CBDs tend to be areas with a high traffic volume and a hive of economic activities. There were onlookers from almost every direction. Although I was comfortable because it was not my first time in the area, I was weary because I knew of friends who had been victims of petty crime in the location.

Based on my fieldwork at Maboneng Precinct and Maponya Mall, I was confident my worries would subside once I had an audience with informal car guards who were informed of who I was and my intentions. The lesson I learned from the pilot study in Polokwane and the fieldwork at Maboneng Precinct and Maponya Mall was that informal guards were welcoming of my advances and very curious about the research.

3.11.6 Data Collection in the Noord Central Business District

In my introductory greetings with the informal car guards, I constantly emphasised that I was not there to change their plight. In line with my ethics clearance, the intentions of my presence were communicated, and this paved the way for me to interview the informal car guards and motorists and engage in participant observation. Most of the informal car guards in the Noord CBD appeared to be younger than me or my age. Age is a determinant of introductory remarks, and so in this case, I was animated using

expressions like “*ek se ek se*” (hello) with a fist pump. The age of the guards that I interviewed ranged from 27 to 53, and three of the five were males (Table 3.4).

Table 3.4: Profile of informal car guarding respondents in the Noord central business district

Informal Car Guard	Age	Gender
ICG 11	28	Male
ICG 12	33	Female
ICG 13	38	Male
ICG 14	27	Female
ICG 15	53	Male

3.11.7 Informal Car Guarding at the Parktown Office Park

ICG in the Parktown Office Park is the least visible for all the study sites. This is because the informal car guards in the area double up their services by cleaning and washing cars. This is also the case in other sites, but it is more prevalent in the Parktown Office Park. Despite consent from the informal car guards, conducting interviews in the area proved challenging because they were concerned they did not have permission to communicate with researchers from their customers (motorists).

Their primary concern was that most of the cars in the area were unlocked for cleaning purposes and wondering if the owners would welcome strangers near their property. This challenge was countered by conducting the interviews away from the main parking area while the informal car guards took a break from cleaning the cars.

3.11.8 Data Collection at the Parktown Office Park

One of the informal car guards remarked that it is not easy for them to communicate at liberty with strangers because they have car keys that do not belong to them, and with the cars opened, there is no telling what our motives were. This was merited because

motorists spend much of the day in nearby offices and have established relationships with the informal car guards.

Table 3.5: Profile of informal car guarding respondents in the Parktown Office Park

Informal Car Guard (ICG)	Age	Gender
ICG 16	29	Male
ICG 17	30	Male
ICG 18	40	Male
ICG 19	36	Female
ICG 20	26	Female

3.12 Data Collection: Motorists

Motorists interact with informal car guards the most. For this reason, motorists were the primary informants of the study. Motorists were identified and approached on-site to ensure that the relevant individuals informed the research and to increase validity. The motorists were approached on arrival or before departure. This approach was not without challenges because the interviews were not scheduled and relied on the motorists' generosity and willingness to participate.

Learning from the pilot study, I was able to intrigue motorists to participate in the study by doing four things. Firstly, I explained the research focus and my interest in ICG. Secondly, I relayed that I had permission from the informal car guards to conduct the interviews in their area of operation. Thirdly, I was dressed like an informal car guard to catch their attention because motorists are used to informal car guards trying to establish communication.

Fourthly, my student card was hanging around my neck and visible, making it easy to claim research legitimacy. To validate the legitimacy, I clarified that participation was voluntary and part of the ethical clearance document I carried. The process was also aided by clarifying that the informal car guards participated in the study.

In total, 65 (15 motorists per site) were interviewed. The saturation point for new data at the study sites was between 10 and 15 interviews. According to Geldenhuys (2007), different demographics experience ICG differently. This was confirmed in the pilot study and thus necessitated a stratified sampling technique to select motorists to be interviewed. The stratified sampling technique ensured diversity in the motorists' demographic profile.

Table 3.6: Profile of the Total Number of Motorists Interviewed

Site	Number	Gender		Age Range		
		Male	Female	18 to 35	36 to 55	55+
Maboneng Precinct	15	8	7	14	1	-
Noord Central Business District	15	8	7	8	7	-
Maponya Mall	15	6	9	5	10	-
Parktown Office Park	15	8	7	4	9	2

3.12.1 Site One Motorists: Maboneng Precinct

One observation I made in the Maboneng Precinct was that the number of people far outstrips those of cars. During the interviews, I learned that most patrons visiting the Precinct prefer E-hailing services. This decision is motivated by three factors: one, to avoid driving under the influence of alcohol; two, the lack of parking space; and lastly, the fear of car burglary.

Most motorists approached were E-hailing service providers, i.e., Uber or Bolt drivers. These drivers either drop off patrons or wait in their cars for would-be customers. For this reason, five E-hailing service providers were interviewed to inform the study. The study needed to be informed by motorists who left their cars under the care of informal car guards. Interviewing E-hailing drivers was based on the rationale that they, too, benefit from the informal car guards because they are vulnerable to criminality when sitting alone in their cars.

The perspective of E-hailing service providers was also essential because, like motorists, they sometimes leave their cars in the care of informal car guards and observe informal car guards daily while waiting for their would-be customers. Therefore, although they provide transportation services, they do this with their private cars and are motorists. Because they observe informal car guards daily, their input enriched the data.

The popularity of Uber in Maboneng is a factor I should have anticipated in the study's planning. As a result, I spent eight hours over two visits identifying motorists to interview because most patrons use Uber. Despite the E-hailing setback, data was collected as a good number of drivers drove into Maboneng. This often turned into lively debates amongst motorists and their companions about the role of ICG because there was seldom a case where motorists travelled alone. The age profile of the 15 motorists interviewed represents the youth population that dominates the Maboneng Precinct (Table 3.7).

Table 3.7: Profile of motorists interviewed in the Maboneng Precinct

Motorists (M)	Age	Gender
M1	25	Female
M2	22	Female
M3	22	Female
M4	26	Male
M5	21	Female
M6	27	Female
M7	26	Male – E-hailing
M8	22	Male – E-hailing
M9	27	Male – E-hailing
M10	30	Male – E-hailing
M11	26	Male – E-hailing
M12	36	Female
M13	24	Male
M14	26	Female
M15	32	Female

3.12.2 Site Two Motorists: Maponya Mall

Maponya Mall was the most comfortable site to interview motorists. This was different from the other sites, where I sensed a bit of apprehension from motorists over security

concerns. Maponya Mall provides comfort because the shopping centre is gated (without control access), with informal car guards providing security services. This is in addition to two private security guards that can be seen at the mall entrance and some stationed inside. This was a site where I received more declines for interviews. Motorists indicated that they were pressed for time. There is also the possibility that my advances were dismissed because I was dressed like an informal car guard. This could be because of the four study sites, Maponya Mall is gated, and the need for ICG is less intense than in the other three study sites. The age profile of the 15 motorists interviewed ranged from 27 to 55, and the majority were female (Table 3.8).

Table 3.8: Profile of motorists interviewed at Maponya Mall

Motorists (M)	Age	Gender
M16	44	Female
M17	33	Female
M18	27	Female
M19	37	Female
M20	55	Female
M21	37	Female
M22	40	Female
M23	36	Male
M24	28	Male
M25	35	Male
M26	26	Female
M27	29	Female
M28	48	Male
M29	39	Male
M30	45	Male

3.12.3 Site Three Motorists: Parktown Office Park

In the Parktown Office Park, 80% of the interviews took place between 13h00-14h00 during the lunchtime break. The site was specifically selected to inform the study because motorists spend much time working and must leave their cars with informal car guards. Most of the respondents are professionals who are employed in the area. The gender split was almost equal, and their ages ranged from 22 to 53 (Table 3.9).

Table 3.9: Profile of motorists interviewed in the Parktown office park

Motorists (M)	Age	Gender
M31	46	Female
M32	64	Female
M33	33	Female
M34	37	Female
M35	28	Female
M36	35	Male
M37	22	Female
M38	29	Male
M39	43	Male
M40	31	Male
M41	48	Female
M42	53	Male
M43	37	Male
M44	28	Male
M45	58	Male

3.12.4 Site Four Motorists: The Noord Central Business District

The interviews in the Noord CBD were interesting because most respondents spent much time lamenting the state of the CBD. The discussions were also interesting because the informal car guards were eager to hear, comment and dispute some of the motorist's responses. This was in good spirits and was not in any way negative. As with the Parktown Office Park, the gender split of motorists interviewed was almost equal, and they ranged in age from 28 to 48 (Table 3.10).

Table 3.10: Profile of motorists interviewed in the Noord central business district

Motorists (M)	Age	Gender
M61	46	Male
M62	40	Male
M63	33	Male
M64	37	Female
M65	28	Female
M66	32	Male
M67	45	Male
M68	36	Female
M69	30	Male
M70	42	Male
M71	34	Female
M72	26	Female
M73	48	Female
M74	28	Female
M75	34	Male

3.13 Data Collection: State Actors (Johannesburg Metropolitan Police) and Other Formal Non-State Actors (Private Security Guards)

Table 3.11: Profile of state actors and other formal non-state actors interviewed.

Site	Metro-Police	Private-Security	Formal Non-State Actors
Maboneng Precinct	3	2	5
Norrd CBD	3	2	5
Maponya Mall	3	2	5
Parktown Office Park	3	2	5

The data collection included interviews with the metro police and private security guards stationed at the study sites. They formed part of the data because they coexist with ICG and are formally tasked to provide security services. The NPG model explains this coexistence because the metro police represent the State, the private security guards represent formal non-state actors, and informal car guards are the informal non-state actors.

3.14 Data Management and Ethical Consideration

The data were collected following the approval of the university's ethics committee (non-medical, see Annexure E. I began each interview by explaining the study's objectives and clarified that participation was voluntary. The consensus and participant information sheet are in Annexure C As part of the considerations of the ethical clearance, no respondent was asked to identify themselves by name. Each respondent was assigned a code (i.e., M1 for motorists one and ICG One for informal car guard one) for easy reference.

Data management was done using a combination of manual filling, Microsoft and Google Drive. Manual filling involved a carefully thought process of labelling each transcript before the interviews. Following each interview, the transcript was filed in a lever arch file in chronological order. At the end of the fieldwork day, each transcript was typed into Microsoft Word and saved on a password-secured Apple MacBook Air and Google Drive. The Apple MacBook Air is globally renowned for safety. The data was also held via email and google drive to guard against property loss and ensure the information could be accessed remotely.

3.15 Data Analysis Approach

The study's primary objective was to assess and examine participants' experiences with ICG. Adu (2019: 9) lists eight "commonly" used data analysis approaches in qualitative studies:

- "Phenological Approach
- Hermeneutic Phenomenological Approach

- **Interpretative Phenomenological Analysis** (emphasis added)
- Transcendental Phenomenological Approach
- Ethnography
- Narrative Approach
- Case Study
- Grounded Theory”

Interpretative phenomenological analysis was applied to analyse the study’s data. According to Adu (2019: 12), three conditions make this approach suitable for data analysis:

- “When assessing how participants make sense of their experiences;
- When you want to rationalise the decisions and actions of respondents; and,
- When exploring the core components of participants’ experience and its essence.”

The study met these conditions, hence the application of interpretative phenomenological analysis to make sense of the data. Furthermore, interpretative phenomenological analysis correlates positively with my research paradigm (interpretive paradigm). The hermeneutic – “emphasising the interpretation of participants’ views about what they have experienced” (ibid: 11) in interpretative phenomenological analysis is an important trait when analysing data from an interpretative paradigm when dealing with a multiplicity of realities.

Interpretative phenomenological analysis is suited to the interpretive paradigm because the multiplicity of realities enjoins one to acknowledge that individuals experience phenomena differently, shaped by a unique history, beliefs and experiences (Adu, 2019). This is in addition to the researcher’s bias, views and history, which inevitably shapes how the data is interpreted. The data analysis was completed in line with the “step-by-step” process of interpretative phenomenological analysis chronologically outlined by Smith (2012).

- “Transcript review;
- Identify relevant information;

- Interpret the relevant information;
- Develop themes based on the relevant information;
- Determine the relationship between the themes.”

According to Adu (2016), sharing one’s background and experiences with the interviewees about the phenomenon under study is an effective way to build trust. It allows respondents to connect with the researcher. The connection, sometimes contradictory or of the same experiences, enables the respondents to be more open to answering questions. This was demonstrated by interviews that lasted more than the allocated time of 20 to 30 minutes because respondents shared their experiences beyond the scope of the research study.

3.16 Conclusion

The research methods of the thesis are intricately linked to chapter four, which is the data analysis. The link demonstrates that the value of the research method goes beyond data collection because how data is analysed influences the derived results. Given that the thesis is within the positivist’s interpretive paradigm, the strategy applied to analyse the data was interpretive focused coding from Adu (2019). The link between the research method and analysis is emphasised because it played an essential role in answering the four research sub-questions and goals outlined in this chapter’s earlier sections.

4 Chapter 4: Informal Car Guarding is Security and More

4.1 Vetting the Data: Data Analysis

The data analysis chapter comprises four sections. I will start the chapter with a section on epoch. Adu (2019: 72) defines epoch as a “process of blocking our background, thoughts and preconceived ideas from influencing a qualitative research process, particularly during the data analysis stage”. Undertaking the epoch process adds currency to the validity of the research findings.

The second section outlines the data coding process, interpretive focused coding. This was informed by the research approach, purpose, characteristics of the research sub-questions and nature of the data. According to Adu (2019), these factors should be considered in adopting an appropriate coding strategy. Following data coding, themes and categories of the data were derived. The process of deriving these themes and categories makes up the chapter’s third section.

4.2 Epoch

In the previous chapter, I traced my interest in informality to a module on African Cities that I undertook with Prof Claire Benit-Gbaffou during my final undergraduate year (2009) at the University of Witwatersrand. My curiosity on the subject was further fuelled during my time at the Institute of Development Studies (based at the University of Sussex) when I read for a Master of Administration in Governance, Development and Public Policy in 2016/17.

In one of the assessment papers, I wrote an essay on coproduction in local government in South Africa. I argued that people, in their capacity, made a significant contribution to delivering water services to communities. The paper was not only based on my experience as a professional employed by the regional government to oversee the governance of municipalities (local government) but through personal experiences early in life growing up in rural South Africa.

While at the Institute of Development Studies, I began to conceptualise how coproduction relates to ICG and set in motion my PhD project. Upon returning to South Africa in September 2017, I deliberately developed a close relationship with informal car guards in my hometown (Polokwane) to learn more about their trade and analyse the applicability of the theory of coproduction. Spending time with the informal car guards allowed me to understand their role in the function of the city. As a result, my positive perception of ICG grew.

The experience taught me what I perceived as informal car guards' valuable contribution to the city. During my final town planning undergraduate year in 2009, the students who majored in housing, which I was part of, were assigned to collect and analyse data from informal recyclers in Johannesburg. The overwhelming feeling from the students was respect for the contribution of informal recyclers to the sustainability of the environment. My interaction with informal car guards resulted in the same sentiment.

ICG is one of the many activities by informal non-state actors in cities of the global South. A plethora of informal non-state actors contribute to the governance of cities of the global South by contributing to public goods services that range from security, waste management and water to education and dispute resolution, to mention a few. This contribution is often overlooked because the non-state debates among scholars are usually confined to formal non-state actors like NGOs, which predominantly function within the confines of formal institutions (formal government rules).

The contribution of informal non-state actors, such as ICG providing public goods services like security, should be addressed because these actors predominantly function outside the government or through informal institutions. I engaged in the epoch to be fully aware of my bias insofar as the contribution of informal non-state actors in the governance of cities of the global South is concerned. I found the epoch process liberating, reflective and informative in better understanding myself and the 'self'.

Adu (2019) cautions that the objective of the epoch is to introspect and be honest about your bias as a researcher to add value and integrity to the research outcomes. Awareness

of my bias enabled me to be conscious and approach data analysis with an open mind, not overtly focused on my prior expectations. I followed the process summarised in Table 4.1, adopted from Adu (2019). For the comprehensive approach, please see Annexure A.

Table 4.1: The epoch process followed

Step One	Space, Peace and Time The initial step is about finding space, peace and time to reflect with little distraction
Step Two	Review research purpose or questions
Step Three	Brainstorm perspectives and preconceived ideas about the phenomenon
Step Four	State the source of the perspectives and preconceptions
Step Five	The expectation based on the research purpose
Step Six	Create a mental state free from the preconceptions, expectations and perspectives

Source: Adu, 2019

4.3 Data Synthesis: Coding

Marshall and Rossman (1999) in Delport and Fouche (2005: 338) describe coding as the “formal representation of analytical thinking”. This means that the researcher’s task is to present the research data using a methodological process established in scholarship. The coding process should be accurate, comprehensive and informative for analysis. To ensure the latter, a researcher must adopt a coding strategy that helps analyse and understand data for their research study.

Adopting an appropriate coding strategy is informed by four factors: “function of the research approach, kind of research purpose, characteristics of research questions and nature of the data” (Adu, 2019: 90). Table 4.2 summarises the classification of each of these factors to aid the coding process.

Table 4.2: Factors determining the coding strategy

Factor	Summary
Research Approach	Interpretative phenomenological analysis.
Research Purpose	To understand the contribution of informal non-state actors in the governance of cities of the global South.
Characteristics of the Research Question	The premise of the four research sub-questions is either how or what.
Nature of the Data	The data collected is implicit and requires interpretation for meaning.

Interpretative focused coding is a coding strategy applied to interpret and give meaning to data (Adu, 2019). I used this coding strategy to analyse and generate codes for the data. I found it to be an effective and appropriate tool for generating codes because it is consistent with the four factors mentioned in Table 4.2. In addition, interpretive focused coding provides a platform for rationalising why data needs to be interpreted for meaning to answer the research question(s) and address the research objective.

From a technical perspective, I manually coded the data using Microsoft Word. Four reasons inform the decision to use manual coding. Firstly, I conducted the data collection with the help of a research assistant. Manual coding allowed me to have in-depth knowledge of all the data collected. I needed to interact with all the data for quality assurance, given that some interviews required interpretation and translation by my research assistant.

Secondly, I found manual coding, as outlined by Adu (2019), Adu (2016) and Adu (2016b), easier to understand than digital software programs. Digital software is not my strong point, unlike Microsoft Word, which I have used since primary schooling. I intend to train in digital software during my post-doctoral tenure to sharpen my analysis research tools. Thirdly, the respondent's responses were short, with numerous similarities. The nature of the responses made it easy to use manual coding.

The fourth consideration was the cost. Manual coding in Microsoft Word was cost-effective because I already have the Microsoft Office program. This meant that resources could be spent on other aspects of the study. Considering these four reasons, I applied the interpretive-focused coding strategy Adu (2019) devised to "get rid of the noise". Getting rid of the noise means extracting data that is relevant to the research question while discarding irrelevant data. Figure 4.1. is the emacD process that was followed.

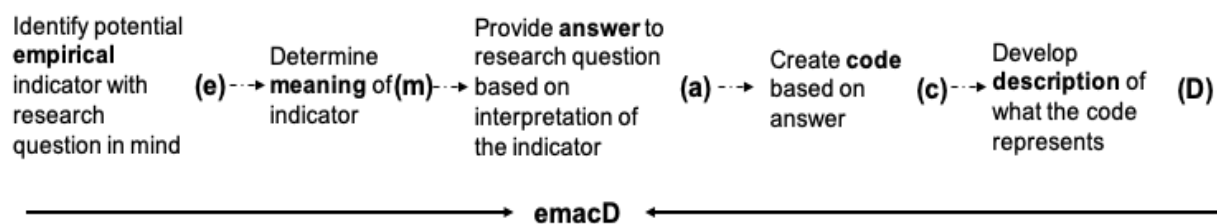


Figure 4.1: EmacD coding process (Adu, 2019: 68)

To use the emacD process, one must have access to a personal computer and have Microsoft Word installed. These tools are critical because although emacD is classified as a manual coding process, the coding is conducted using Microsoft Word. Firstly, I assigned each research question an **Anchor Code**. Anchor codes represent what each research sub-questions aim to address in the study. Anchor codes should be short and concise because they are critical to the emacD coding process (Adu, 2019). The comprehensive step-step EmacD process to answer each research sub-question is Annexure B-C. The thesis gives a brief highlight of the process using screenshots from the comprehensive annexure which is more than 200 pages. Below I high how each research sub-question is color coded to guide the reader.

To what extent can coproduction be applied to explain the governance contribution of informal non-state actors' cities of the global South?

1. In what way(s) does ICG contribute to the governance of cities of the global South?

ICG CONTRIBUTION

2. To what extent is ICG incentivised in the City of Johannesburg? **ICG**

FACILITATION

3. How does the City of Johannesburg respond to ICG in terms of policy and practice, and why is this the case? **ICG STATE RESPONSE**
4. What are the challenges associated with ICG in the City of Johannesburg, and how are these addressed? **ICG CHALLENGES AND SOLUTION**

In addition to assigning anchor codes, I colour-coded each anchor code to aid the coding process, making it easier to differentiate the research sub-questions. This is an essential aspect of ensuring the validity of the coding process because using the emacD method to code requires one to scroll through different parts of a Microsoft Word document, going 'back and forth'. The colour coding served as a navigating tool and played a significant role in ensuring I dealt with the specific research sub-questions and anchor codes I wanted to address at any time.

Moreover, I used colour coding to symbolise each of the research sub-questions. Yellow was chosen for research sub-question **one** to represent positivity hence anchor code ICG Contribution; blue was chosen for research sub-question **two** to represent progress and hope (ICG Facilitation); red was chosen for research sub-question **three** to represent the danger that is often associated with how the State responds to informality in cities of the global South (ICG State Response); and green was assigned to research sub-question **four** to represent how we should move forward (ICG Challenges and Solutions).

Each coding document was approximately fifty pages (for example, coding the motorists' interviews – 15 respondents for each site) and divided into three sections: Analytical Memo, Initial Memo and Codebook. These are separate from the interview transcripts I used as the source document to inform them.

4.3.1. Initial Coding Phase

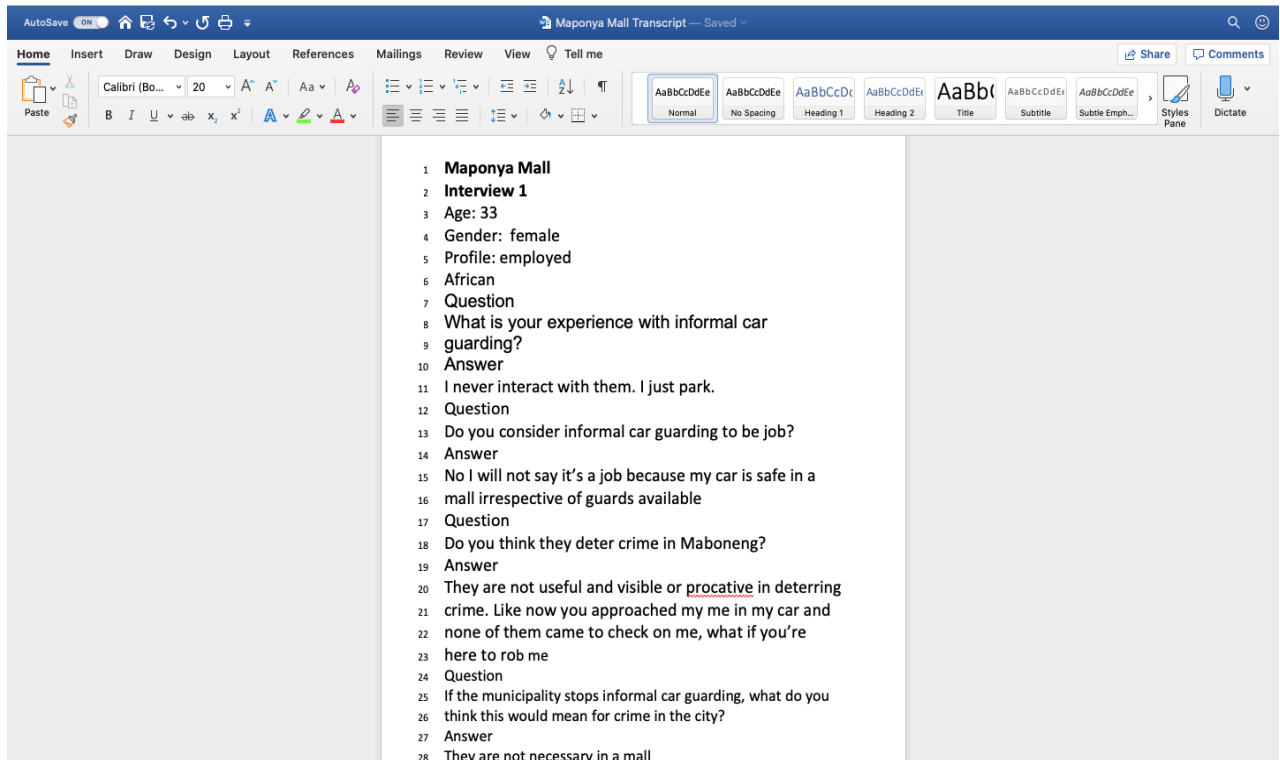
The starting point of the coding process was to label the transcripts chronologically. The example below depicts an example of labelling for motorists.

Table 4.3: Motorists' transcript labelling

Motorists Transcript	Transcript Number	Number of Respondents
Maboneng Precinct	1	15
Maponya Mall	2	15
Parktown Office Park	3	15
Noord Central Business District	4	15

This represents most respondents and amounts to just below a third of the total interviews (60 out of 95). The total number of respondents for each site was 15, thus manageable for manual coding (Table 4.3). To make the task easier, I elected to work on each transcript separately for the initial coding phase because working on 60 transcripts is not only a mammoth task but is susceptible to error if one were to code all 75 at a go. Therefore, I coded each transcript separately and systematically.

For each transcript, line numbers were inserted using the 'continuous line numbers' function under the 'layout' function on Microsoft Word. The purpose of the line numbers is to track and reference each data source. Screenshot 4.1 is an example using the transcript for Maponya Mall.



Screenshot 4.1: Depiction of the line numbers for tracking and referencing

The same exercise was carried out for all the other transcripts, including interviews with informal car guards, formal security guards and metro police. The number allocated to each of the transcripts is provided in Table 4.4.

Table 4.4: Informal car guard interview transcript labelling

Informal Car Guards	Transcript Number	Number of Respondents
Maboneng Precinct	5	5
Maponya Mall	6	5
Parktown Office Park	7	5
Noord Central Business District	8	5

Since there were only 20 transcripts for interviews with informal car guards averaging 15 pages each, I was able to code the data manually. This number was less for the interviews with state actors and other formal non-state actors (Table 4.5).

Table 4.5: Other respondents transcript labelling

Other Stakeholder	Transcript Number	Number of Respondents
Formal Security	10	20
Johannesburg Metropolitan Police	10	20

4.3.2. Second Coding Phase

The second coding phase applied the emacD process informed by the four research sub-questions and related Anchor Codes. Each transcript's Initial Memo, Analytical Memo, and Codebook were prepared. The transcripts with line numbers served as the source document. The purpose of the second phase steps, as outlined by Adu (2019) and Adu (2017), is outlined in Table 4.6.

Table 4.6: The second coding phase steps

Task	Purpose
Initial Memo	The Initial Memo served as a notebook to document initial thoughts and ideas to identify potential empirical indicators for the study when reading the transcripts. This was helpful because not only did this serve as a repository for my original reaction, ideas and thoughts later in the analysis but also linked to the Analytical Memo where I analysed the codes generated. The Initial Memo and Analytical Memo were generated simultaneously.
Analytical Memo	The primary aim of the Analytical Memo was to provide the empirical indicator meaning. The task was to interpret the empirical indicators generated from the transcript. The Analytical Memo also served to describe the generated codes, pivotal to identifying similarities and differences between the codes generated.
Codebook	The Codebook was populated after the Initial Memo and Analytical Memo. It documented the codes generated and importantly indicated the source of the empirical indicator by noting the transcript line number that was inserted during the initial coding phase.

Screenshots 4.2 to 4.4 show how I derived the Initial Memo, Analytical Memo and Codebook using Microsoft Word using the example of the motorist. The source document was always the interview transcript with line numbers for tracking and referencing.

Initial Memo
Personal Reflections About Codes

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. To what extend is informal car guarding incentivised in the City of Johannesburg? **ICG FACILITATION**
3. How does the City of Johannesburg respond to Informal Car Guarding (ICG) in terms of both policy and practice and why is this the case?
ICG STATE RESPONSE
4. What are the challenges associated with informal car guarding in the City of Johannesburg and how are these addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator	Code	Reflections
ICG CONTRIBUTION	do not always use their services I only have a good experience with them and can't really say I have had a bad experience (P1 lines 11-12)	Good Experience	This sheds a <u>goodlight</u> on ICG albeit with caution. I also think it shows that ICG are wanted but only used and acknowledged as good by motorists when it's convenient
ICG CONTRIBUTION	They can't deter crime because they have limited capabilities (P1 lines 19)	Limited powers and resources	The suggestion that crime ICG cannot deter crime because they have limited powers is false because something as simple as visibility or raising alarm can be effective
ICG CONTRIBUTION	To be honest with you they only help with parking (P1 line 19-20)	Assist with parking	ICG is built on the idea of helping motorists to park their vehicles and look provide security so this is a fair reflection.

Screenshot 4.2: An example of an Initial Memo

The motorist respondents comprised almost a third of the transcripts; therefore, coding the motorist transcripts required more time than the other respondents who informed the study. While coding seventy-five (75) transcripts manually was indeed a significant task (it took eight weeks to complete), it was aided by the fact that there were more similarities than differences between the transcripts. From a manual coding perspective, these commonalities served as an advantage because the time taken to code each transcript reduced significantly with the completion of the initially coded transcripts. For example, I spent more time coding the Maboneng Precinct motorists' transcripts (the first transcripts coded) than the Maponya Mall motorists' transcripts (the second transcripts coded). Likewise, coding the Noord CBD and Parktown office park motorists' transcripts required less time because patterns formed, and codes became repetitive.

Maboneng
Analytical Memo
Coding Process and Documentation

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. To what extent is informal car guarding incentivised in the City of Johannesburg? **ICG FACILITATION**
3. How does the City of Johannesburg respond to Informal Car Guarding (ICG) in terms of both policy and practice and why is this the case? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in the City of Johannesburg and how are these addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator ("...")	Empirical Data Meaning	Research Question Answer	Code	Code Description
ICG CONTRIBUTION	I do not always use their services I only have a good experience with them and can't really say I have had a bad experience (P1 lines 11-12)	Occasionally use the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience	This captures positive feedback about ICG and how its perceived by motorists

Screenshot 4.3: An example of an Analytical Memo

Codebook
Codes and their Characteristics

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. To what extent is informal car guarding incentivised in the City of Johannesburg? **ICG FACILITATION**
3. How does the City of Johannesburg respond to Informal Car Guarding (ICG) in terms of both policy and practice and why is this the case? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in the City of Johannesburg and how are these addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator Source M= Maboneng (line numbers)	Code	Code Description
ICG CONTRIBUTION	M (11-12)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	M (19)	Limited powers and resources	This indicates that IFC do not have the responsibility or the capacity to make a meaningful contribution to public service security
ICG CONTRIBUTION	M (19-20)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
CG CONTRIBUTION	M (20-21)	Limited powers and resources	This indicates that IFC do not have the responsibility or the capacity to make a meaningful contribution to public service security
ICG FACILITATION	M (27-28)	Monetary Incentive	One of the forms that facilitate ICG is the money regards derived. This is the irrespective of whether or not they provide any services.

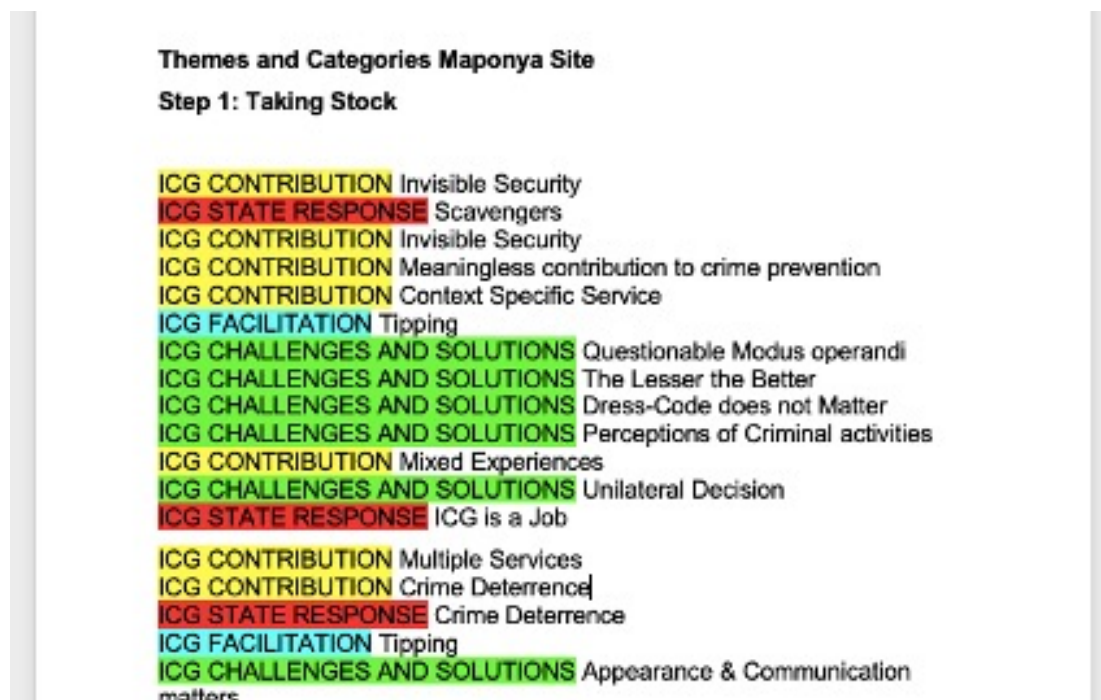
Screenshot 4.4: An example of a Codebook

4.3.3. Third Coding Phase

The third and last coding phase was the Code Compilation Sheet. Like the first two phases, the Code Compilation Sheet was undertaken manually using Microsoft Word. The Code Compilation Sheet can be described as a code consolidation process. This entails the codes' computation to determine each code's frequency. This is the "number of times a particular code is assigned to empirical indicator (Guest et al., 2012 in Adu, 2019: 110). To complete the data picture, the frequency is supplemented by the "number of cases or participants connected to a specific code" (ibid: 110).

4.4. Themes and Categories

Following the generation of codes, the next phase of the data analysis was to develop categories and themes. This happens through sorting, which can be defined as a system of “grouping codes in a way that helps address the research question” (Adu, 2019: 127). While categories refer to the assessment of all the codes derived from the data to determine “commonalities among them and grouping them into clusters based on their shared characterises”, themes result from the analysis of the categories (ibid: 127). For example, ten categories of a research study (generated from the codes) can further be synthesised into five themes. Individual-based sorting was used to categorise the codes. Each code was assessed individually, then clustered given similarities between the codes, and finally, the clusters were labelled. The sorting process to derive categories and themes was conducted manually using Microsoft Word.



Screenshot 4.5: An example of step one of the sorting process

The process was carried out in four steps, using the ideas by Adu (2019) and my original ideas that I devised as part of the research design. The latter is code organising and

entails steps one to three of the process. The four steps were carried out in one Word document. In step one, each code and **Anchor Code** generated from each site (using the **Codebook**) was copied to a Word Document. The purpose of step one was to take stock of all the codes generated. This is illustrated in Screenshot 4.5.

The next step, step two of the process, organised the **Anchor Codes** alphabetically (using Microsoft Word's sort text function). Step two ensured that the codes were organised and matched with relevant **Anchor Codes** (Screenshot 4.6).

Step 2: Alphabetical Order

ICG CHALLENGES AND SOLUTIONS	Appearance & Communication matters
ICG CHALLENGES AND SOLUTIONS	Appearance Dress code matters
ICG CHALLENGES AND SOLUTIONS	Dress-Code does not Matter
ICG CHALLENGES AND SOLUTIONS	Drug Problem
ICG CHALLENGES AND SOLUTIONS	Establish Relations
ICG CHALLENGES AND SOLUTIONS	Establish Relations
ICG CHALLENGES AND SOLUTIONS	Establish Relations
ICG CHALLENGES AND SOLUTIONS	Establish Relations
ICG CHALLENGES AND SOLUTIONS	Establish Relations
ICG CHALLENGES AND SOLUTIONS	Formalisation
ICG CHALLENGES AND SOLUTIONS	Formalisation
ICG CHALLENGES AND SOLUTIONS	Lack of Trust
ICG CHALLENGES AND SOLUTIONS	Lack of Trust
ICG CHALLENGES AND SOLUTIONS	Location Matters
ICG CHALLENGES AND SOLUTIONS	Multiple Services
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi
ICG CHALLENGES AND SOLUTIONS	Rude and Lack Respect
ICG CHALLENGES AND SOLUTIONS	The Lesser the Better
ICG CHALLENGES AND SOLUTIONS	Unilateral Decision
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Context Specific Service
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Good Experience

Screenshot 4.6: An example of step two of the sorting process

Step three, **Consolidate Codes**, was a frequency count of each code to see how many times the code was used. This is demonstrated in Screenshot 4.7.

Step 3: Consolidate Codes

ICG CHALLENGES AND SOLUTIONS Appearance & Communication matters (2)
ICG CHALLENGES AND SOLUTIONS Dress-Code does not Matter (1)
ICG CHALLENGES AND SOLUTIONS Drug Problem (1)
ICG CHALLENGES AND SOLUTIONS Establish Relations (6)
ICG CHALLENGES AND SOLUTIONS Formalisation (2)
ICG CHALLENGES AND SOLUTIONS Lack of Trust (2)
ICG CHALLENGES AND SOLUTIONS Location Matters (1)
ICG CHALLENGES AND SOLUTIONS Multiple Services (1)
ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities (4)
ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi (3)
ICG CHALLENGES AND SOLUTIONS Rude and Lack Respect (1)
ICG CHALLENGES AND SOLUTIONS The Lesser the Better (1)
ICG CHALLENGES AND SOLUTIONS Unilateral Decision (1)

ICG CONTRIBUTION Assist with parking (3)
ICG CONTRIBUTION Context Specific Service (1)
ICG CONTRIBUTION Crime Deterrence (6)
ICG CONTRIBUTION Good Experience (1)
ICG CONTRIBUTION Helpful (1)
ICG CONTRIBUTION High Frequency User (3)
ICG CONTRIBUTION Invisible Security (2)
ICG CONTRIBUTION Location matters (1)
ICG CONTRIBUTION Low Frequency Use (1)
ICG CONTRIBUTION Meaningful contribution to crime prevention (8)
ICG CONTRIBUTION Mixed Experiences (4)
ICG CONTRIBUTION Multiple Services (2)

Screenshot 4.7: An example of step three of the sorting process

In step four, clusters were created in line with the methods by Adu (2019). This step is about determining the dominant code and being open to the possibility that other codes might not bear similarities with the dominant code. Codes with a common meaning were clustered into the same column. Thus, the number of clusters was determined by the propensity for commonality between the codes. One Anchor Code might have two clusters, while another has five. The clusters were written in parentheses, meaning that the dominant code by frequency, as determined in step three, was in cluster one. Thus, the clusters hierarchically represent the dominant codes by frequency, as per examples in Screenshots 4.8 and 4.9.

Step 4: Sort Codes

In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**

Cluster 1	Cluster 2	Cluster 3	Cluster 4
Meaningful contribution to crime prevention (8)	High Frequency User (3)	Mixed Experiences (4)	Perceptions of Criminal activities (1)
Crime Deterrence (6)	Assist with parking (3)		
Good Experience (1)	Multiple Services (2)		
Helpful (1)	Report Incidents (1)		
Invisible Security (2)			

Screenshot 4.8: An example of step four of the sorting process

Sort Codes

How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**

Cluster 1	Cluster 2	Cluster 3	Cluster 4
ICG is a Job (5)	Removal is Unacceptable (5)	Removal Makes Sense (2)	Training and Formalisation (2)
Recognised livelihood Strategy (2)	Crime Deterrence (1)	Scavengers (1)	Volunteering Services (1)
Self Employed (1)		Making Demands (1)	Trust in ICG (1)

Screenshot 4.9: An example of step four of the sorting process

The final step of the categorisation process was labelling. Each of the clusters was labelled to represent the characteristics of the code clustered. Labelling the clusters aimed to summarise and communicate the specific and different ways the codes answer the research sub-questions. The labels are a point of reference for the analysis and conclusions of the study. Screenshots 4.10 and 4.11 illustrate how the clusters depicted in Screenshots 4.8 and 4.9 were labelled. To ensure the validity of the research findings, each label was annotated with the clustered code frequency.

Label Clusters

Cluster 1	Cluster 2	Cluster 3	Cluster 4
<u>ICG Deters Crime (18)</u>	<u>ICG used for Multiple Services (9)</u>	<u>Mixed Experiences of ICG (4)</u>	<u>Perceptions of Criminality in ICG (1)</u>
Meaningful contribution to crime prevention (8) Crime Deterrence (6) Good Experience (1) Helpful (1) Invisible Security (2)	High Frequency User (3) Assist with parking (3) Multiple Services (2) Report Incidents (1)	Mixed Experiences (4)	Perceptions of Criminal activities (1)

Screenshot 4.10: An example of cluster labelling

Label Clusters

Cluster 1	Cluster 2	Cluster 3	Cluster 4
<u>ICG Creates Jobs (8)</u>	<u>No to the Removal of ICG (6)</u>	<u>Remove ICG (4)</u>	<u>Formalisation (3)</u> <u>Formalisation and Uniform (4)</u>
ICG is a Job (5) Recognised livelihood Strategy (2) Self Employed (1)	Removal is Unacceptable (5) Crime Deterrence (1)	Removal Makes Sense (2) Scavengers (1) Making Demands (1)	Training and Formalisation (2) Volunteering Services (1) Trust in ICG (1)

Screenshot 4.11: An example of cluster labelling

To draw themes, each generated label for each research question was consolidated. Tables 4.7 to 4.10 show the themes that emerged from the data and the frequency thereof. For ease of reference, the themes are presented in parenthesis to indicate the

dominant theme. This is in addition to the colour scheme I have employed to guide the reader.

Table 4.7 represents the research question on ICG contribution, Table 4.8 is ICG Facilitation, Table 4.9 is how the state should respond to ICG, and Table 4.10 details the themes generated from the research question on ICG challenges and solutions. The number of themes varies for each research question and is often common, albeit motivated by different reasons.

Table 4.7: Themes: In what way(s) does informal car guarding contribute to the governance of cities of the global South? **ICG CONTRIBUTION**

Theme	Frequency
Crime Deterrence	43
Parking and Security	28
No Crime Deterrence	9
Location Factor	9
Multiple Services	9
Mixed Experiences	6
Time Factor	4

The research question on ICG contribution generated more themes than any other research question. Seven themes were generated with a total frequency of 108 (Table 4.7). In contrast, the research question on ICG facilitation generated the least number of themes, totalling three. Interestingly, the theme 'tipping' had the highest frequency of all the themes generated, with a total of 52 (Table 4.8).

Table 4.8: Themes: How is the contribution of informal car guarding in the governance of cities of the global South facilitated? **ICG FACILITATION**

Theme	Frequency
Tipping	52
Job Creation	8
Frequent User	7

The research question on how the state should respond to ICG generated five themes with a total frequency of 74 (Table 4.9). ICG challenges and solutions generated four themes (Table 4.10).

Table 4.9: Themes: How should the State respond to informal car guarding in cities of the global South? **ICG STATE RESPONSE**

Theme	Frequency
Anti-Removal	31
Job Creation	25
Formalisation and Uniform	11
Remove ICG	9
Crime Deterrence	8

Table 4.10: Themes: What are the challenges associated with ICG in the City of Johannesburg, and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Theme	Frequency
Formalisation and Uniform	32
Criminal Elements	23
Remove ICG	14
ICG-Motorist Relations	11
Time Factor	2

4.5. Conclusion

The results of the data analysis indicate a positive propensity supporting the role of informal non-state actors in the governance of cities of the global South. The analysis indicates that ICG is more than the security of cars. Positive theme attributes indicate a positive propensity with high frequency. For example, for research sub-question one, the highest frequency theme (43) is the argument that ICG is essential in Crime Deterrence. The pattern continues because, for research sub-questions two, three and four, the highest frequencies are Tipping with 52 (indicating willingness to incentivise ICG), Anti-Removal with 31 (pointing out that most respondents are against the idea of removing ICG) and Formalisation and Uniform with 32 (highlighting that respondents prefer that the State institute measures to formalise ICG). The merits of each positive propensity and its implications are discussed extensively in the next chapter.

5 Chapter 5: The Value of Informal Non-State Actors in Coproduction

5.1 Introduction

Weaver-Hightower (2019: 109) describes research findings as a “leap beyond the observed” and a step forward from the data presentation of the previous chapter. In this chapter, I discuss the research findings based on the data from chapter four. The findings are discussed, linking them to the theories and literature discussed in chapter two. Linking the findings to the theories and literature review communicates how the thesis compares to existing scholarship. Therefore, it must be presented methodologically to ensure the link between the findings, theories and literature review. Research findings can be shown in various forms. Weaver-Hightower (2019) notes that options include themes, typologies, data types, chronological narrative, vignettes or cases and research sub-questions.

The presentation options can be applied individually or as a combination (Weaver-Hightower, 2019). I used a combination of themes and research sub-questions method because, in chapter four, I used the research sub-questions to present the data analysis. Themes emerged from the data; therefore, I found combining the themes and research sub-questions easier and more logical for organising the research findings. The themes of each research question are discussed for analysis.

In line with the previous chapter, the dominant themes of each research question will be addressed first and the least last. Discussing the order of dominance is part of the strategy to present findings according to magnitude or importance. According to Weaver-Hightower (2019), volume or significance is another format researchers use to deliver results. Thus, the presentation of my research findings and analysis can be understood as a three-legged approach: one, the research sub-questions; two, the themes connected to the research sub-questions and lastly, the magnitude or importance of the themes based on their frequency.

As in chapter four, I used colour coding to indicate each research question’s findings. I found colour coding an effective way of communicating and navigating from one part of the thesis to another. Colour coding is also an effective way of distinguishing between the

different research sub-questions for the reader. The second section starts by discussing the SQC model. The SQC model was devised by Weaver-Hightower (2019), which I employed to discuss the research findings. This is followed by the second section, which starts with the research findings and analyses using the SQC model. The third section initiates the findings and analysis by discussing the first research question, colour-coded yellow – **ICG CONTRIBUTION**: In what way(s) does ICG contribute to the governance of cities of the global South?

The fourth section deals with the second research question, colour-coded blue – **ICG FACILITATION**: How is the contribution of ICG in the governance of cities of the global South facilitated? In the fifth section, the third research question, colour-coded red, is discussed – **ICG STATE RESPONSE**: How should the State respond to ICG in cities of the global South? The fourth research question, colour-coded green, is discussed in this chapter's last section – **ICG CHALLENGES AND SOLUTIONS**: What are the challenges associated with ICG in the City of Johannesburg, and how should these be addressed? In the final section of the chapter, the conclusion and, here, the contradictions and commonalities from the findings are summarised.

5.2 Setup-Quotation-Commentary Model

The SQC model by Weaver-Hightower (2019) is designed to help write qualitative findings and communicate the data's meaning to the reader. The model intends to ensure that the argument is supported by the literature discussed in chapter two and the data collected and analysed in chapters three and four. The SQC model links the literature, data and analysis. The first step, "Setup of a quotation", is a deliberate craft of presenting one's argument in a way supported by literature and data (Weaver-Hightower, 2014: 2 and Weaver-Hightower, 2019: 114). The objective is to show a direct link between literature and data.

The Setup of a quotation must answer the five classic W-questions: who, what, when, where and why. Who spoke the words? What were they asked? When and where were they? And why are we reading it?

Following the first step, the second step is the actual Quotation retrieved from the data to support the preceding thesis in step one. Weaver-Hightower (2019: 117-118) gives some pointers on selecting the appropriate data for a quotation. The first pointer is suitability and ability to communicate the argument effectively. Here, I considered quotations that were direct and comprehensive and yet answered the research question directly. The quotes were selected because they represent a summation of the data.

The second pointer is the Number of quotes. To guard against overusing quotes, the quotations were limited to a maximum of three and additions were made where it was deemed very important. The last pointer is length, and the advice is to “use as little of the quotation as you can to convey the meaning without making readers slog through unnecessary parts” (Weaver-Hightower (2019: 118). Thus, instead of using long quotations, short quotes were selected from as many respondents as possible and combined.

The method ensured the quotes were comprehensive, engaging and diverse in support of the argument advanced in the first step and laid a solid base for the Commentary in step three. Commentaries aim to show how the “quotations prove the main point”. The SQC model was applied across all the themes to answer the research sub-questions, starting with the first research question, which generated seven themes with a combined frequency total of 108 codes. For the reader’s benefit, the frequency generated by each theme is indicated in brackets (F-number). This is to underline how each theme fared in the data analysis.

5.3 Informal Car Guarding Contribution

In what way(s) does ICG contribute to the governance of cities of the global South? **ICG CONTRIBUTION**

5.3.1 Theme One: Informal Car Guarding Contributes to Crime Deterrence (F-43)

The overwhelming response was that ICG’s role in deterring vehicle-related crimes is not unfounded. The literature review well documented non-state actors’ role in security across

cities of the global South. The case study of Karachi, Pakistan that Joshi and Moore (2004) use to argue for institutionalised coproduction is about the role of non-state actors in security. Pakistan is not unique because, in the context of cities of the global South, where the State often falls short of providing efficient and effective protection, community policing forums are formed and have a formal relationship with the State to curb crime.

The current study's findings show that informal non-state actors must also be included in the conversation. Across the four study sites, it was pointed out that ICG is often a point of reference for the State police when there are incidents of crime related to motor vehicles or any crimes in the vicinity. A formal relationship with the State must not be a precondition for including informal non-state actors in the coproduction ecosystem. Both literature and reality show the interconnection between formal and informal institutions irrespective of formal agreements.

"They are helpful, but some of them have bad intentions. For example, if you don't pay them, some vandalise your car or even swear at you, especially when they see that you are alone as a woman." (M11, Line 404-406, Site 1: Maboneng Precinct)

"If an accident happens, they note down the registration of the other car." (M27, Line 510, Site 2: Maponya Mall)

"They do help deter crime. They improve vigilance (M1, Line 13-15, Site 3: Parktown Office Park).

"When parking in the CBD [central business district] street, it's a must to use them to ensure the safety of your car." (M55, Line 272, Site 4: Noord CBD).

The quotes paint a nuanced picture of ICG. This is deliberate to show the reader the challenges associated with informality. These challenges help explain why informal non-state actors' coproduction contribution to governance should be addressed. The challenges must encourage us to see the positives if we are to understand how cities of the global South function. For example, the role of ICG in crime deterrence takes many forms. While M11 points out that this can be in the form of reporting, M27 uses "vigilance" to describe their contribution. The vigilance herein referred to tends to be public good

service because of the inability to prevent free riders. Free riding is perpetuated by informal car guards' desire to avoid trouble because they are often the first suspects if any criminality occurs in their vicinity. Thus, a service that starts as private good service converts into public good due to free-riding; however, the latter is seldom acknowledged because informal non-state actors like informal car guards operate through informal institutions.

The finding vindicates the NPG model's applicability to understand better how cities of the global South function and the contribution thereof of informality. Moreover, the findings underscore the value of the theory by Banks et al. (2019: 1) that informality is a "site of critical analysis". Classifying ICG as a crime-detering phenomenon is thus justified; however, as the quote from M11 highlights, there are challenges. These challenges have also emerged as important themes and will be addressed in the section on ICG challenges.

5.3.2 Theme Two: The Primary Function of Informal Car Guarding is Security and Parking (F-28)

Security is one of the consistent features in the literature on coproduction. Besides the case studies of formal NGOs and CBOs like community policing, lessons from fragile states also point to informal non-state actors providing security services. The current study's findings on security add a complementary layer to the literature. The thesis focuses on the everyday function of cities of the global South beyond formal institutions and not in the case of fragile states. South Africa was not classified as a fragile state during the research study.

To explain the security feature of ICG, it is essential to outline the relationship between security and parking. Security and parking are complementary ICG services that accrue public goods. Like security, it is not easy to prevent free riders from parking services. Parking services often benefit adjacent motorist's driving errors that can result when parking. Nonetheless, the setting dictates whether the primary service is security, parking or both.

Respondents from Maponya Mall and the Parktown Office Park leaned towards security because parking is relatively not challenging in the open spaces, while in the Maboneng Precinct and Noord CBD, it was both. The nuances show that informal non-state actors are multi-layered, which can only be understood using a unit of analysis that is perfect for fit. In this instance, the ideal fit is the inclusion of informal non-state actors in the coproduction theoretical framework. Using the perfect fit is a catalyst for understanding informality as a “site of critical analysis” because this means unravelling the nuanced nature of informality and not merely understanding it as a coping mechanism for the poor (Banks et al., 2019: 1).

“I give them a minimum of R5 and, on a good day, can go up to R20. I pay for parking assistance; I understand their hustle.” (M2, Line 69-70, Site 1: Maboneng Precinct).

“[I] always use their services, especially when I go to town.” (M28, Line 529, Site 2: Maponya Mall).

“They offer good services, and I use them daily.” (M38, Line 211, Site 3: Parktown Office Park).

“They help with parking, not really security.” (M54, Line 236, Site 4: Noord CBD).

The primary point argued in theme one is that avoiding free riding in security services is challenging. Parking is both the entry and exit point of ICG. The entry is pivotal because this is the point of contact determining if there is a ‘mutual agreement’ between the motorist and informal car guard to provide security or other related services like car washing. The associated services are discussed in a separate theme below. The point on mutual agreement is put in quotes because motorists don’t always consent to ICG services. The free riding opportunity discussed in theme one can be attributed to motorists’ reluctance to bind themselves to the mutual agreement. The cohesive attribute of ICG services is a point of conflict.

The exit is important because it is a transaction point whereby an informal car guard is either rewarded for their services or ignored. This is the point of conflict or reward. When the informal car guard is rewarded, the data shows this is often from R5 to R20. For

example, in the interview with M20, she said, “I pay them R5 or whatever change is available. The payment is security and parking as a show of appreciation”. The significance of parking in the ICG value chain differs from one site to another. Arguably, ICG parking service is more critical at Maboneng Precinct, Parktown Office Park and Noord CBD than at Maponya Mall because the former sites are in locations with significant traffic volume.

It is common to find informal car guards regulating traffic flow to ensure safe parking hence the public good service argument. The benefits accrued from parking are characterised by non-excludability. Regarding the City of Johannesburg legislation based on TPM and NPM, traffic regulation is the responsibility of the metro police. This function is often subcontracted to private insurance entities through formal partnership agreements. Despite the partnership agreement with private entities, the need for more capacity is evident across the city to deal with high demand.

The lack of state capacity, expected in cities of the global South, opens spaces for informal non-state actors to thrive. However, there is often resistance from the State because legislation needs to recognise informal non-state actors. A reformed legislation agenda based on the principles of NPG and coproduction has the potential for a positive outlook on the contribution of informal non-state actors.

5.3.3 Theme Three: No Crime Deterrence (F-9)

Contrary to the view that ICG plays a role in deterring crime, there is a noticeable experience from motorists that this is only sometimes the case. Instead of preventing crime, the perception is that ICG is a criminal activity. The view correlates positively with legislation. The argument is that criminal syndicates use ICG to commit motor-related crimes while under the pretence of car guarding. The idea is not unique to ICG because the criminalisation of informal non-state actors shapes public perception of informal non-state actors.

The current study's findings indicate that there are criminal elements of ICG that must be noted. However, these are isolated incidents. Including informal non-state actors in the

theoretical framework of coproduction will decriminalise ICG, potentially isolating criminal elements. The consequence of limiting cities of the global South to TPM and NPM is that informal non-state actors are analysed through a blanket approach, thus eroding the positive attributes that contribute to the city's function.

"They are not helpful, and, in most cases, they are the ones committing crimes and using the money to buy drugs." (M47, Line 49-40, Site 4: Noord CBD)

"In most cases, they know the criminals in the area, and sometimes they commit a crime if motorists don't pay." (M52, Line 214-215, Site 4: Noord CBD)

"They are not useful and visible or proactive in deterring crime. Like now you approached me in my car, and none of them came to check on me; what if you're here to rob me." (M16, Line 24-25, Site 2: Maponya Mall)

"I don't see how they can deter any crime from happening when some of them are even criminals." (M10, Line 359-360, Site 1: Maboneng Precinct)

Blauuw and Bothma (2015) suggest that criminality in ICG is an isolated incident. The findings of the current study aligned with the literature because not many respondents argued that criminal elements characterise ICG. ICG is a livelihood strategy, and the informal guards interviewed confirmed that they know each other's identity and are self-organised to avoid conflict and incidents of criminality. The discussion aims to show that acts of criminality are often the exception and not the norm. For example, acts of vandalism were alluded to by M25 (Line 430, Site 2: Maponya Mall), who expressed that she doesn't trust informal car guards, especially at night.

The comment about criminal incidents during the night is shared among the respondents who lamented about acts of criminality. M13 (Line 480-482, Site 1: Maboneng Precinct) argues that the problem with informal car guards is their harassing tactics with the threat of vandalising one's car if you are not receptive to their approach to service. Besides vandalism, motorists also expressed instances where informal car guards had broken into their cars at night. The time factor is a severe challenge in ICG that requires attention and has emerged as a different theme in the findings, discussed separately. Related to time is the theme of the location.

5.3.4 Theme Four: Location Determines the Reliability of Informal Car Guarding (F-9)

The location of ICG determines the level of trust and reliability. The interviews show that the level of trust and reliability in ICG can be scaled according to the area. For example, there was a trust deficit in the informal car guards operating at Noord CBD compared to the other three study sites. The theme cautions us to be measured and consider the limitations of ICG. Moreover, the theme illustrates that recognising and acknowledging the contribution of informal non-state actors in global South cities must maintain the role of the state and formal non-state actors.

The literature review draws a blurry line between formal and informal institutions in cities of the global South, demonstrating coexistence that is both competing and complementary. This is what Koolhass (2008) calls organised chaos. Theme four, therefore, illustrates that the functionary of cities of the global South is not simply about informal non-state actors complementing the state through coproduction but is also about the State identifying weaknesses and strengths of informal non-state actors to consolidate the solid aspects and complementing the weak points.

"I use them every day and park where they are visible, especially in town all the time." (M20, Line 227-228, Site 2: Maponya Mall)

"I use them depending on where I park." (M52, Line 239, Site 4: Noord CBD).

"The malls are usually better because they have older people whereas on the streets [are] young people who support drug use." (M14, Line 535-536, Site 1: Maboneng Precinct)

The competing and complementary character of formal and informal institutions illustrated by theme four shows the value of using NPG principles to understand how cities of the global South function. NPG principles recognise the legitimacy of informal non-state actors that require support for weak attributes. In the literature review, the thesis argues that the premise of understanding how cities of the global South function must not only be based on weak formal institutions. The premise can be strong informal institutions.

Strong informal institutions breed coproduction initiatives and informal non-state actors that could compete with and complement the State. However, weak informal institutions provide opportunities for nefarious activities to occur, requiring the support of the State.

5.3.5 Theme Five: Informal Car Guarding Offers Multiple Services (F-9)

The thesis argues that the theory of coproduction must be extended to informal non-state actors. The base is the coproduction of public goods. Focusing on public goods does not mean that we must not pay attention to private goods. Private and public goods accrued from informal non-state actors contribute to the functioning of cities of the global South. For example, the data shows that ICG offers parking, packing, washing-cleaning, delivery, traffic control and security. The range of services is often complementary. Thus, ICG services can take the form of private good, public good or a combination of both.

“Yes, it’s a job, they help with security, parking and handling groceries.” (M17, Line 66, Site 2: Maponya Mall)

“They are very helpful in guarding and washing cars.” (M32, Line 36, Parktown Office Park)

“I use them depending on where I park for security, parking and car wash.” (M57, Line 323, Noord CBD)

ICG is an economic activity motivated by the desire to derive livelihood. Thus, ICG intends to maximise profits by offering private goods to individual motorists. However, the private good (security) offered is not purely private, as discussed in the literature on public goods. It is challenging to prevent free riders; thus, the services meant for one person can easily include others.

That said, security services offered by informal car guards are rivalrous because the benefits to one motorist reduce the quality of consumption to free riders. The security aspect is the central point of all the services of ICG. For example, parking and car wash services automatically translate to security. ICG services can be classified as either public, private goods or both:

Security – Private, Public Good

Parking – Private, Public Good

Car Wash – Private Good

Packing – Private Good

Traffic Control – Public Good

Delivery – Private Good

Parking, like security, produces public good externality because this service benefits not only the would-be customer but also adjacent motorists. Related to parking is traffic control, generating pure public good. Car wash, packing and delivery services are pure private goods. While security, parking and traffic control play a direct role in the coproduction of public goods, private goods contribute to the function of cities of the global South. The latter is essential in a context where cities do not have the resources to adequately respond to urban design for the aged and disabled people. The topic of how informal non-state actors contribute to the function of the city is a potential research subject elsewhere.

5.3.6 Theme Six: Experiences With Informal Car Guarding is Often Mixed Experiences (F-6)

Govender (2017) published a newspaper article on the 13th of December 2017 on IOLNews titled Car Guards: you either love ‘em or loathe ‘em. The headline captures the essence of theme six’s findings that ICG experiences vary and can, at best, be described as mixed. In his survey, Steyn (2015) found that while some respondents referred to ICG as a necessary service, others used the word nuisance. The contradiction is also evident in the data informing this thesis. The experience is like other informal non-state actors, such as waste pickers, who are perceived to be a good presence by many and an irritation by others Moreno-Sánchez and Maldonado (2006).

The contradiction is explained by Helmke and Levitsky’s (2004) framework, which shows how non-state actors use informal institutions to compete with and complement the state. Respondents who think that services of non-state actors are necessary are likely informed

by low confidence in the State or influenced by the desire to avoid processes of formal institutions. The rationality is aligned with the notion of Adaptive Informal Institutions that Tsai (2006) writes about. On the contrary, describing ICG as a nuisance is possible because of a preference for the State's formal institutions or rejection of informal institutions.

"I can describe it as mixed. Personally, only good experiences but know people with bad experiences." (M5, Line 143-144, Site 1: Maboneng Precinct)

"Only good when you pay them." (M21, Line 246, Site 2: Maponya Mall)

"They are doing a good job, but they need to stop demanding payments, which is an irritation." (M39, Line 240-241, Site 3: Parktown Office Park)

"They do help in some cases. I use them wherever they are available. They demand money and make motorists park in illegal spots." (M50, Line 122-123, Site 4: Noord CBD)

While most respondents registered that the experience was good and that ICG contributes to the city's governance, some concerns were raised – the problems related to time and location. The thesis has already dealt with the theme of the location. The theme of time is discussed in the subsequent section. Irrespective of time and place, several respondents relayed that their experience was good and bad. For example, asked what their experiences are with ICG, M20 (Line 205, Site 2: Maponya Mall) said, "It's good and bad, so it's a mix" (Line 341, Site 2: Maponya Mall) responded by saying that "[T]hose guys steal, only 50% of them work."

The data shows that the challenge of ICG is that it is not a pure private good service. Respondents complained that the informal car guard's services are often forced on them, and they lamented about abuse and harassment when not in a position to compensate for the service. The challenges can be attributed to free riding. The challenge negatively impacts the coproduction initiatives of informal non-state actors. There is no one solution; however, including informal non-state actors in the theoretical framework of coproduction will yield positive results.

5.3.7 Theme Seven: Time is a Factor in Informal Car Guarding – Time Factor (F-4)

The rationale for the theme time factor is familiar with that of location. Like location, time is a determining factor for motorists when using ICG services. While several respondents indicated that they preferred to use the services of informal car guards during the night because that is when they are on high alert against car burglary, some said that ICG is essential during the day. Respondents at the Noord CBD Parktown Office Park study sites identified ICG as necessary during the day because of the car-related crime rate in these locations. This is partly because the Noord CBD and Parktown Office Park operate during the day. While ICG was highlighted as an essential service during the day in the Maboneng Precinct, there was an overwhelming response that it is more critical at night.

The finding underlines the complementary role of informal non-state actors and the realisation of coproduction in security services. The examples of the Rally for Congolese Democracy- Liberation Movement in the Democratic Republic of Congo and Bakkasi Boys in Eastern Nigeria mentioned in chapter two come to mind. The difference between the Congolese and Nigerian examples and the case study of ICG in South Africa is that the latter demonstrates the role of informal non-state actors in fragile states while the former is about the regular contribution of informal non-state actors in governing cities of the global South.

“Use them mainly on weekends, but I don’t use them at night because I don’t trust them.” (M2, Line 72, Site 1: Maboneng Precinct)

“It depends on how long I am here. So, if I am here for a long time, I will use it, but if not, I don’t, and it also depends on how difficult the parking space is for me. I don’t use them at night, though, because I get here through Uber.” (M5, Line 169-171, Site 1: Maboneng Precinct)

At the Maboneng Precinct, the time factor is influenced by the need for security services at night because the security offered by State and private security is inadequate. To ensure the personal safety of their vehicle, motorists resort to ICG. The situation is similar at Maponya Mall and the Parktown Office Park because they are both influenced by the need for security during the day. While the State’s capacity to deliver public security

services must always be encouraged, the situation of limited resources should be considered in cities of the global South. Instead, our analysis of the limitations of the State must consider the complementary role of informal non-state actors.

In line with informality as a “site of critical analysis” (Banks et al., 2019: 1), depending on the context, our research must consider the strength of informal institutions. There are instances whereby the State can supplement informal non-state actors based on the relativity of strength. The complexity of ICG and time in the City of Johannesburg illustrate the point. For example, respondents from the Parktown Office Park need ICG for up to six to eight hours, whereas at Maponya Mall, the security services range from five minutes to two hours on average. The data from the Noord CBD shows a different dynamic from the other sites because parking and security services influence the value of ICG during the day.

5.4 Informal Car Guarding Facilitation

How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**

5.4.1 Theme One: Informal Car Guarding is Incentivised by Tipping – Tipping (F-52)

The main incentive for ICG is monetary gain from tipping. Tipping accounts for a total frequency of 52, the highest frequency count of all the codes. The high frequency explains why existing literature analyses ICG through an economic lens. ICG is one of many livelihood strategies that millions across the global South rely on. According to WIEGO.org, the informal economy accounts for more than 50% of the total economy in cities of the global South (WIEGO, 2022). Across all four study sites, most respondents argued that they don't pay for ICG but offer a tip. This is significant because it signals that it is an option rather than a requirement to reward ICG services.

This perception shows the vulnerability of informal non-state actors. The perception underscores why taking up the challenge by North et al. (2019) and viewing informality

as a “site of critical analysis” (Banks et al., 2019: 1) is essential. Debating informal non-state actors from a governance perspective could educate the public about coproduction and the benefits thereof for the public good. This addresses negative connotations and labels associated with informal non-state actors that Steyn (2015) alludes to in the case of ICG.

“I give them money for courtesy, not for security to help people struggling to make a living. I saw an online article that advises tourists about the rate for informal car guards, which is R10.” (M1, Line 27-29, Site 1: Maboneng Precinct)

“I give between R5-10 because they help in parking; when my car was new, I always needed parking [assistance], but now I am better.” (M27, Line 478-479, Site 2: Maponya Mall)

“The payment is a form ubuntu, typically R5-50 depending on how they have known them.” (M40, Line 283, Site 3: Parktown Office Park)

These findings are an excellent example of informal non-state actor vulnerability. Firstly, despite replacing or supplementing the State in delivering public good services, informal non-state actors are perceived as something other than volunteering services. Free riding is rampant. Tipping is typically an informed economic analysis of helping the needy to make a livelihood. Adding a layer of governance in the public’s mindset can make tipping an obligation rather than a choice.

The data shows that informal car guards are typically tipped R5. The rationale is that R5 is a loose change and is sufficient for informal car guards because it’s not a payment but an appreciation of the service. I found this rationalisation contradictory because tipping denotes some form of service and can easily be called payment. Perhaps the choice of words is informed by the fact that there is usually no agreement in place for a formal transaction. This means that ICG services can be classified as:

Security – Tip or Payment

Parking – Tip or Payment

Car Wash – Payment

Packing – Payment

Traffic Control – Tip or Payment

Delivery – Payment

Trolley Pushing – Tip or Payment

Of these seven services offered by informal car guards, only three can be classified as payment because packing, car wash and delivery require agreement. The rest, services, security, parking and traffic control, don't always need permission to be performed.

5.4.2 Theme Two: ICG Contributes to Job Creation – Job Creation (F-8)

The theme of job creation is linked to tipping. Respondents argued that the motivation for tipping is part of job creation. The assertion is positive and indicates the role of informal non-state actors in the economy. Job creation must be understood within the idea of multiple livelihood strategies proposed by Francis Owusu (2007). Several informal car guards responded that they use ICG to gain extra income to supplement their primary jobs. In terms of the view by Banks et al. (2019) that informality should be seen as a “site of critical analysis”, the findings illustrate that ICG is not merely an activity that the poor engage in to make a living but a viable job opportunity.

The theme underscores the value of NPG in our understanding of cities of the global South because including informal non-state actors in the governance ecosystem creates room for appreciating the livelihood aspect. The challenge with applying TPM or NPM is that the tools need to negate the governance aspects of informal non-state actors and recognise the livelihood benefit through the prism of criminality. Recognising coproduction initiatives means breaking down different benefits, including job creation, which must not be viewed through an illegality lens. Given that the objectives of this thesis are also informed by SDGs 1 and 2, the job creation theme requires close attention and incubation.

“I would classify it as a job. Helpful in parking but at [they] times demand money for not performing a service.” (M14, Line 528-529, Site 1: Maboneng Precinct)

“They are very helpful, but the problem with payment is because sometimes I don't have the cash to pay them; I would pay through the electronic method and use

their services every day for parking. I consider what they are doing a job.” (M51, Line 150-154, Site 4: Noord CBD)

Asserting that tipping or paying informal car guards contributes to job creation is support for ICG. This support is widely shared and accounts for the continuous growth of ICG as an informal economy sector. In the case of South Africa, for example, Potgieter et al. (2002) narrate how ICG has grown in 20 years. According to Potgieter et al. (2002), ICG was not visible in South Africa in 1997 but has become a character of South African cities' look and, importantly, how they function. The recent publication by Foster et al. (2021) refers to ICG as one of the alternative livelihood strategies in South Africa's informal economy, thus confirming the assertion by Potgieter (2002).

One of the findings that fuel the notion that ICG is a job-creating opportunity is that respondents often compared informal car guards with street beggars. Respondents felt it was better to tip an informal car guard for services rather than give money to street beggars. The argument is that tipping informal car guards is an incentive for people to work while giving money to street beggars is an incentive for street beggars to remain homeless and begging. While the subject of homelessness is not the subject of this thesis, I use homelessness to highlight the benefits of informal non-state activities in cities of the global South.

5.4.3 Theme Three: Informal Car Guarding is Incentivised by Frequent Users – Frequent Users (F-7)

The frequent users theme exemplifies what Banks et al. (2019: 224) call “those advantaged by their ability to be selectively informal”. The ICG services market is people with access to or own private vehicles. This is seldom the poor. Owning private vehicles or having access to one is usually associated with society's middle or upper class. Thus, the prime beneficiaries of ICG services are society's middle and upper classes. The latter is essential because informal non-state actors like ICG are the primordial institutions that Tsai (2006) discusses.

According to Tsai (2006), primordial institutions are informal institutions used by people to escape the processes of formal institutions. Several frequent users lamented the cost of using formal parking and the ease of using ICG services in the current study. The argument extends to other informal non-state actors like waste pickers. In the City of Johannesburg, for example, despite the city's drive to recycle, reuse and reduce by appealing to households to separate waste, only a few carry out the message. Instead, informal waste pickers carry out the function.

"I use them every day and park where they are visible, especially in town...Use them all the time, but it's better when they know [you]; it is better to always park at the same place." (M21, Line 273-275, Site 2: Maponya Mall)

"[I] use them every day and pay typically R5 for parking assistance and more if they help me with groceries." (M42, Line 343-344, Site 3: Parktown Office Park)

"I use them every day and pay weekly." (M56, Line 295, Site 4: Noord CBD)

The frequent users theme must be understood against the background of the seven services discussed earlier (security, parking, car wash, packing, traffic control, delivery and trolley pushing). These services capture the essence of daily living in cities of the global South for motorists. Services like packing, delivery and trolley pushing are critical when cities are not sensitive to vulnerable populations like people with disability and pensioners. This is an essential contribution to governance in the city and demonstrates that the coproduction of informal non-state actors has many levers that require more research.

5.5 Informal Car Guarding State Response

How should the State respond to informal car guarding in cities of the global South? **ICG**

STATE RESPONSE

5.5.1 Theme One: Informal Car Guarding Should Not be Removed – Anti-Removal (F-31)

The anti-removal sentiment was shared across the study sites, argued from two viewpoints that emphasise the role of informal non-state actors in governing cities of the global South. Beyond the contribution to public security and related services, respondents argued that removing ICG would be counterproductive to the fight against poverty, crime and unemployment in the city and the country. The argument is that removing ICG would increase poverty because incomes and livelihoods would be lost. As a result, this will negatively impact ICG as part of the multiple livelihood strategies that Owusu (2007) talks about. Hence the likelihood of resorting to crime for survival.

The crime reference justifies the application of NPG and the argument for including informal non-state actors in coproduction because legislation informed TPM and NPM classify informality as criminal acts. In the era of the NPG model, cities are urged to embrace informality. In the context of the global South, informality will be part of how the city operates. Therefore, the sustainable policy path is to identify informality challenges and determine ways to improve this.

“Obviously, if they provide security, it will go up if removed, and also it can decrease because some of them commit the crime.” (M7, Line 236-237, Site 1: Maboneng Precinct)

“If they are removed, it will be unfair because of the unemployment and also because they offer good services.” (M56, Line 313-314, Site 4: Noord CBD)

The push not to remove ICG contradicts the existing legislation. The contradiction is the gap between policy and reality. Firstly, guarding cars informally is illegal according to the Transport Act of 2006. In addition, the City of Johannesburg municipal by-laws prohibits ICG. Despite this criminalising legislation, respondents in this study are adamant against

any move to remove ICG. The contradiction underscores the challenges informal non-state actors face in cities of the global South and calls for practical and philosophical change in how the city is perceived.

5.5.2 Theme Two: Informal Car Guarding Creates Job Opportunities – Job Creation (F-25)

According to Foster et al. (2021), the average income from ICG compares to formal employment, like domestic work in South Africa. Similarly, Nkhatau (2017: 96) argues that “car guarding is an economic activity that has served as a source of livelihood for many individuals who find barriers to entry into the formal economy”. The assertion aligns with Tsai (2006) on the notion of primordial institutions created to bypass formal institutions’ rigidity. Beyond the barriers that Nkhatau (2017) refers to, the formal economy in cities of the global South is intricately linked to the informal economy.

Job opportunities depend on the survival and coexistence of the formal and informal economy. Although the scope of this thesis is limited to the contribution of public good services in the governance of cities of the global South, it is essential to acknowledge that creating job opportunities (public or private) is a necessary ingredient to governance. Jobs incubate social stability. On the contrary, unemployment and lack of livelihood opportunities have resulted in social protest and created governance instability. The high projected urbanisation rate in cities of the global South suggests that it will be more sustainable for cities to harness informal job and livelihood opportunities.

“I pay them depending on their presentation and communication with me. Also, [I] pay them to create job opportunities, but I never use them downtown because the ones, they smoke drugs.” (M17, Line 83-85, Site 2: Maponya Mall)

“I tip them, but it’s not compulsory; just give them spare change that is available. It is a source of income for them.” (M48, Line 78-79, Site 4: Noord CBD).

Job and livelihood opportunities in the informal sector are organic, legitimate economic reactions by citizens trying to gain a livelihood due to a lack of opportunities in the formal sector. Informal non-state actors are established and organised to take advantage of the

market the formal sector presents. The economic opportunities and interplay between the informal and formal economy are visible to the naked eye. However, amid the interplay, the governance spinoffs are invisible. Thus, this thesis is a microscopic tool used to unearth the governance spinoffs by viewing informality as a “site of critical analysis” (Banks et al., 2019: 1).

5.5.3 Theme Three: Formalise and Provide Uniformity to Informal Car Guarding – Formalisation and Uniform (F-11)

The emergency of NPG in governance philosophy to offer an alternative model for TPM and NPM is partly informed by the challenges emanating from positions of attempting to formalise the informal. The emphasis on formal institutions in TPM and NPM motivated the desire for all actors to ‘play within the rules of the game’. The case study of ICG in the City of Johannesburg shows that this is not always possible in cities of the global South. Informality is a moving target because formalisation processes open spaces for new structures of informality to be formed.

Moreover, institutions of informality benefit the poor as much as they benefit other classes of society, such as the middle and upper classes. Including informal non-state actors in the coproduction body means that interventions will be based on the merits and challenges of informality rather than on the desire to formalise. Formalisation is a problematic preposition because it needs to recognise why informal non-state actors are embedded in informal institutions. From a governance perspective, formalisation needs to realise that informality is part of the ecosystem that governs cities of the global South.

“Improve them by providing proper PPE [personal protective equipment] and identification, introduce formal wage structure. Wearing of reflectors will improve trust and confirm they are providing a service.” (M33, Line 68-70, Site 3: Parktown Office Park)

“If you remove them, who is going to replace them? Formalise them with security companies to assist in crime combating.” (M14, Line 542-543, Site 1: Maboneng Precinct)

“Formal uniform makes a difference in developing trust.” (M54, Line 238, Site 4: Noord CBD)

The call to formalise and ensure uniformity varied from one response to the other. In some instances, there were calls that the city should formally employ informal car guards. A separate stance was that the city should organise ICG and help them form a cooperative or private company to formalise their services. This is impractical because, on the one hand, cities of the global South need resources to employ the thousands of people active in the informal sector. On the other hand, the call for formality can erode the informal market that people deliberately use because of its informal character and related advantages.

The pragmatic response was centred on the need for the city to respond by providing approved uniform bibs. This is an essential intervention because it will demonstrate that the city is actively supporting informal non-state actors, thus recognising that these are livelihood strategies and supporting the contribution to the city’s governance. Secondly, city-approved uniforms will increase trust in informal car guards and likely lead to improved relations between motorists and informal car guards. Lastly, the initiative gives the city some leverage to oversee ICG and ensure that issues like the identity of informal car guards are manageable. Such an intervention demonstrates the complementary relations between formal and informal institutions, which are currently difficult to nurture because activities of informal non-state actors like ICG are prohibited by law.

5.5.4 Theme Four: Informal Car Guarding Should be Removed – Remove ICG (F-9)

The theme on removal is a direct contradiction of theme one that ICG should not be removed. The contradiction is exciting and can be explained from different analysis viewpoints. The first point of analysis is that the pessimism can be attributed to informal car guards’ behaviour, which can often be classified as harmful, abusive or unprofessional. Unlike the metro police, whose behaviour is regulated by formal institutions of the State, the behaviour of informal non-state institutions is regulated by informal institutions, which vary in character and can be challenging.

The ICG literature by Strydom and Strydom (2000), Potgieter et al. (2002), Blaauw (2005), Horn and Breetzke (2009) and Geldenhuys (2010) point out this source of pessimism. The second point of analysis is the outright rejection of informal non-state actors. The view persists irrespective of the coproduction efforts. The idea is part of the findings of this thesis and is thus respected. Considering the thesis' theoretical framework and the merits discussed for coproduction, one must question the plausibility and sustainability of removing informal non-state actors. The implications are likely to be more detrimental than positive for cities of the global South.

"Not much will change if they are removed." (M22, Line 310, Site 2: Maponya Mall)

"If they are removed, it will affect the car guards, not crime levels. Instead of guarding cars, they will resort to other measures to make a living like a petty crime." (M1, Line 35-36, Site 1: Maboneng Precinct)

"It's better than if the city removes them." (M49, Line 113, Site 4: Noord CBD)

The removal response was arguably the most exciting of the fieldwork. Most respondents either changed their thoughts about removing informal car guards at the end of the interview or altered their views and called for regulation rather than removal. Respondents varied their views when quizzed about the impact of removing informal car guards on crime in the city. The overwhelming majority said crime would increase. The reactionary realisation underscores how the value of informal non-state actors is underrated. It must, however, be noted that the removal theme varied between the study sites, thus indicating a close relation to the theme on location. The theme (removal) was prevalent at Noord CBD. The implication is that the coproduction argument has limits that must be considered.

5.5.5 Theme Five: Informal Car Guarding Contributes to Crime Deterrence – Crime Deterrence (F-8)

The repetition of the theme of crime deterrence under research sub-question three brings the total frequency to fifty-one. This is one less than the tipping theme, with the highest frequency of 52. In the context of research sub-question three, respondents argued that

the city's response must consider that ICG contributes to crime deterrence. The assertion vindicates the inclusion of informal non-state actors in the coproduction debate. In the case study of ICG in the City of Johannesburg, there should be a convergence between formal and informal institutions because ICG plays a complementary and substitutive role in delivering public security. It is complementary where the metro police and private security are effective (i.e., Maboneng Precinct and Maponya Mall) and substitutive at the Parktown Office Parka and Noord CBD study sites, where the visibility of metro police and private security is often found wanting.

"To be honest, they make sure that the crime is low." (M17, Line 71, Site 2: Maponya Mall)

"Yes, I think they deter crime. Crime levels will likely rise if [they are] removed because their presence likely deters criminals. The crime level will be high, especially seasoned criminals." (M3, Line 89-90, Site 1: Maboneng Precinct)

Unlike metro police and private security, which are periodically available across the four sites, ICG is a constant feature. This fact highlights the complementary and substitutive nature of the relationship between formal and informal institutions. It is also a reminder that the State has limited capacity in cities of the global South to provide public good services. Non-state actors, including informal non-state actors, often fill this gap. The value of ICG is cemented by the fact that although ICG is illegal in terms of the municipal by-law, there is no real effort to enforce it. On the contrary, respondents from metro police indicated that although some criminality is associated with ICG, this is minimal because most informal car guards are their eyes and ears on the ground.

5.6 Informal Car Guarding: Challenges and Solutions

What are the challenges associated with ICG in the City of Johannesburg, and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

5.6.1 Theme One: Formalise and Provide Uniforms to Informal Car Guarding – Formalisation and Uniform (F-32)

Unlike research sub-question three, formalisation and uniformity are the headlines for research sub-question four on challenges and solutions. As argued in research sub-question three, rather than remove ICG, it is more sustainable to adopt policies that enhance positive elements of informality while addressing the challenges. A critical analysis of informality in cities of the global South means that informality is viewed as part of the solution. According to the argument by Tsai (2006), informal non-state actors are adaptive informal institutions. Thus, interventions by the State must be measured to ensure that the organic nature of the informality is not eroded.

The risk associated with State intervention is that formality often erodes structures of informality that cannot be replicated in formal institutions. For this reason, the International Labour Organisation (2017: 1) advises that “formalisation processes and measures aiming to facilitate transitions to formality need to be tailored to specific circumstances faced by different countries and categories of economic units or workers”.

“Uniform[s] will help.” (M13, Line 503, Site 1: Maboneng Precinct)

“Wearing of reflectors will improve trust and confirm they are providing a service.” (M33, Line 70, Site 3: Parktown Office Park)

One of the biggest challenges facing informal non-state actors in cities of the global South is that they are often associated with criminal elements. The informal nature of non-state actors like ICG makes it easy for criminal elements to disguise and use informality to commit illegal acts. Formalisation and uniformity in identity and appearance are plausible improvements to informality. The plausibility is that informal non-state actors self-regulate. For example, to be part of ICG at the four study sites, one must gain a permit from the informal car guards. This self-regulation is evidence that State interventions like identity cards or sponsored bibs can add currency to ICG. Moreover, it will make it easier for motorists to identify incidents of harassment and abuse perpetrated by informal car guards.

5.6.2 Theme Two: There are Criminal Elements within Informal Car Guarding – Criminal Elements (F-23)

Informal activities in cities of the global South, like informal trading, informal housing, ICG and informal waste collection, are often associated with criminal activities. The irony in the case of ICG is that it is based on preventing criminality. The criminality associated with informal non-state actors must not deter and distract us from the value of coproduction contribution. The contribution can be enhanced further by including informal non-state actors in coproduction. Inclusion is a sustainable approach that will enable us to distinguish between criminality and coproduction efforts.

“They are not helpful, and, in most cases, they are the ones committing crimes and using the money to buy drugs.” (M47, Line 39-40, Site 4: Noord CBD)

“I don’t see how they can deter any crime from happening when some of them are even criminals.” (M10, Line 358-359, Site 1: Maboneng Precinct)

The frequency of 23 shows genuine concern about criminal elements of ICG. The trust deficit is best demonstrated by the fact that motorists tend to take extra precautions to hide valuables when using the services of informal car guards. However, it should be noted that this trust deficit is location-specific and time-related. For example, this was an issue at the Maboneng Precinct and Noord CBD study sites. The point was raised more sharply in a shopping centre setting like Maponya Mall.

In the case of Parktown Office Park, motorists leave their car keys with the informal car guards to wash the car. This demonstrates a high level of trust. In terms of time, the trust deficit in ICG is heightened at night, which is understandable. After all, several informal car guards lamented during their interviews that they require support from the metro police because people with ill intentions tend to pretend they are part of ICG at night, demonstrating that informal non-state actors fill a gap created by the State due to a need for more resources.

5.6.3 Theme Three: Informal Car Guarding Should be Removed – Remove (F-14)

The remove theme is repeated because respondents argued that ICG was an urban challenge that needed removal. With a frequency of 14, this theme must not be ignored. The position of this thesis on reduction has already been discussed at length. The theme must be understood within the context of the whole study. Thus, although the frequency is high, it is relatively low compared to the optimistic themes like the contribution to crime deterrence and tipping, which add up to a frequency of 103 when combined. The challenges of informal non-state actors could be addressed to enhance coproduction.

“I don’t like them because they vandalise cars and force their services on you. We must greet and converse with them to create a good relationship so they don’t vandalise our cars. Even the security is against them.” (M13, Line 479-481, Site 1: Maboneng Precinct)

“They don’t deter crime and have no capabilities of stopping/reducing crime.” (M47, Line 39-40, Site 4: Noord CBD)

“Never; I don’t trust them even if they wear security clothing.” (M16, Line 43, Site 2: Maponya Mall)

The projected urbanisation growth in cities of the global South is a reminder that informality is likely to grow rather than dissipate. Calls for removing informal non-state actors like informal car guards or informal waste pickers must be made aware of the reality of cities of the global South. Eliminating or restricting informality will likely harm the city. For example, not only is there a threat that those involved in informality will turn to criminal means to make a living, but cities need more resources to replace the contribution from informality. The advent of NPG is thus an opportunity for cities to mainstream informal non-state actors the same way formal non-state actors are treated.

5.6.4 Theme Four: Relationship between Informal Car Guards and Motorists is Important – ICG-Motorist Relations (F-11)

The contribution of ICG to governance is best illustrated by the fact that motorists enter informal long-term arrangements with informal car guards. The arrangements are not

limited to security but often include other services like a carwash, trolley pushing and packing. The findings show that these relationships are prevalent in cases where motorists must leave their cars for long periods, like at Maponya Mall and the Parktown Office Park. The reliance on ICG is often motivated by the desire to avoid formal parking areas that require payments. The arrangement points to the argument pursued by North et al. (2019: 1) on the theory of informality as a “site of critical analysis” (Banks et al., 2019: 1) that “informality highlights those disadvantaged by their inability to be ‘formal’, but also those advantaged by their ability to be selectively ‘informal’”. The NPG is pivotal if this interplay is to be part of the solution.

“I have developed a personal relationship with the ones I frequently encounter and trust.” (M42, Line 362, Site 3: Parktown Office Park)

“My payment varies from R5 to whatever I have because I have a relationship with them to look after my car.” (M18, Line 128-129, Site 2: Maponya Mall)

The research conducted by Steyn (2015) shows that there is a persistent negative perception of informal car guards. It will be a mammoth task to foster a relationship between ICG and motorists in an environment where ICG is perceived negatively. That said, the findings from the Parktown Office Park study site) show room for manoeuvre.

Persuading people to view informal non-state actors positively requires education to demonstrate that criminal elements are an exception rather than the norm. Moreover, fostering a positive relationship between the citizenry and those in the informal sector can be used to push back against the criminal elements that tarnish the image of informal non-state actors.

5.6.5 Theme Five: Time is a Factor in Informal Car Guarding – Time Factor (F-2)

Any policy recommendation to ICG must take into consideration time. As in research sub-question one, respondents noted that the contribution of ICG to city governance depends on time. Equally, the challenges facing ICG, such as the criminality mentioned, are more predominant at night than during the day. The finding is yet another example demonstrating the value of analysing informality through a critical lens. It shows that

informal non-state actors can find a solution, but this must consider factors like time and location.

“It depends on how long I am here. So, if I am here for a long time, I will use it, but if not, I don’t, and it also depends on how difficult the parking space is for me. I don’t use them at night, though, because I get here through Uber.” (M5, Line 167-160, Site 1: Maboneng Precinct).

The four study sites’ character differs, and the time theme should be contextualised. For example, of the four sites, it was evident that ICG is more needed at Maboneng Precinct, where there is a vibrant nightlife. At Maponya Mall, the premises operate between 8:00 and 19:00, determining when ICG is required. The Parktown Office Park and Noord CBD study sites are similar because, in both instances, respondents communicated that they do not feel as comfortable using informal car guards at night as they do during the day.

5.7. Conclusion

This chapter demonstrate how the data answers the research question. This objective is achieved discussing the themes that emanated from data in respect of all the research questions. Importantly, I make the link between the data and research questions using the SQS model by Weaver-Hightower (2019) which enables the chapter to make a seamless connection between the literature review and data collected to inform the thesis. Overall, the chapter finds that ICG makes valuable contribution to the governance of the city of Johannesburg. That said, it is important to note that the contribution is not without challenges, and these are highlighted to ensure that the thesis is transparent and objective.

6 Chapter 6: Contribution to Knowledge, Research Recommendations and Policy Implications of the Study

6.1 Introduction

This is the concluding chapter of the thesis. The second part is a discussion of the original contribution to knowledge. The third section follows by outlining the research recommendations. In the fourth section, I discuss the practical policy implications of the research. The final section is the conclusion. The conclusion reflects on each chapter of the thesis and also touches on the related limitations of the study.

6.2 Contribution to Knowledge

The thesis makes an original contribution to knowledge by using the theory of coproduction to illustrate how informal non-state actors contribute to the governance of cities of the global South. The contribution affirms the call for informality to be understood as a “site of critical analysis” (Banks et al., 2019: 1) in cities of the global South. The thesis demonstrated why coproduction is an essential arsenal for deriving post-colonial urban theory informed by the realities of the global South. In addition, the thesis has generated empirical data on ICG, which needs to be studied more and shines the spotlight on the importance of differentiating between formal and informal non-state actors.

To unearth the public good services related to ICG in the case study of the City of Johannesburg, the thesis advances the idea of perceiving informality as a “site of critical analysis” (ibid.). In this regard, the view moves beyond the lens of livelihoods and the urban poor on informality and highlights the governance benefit accrued by cities through the activities of ICG. Thus, a comprehensive analysis of governance in cities of the global South must consider the contribution of informal non-state actors.

To fully appreciate the coproduction initiatives in cities of the global South, the thesis calls for the scholarship on non-state actors to focus on informal non-state actors. The evidence from the literature review shows that when debates on non-state actors are not specific, the discourse tends to implicitly focus on non-state actors that primarily operate through formal institutions of the State. In other words, when non-state actors are

generally debated, little attention is paid to the coproduction that occurs through informal non-state actors.

Debating non-state actors in general terms is problematic in the context of cities of the global South because non-state actors are not always linked to the State. Non-state actors are diverse, and their association with the State can range from strong, medium and weak to none. An array of informal non-state actors is involved in the coproduction of governance, like ICG, which operates primarily through informal institutions and has little or no link to the State.

The subject of non-state actors culminated in a paper titled “Peeling the Onion: Moving Beyond Perceiving Informality as a Function of the Poor, a Paper on non-State Actors” by Monakedi (2022) presented at the Development Studies Association conference hosted by the University College London held on the 6th to 8th of July 2022. The conference’s theme, “Just Sustainable Futures in an Urbanising and Mobile World”, resonated with the argument advanced in the paper that informal non-state actors are a stakeholder in cities, which should not be ignored.

The developmental contribution of informal non-state actors in global South cities continues to be overlooked, ignored and disregarded. This case study of ICG in the City of Johannesburg shows that informal non-state actors are criminalised through town planning legislation despite contributing to public goods. The current study’s findings indicate that there needs to be a more sustainable public policy to marginalise informality in cities of the global South. For this reason, the thesis forms part of the SDGs repository scholarship on access, inclusion and opportunity.

Like formal non-state actors, cities must acknowledge that informal non-state actors are credible stakeholders of the city to deliver on the expectation of the guidelines of SDG 11, sub-target 11.3 on inclusivity and participatory planning. The research indicates that all three pillars of the SDGs’ access, inclusion and opportunity will be vital for cities in the global South to embrace informal non-state actors. Firstly, access must be understood

within a context whereby the State challenges the right to the city of those who form part of informal non-state actors.

The criminalisation of informal non-state actors, like informal car guards, prevents these actors from operating with the liberty afforded to formal non-state actors. Consequently, informal non-state actors are subjected to ill-treatment by the State. The illegalisation leads to exploitation and abuse by the State and members of society who are aware of the legal powerlessness of informal non-state actors. In the context of cities of the global South, where urbanisation is on the rise, the right to the city of informal non-state actors is likely to be one of the critical determinants of the overall sustainability of cities. Following access, the research study addresses the question of inclusion.

The legal status of informal non-state actors makes it difficult for the city to include and consult the actors in the policy decision-making processes. In the ICG case study, informal car guards are not part of the stakeholders that the City of Johannesburg considers during the policy-making process. According to SDG 11, sub-target 11.3, cities are expected to be guided by the democratic values of participatory planning. To accentuate coproduction, ICG is one of several informal non-state actors that must form part of the democratic process of making public policy.

The last consideration of the SDG 11 theme is opportunity. The contribution of informal non-state actors to public good service and overall coproduction of governance occurs during the desire for livelihood opportunities in the informal economy. Scholarship about informal non-state actors must be sensitive to the impact on livelihoods. Coproduction research on informal non-state actors must harness the strides made over the decades in cities of the global South, recognising the role of the informal economy in livelihood strategies.

The informal economy also comprises tangible trading goods like food, clothing and housing. Still, it includes an array of activities, including services that accrue public goods like ICG, contributing to the governance of cities. Understanding informality as a “site of critical analysis” (Banks et al., 2019: 1) in the global South enjoins scholars to study the

complexities of informality. The notion of coproduction must form part of the debates if we truly comprehend the role of informal non-state actors.

6.3 Research Recommendations

The primary contribution of the study is that in our understanding of public good services, coproduction should be wider than a formal relationship with the State. Cities of the global South are characterised by initiatives of coproduction that take many forms from informal non-state actors. For example, while some initiatives are deliberate and linked to the State through formal institutions, others occur outside the formal institutions and often have no link with the State. The notion of informal non-state actor coproduction requires scholarship.

In the case study of ICG in the City of Johannesburg, the data points to several aspects that present opportunities for further research. One of these aspects is the structure and organisation of ICG. Entry and barriers to ICG are other areas of focus that can help us better understand how the phenomena contribute to the governance of cities of the global South. Interested scholars can generate further scholarship on the subject. Structure, organisation, entry and barriers are not limited to ICG but apply to informal non-state actors.

The research prospects have the potential to offer insights into how cities of the global South function and the contribution thereof of informal non-state actors. Equally, future research is likely to highlight the challenges related to informal non-state actors in the function of the city. It will be exciting research to conduct a comparative study of informal non-state actors' coproduction in different cities of the global South. In this regard, tipping and incentives can be inquired further to determine the motivation of informal non-state actor coproduction in other cities.

Beyond the coproduction of public good services, the case study of ICG in the City of Johannesburg shows that informal non-state actors accrue private good, public good or a combination of both. Studies on informal non-state actor coproduction of public good services should thus consider private goods accrued because the services combined play

an integral part in how cities of the global South function. Such research will have policy implications for coproduction and highlight the pivotal role of informal non-state actors in the daily experiences of citizens.

Based on the study's findings, the thesis elaborates on the pivotal role of informal non-state actors in the daily lives of people in cities of the global South by discussing practical policy implications of ICG in the City of Johannesburg. The objective of the discussion is to supplement the research recommendations with practical policy interventions that the City of Johannesburg can use as guidelines to respond to the research findings. Taking local context into consideration, other cities can also use the guidelines to harness the coproduction activities of informal non-state actors.

6.4 Practical Policy Implications

One of the data-gathering techniques was an unscheduled group discussion with eight Johannesburg metro police officers responsible for enforcing the city's by-laws. Part of the research findings from the discussion is that although ICG is illegal according to city planning by-laws, the officers are not mandated to enforce the by-laws. Instead of prohibition, the metro police officers encourage informal car guards to wear "bib reflectors" to signify that they are informal car guards.

The finding indicates the contradiction between policy and practice. It also shows an admission that informal non-state actors play a significant role in governing cities of the global South. Informal car guards are often the first point of contact with the police regarding incidents that require law enforcement, such as crime (mostly auto-theft related), accidents and conflict. Serving as a reference point for law enforcement favours the research findings for decriminalising ICG.

The legalisation of ICG is essential to the SDG 11 ideals of access, inclusion, and opportunity. Not only is it pivotal to SDG 11 as per the objective of the research study, but also central to SDG 1 (No Poverty) and SDG 2 (Zero Hunger). The latter point amplifies the practical policy implication of decriminalising informal non-state actors in city planning legislation. In 2020, the United Nations projected that more than 50% of the urban

population makes a livelihood in the informal sector. Considering the projected urbanisation rate, the number of people relying on the informal sector will increase.

The legalisation of ICG in the City of Johannesburg will be beneficial because the research study shows the need for ICG services in specific city locations. Some locations are more suited for ICG than others. In the same vein, the suitability of ICG has a time element that needs to be considered. Thus, to harness coproduction from ICG in governing the city, the City of Johannesburg must commission a study to identify sites that can be improved to yield public good services.

For example, the research findings suggest that ICG should be legalised at Maboneng Precinct between 6 pm and 4 am to cater for the nightlife. The same is true for Maponya Mall from 6 am to 5 pm to ensure that criminal elements masquerading as informal car guards are not on the mall premises during work hours. Similarly, at the Parktown Office Park, between 6 am and 5 pm during office operating hours and at Noord CBD between 5 am and 5 pm due to the research findings pointing out that motorists are weary of informal car guards operating in the late hours.

These examples highlight how research can influence city policies and are the reason why the argument of the thesis is centralised on the need to have a deliberate scholarship focus on informal non-state actors' coproduction and the role thereof in the governance of cities of the global South. Thus, the legalisation of ICG should be measured and informed by empirical data to shed light on the challenges related to ICG, such as the susceptibility and vulnerability to criminal elements.

One of the high-frequency themes emerging from the study is formalisation. Like legalisation, formalisation requires caution. Even though formalisation is a recurrent theme of the study, there was no one universal definition. For example, some respondents called for informal car guards to be formal employees of the city, while others referred to the use of Personal Protective Equipment and identity cards. The thesis does not recommend formalising informal non-state actors; however, cities can implement measures promoting the visibility of informal non-state actors.

The research findings suggest that such measures will likely give credibility to informal non-state actors. The inference is drawn from the high frequency of formalisation. Formalisation in the context of ICG means that informal car guards must use approved, officially sanctioned working suits that the municipality can charge at a nominal fee. Informal car guards submit their identity documents and, in return, are issued with name tags, including contact details for complaints. It is advantageous for cities to use the informally organised structures of informal non-state actors to consult on improvement measures. Consultation adheres to the objective of inclusivity.

Given that many people rely on ICG as a livelihood, the City of Johannesburg must draw lessons from the hospitality industry and run media campaigns educating the public about the coproduction contribution of ICG and related informal non-state actors. Considering the high tipping frequency highlighted by the study, the city can inform citizens and inculcate a culture of tipping informal-non-state actors.

Inculcating a culture of tipping for informal non-state actors will acknowledge coproduction and positively impact the livelihoods of opportunities. The city must thus go beyond ICG and consider the range of informal non-state actors' coproduction of public good services like environmental management, water provision, energy provision and road maintenance. Cities like Johannesburg need to invest in research on informal non-state actors to ensure current debates inform that city policy on NPG and ideas on coproduction.

The conceptual framework of the study emphasised the need for cities of the global South to move beyond TPM and NPM to embrace plurality and acknowledge the contribution of informal non-state actors. The latter is discussed at length in chapter two of the thesis.

6.5 Conclusion

This thesis debates the contribution of informal non-state actors in cities of the global South. The objective was achieved by conducting a case study of ICG in the City of Johannesburg, South Africa. Guided by the theoretical framework based on the evolution of governance from TPM and NPM to NPG, the thesis builds on the notion of coproduction

in the philosophy of NPG by highlighting the contribution of informal non-state actors in governing cities of the global South.

Coproduction is “the process through which inputs used to produce a good or service are contributed by individuals who are not in the same organisation” (Ostrom, 1996: 1073). From a governance perspective, coproduction explains the contribution of other organisations (including individual citizens) rather than the State in delivering public good services. In the ICG case study in Johannesburg, the contribution that accrues public good services relates to security, parking and traffic control. Public good services point to non-excludable services that offer opportunities for free riding. While security relates to criminality against motor vehicle incidents, parking and traffic control accrue public good services by regulating traffic flow and preventing likely accidents.

Informal non-state actors in the form of informal car guards make a significant contribution to the governance of the City of Johannesburg. The contribution of informal non-state actors is acknowledged because coproduction celebrates the inclusion of civil society and civil society organisations in governance, including informal actors. Embracing informal actors marks a significant paradigm shift underpinning the philosophy of NPG because TPM and NPM are confined to governance contributions that occur within the formal institutions of the State. The literature review of this thesis points out that informal non-state actors like informal car guards function primarily through informal institutions.

According to Helmke and Levitsky (2004), informal institutions are “socially shared and usually unwritten rules” that are “communicated and enforced outside officially sanctioned channels” of the State. Thus, like in the case study of ICG, coproduction from informal non-state actors does not always have to be sanctioned by the State. That said, the conceptual framework of this thesis notes that coproduction occurring through informal institutions should not be understood in isolation but must consider that cities of the global South function in a hybrid that includes formal institutions.

In terms of the research paradigm, this thesis was guided by the post-positivist interpretive paradigm. The interpretative paradigm steered the researcher to embrace

multiple truths in the data, understand that everyone sampled has characteristics that shape how they perceive informal non-state actors, and that the research must be context specific. Hence, the research approach was a qualitative phenomenological study set out to explore the phenomenon of informal non-state actors using the ICG case study in the City of Johannesburg, South Africa.

To ensure that the thesis is informed scientific information, the data collection was carried out in two ways: in-depth interviews that were largely unstructured and participant observation. The researcher used disguised and undisguised participant observation to triangulate and supplement the data. Seventy-five participants were sampled using several sampling techniques, including purposive, snowball and convenient. A pilot study in Polokwane preceded the data collection in Johannesburg.

The pilot study was essential for two reasons. Firstly, the pilot study played a significant role in identifying gaps in the questionnaire and the overall data collection strategy. Secondly, it prepared the researcher to collect data in an environment classified as low-risk by the Ethics Clearance Committee. In Johannesburg, data was collected at four study sites: Maboneng Precinct, Maponya Mall, Parktown Office Park and Noord CBD. The four sites were selected to inform the study because they represent different markets commonly associated with informal non-state actors in the form of ICG in cities of the global South.

The epoch process, the first data analysis step, was used to reflect on preconceived ideas about ICG to minimise the influence of bias during data analysis. Notably, the epoch process also gives the reader insights into the researcher's bias, thoughts and beliefs that potentially shaped the data analysis. The data were analysed manually using Microsoft Word using interpretative focused coding. This method was applied to code the data because the process matches the four factors determining a coding strategy. According to Adu (2019: 90), these factors are the "function of the research approach, kind of research purpose, characteristics of research questions and nature of the data".

The decision to code manually using Microsoft Word was informed by cost issues, the desire to engage every aspect of the data, the nature of responses and insufficient skill to use digital software relative to the manual coding process outlined by Adu (2019).

Opting for manual coding instead of digital software is the most significant limitation of this thesis. Even though I was meticulous and took the necessary measures to ensure that the data were coded accurately, there could have been an oversight when coding manually. That said, one believes that any negligence committed is unlikely to impact the coding process results significantly, given the application of the emacD process.

The process is abbreviated emacD by Adu (2019: 45) because the 'e' is "identifying potential empirical indicator with a research question in mind, the 'm', "determine the meaning of indicator", 'a', "provide an answer to research question based on interpretation of indicator", 'c', "create code based on answer", and 'D'," Develop a description of what the code represents". The emacD process culminated in the Initial Memo, Analytical Memo and Codebook being created for the four study sites (See Annexure B-D).

In addition to the coding methods by Adu (2019), I initiated a colour scheme to identify the Anchor Codes of each research question. In this respect, yellow represents **ICG Contribution** for research sub-question one, blue represents **ICG Facilitation** for research sub-question two, and red and green represent **ICG State Response** and **ICG Challenges and Solutions** for research sub-questions three and four. The colour coding scheme ensured that data was not mixed up during the manual coding process, partly accounting for why I am confident that the thesis' findings accurately reflect the coproduction contribution of ICG in the governance of the City of Johannesburg.

Nevertheless, the categories and themes are generated using individual-based sorting in Microsoft Word. The first step was to take stock of the codes generated at each site. Secondly, the codes were organised alphabetically, matching the Anchor Codes; thirdly, the frequency of each code was determined. In the fourth step, clusters were created for each Anchor Code before each cluster was labelled in the last step.

Seven themes were generated for **ICG Contribution**, answering research sub-question one (In what way(s) does ICG contribute to the governance of cities of the global South?) with a total frequency of 113 for the codes. Three themes were generated for **ICG Facilitation**, answering research sub-question two (How is the contribution of ICG in the governance of cities of the global South facilitated?) with a total frequency of 67. Five themes were generated for **ICG State Response**, answering research sub-question three (How should the State respond to ICG in cities of the global South?) with a total frequency of 84.

Finally, four themes were generated for **ICG Challenges and Solution**, answering research sub-question four (What are the challenges associated with ICG in cities of the global South and how should these be addressed?) with a total frequency of 82. Therefore, the thesis is informed by 19 themes with a total frequency of 346. Following the categories and themes, the findings are discussed using the SQC model by Weaver-Hightower (2019).

The SQC model ensured a logical sequence between the literature, data and study findings. In short, the SQC strategy outlines one's argument based on the literature and conceptual framework, supports it with a quotation from the data and provides commentary and discussion. In terms of presentation, the findings were discussed using the research sub-questions. In addition, the presentation of the results was also outlined, considering the order of the frequency of each theme.

Therefore, the findings were presented based on the magnitude or importance of the theme. The frequency for **ICG Contribution** was the highest and, for that reason, was the first discussed. The overall findings are that informal non-state actors contribute to the governance of cities of the global South. In the case study of ICG in the City of Johannesburg, the contribution takes various forms that culminate in public good services, including security, parking and traffic control. These essential services play a significant role in how cities of the global South function.

In addition to public good services, private good services are also acknowledged. The coproduction of public good services illustrates the complex nature of how cities of the global South function because ICG works closely with formal law enforcement officers. The relationship exists even though ICG is an illegal activity. That said, the contribution to public good services is determined by factors like location and time, which were considered when making ICG policy recommendations.

For example, there are concerns about the safety of ICG at the Noord CBD study site and the vulnerability of criminal elements. The problems mirror bad experiences and account for negative sentiments in the findings against ICG. The argument against this is reflected in the findings on **ICG Facilitation**. According to the research findings, the main incentive for ICG is tipping; in fact, the tipping theme had the highest frequency (52).

This high frequency is an endorsement of the contribution of ICG. Moreover, some motorists frequently use the services of ICG, which is part of the incentive that encourages ICG. The argument is that using ICG creates job opportunities in the informal economy. Considering the SDGs' theme of access, inclusion and opportunity and the poverty levels in cities of the global South, nurturing the informal economy is essential as it forms part of multiple livelihood strategies.

The findings on **ICG Facilitation** correlate positively with the research question of how the City of Johannesburg should respond to ICG. The common sentiment on **ICG State Response** is that ICG should not be removed. The city is urged to intervene by introducing regulations that improve ICG, like decriminalisation, uniforms and identity cards. However, it should be noted that the research findings also point to the removal of ICG, albeit in the minority. The call is fuelled by challenges related to ICG, such as harassment, behaviour and acts of criminality. The challenges were comprehensively addressed in **ICG Challenges and Solutions**, answering research sub-question four.

The evidence shows that empirical data support the argument against ICG in specific locations and at different times. The evidence is context specific; thus, any policy recommendation should be clear. The idea is that ICG should primarily be a day activity

because it is vulnerable to criminal elements at night. The exception is localities with a late business hour or nightlife because of formal security. The findings are encouraging because they point to practical policy intervention rather than the removal of informality.

Several global case studies note that removing informality from the city is impractical. In the context of cities of the global South, where formal and informal exist side by side, the impracticality of removing informality is glaring. Cities are encouraged to adopt sustainable measures and interventions that seek to enhance the positive aspects of informality while addressing the challenges thereof. The latter is at the heart of the objectives of these.

The gist of my personal goals was to use the concept of coproduction to understand the contribution of informal non-state actors in the governance of cities of the global South. The research findings indicate that informal non-state actors play a fundamental role in the governance of cities of the global South. In the case study of ICG in the City of Johannesburg, the role of informal non-state actors is demonstrated by the contribution to public good services like security, parking and traffic control.

From a philosophical perspective, the contribution is positioned within the NPG philosophy. Unlike TPM and NPM, NPG recognises that contribution to governance is not limited to formal institutions. Informal non-state institutions often use informal institutions to contribute through the notion of coproduction, and this must be acknowledged because there are policy and research implications. The policy and research implications of the research study were discussed in sections 6.2 and 6.3, respectively.

Regarding policy implications, the outcomes of the research findings point out that cities of the global South must realise that informal non-state actors are vital to how cities function. Therefore, cities must adopt urban planning policies that respond adequately to the realities that characterise their context. Urban planning policy in cities of the global South must nurture the contribution of informal non-state actors in governing the city and not criminalise them like in the case study of ICG in the City of Johannesburg.

One of the elements of the contribution to knowledge is the study's empirical data. The contribution of informal non-state actors to governance in cities of the global South is on the margins of scholarship debate. Much literature on informal non-state actors tends to analyse from a livelihood perspective. The scholarship on ICG in South Africa that I come across focuses on the livelihood aspect.

There is a scholarship gap; thus, opportunities for further research. The research opportunities identified include the contribution of ICG to parking and traffic control. Parking and traffic control were not part of the research hypothesis but emerged in the findings as public good services. Secondly, the results indicate that although ICG appears unorganised, haphazard and ad hoc to the naked eye, this is untrue. A structure operates with a code of conduct and barriers to entry and exit.

Further research on the structure, relationships and operations of ICG will add value to the appropriate policy response. Moreover, one of the limitations of the study was that the scope needed to sufficiently cover the quantitative aspect of ICG, such as tipping. A quantitative approach to understanding the rationale for tipping will likely explain the contribution of informal car guards. Finally, it is essential to acknowledge that the private good services derived from ICG are critical to the city's function, thus requiring researchers' attention.

7 Reference List

- Abass, R., Mensah, A.M. & Fosu-Mensah, B.Y. 2018. The role of formal and informal institutions in smallholder agricultural adaptation: The case of Lawra and Nandom Districts, Ghana. *West African Journal of Applied Ecology*. 26(S1):56-72.
- Abushouk, A.I. 2016. The Arab Spring: A fourth wave of democratization? *Digest of Middle East Studies*. 25(1):52-69. DOI:10.1111/dome.12080.
- Acemoglu, D. & Robinson, J. 2008. *The role of institutions in growth and development*. (Commission on Growth and Development Working Paper; no. 10). Washington, DC: World Bank.
- Adu, P. 2016. Qualitative analysis: Coding and categorizing data. [Video]. YouTube. Availabe: https://www.youtube.com/watch?v=v_mg7OBpb2Y [2024, October 27].
- Adu, P. 2016b. Writing the methodology chapter of a qualitative study. *Slideshare*. [Online] <https://de.slideshare.net/kontorphilip/writing-the-methodology-chapter-of-aqualitative-study>. [2019, June 10].
- Adu, P. 2019. *A step-by-step guide to qualitative data coding*. New York: Routledge.
- Akhtar, I. 2016. Research Design. In book: *Research in Social Science: Interdisciplinary Perspectives*.
- Albrechts, L. 2013. Reframing strategic spatial planning by using a coproduction perspective. *Planning Theory*. 12(1):46-63. DOI:10.1177/1473095212452722.
- Alonso, J.M., Andrews, R., Clifton, J. & Diaz-Fuentes, D. 2019. Factors influencing citizens' co-production of environmental outcomes: A multi-level analysis. *Public Management Review*. 21(11):1620-1645. DOI:10.1080/14719037.2019.1619806.
- Asaduzzaman, M. & Virtanen, P. 2016. Governance theories and models. In *Global encyclopedia of public administration, public policy, and governance*. A. Farazmand, Ed. Cham: Springer. 1-13. DOI:10.1007/978-3-319-31816-5_2612-1.

- Asif, R. & Dawood, M. 2017. *Does new public management practices lead to effective public welfare responses in Pakistan*. Munich Personal RePEc Archive (MPRA paper no. 83307). University of Islamabad: Government of Punjab.
- Astalin, P.K., 2013. Qualitative research designs: A conceptual framework. *International Journal of Social Science & Interdisciplinary Research*, 2(1):118-124.
- Auerbach, A.M., LeBas, A., Post, A.E. & Weitz-Shapiro, R. 2018. State, society, and informality in cities of the Global South. *Studies in Comparative International Development*. 53:261-280. DOI:10.1007/s12116-018-9269-y.
- Baiocchi, G. 2001. Participation, activism, and politics: The Porto Alegre experiment and deliberative democratic theory. *Politics & Society*. 29(1):43-72. DOI:10.1177/0032329201029001003.
- Bandola-Gill, J., Arthur, M. & Ivor Leng, R. 2022. What is co-production? Conceptualising and understanding co-production of knowledge and policy across different theoretical perspectives. *Evidence & Policy*. 1-24. DOI:10.1332/174426421X16420955772641.
- Batley, R. & McLoughlin, C. 2010. Engagement with non-state service providers in fragile states: Reconciling state-building and service delivery. *Development Policy Review*. 28(2):131-154. DOI:10.1111/j.1467-7679.2010.00478.x.
- Bernstein, J. 2003. *Car watch: Clocking informal parking attendants in Cape Town*. Cape Town: Centre for Social Science Research, University of Cape Town.
- Bevir, M. 2002. A decentered theory of governance. *Journal des conomistes et des tudes Humaines*. 12(4):2-2. DOI:10.2202/1145-6396.1073.
- Banks, N., Lombard, M.B. orcid.org/0000-0003-1660-1794 and Mitlin, D. (2019) Urban informality as a site of critical analysis. *Journal of Development Studies*, 56 (2). pp. 223- 238. ISSN 0022-0388.
- Blaauw, P.F. & Bothma, L.J. 2003. Informal labour markets as a solution for unemployment in South Africa - A case study of car guards in Bloemfontein. *SA*

- Journal of Human Resource Management*. 1(2):40-44.
DOI:10.4102/sajhrm.v1i2.14.
- Borowiak, C.T. 2011. *Accountability and democracy: The pitfalls and promise of popular control*. Oxford: Oxford University Press.
DOI:10.1093/acprof:oso/9780199778256.001.0001.
- Bovaird, T. 2007. Beyond engagement and participation: User and community coproduction of public services. *Public Administration Review*. 67(5):846-860.
<https://doi.org/10.1111/j.1540-6210.2007.00773.x>.
- Bovaird, T. & Löffler, E. 2015. Understanding public management and governance. In *Public management and governance*. T. Bovaird & E. Loeffler, Eds. Oxfordshire: Routledge. 29-39.
- Brajaktari, E. 2016. *Citizen engagement in public service delivery. The critical role of public officials*. Singapore: Global Centre for Public Service Excellence.
- Brandsen, T. & Honingh, M. 2016. Distinguishing different types of coproduction: A conceptual analysis based on the classical definitions. *Public Administration Review*. 76(3):427-435. DOI:10.1111/puar.12465.
- Bryson, J.M., Crosby, B.C. & Bloomberg, L. 2014. Public value governance: Moving beyond traditional public administration and the new public management. *Public Administration Review*. 74(4):445-456. DOI:10.1111/puar.12238.
- Cameron, R. 2009. New public management reforms in the South African public service: 1999-2009. *Journal of Public Administration*. 44(si-1):910-942.
- Cameron, R. & Tapscott, C. 2000. The challenge of state transformation in South Africa. *Public Administration & Development*. 20(2):81-86. DOI:10.1002/1099-162X(200005)20:2<81::AID-PAD114>3.0.CO;2-7.
- Cariño, L.V. 2000. *From government to governance: Reflections on the 1999 World Conference on governance*. Manila: Eastern Regional Organization for Public Administration.

- Cariño, L.V. 2008. Collective governance: An alternative model of third sector governance. In *Comparative third sector governance in Asia: Structure, process, and political economy. Nonprofit and civil society studies*. S. Hasan & J. Onyx, Eds. New York: Springer. 131-150. DOI:10.1007/978-0-387-75567-0_8.
- Chabal, P. 2009. *The state of governance in Africa*. Available: <https://www.africaportal.org/publications/the-state-of-governance-in-africa/>. [2023, May 02].
- Chahim, D. & Prakash, A. 2014. NGOization, foreign funding, and the Nicaraguan civil society. *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*. 25(2):487-513. DOI:10.1007/s11266-012-9329-2.
- Cheema, G.S. & Rondinelli, D.A. 2007. From government decentralization to decentralized governance. In *Decentralizing governance: Emerging concepts and practices*. G.S.Cheema & D.A. Rondinelli, Eds. Washington: Brookings Institution Press. 1-21.
- Creswell, J. W. 1998. *Qualitative inquiry and research design: Choosing among five traditions*. London: Sage Publications
- Davidoff, P. 1965. Advocacy and pluralism in planning. *Journal of the American Institute of Planners*. 31(4):331-338. DOI:10.1080/01944366508978187.
- De Soysa, I. & Jütting, J. 2006. *Informal institutions and development—what do we know and what can we do*. International Seminar on Informal Institutions and Development. Paris: OECD Development Center.
- Den Heyer, G. 2011. New public management: A strategy for democratic police reform in transitioning and developing countries. *Policing: An International Journal of Police Strategies & Management*. 34(3):419-433. DOI:10.1108/13639511111157492.
- Desilver, D. 2019. Despite global concerns about democracy, more than half of countries are democratic. Available: <https://policycommons.net/artifacts/616825/despite-global-concerns-about->

- democracy-more-than-half-of-countries-are-democratic/1597516/. [2023, May 02].
- Desmarais-Tremblay, M. 2017a. A genealogy of the concept of merit wants. *The European Journal of the History of Economic Thought*. 24(3):409-440. DOI:10.1080/09672567.2016.1186202.
- Desmarais-Tremblay, M. 2017b. Musgrave, Samuelson, and the crystallization of the standard rationale for public goods. *History of Political Economy*. 49(1):59-92. DOI: 10.1215/00182702-3777158.
- Dobler, C. 2011. The impact of formal and informal institutions on economic growth: A case study on the MENA region. In *Hohenheimer volkswirtschaftliche Schriften, Volume 65*. Switzerland: Peter Lang International Academic Publishers.
- Duque Gómez, C. & Jaglin, S. 2017. When urban modernisation entails service delivery co-production: a glance from Medellin. *Urban Research & Practice*. 10(1):43-62. DOI:10.1080/17535069.2016.1156734.
- Estrin, S. & Prevezer, M. 2011. The role of informal institutions in corporate governance: Brazil, Russia, India, and China compared. *Asia Pacific Journal of Management*. 28:41-67. DOI:10.1007/s10490-010-9229-1.
- Evans, P.B. 1995. *Embedded autonomy: States and industrial transformation*. New Jersey: Princeton University Press.
- Faguet, J.P. 2014. Decentralization and governance. *World Development*. 53:2-13. DOI:10.1016/j.worlddev.2013.01.002.
- Fainstein, S.S. 2005. Planning theory and the city. *Journal of Planning Education & Research*. 25(2):121-130. DOI:10.1177/0739456X05279275.
- Fakuyama, F. 2013. *What is governance?* Centre for Global Development. (Working Paper 314, January 2013). Available: https://www.cgdev.org/sites/default/files/1426906_file_Fakuyama_What_Is_Governance.pdf. [2023, May 02].

- Farazmand, A. 2015. Governance in the age of globalization: Challenges and opportunities for South and Southeast Asia. In *Governance in South, Southeast, and East Asia: Trends, issues and challenges*. I. Jamil, S.M. Aminuzzaman & Sk.T.M. Haque, Eds. New York: Springer. 11-26. DOI:10.1007/978-3-319-15218-9.
- Foster, J., Chasomeris, M. & Blaauw, D. 2021. Re-visiting car guarding as a livelihood in the informal sector. *Development Southern Africa*. 38(5):769-784. DOI:10.1080/0376835X.2021.1891862.
- Galuszka, J. 2019. What makes urban governance co-productive? Contradictions in the current debate on co-production. *Planning Theory*. 18(1):143-160. DOI:10.1177/1473095218780535.
- Gazley, B. & Cheng, Y. 2020. Integrating coproduction theory into voluntary sector theories: Approaches and implications for Chinese governance. *Journal of Chinese Governance*. 5(1):28-47. DOI:10.1080/23812346.2019.1673998.
- Geldenhuys, K. 2015. Car guards-crime prevention tool or nuisance? *Servamus Community-based Safety and Security Magazine*. 108(9):10-15.
- Govender, R. 2017. "Car guards: you either love 'em or loathe 'em". IOL News. Available: <https://www.iol.co.za/thepost/news/car-guards-you-either-love-em-or-loathe-em-12395462>. [2023, May 02].
- Guest, G., MacQueen, K.M. and Namey, E.E. 2012. Introduction to applied thematic analysis. *Applied Thematic Analysis*, 3(20): 1-21.
- Harvey D. 2008. The right to the city. *New Left Review*. 53:23-40.
- Heaton, J., Day, J. & Britten, N. 2015. Collaborative research and the co-production of knowledge for practice: An illustrative case study. *Implementation Science*. 11:1-10. DOI:10.1186/s13012-016-0383-9.

- Heller, P. 2001. Moving the state: The politics of democratic decentralization in Kerala, South Africa, and Porto Alegre. *Politics & Society*. 29(1):131-163.
DOI:10.1177/0032329201029001006.
- Helmke, G. & Levitsky, S. 2004. Informal institutions and comparative politics: A research agenda. *Perspectives on Politics*. 2(4):725-740.
- Hodgson, G.M. 2006. What are institutions? *Journal of Economic Issues*. 40(1):1-25.
DOI:10.1080/00213624.2006.11506879.
- Högberg, A. 2009. Formal and informal institutions in Asia: A survey of Asian corporate governance. In *Risk management and corporate governance*. R.W. Kolb, Ed. Jönköping University, Jönköping International Business School, JIBS, Economics. Available: <https://www.diva-portal.org/smash/get/diva2:279299/FULLTEXT01.pdf>. [2023, May 02].
- Holcombe, R.G. 1997. A theory of the Theory of Public Goods. *The Review of Austrian Economics*. 10(1):1-22.
- Hood, C. 1991. A public management for all seasons? *Public Administration*. 69(1):3-19.
DOI:10.1111/j.1467-9299.1991.tb00779.x.
- Hood, C. 1995. The “new public management” in the 1980s: Variations on a theme. *Accounting, Organizations & Society*. 20(2-3):93-109. DOI:10.1016/0361-3682(93)E0001-W.
- Houtzager, P.P. & Gurza Lavallo, A. 2009. Participatory governance and the challenge of assumed representation in Brazil. *IDS Working Papers*. 2009(321):01-32.
DOI:10.1111/j.2040-0209.2009.00321_2.x.
- Huntington, S.P. 1993. *The third wave: Democratization in the late twentieth century, Volume 4*. Norman: University of Oklahoma Press.
- International Labour Organisation. 2017. Informal Economy. Available: <https://www.ilo.org/global/topics/dw4sd/themes/informal-economy/lang--en/index.htm>. [2022, September 22].

- Johansen, L. 1977. The theory of public goods: Misplaced emphasis? *Journal of Public Economics*. 7(1):147-152. DOI:10.1016/0047-2727(77)90042-1.
- Jordan, A., Wurzel, R.K. & Zito, A. 2005. The rise of 'new' policy instruments in comparative perspective: has governance eclipsed government? *Political Studies*. 53(3):477-496. DOI:10.1111/j.1467-9248.2005.00540.x.
- Joshi, A. & Moore, M. 2004. Institutionalised co-production: Unorthodox public service delivery in challenging environments. *Journal of Development Studies*. 40(4):31-49. DOI:10.1080/00220380410001673184.
- Kallhoff, A. 2014. Why societies need public goods. *Critical Review of International Social & Political Philosophy*. 17(6):635-651. DOI:10.1080/13698230.2014.904539.
- Kaufmann, W., Hooghiemstra, R. & Feeney, M.K. 2018. Formal institutions, informal institutions, and red tape: A comparative study. *Public Administration*. 96(2):386-403. DOI:10.1111/padm.12397.
- Kaul, I. 2001. Public goods: Taking the concept to the 21st century. In *The market of the public domain*. D. Drache, Ed. London: Routledge. 255-273.
- Keizer, P. 2008. *The concept of institution: Context and meaning*. Utrecht: Tjalling C. Koopmans Research Institute.
- Khan Mohmand, S. & Mihajlović, S.M. 2016. Integrating Informal Institutions in local governance: Does it matter? *IDS Working Paper*. 2016(473). Available: <https://opendocs.ids.ac.uk/opendocs/handle/20.500.12413/12130>. [2023, May 02]
- Kitschelt, H. & Wilkinson, S.I. Eds. 2007. *Patrons, clients and policies: Patterns of democratic accountability and political competition*. Cambridge: Cambridge University Press.
- Koolhas, R. 2008. Lagos. <https://www.youtube.com/watch?v=d08QX83dpyE>

- Krepelka, J. 2007. *Public goods and private preferences: Are they reconcilable?*
Available:
http://www.jankrepelka.com/p/Public_Goods_and_Private_Preferences.pdf.
[2023, May 02].
- Kuklick, H. 1980. Chicago sociology and urban planning policy: Sociological theory as occupational ideology. *Theory & Society*. 9:821-845. DOI:10.1007/BF00169091.
- Kushner, D.C. & MacLean, L.M. 2015. Introduction to the special issue: The politics of the nonstate provision of public goods in Africa. *Africa Today*. 62(1):vii-xvii.
DOI:10.2979/africatoday.62.1.vii.
- Leftwich, A. 2006. *What are institutions?* IPPG Research Consortium on Improving Institutions for Pro-Poor Growth. IPPG briefing paper, no.1. Manchester: Department for International Development, University of Manchester.
- Leftwich, A. 2007. *The political approach to institutional formation, maintenance and change: A literature review essay*. IPPG Research Consortium on Improving Institutions for Pro-Poor Growth. IPPG Discussion papers series, no. 14. Manchester: Department for International Development, University of Manchester.
- Leftwich, A. & Sen, K. 2010. *Beyond institutions: Institutions and organizations in the politics and economics of poverty reduction—Thematic synthesis of research evidence*. Manchester: IPPG Research Consortium on Improving Institutions for Pro-Poor Growth, University of Manchester.
- Lievens, M. 2015. From government to governance: A symbolic mutation and its repercussions for democracy. *Political Studies*. 63(1_suppl):2-17.
DOI:10.1111/1467-9248.12171.
- Lindsay, C., Osborne, S.P. & Bond, S.U.E. 2014. The ‘new public governance’ and employability services in an era of crisis: Challenges for third sector organizations in Scotland. *Public Administration*. 92(1):192-207. DOI:10.1111/padm.12051.

- Loeffler, E. & Bovaird, T. 2016. User and community co-production of public services: What does the evidence tell us? *International Journal of Public Administration*. 39(13):1006-1019. DOI:10.1080/01900692.2016.1250559.
- Lynch, T. 2014. Writing up your PhD (Qualitative research). Independent study version. Edinburgh: University of Edinburgh.
- Malmqvist, J., Hellberg, K., Möllås, G., Rose, R. and Shevlin, M., 2019. Conducting the pilot study: A neglected part of the research process? Methodological findings supporting the importance of piloting in qualitative research studies. *International Journal of Qualitative Methods*, 18, p.1609406919878341.
- Manning, N. 2001. The legacy of the New Public Management in developing countries. *International Review of Administrative Sciences*. 67(2):297-312. DOI:10.1177/0020852301672009.
- Massey, A. 2010. Lessons from Africa: New public management and the privatization of Kenya Airways. *Public Policy & Administration*. 25(2):194-215. DOI: 10.1177/0952076709356860.
- Maxwell, J.A., 2012. *Qualitative research design: An interactive approach*. Sage publications.
- Mbembé, J.A. & Nuttall, S. 2004. Writing the world from an African metropolis. *Public Culture*. 16(3):347-372.
- McEwen, H. & Leiman, A. 2008. *The car guards of Cape Town: A public good analysis*. A Southern Africa Labour and Development Research Unit Working Paper no. 25. Cape Town: SALDRU, University of Cape Town.
- McFarlane, C. 2012. Rethinking informality: Politics, crisis, and the city. *Planning Theory & Practice*. 13(1):89-108. DOI:10.1080/14649357.2012.649951.
- Meagher, K. 2007. Introduction: Special issue on 'informal institutions and development in Africa'. *Africa Spectrum*. 42(3):405-418.

- Miller, C.A. & Wyborn, C. 2020. Co-production in global sustainability: Histories and theories. *Environmental Science & Policy*. 113:88-95.
DOI:10.1016/j.envsci.2018.01.016.
- Mitlin, D. & Bartlett, S. 2018. Editorial: Co-production – key ideas. *Environment & Urbanization*. 30(2):355-366. DOI:10.1177/0956247818791931.
- Mohmand, S.K., 2015. *Customary institutions and public authority: A literature review*. Learning project: Engaging with informal local governance institutions (ILGI). Switzerland: Swiss Agency for Development and Cooperation. Available: <https://www.shareweb.ch/site/DDLGN/Documents/ILGI%20Literature%20review.pdf>. [2023, May 02]
- Moreno-Sánchez, R.D.P. & Maldonado, J.H. 2006. Surviving from garbage: The role of informal waste-pickers in a dynamic model of solid-waste management in developing countries. *Environment & Development Economics*. 11(3):371-391. DOI:10.1017/S1355770X06002853.
- Nabatchi, T., Sancino, A. & Sicilia, M. 2017. Varieties of participation in public services: The who, when, and what of coproduction. *Public Administration Review*. 77(5):766-776. DOI:10.1111/puar.12765.
- Ndedi, A. A. 2019. Opportunity recognition: The case of Maponya Mall in Soweto, South Africa. Available: <https://www.linkedin.com/pulse/opportunity-recognition-case-maponya-mall-soweto-south-ndedi/>. [2023, January 25].
- Nkhatau, N.E. 2017. Car guarding as a survival and livelihood strategy: A comparative study of the negotiation of working space in Hillcrest and Hatfield. MSS dissertation. University of Pretoria.
- Obasi, I.N. & Lekorwe, M.H. 2014. Citizen engagement in public policy making process in Africa: The case of Botswana. *Public Policy & Administration Research*. 3(4):1-11.

- Osborne, S.P. 2010. Introduction The (New) Public Governance: A suitable case for treatment? In *The new public governance? Emerging perspectives on the theory and practice of public governance*. S.P. Osborne, Ed. Oxfordshire: Routledge.17-32. DOI:10.4324/9780203861684.
- Ostrom, E. 1996. Crossing the great divide: coproduction, synergy, and development. *World Development*, 24(6):1073-1087.
- Ostrom, V. 1975. Public choice theory: A new approach to institutional economics. *American Journal of Agricultural Economics*. 57(5):844-850.
- Ostrom, V. & Ostrom, E. 2019. Public goods and public choices. In *Alternatives for delivering public services. Toward improved performance*. E.S. Savas, Ed. New York: Routledge. 7-49. DOI:10.4324/9780429047978.
- Owusu, F. 2007. Conceptualizing livelihood strategies in African cities: Planning and development implications of multiple livelihood strategies. *Journal of Planning Education & Research*. 26(4):450-465. DOI:10.1177/0739456X06298818.
- Parnell, S., Pieterse, E. & Watson, V. 2009. Planning for cities in the global South: an African research agenda for sustainable human settlements. *Progress in Planning*. 72(2):233-241.
- Pejovich, S. 2006. Chapter 3: The effects of the interaction of formal and informal institutions on social stability and economic development. In *Institutions, globalisation & empowerment*. K. Roy & J.Sideras, Eds. Cheltenham, UK: Edward Elgar Publishing. DOI:10.4337/9781847200167.00012.
- Pestoff, V. 2011. Co-production, new public governance and third sector social services in Europe. *Ciências Sociais Unisinos*, 47(1):15-24. DOI: 10.4013/csu.2011.47.1.02.
- Pestoff, V., Osborne, S.P. & Brandsen, T. 2006. Patterns of co-production in public services: Some concluding thoughts. *Public Management Review*. 8(4):591-595. DOI:10.1080/14719030601022999.

- Peters, B.G. 2018. Governance: ten thoughts about five propositions. *International Social Science Journal*. 68(227-228):5-14. DOI:10.1111/issj.12181.
- Peters, B.G. & Pierre, J. 1998. Governance without government? Rethinking public administration. *Journal of Public Administration Research and Theory*. 8(2):223-243. DOI:10.1093/oxfordjournals.jpart.a024379.
- Pitlik, H. & Kouba, L. 2013. *The interrelation of informal institutions and governance quality in shaping Welfare State attitudes*. WWWforEurope Working Paper no. 38. WIFO Studies, WIFO, number 46924, April.
- Polcyn, J. 2015. Education as a public good. In *ВІСНИК Бердянського університету менеджменту і бізнесу*. 1(29)/2015s:32-35. DOI: 10.13140/RG.2.2.30422.65608.
- Polidano, C. 1999. *The new public management in developing countries*. 13:1-38. Manchester: Institute for Development Policy and Management, University of Manchester.
- Poocharoen, O.O. & Ting, B. 2015. Collaboration, co-production, networks: Convergence of theories. *Public Management Review*. 17(4):587-614. DOI:10.1080/14719037.2013.866479.
- Potgieter, P.J., Michell, L.J., Munnik, E.E. & Ras, J.M. 2003. Bivariate analysis of car guard activities as a crime prevention initiative. *Acta Criminologica: African Journal of Criminology & Victimology*. 16(3):35-49.
- Power, M. & Laughlin, R. 1992. Critical theory and accounting. *Critical Management Studies*. 21(5):441-465.
- Rakšnys, A.V., Guogis, A. & Minkevičius, A. 2015. The problem of reconciliation of new public governance and postmodernism: The conditions of returning to communitarianism. *Trames: A Journal of the Humanities & Social Sciences*. 19(4):333-353. DOI: 10.3176/tr.2015.4.02.

- Realpe, A. & Wallace, L.M. 2010. *What is co-production*. London: The Health Foundation. 1-19. Available: http://www.qi.elft.nhs.uk/wp-content/uploads/2017/01/what_is_co-production.pdf. [2023, May 03].
- Rehman, A.A. and Alharthi, K., 2016. An introduction to research paradigms. *International Journal of Educational Investigations*. 3(8):51-59.
- Rhodes, R.A.W. 1996. The new governance: Governing without government. *Political Studies*. 44(4):652-667. DOI:10.1111/j.1467-9248.1996.tb01747.x.
- Ristei, M. 2010. Competing formal and informal institutions in a democratizing setting: An institutional analysis of corruption in Romania. PhD thesis. Western Michigan University.
- Rosta, M. 2011. What makes a New Public Management reform successful? An institutional analysis. In *Conference proceeding of the 11th Public Management Research Association Conference*. Maxwell School of Citizenship and Public Affairs, August 2011. Syracuse University. 2-4.
- Roy, A. 2005. Urban informality: Toward an epistemology of planning. *Journal of the American Planning Association*. 71(2):147-158. DOI:10.1080/01944360508976689.
- Roy, A. 2014. Worlding the South: toward a post-colonial urban theory. In *The Routledge handbook on cities of the Global South*. S. Parnell & S. Oldfield, Eds. London and New York: Routledge. 31-42.
- Runya, X.U., Qigui, S.U.N. & Wei, S.I. 2015. The third wave of public administration: The new public governance. *Canadian Social Science*. 11(7):11-21. DOI: 10.3968/7354.
- Saunders, S.G. & Lynn, M. 2010. Why tip? An empirical test of motivations for tipping car guards. *Journal of Economic Psychology*. 31(1):106-113. DOI:10.1016/j.joep.2009.11.007.

- Serpa, S. & Ferreira, C.M. 2019. The concept of bureaucracy by Max Weber. *International Journal of Social Science Studies*. 7(2):12.
DOI:10.11114/ijsss.v7i2.3979.
- Shand, W. 2015. *Exploring institutional change: The contribution of co-production to shaping institutions*. International Institute for Environment and Development (IIED) Working Paper. Available: <https://www.iied.org/sites/default/files/pdfs/migrate/10763IIED.pdf>. [2023, May 03].
- Shand, W. 2018. Making spaces for co-production: collaborative action for settlement upgrading in Harare, Zimbabwe. *Environment & Urbanization*. 30(2):519-536.
DOI:10.1177/0956247818783962.
- Silvestre, H.C., Catarino, J.R. & Araújo, J.F.F.E.D. 2016. Evidence of co-production in public service provision: The case of the administrative arbitration centre in Portugal. *Revista de Administração (São Paulo)*. 51:355-365.
DOI:10.1016/j.rausp.2016.07.007.
- Simone, A. 2001. Straddling the divides: remaking associational life in the informal African city. *International Journal of Urban & Regional Research*. 25(1):102-117.
DOI:10.1111/1468-2427.00300.
- Song, L.K. 2016. Planning with urban informality: a case for inclusion, co-production and reiteration. *International Development Planning Review*. 38(4):359-381.
DOI:10.3828/idpr.2016.21.
- Sorrentino, M., Sicilia, M. & Howlett, M. 2018. Understanding co-production as a new public governance tool. *Policy & Society*. 37(3):277-293.
DOI:10.1080/14494035.2018.1521676.
- Statistics South Africa. 2022. *Mid-year population estimates*. Statistics South Africa. Available: <https://www.statssa.gov.za/publications/P0302/P03022022.pdf>. [2023, May 03].

- Steyn, F., Coetzee, A. & Klopper, H. 2015. A survey of car guards in Tshwane: Implications for private security policy and practice. *South African Crime Quarterly*. 52:15-24. DOI:10.4314/sacq.v52i1.2.
- Stockemer, D. 2009. Does democracy lead to good governance? The question applied to Africa and Latin America. *Global Change, Peace & Security*. 21(2):241-255. DOI:10.1080/14781150902872141.
- Stoker, G. 1998. Governance as theory: five propositions. *International Social Science Journal*. 50(155):17-28. DOI:10.1111/1468-2451.00106.
- Strydom, H. & Strydom, C. 2004. The psycho-social circumstances of car guards: Interventive roles of the social worker. *Social Work/Maatskaplike Werk*. 40(3):316-331. <https://doi.org/10.15270/40-3-335>.
- Strydom, H. and Venter, L., 2005. Sampling and sampling methods. *De Vos, AS, Strydom, H., Fouché, CB & Delport, CSL*. 192-203.
- Teutemann, M. 1990. *Completion of the internal market: An application of public choice theory*. Economic Papers no. 83, August 1990. EU Commission - Working Document. Archive of European Integration.
- The City of Johannesburg. 2016. Municipal Planning By-Law. Draft Review.
- The City of Johannesburg. 2022. Facts about Joburg. https://www.joburg.org.za/about_/Pages/About%20the%20City/About%20Joburg/Facts-about-Joburg.aspx. Accessed 01 April 2022.
- Theurl, T. & Wicher, J. 2012. Comparing informal institutions. *CESifo DICE Report*. 10(3):52-59.
- Tsai, K. (2006). Adaptive informal institutions and endogenous institutional change in China. *World Politics*. 59(1):116-141. DOI: 10.1353/wp.2007.0018.

- Uzochukwu, K. & Thomas, J.C. 2018. Who engages in the coproduction of local public services and why? The case of Atlanta, Georgia. *Public Administration Review*. 78(4):514-526. DOI:10.1111/puar.12893.
- Van Eijk, C. & Gasco, M. 2018. Unravelling the co-producers: who are they and what motivations do they have? In *Co-production and co-creation. Engaging citizens in public services*. T. Brandsen, B. Verschuere & T. Steen, Eds. New York: Routledge. 63-76. DOI: 10.4324/9781315204956-8.
- Van Eijk, C.J. & Steen, T.P. 2014. Why people co-produce: Analysing citizens' perceptions on co-planning engagement in health care services. *Public Management Review*. 16(3):358-382. DOI:10.1080/14719037.2013.841458.
- Verschuere, B., Brandsen, T. & Pestoff, V. 2012. Co-production: The state of the art in research and the future agenda. *VOLUNTAS: International Journal of Voluntary and Nonprofit Organizations*. 23(4):1083-1101. DOI:10.1007/s11266-012-9307-8.
- Vyas-Doorgapersad, S. 2011. Paradigm shift from new public administration to new public management: Theory and practice in Africa. *TD: The Journal for Transdisciplinary Research in Southern Africa*. 7(2):235-250. DOI: 10.4102/td.v7i2.240.
- Watson, V. 2009. Seeing from the South: Refocusing urban planning on the globe's central urban issues. *Urban Studies*. 46(11):2259-2275. DOI:10.1177/0042098009342598.
- Watson, V. 2014. Co-production and collaboration in planning – The difference. *Planning Theory & Practice*. 15(1):62-76. DOI:10.1080/14649357.2013.866266.
- Weaver-Hightower, M.B. 2014. A mixed methods approach for identifying influence on public policy. *Journal of Mixed Methods Research*. 8(2):115-138. DOI:10.1177/1558689813490996.
- Weaver-Hightower, M.B. 2018. *How to write qualitative research*. London: Routledge.

WIEGO. 2022. Empowering Workers, Securing Livelihoods. Annual Report April 2021-March 2022. <https://www.wiego.org/sites/default/files/publications/file/wiego-annual-report-2021-2022.pdf>. [2022, June 20].

Xulu, H. 2019. *Guardians of the chariots. Regulation of the car guarding sector in South Africa*. Research and Development Unit. Private Security Industry Regulatory Authority (PSiRA). Available: https://www.psira.co.za/dmdocuments/research/PSIRA%20Car%20Guards_d8_updated.pdf. [2023, May 03].

Annexure A

Epoch- Annexure

Epoch is the “process of blocking our background, thoughts and preconceived ideas from influencing a qualitative research process, particularly during the data analysis stage (Adu, 2019: 72)

Step One: Create a Peaceful Space and Time to Engage in Epoch

I complete most of my work between 10pm-6am. This time period was perfect for me in terms of reflecting on epoch because there is less distraction and I am able to gather all my thoughts. This time period is usually preceded by three hours of sleep.

Step Two: Review Research Purpose or Questions

This task is done in order to make sure that I conducted the epoch within the confines my research agenda.

- The purpose of the research study is to understand the contribution of informal non-state actors in the governance of cities of global south through informal institutions with a specific focus on the case study of informal car guarding in Johannesburg.
- The research purpose was supplemented by the following research questions?
 - What constitutes informal non-state actors and how do they contribute in the delivery of public good services?
 - In what way (s) does informal institutions facilitate the contribution of informal non-state actors in the governance of cities of the global South?
 - Why are informal car guards be considered to be informal non-state actors and how does informal car guarding contribute to the delivery of public good services?

Step 3: Brainstorm perspectives and preconceived ideas about the phenomenon

The task here is to list all the views, thoughts, beliefs and biases about informal non state actors. I will also use the a positive (+) and negative (-) signs to indicate how I classify any of my preconceived views, thoughts, beliefs and biases

+ Positive	- Negative
Livelihood Strategy	Disregard the law
Proactive	Reactive
Reliable	Violent
Function as a Unit	Manipulative
Friendly and Jovial	Imposing
Innovative	Substance drug and alcohol abuse
Respectful	Misogynistic
Appreciative	
Hardworkers	
Coproduction	
Alternative	

Step 4: State the Source of the Perspectives and Preconceptions

The intention of this step is to determine the factors in my background that may have influenced my thoughts about informal car a guards. Adu (2019) notes that this is an important exercise to communicate to your audience because this gives them better chance to understand your bias in the research.

The questions I ask myself when engaging in this activity are: What factors inform this perspective or preconception? And why do I hold this perspective or preconception?

I have grouped my source information into three interlinked categories:

Daily experiences- refers to the daily experiences that I have as a citizen and resident of South Africa for the past three decades

Past Knowledge- knowledge that I have gained through literature over the years including the scholarship that has informed this particular study

Past fieldwork research- in 2009 during my third year of study (BSc Urban and Regional Planning) at Wits University I participated in a project that focused on informal waste pickers in Johannesburg and our fieldwork contributed to a book published on the subject matter

Source: Daily Experiences	
+Positive	-Negative
Livelihood Strategy- Informal non-state actors are part of African cities and as a South African resident this part of my daily experience. This also applies to the following positive attributes	Disregard the law- Informal non-state actors are part of African cities and as a South African resident this part of my daily experience. This also applies to the following negative attributes
Reliable	Violent
Function as Unit	Imposing
Friendly and Jovial	Substance drug abuse and alcohol
Innovative	Misogynistic
Respectful	Reactive
Appreciative	
Proactive	
Source: Past Knowledge	

+Positive	-Negative
Proactive- In addition to my daily experience, the proactive nature of informal non-state actors is something I have come across in numerous literature. This also applies to Livelihood Strategy Function as Unit	Misogynistic- the misogynistic nature of informal non-state actors is also enforced by my past knowledge through literature. This also includes Violent
Source: Past Fieldwork Research	
+Positive	-Negative
Reliable- This is part of the knowledge that I also gathered through the fieldwork on informal waste pictures in Johannesburg in my undergraduate years. The following are also part of the list Innovative Appreciative Friendly and Jovial Respectful Function as a Unit	-

Step 5: The Expectation based on the Research Purpose

According to Adu (2019) this is a cautionary step because “our expectation shapes the kind of data we are looking for”. This step allows the researcher to ensure that the data is comprehensively scrutinised and does not only root out the expectations of the researcher. My expectations given my preconceived knowledge about informal non-state actors were thus the following,

- Research Purpose: The purpose of the research study is to understand the contribution of informal non-state actors in the governance of cities of global south through informal institutions.

Based on positive attributes

- Informal non-state actors although illegal at times is important because it serves as a livelihood alternative that cannot be ignored
- People rely on informal non-state actors as an alternative to a absent government
- Informal non-state actors are organised and communicate with each other. This is not only done to increase their control of territory but also to avoid law enforcement
- Informal non-state actors are innovative and often offer solutions that would otherwise be available in government
- Informal non-state actors are proactive in identifying opportunities where a livelihood can be harnessed
- Informal non-state actors adhere to social norms of respect and often over emphasise this as a way to lure citizens in their favour. This can also be seen in the gestures of appreciation which can be described as elaborative
- Informal non-state actors are friendly and jovial and welcoming to outsiders who want to learn about how they function particularly researchers

Based on negative attributes

- Informal non-state actors function through a system that is often violent to its own members and members of society alike. These ranges from physical to emotional abuse

- Informal non-state actors can be imposing and often leave citizens with no choice whatsoever in terms of adhering to their demands
- There is generally a problem of alcohol and substance abuse with members of informal non-state actors
- The attitude of informal non-state actors tends to be abuse to women and are mainly male dominated
- Informal non-state actors have a reactionary element in that they usually function with in terms of who is the best bidder and not loyalty

Step Six: Create a Mental State free from the Preconceptions, Expectations and Perspectives

This is the final step but is arguable the most important and challenging of epoch. This step is about mediating and setting up your mind in such a way that the preconceived ideas and perspectives do not overtly influence how you analyse the data and the information you look for. This process helped to analyse the data from a what I would caution to describe as a neutral state of mind and was pivotal to the overall data analysis process.

Annexture B

1 Maboneng Precinct

2

3 Interview 1

4 Age: Male 32 Years

5 Black-South African

6 Status: Formally employed

7

8 Question

9 What is your experience with informal car guarding?

10 Answer

11 I live here and park most of my car in the private parking so although I do not always
12 use their services I only have a good experience with them and cant really say I have
13 had a bad experience like some people say.

14

15 Question

16 What is your opinion about informal car guards? Do you think they deter crime in

17 Maboneng?

18 Answer

19 They can't deter crime because they have limited capabilities. To be honest with you they
20 only help with parking because if something happens to your car in most cases, they can't
21 stop it or account for it

22

23 Question

24 Do you ever give informal car guards a tip or some form of reward?

25 and if so why?

26 Answer

27 I give them money for courtesy not for security to help people who struggling to make a
28 living I saw an article an online article that advises tourists about the rate for informal car
29 guards which is R10

30

31 Question

32 If the municipality stops informal car guarding, what do you think this would mean for crime
33 in the city?

34 Answer

35 If they are removed it will affect the car guards not crime levels. Instead of guarding cars
36 they will resort to other measures to making a living like petty crime.

37 Their role here is to direct cars for parking

38 The problem with them sometimes is that they demand the money and motorists feel that
39 they should not be demanding a tip because people drive modern cars with technology and
40 they actually do not really need them

41

42

43

44

45

46

47

48 Interview 2

49 Age: Female 28
50 Profile: Formally Employed
51 African
52
53 Question
54 What is your experience with informal car guarding?
55 Answer
56 I have not had any bad experience
57
58 Question
59 What is your opinion about informal car guards? Do you think they deter crime in
60 Maboneng?
61 Answer
62 For fighting crime they don't contribute much but we need them for parking
63
64 Question
65 Do you ever give informal car guards a tip or some form of reward?
66 and if so why?
67 Answer
68 I give them minimum of R5 and on a good day can go up to R20. I pay for parking assistance
69 and also understand of their hustle
70 How often do you use their services?
71 Mainly on weekends but I don't use at night because I don't trust them
72 Why don't you trust them? Does it matter how presentable they are with a beep?
73 The dress code doesn't really make a difference
74
75 **Interview 3**
76 Age: male 31
77 Profile: Formally Employed -Uber driver
78 African
79
80 Question
81 What is your experience with informal car guarding?
82 Answer
83 I would describe it as good
84
85 Question
86 What is your opinion about informal car guards? Do you think they deter crime in
87 Maboneng?
88 Answer
89 Yes I think they deter crime. If removed crime level will likely rise because their presence
90 likely deters criminals. The crime level will go high especially seasoned criminals
91
92
93 Question
94 Do you ever give informal car guards a tip or some form of reward?
95 and if so why?

96 Answer
97 I just give money as thank you wouldn't say it's a contribution for security. I think they
98 should be formalised and taken for training. I typically pay give them R5 or if I use them
99 their services give R10
100 How often do you use their services?
101 Here and there
102

103 **Interview 4**

104 Age: male 31
105 Profile: formally employed
106 African
107

108 Question
109 What is your experience with informal car guarding?

110 Answer
111 I have good experience. You need to develop a relationship with them in in order to
112 experience the place better (Maboneng)
113

114 Question
115 Do you consider informal car guarding to be job?

116 Answer

117 Yes

118 Question
119 Do you think they deter crime in Maboneng?

120 Answer
121 Yes but they don't really watch the cars they are mainly driven by motive to make money
122 because they interact with multiple motorists.

123 If the municipality stops informal car guarding, what do you think this would mean for crime
124 in the city?

125 Answer
126 Does not mind that they are removed especially if they do drugs

127 Question
128 Do you ever give informal car guards a tip or some form of reward?
129 and if so why?

130 Answer
131 Yes the payment is appreciation to motivate them to look after cars
132
133

134 **Interview 5**

135 Age: Female 31
136 Profile: formally employed
137 African
138

139 Question
140 What is your experience with informal car guarding?

141 Answer

142 I can describe it as mixed, personally only good experience but know people with bad
143 experience
144
145 Question
146 Do you consider informal car guarding to be job?
147 Answer
148 Yes
149 Question
150 Do you think they deter crime in Maboneng?
151 Answer
152 Sometimes yes but the car guards sometimes usually commit the crime if they are not paid
153
154 Question
155 If the municipality stops informal car guarding, what do you think this would mean for crime
156 in the city?
157 Answer
158 If they are removed it will not make difference
159
160 Question
161 Do you ever give informal car guards a tip or some form of reward?
162 and if so why?
163 Answer
164 Yes I sometimes tip them because I know it can make a difference in their lives and
165 especially if they help me park
166
167 How often do you use their services?
168 It depends how long I am here for. So if I am here for a long time I will use but if not I don't
169 and also depends on how difficult the parking space is for me. I don't use them at night
170 though because I get here through uber
171
172
173 **Interview 6**
174
175 Age: Female 29
176 Profile: formally employed
177 African
178
179 Question
180 What is your experience with informal car guarding?
181 Answer
182 I don't have a problem with them they good for parking and security
183
184 Question
185 Do you consider informal car guarding to be job?
186 Answer
187 Yes they are helpful and doing a job
188 Question

189 Do you think they deter crime in Maboneng?
190 Answer
191 yes
192
193 Question
194 If the municipality stops informal car guarding, what do you think this would mean for crime
195 in the city?
196 Answer
197 Its possible that crime can increase because as I said before they are doing a job
198
199 Question
200 Do you ever give informal car guards a tip or some form of reward?
201 and if so why?
202 Answer
203 Yes I always have coins for them and I cant say how much I give them because different
204 locations charge differently
205
206 How often do you use their services?
207 I mainly use them on weekends both night and day
208
209 **Interview 7**
210
211 Age: 45
212 Gender: Male
213 Profile: formally employed
214 African
215
216 Question
217 What is your experience with informal car guarding?
218 Answer
219 They are guys hustling and trying to make a livelihood for their families
220
221
222 Question
223 Do you consider informal car guarding to be job?
224 Answer
225 You can say that it's a job
226
227 Question
228 Do you think they deter crime in Maboneng?
229 Answer
230 Yes they provide security but if they are incidents they are usually involved
231
232 Question
233 If the municipality stops informal car guarding, what do you think this would mean for crime
234 in the city?
235 Answer

236 Obviously if they provide security this means it will go up if removed and also it can also
237 decrease because some of the commit the crime

238

239 Question

240 Do you ever give informal car guards a tip or some form of reward?

241 and if so why?

242 Answer

243 Yes they must be paid but they must also be easily identified

244

245 Question

246 How often do you use their services?

247 Answer

248 I don't use them

249

250 Interview 8

251

252 Age: 33

253 Gender: female

254 Profile: formally employed

255 African

256

257 Question

258 What is your experience with informal car guarding?

259 Answer

260 They are helpful in terms of security

261

262

263 Question

264 Do you consider informal car guarding to be job?

265 Answer

266 Yes it's a job

267

268 Question

269 Do you think they deter crime in Maboneng?

270 Answer

271 The fact that people like me use them shows that they are helpful

272

273 Question

274 If the municipality stops informal car guarding, what do you think this would mean for crime
275 in the city?

276 Answer

277 If they are removed then who will look after cars

278

279 Question

280 Do you ever give informal car guards a tip or some form of reward?

281 and if so why?

282 Answer

283 Yes I pay them anything to R50, the payment is appreciation and also pay for security . But
284 the problem with them is that some of them demand the payment
285

286 Question

287 How often do you use their services?

288 Answer

289 Most of the time, and yes reflectors help
290

291 **Interview 9**

292

293 Age: 32

294 Gender: male

295 Profile: formally employed

296 African
297

298 Question

299 What is your experience with informal car guarding?

300 Answer

301 I have only had good experience to be honest
302
303

304 Question

305 Do you consider informal car guarding to be job?

306 Answer

307 Yes it's a job
308

309 Question

310 Do you think they deter crime in Maboneng?

311 Answer

312 Yes the guys work and will make sure nothing happens to your car especially if they know
313 you
314

315 Question

316 If the municipality stops informal car guarding, what do you think this would mean for crime
317 in the city?

318 Answer

319 Why does the municipality remove them if they help
320

321 Question

322 Do you ever give informal car guards a tip or some form of reward?
323 and if so why?

324 Answer

325 The payment depends on how much I have, usually from R5-20. The payment is a sort of
326 help to them
327

328 Question

329 How often do you use their services?

330 Answer
331 Sometimes it depends where I am
332 Question
333 Do you the same guards?
334 I use different ones because I never park at the same place
335
336

337 **Interview 10**
338

339 Age: 40
340 Gender: male
341 Profile: formally employed
342 African
343

344 Question
345 What is your experience with informal car guarding?
346 Answer

347 I only ever engage them when they have service to offer me but I have no issues with them
348
349

350 Question
351 Do you consider informal car guarding to be job?
352 Answer

353 No, how can it be job when some of them are criminals
354

355 Question
356 Do you think they deter crime in Maboneng?
357 Answer

358 I don't see how they can deter any crime from happening when some of them are even
359 criminals
360

361 Question
362 If the municipality stops informal car guarding, what do you think this would mean for crime
363 in the city?
364 Answer

365 If removed it will not make any difference
366

367 Question
368 Do you ever give informal car guards a tip or some form of reward?
369 and if so why?
370 Answer

371 The payment I give them is not really for service but for appreciation
372

373 Question
374 How often do you use their services?
375 Answer

376 I always park where its safe, places like malls

377 Question
378 Do you the same guards?
379 -

380

381

382 **Interview 11**

383

384 Age: 48

385 Gender: female

386 Profile: formally employed

387 African

388

389 Question

390 What is your experience with informal car guarding?

391 Answer

392 I love those guys, they help a lot

393

394

395 Question

396 Do you consider informal car guarding to be job?

397 Answer

398 They are helpful and they need the money.

399

400 Question

401 Do you think they deter crime in Maboneng?

402 Answer

403 They are helpful but some of them have bad intentions. For example, if you don't pay them
404 some vandalise your car or even swear at you especially when they see that you are alone
405 as a women

406

407 Question

408 If the municipality stops informal car guarding, what do you think this would mean for crime
409 in the city?

410 Answer

411 If they are removed crime will rise

412

413 Question

414 Do you ever give informal car guards a tip or some form of reward?
415 and if so why?

416 Answer

417 I usually pay the between R2-5 and in general any coins that I have. I pay them for parking
418 assistance

419 Important to establish relationship

420 Reflectors help

421

422 Question

423 How often do you use their services?

424 Answer
425 Use them frequently because they are helpful especially at the mall

426
427 Question
428 Do you the same guards?
429 -

430
431 **Interview 12 and 13**

432
433 Age: 29 and 25
434 Gender: 2 female
435 Profile: formally employed
436 African

437
438 Question
439 What is your experience with informal car guarding?
440 Answer
441 We see the everyday and develop a relationship with them

442
443 Question
444 Do you consider informal car guarding to be job?
445 Answer
446 They are offering a services but others come with criminal intentions

447
448 Question
449 Do you think they deter crime in Maboneng?
450 Answer
451 They play a fair bit of in terms of promoting safety

452
453 Question
454 If the municipality stops informal car guarding, what do you think this would mean for crime
455 in the city?
456 Answer

457 Unfair to remove them because they look after cars when we not around
458

459 Question
460 Do you ever give informal car guards a tip or some form of reward?
461 and if so why?

462 Answer
463 We give them coins when we have

464
465 Question
466 How often do you use their services?

467 Answer
468 We use them all the time

469 Question
470 Yes in some places

471 **Interview 13**

472 Age: 33

473 Gender: male

474 Profile: formally employed

475 African

476 Question

477 What is your experience with informal car guarding?

478 Answer

479 I don't really like them because they vandalise cars and force their services on you. We are
480 forced to greet and converse with them to create a good relations so that they don't
481 vandalise ours cars. Even the security is against them

482 Question

483 Do you consider informal car guarding to be job?

484 Answer

485 No its not a job

486

487 Question

488 Do you think they deter crime in Maboneng?

489 Answer

490 They are once who commit crime and work with criminals

491

492 Question

493 If the municipality stops informal car guarding, what do you think this would mean for crime
494 in the city?

495 Answer

496 Removing them will be helpful and cars will be safer

497

498 Question

499 Do you ever give informal car guards a tip or some form of reward?
500 and if so why?

501 Answer

502 They always demand R5

503 Uniform will help

504

505 Question

506 How often do you use their services?

507 Answer

508 -

509 Question

510 Do you the same guards?

511 I use different ones because I never park at the same place

512 **Interview 14**

513

514 Age: 35

515 Gender: male

516 Profile: formally employed

517 African

518
519
520
521
522
523
524
525
526
527
528
529
530
531
532
533
534
535
536
537
538
539
540
541
542
543
544
545
546
547
548
549
550
551
552
553
554
555
556
557
558
559
560
561
562
563
564

Question

What is your experience with informal car guarding?

Answer

Neither good or bad but not no bad experiences at all

Question

Do you consider informal car guarding to be job?

Answer

I would classify as job. Helpful in parking but at times demand money for not performing a service

Question

Do you think they deter crime in Maboneng?

Answer

They don't have enough resources to deter crime. The malls are usually better because they have older people whereas on the streets young people who support drug use.

Most of them don't pay attention to the cars

Question

If the municipality stops informal car guarding, what do you think this would mean for crime in the city?

Answer

If you remove who is going to replace them. Formalise them with security companies to assist in crime combating

Question

Do you ever give informal car guards a tip or some form of reward?
and if so why?

Answer

R5 needed for them to eat and at times support drug use. I give money based on what I see, if I see they are symptoms of drug use, don't give money

Question

How often do you use their services?

Answer

Sometimes it depends where I am

Question

Do you use the same guards?

No but that would be helpful

Interview 15-20

Age: 22-25

Gender: male

565 Profile: Students
566
567 Question
568 What is your experience with informal car guarding?
569 Answer
570 It will be better if they are not there
571
572
573 Question
574 Do you consider informal car guarding to be job?
575 Answer
576 For now no, it will be better if they are formalised under a corporation and have standard
577 payment
578
579 Question
580 Do you think they deter crime in Maboneng?
581 Answer
582 Sometimes they are involved in crime but can also deter crime especially if you pay them
583 Sometimes you pay an they don't watch your cars
584 Problem is that multiple parking and payment
585
586 Question
587 If the municipality stops informal car guarding, what do you think this would mean for crime
588 in the city?
589 Answer
590 Why does the municipality want to remove them if they help
591
592 Question
593 Do you ever give informal car guards a tip or some form of reward?
594 and if so why?
595 Answer
596 When wearing visible clothing, it develops a trustworthy relationship
597 R3 payment and depend on service
598 Location of parking also affects if we use them or not
599 Question
600 How often do you use their services?
601 Answer
602 Even if you develop a relationship with them they they still watch multiple cars at once
603 Question
604 Do you the same guards?
605 I use different ones because I never park at the same place
606
607

1 **Maponya Mall**

3 **Interview 1**

5 Age: 33

6 Gender: female

7 Profile: employed

8 African

10 Question

11 What is your experience with informal car guarding?

12 Answer

13 I never interact with them. I just park.

16 Question

17 Do you consider informal car guarding to be job?

18 Answer

19 No I will not say it's a job because my car is safe in a mall irrespective of guards available

21 Question

22 Do you think they deter crime in Maboneng?

23 Answer

24 They are not useful and visible or proactive in deterring crime. Like now you approached my
25 me in my car and none of them came to check on me, what if you're here to rob me

27 Question

28 If the municipality stops informal car guarding, what do you think this would mean for crime
29 in the city?

30 Answer

31 They are not necessary in a mall

33 Question

34 Do you ever give informal car guards a tip or some form of reward?

35 and if so why?

36 Answer

37 I pay them whatever is available but the payment is helping them because they really don't
38 look after cars. It will only make sense if each car had a guard.

40 Question

41 How often do you use their services?

42 Answer

43 Never, I don't trust them even if they wear security clothing

48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94

Interview 2

Age: 35

Gender: female

Profile: part time work

African

Question

What is your experience with informal car guarding?

Answer

Bad and Good but its not like you have choice with them, its almost like its compulsory to give into their services

Question

Do you consider informal car guarding to be job?

Answer

Yes it's a job, they help with security, parking and handling groceries

Question

Do you think they deter crime in Maboneng?

Answer

To be honest they do make sure that the crime is low

Question

If the municipality stops informal car guarding, what do you think this would mean for crime in the city?

Answer

If they are removed there is a likelihood that crime will rise

Question

Do you ever give informal car guards a tip or some form of reward?
and if so why?

Answer

I pay them depending on how their presentation and how they communicate with me. Also pay them to create job opportunities but I never use them downtown because the ones there smoke drugs

Question

How often do you use their services?

Answer

I use them all the time

Question

Do you the same guards?

It depends where I am

Interview 3

Age: 28

Gender: female

Profile: formerly employed

African

Question

What is your experience with informal car guarding?

Answer

I have only had a good experience

Question

Do you consider informal car guarding to be job?

Answer

No because they don't have a basic salary

Question

Do you think they deter crime in Maponya?

Answer

Yes they do

Question

If the municipality stops informal car guarding, what do you think this would mean for crime in the city?

Answer

That will not make sense because this guys are only trying to work

Question

Do you ever give informal car guards a tip or some form of reward?
and if so why?

Answer

My payment varies from R5 to whatever I have because I have relationship with them to look after my car

Question

How often do you use their services?

I use them everyday and park where they are visible especially in town

All the time

Question

Do you the same guards?

I prefer to use the same guards yes

142 **Interview 4**

143

144 Age: 30

145 Gender: male

146 Profile: formerly employed

147 African

148

149 Question

150 What is your experience with informal car guarding?

151 Answer

152 They are not needed

153

154

155 Question

156 Do you consider informal car guarding to be job?

157 Answer

158 No

159

160 Question

161 Do you think they deter crime in Maponya?

162 Answer

163 No

164

165 Question

166 If the municipality stops informal car guarding, what do you think this would mean for crime
167 in the city?

168 Answer

169 -

170

171 Question

172 Do you ever give informal car guards a tip or some form of reward?
173 and if so why?

174 Answer

175 -

176

177 Question

178 How often do you use their services?

179 Never

180 All the time

181 Question

182 Do you the same guards?

183 -

184

185

186

187

188

189 **Interview 5**

190

191 Age: 24

192 Gender: female

193 Profile: -

194 African

195

196 Question

197 What is your experience with informal car guarding?

198 Answer

199 Good and bad so its mixed

200

201

202 Question

203 Do you consider informal car guarding to be job?

204 Answer

205 Don't think it's a job, its more like volunteering

206

207 Question

208 Do you think they deter crime in Maponya?

209 Answer

210 Yes they deter crime

211

212 Question

213 If the municipality stops informal car guarding, what do you think this would mean for crime
214 in the city?

215 Answer

216 Its not fair to remove them because they are trying to make a living

217

218 Question

219 Do you ever give informal car guards a tip or some form of reward?

220 and if so why?

221 Answer

222 Pay them R5 or whatever change is available, pay them for security and parking as a show of
223 appreciation

224

225 Question

226 How often do you use their services?

227 I use them everyday and park where they are visible especially in town

228 All the time

229 Question

230 Do you the same guards?

231 Yes, I have my own guards

232

233

234

235

236 **Interview 6**

237

238 Age: 26

239 Gender: female

240 Profile: employed

241 African

242

243 Question

244 What is your experience with informal car guarding?

245 Answer

246 Only good when you pay them

247

248

249 Question

250 Do you consider informal car guarding to be job?

251 Answer

252 Self-employment/hustling for money

253

254 Question

255 Do you think they deter crime in Maponya?

256 Answer

257 Yes but sometimes they work with criminals

258

259 Question

260 If the municipality stops informal car guarding, what do you think this would mean for crime
261 in the city?

262 Answer

263 Not good idea to remove them

264

265 Question

266 Do you ever give informal car guards a tip or some form of reward?
267 and if so why?

268 Answer

269 Between R2-5 or whatever I have

270

271 Question

272 How often do you use their services?

273 I use them everyday and park where they are visible especially in town

274 Use them all the time but its better when they know, better to always park at the same
275 place

276

277 Question

278 Do you the same guards?

279 Yes,

280

281

282

283 **Interview 7**

284

285 Age: 33

286 Gender: male

287 Profile: -

288 African

289

290 Question

291 What is your experience with informal car guarding?

292 Answer

293 They help with parking

294

295

296 Question

297 Do you consider informal car guarding to be job?

298 Answer

299 its not a job these guys are not even trained for security so how can they provide that

300

301 Question

302 Do you think they deter crime in Maponya?

303 Answer

304 They don't deter crime

305

306 Question

307 If the municipality stops informal car guarding, what do you think this would mean for crime
308 in the city?

309 Answer

310 Not much will change if they are removed

311

312 Question

313 Do you ever give informal car guards a tip or some form of reward?
314 and if so why?

315 Answer

316 I give them R2 for thank you

317

318 Question

319 How often do you use their services?

320 I use them everyday and park where they are visible especially in town

321 They always help with parking

322 Question

323 Do you the same guards?

324 No

325

326

327

328

329

330
331
332
333
334
335
336
337
338
339
340
341
342
343
344
345
346
347
348
349
350
351
352
353
354
355
356
357
358
359
360
361
362
363
364
365
366
367
368
369
370
371
372
373
374
375
376

Interview 8

Age: 38

Gender: male

Profile: -

African

Question

What is your experience with informal car guarding?

Answer

Those guys steal only 50% of them work

Question

Do you consider informal car guarding to be job?

Answer

No its not a job

Question

Do you think they deter crime in Maponya?

Answer

They don't deter crime

Question

If the municipality stops informal car guarding, what do you think this would mean for crime in the city?

Answer

If removed it wont make a difference but they making a living

Question

Do you ever give informal car guards a tip or some form of reward?
and if so why?

Answer

I give them between R40-50 sometimes

Question

How often do you use their services?

I rarely use them, they steal

Question

Do you the same guards?

-

377 **Interview 9**

378

379 Age: 51

380 Gender: Male

381 Profile: -

382 African

383

384 Question

385 What is your experience with informal car guarding?

386 Answer

387 I have had good experience but also bad

388

389

390 Question

391 Do you consider informal car guarding to be job?

392 Answer

393 No its not a job just poor guys trying to make a living

394

395 Question

396 Do you think they deter crime in Maponya?

397 Answer

398 They don't deter crime

399

400 Question

401 If the municipality stops informal car guarding, what do you think this would mean for crime
402 in the city?

403 Answer

404 I am not sure what will happen if they removed but some commit crime especially based on
405 location

406

407 Question

408 Do you ever give informal car guards a tip or some form of reward?
409 and if so why?

410 Answer

411 I don't pay them because they are not doing any job

412

413 Question

414 How often do you use their services?

415 Answer

416 I don't really use them

417 Question

418 Do you the same guards?

419 -

420

421 **Interview 10**

422

423 Age: 38

424 Gender: female
425 Profile: formally employed
426 African

427
428 She doesn't use them
429 Trust issues
430 Vandalise

431
432 **Interview 11**

433
434 Age: 35
435 Gender: female
436 Profile: formally employed
437 African

438
439 Payment issues- demand for money
440 Government assistance
441 R5-10 payment
442 Issues of multiple parking
443 Classified as a job

444
445 **Interview 12**

446
447 Age: 33
448 Gender: female
449 Profile: formally employed
450 African

451
452 Question
453 What is your experience with informal car guarding?
454 Answer
455 I always use them for parking so they help and I know I am not alone

456
457
458 Question
459 Do you consider informal car guarding to be job?
460 Answer
461 Yes I can say it's a job because they wake up in the morning like everyone

462
463 Question
464 Do you think they deter crime in Maboneng?
465 Answer
466 Helpful in parking and security

467
468 Question
469 If the municipality stops informal car guarding, what do you think this would mean for crime
470 in the city?
471 Answer

472 It will affect parking and security because that is the job they do

473

474 Question

475 Do you ever give informal car guards a tip or some form of reward?

476 and if so why?

477 Answer

478 I give between R5-10 because they help in parking, When my car was new I always needed

479 for parking but now I am better

480

481 Question

482 How often do you use their services?

483 Answer

484 I use the ones I know

485 Question

486 Do you the same guards?

487 Yes

488

489 **Interview 13**

490

491 Age: 38

492 Gender: female

493 Profile: formally employed

494 African

495

496 Question

497 What is your experience with informal car guarding?

498 Answer

499 Helpful and trustworthy

500

501

502 Question

503 Do you consider informal car guarding to be job?

504 Answer

505 It will be considered a job if they are payed officially

506

507 Question

508 Do you think they deter crime in Maboneng?

509 Answer

510 If accident happens they note down the registration of the other car

511

512 Question

513 If the municipality stops informal car guarding, what do you think this would mean for crime

514 in the city?

515 Answer

516 They are needed and if removed crime will rise

517 They try to avoid crime and if forcibly removed they may commit crime

518

519
520 Question
521 Do you ever give informal car guards a tip or some form of reward?
522 and if so why?
523 Answer
524 Pay them to show appreciation R10 or R20
525
526 Question
527 How often do you use their services?
528 Answer
529 Always uses their especially when I go to town
530 Question
531 Do you the same guards?
532 It depends where I am going and what I am going to do
533
534 **Interview 14**
535
536 Age: 35
537 Gender: Male
538 Profile: formally employed
539 African
540
541 Use mostly paid parking
542
543 **Interview 15**
544
545 Age: 40
546 Gender: Male
547 Profile: formally employed
548 African
549
550 Use them at times
551
552 Payment can R5 or whatever I have
553

1 Parktown Transcript- Motorists

2

3 **Interview 1**

4

5 Black- male

6

7 Question

8 What is your experience with informal car guarding?

9 Answer

10 They provide a good service. Use them mostly on weekends.

11

12 Question

13 What is your opinion about informal car guards? Do you think they deter crime in CBD?

14 Answer

15 They do help deter crime. They improve vigilance

16

17 Question

18 Do you ever give informal car guards a tip or some form of reward?

19 and if so why?

20 Answer

21 Payment is a form of gratitude. Give them coins.

22

23 Question

24 If the municipality stops informal car guarding, what do you think this would mean for crime in
25 the city?

26 Answer

27 Removal, Not a good idea.

28

29 **Interview 2**

30

31 Black- male

32

33 Question

34 What is your experience with informal car guarding?

35 Answer

36 They are very helpful in terms of guarding and washing cars.

37 I consider what they are doing a job.

38 The money is a form of tip/gratitude.

39 They need to be provided with PPE. To be more presentable and visible as car guards.

40 If they look more professional in terms of appearance

41 Question

42 What is your opinion about informal car guards? Do you think they deter crime in CBD?

43 Answer

44 Yes

45

46 Question
47 Do you ever give informal car guards a tip or some form of reward?
48 and if so why?
49 Answer
50 Normally give up to R10 and depends on how you value them
51 Question
52 If the municipality stops informal car guarding, what do you think this would mean for crime in
53 the city?
54 Answer
55 If they are removed crime will rise and they will be more accidents (driving accidents)
56
57

58 **Interview 3**

59
60 Black- female
61

62 Question
63 What is your experience with informal car guarding?
64 Answer
65 Doing both bad/good job as some will help with parking and security but others can
66 commit crime
67 Consider it a hustle more than a job.
68 Improve them by providing proper PPE and identification, introduce formal wage
69 structure
70 Wearing of reflectors will improve trust and confirm they are providing a service
71

72 Question
73 What is your opinion about informal car guards? Do you think they deter crime in CBD?
74 Answer
75 Do they deter crime, I would say Yes and No
76

77 Question
78 Do you ever give informal car guards a tip or some form of reward?
79 and if so why?
80 Answer
81 -
82

83 Question
84 If the municipality stops informal car guarding, what do you think this would mean for crime in
85 the city?
86 Answer
87 If city removed them crime will rise

88 **Interview 4**

89 Black- male
90

91 Question
92 What is your experience with informal car guarding?
93 Answer
94 They help in deterring crime but at times they commit crime.
95 I use them frequently depending on location
96 Appearance such as reflectors creates a form of trust
97 I consider what they do as a hustle
98
99 Question
100 What is your opinion about informal car guards? Do you think they deter crime in CBD?
101 Answer
102 Their presence do not deter crime
103
104 Question
105 Do you ever give informal car guards a tip or some form of reward?
106 and if so why?
107 Answer
108 Pay R2-5 because that's the same amount I pay for payed parking
109
110 Question
111 If the municipality stops informal car guarding, what do you think this would mean for crime in
112 the city?
113 Answer
114 If removed crime will rise. It will be better if they formalised and create some form of
115 institution with a proper wage structure
116
117 **Interview 5**
118
119 Black- Female
120
121 Question
122 What is your experience with informal car guarding?
123 Answer
124 They do provide a good job if you compensate them well
125 I cant consider job because there is no formal salary
126
127 Question
128 What is your opinion about informal car guards? Do you think they deter crime in CBD?
129 Answer
130 100% they deter crime
131
132 Question
133 Do you ever give informal car guards a tip or some form of reward?
134 and if so why?
135 Answer

136 Typically R5 tip is adequate and depending on the service they offered. Payment is a gesture.

137

138 Question

139 If the municipality stops informal car guarding, what do you think this would mean for crime in
140 the city?

141 Answer

142 If removed then crime will rise. It will be better if they are formalised and provided with basic
143 salary

144 Appearance does help develop trust relationship.

145

146

147 **Interview 6**

148

149 Black- male

150

151 Question

152 What is your experience with informal car guarding?

153 Answer

154 Some are trustful and the fact that people allow them to wash cars and they develop a
155 trust relationship

156 I use them frequently, some are of them are my friends

157

158 Question

159 What is your opinion about informal car guards? Do you think they deter crime in CBD?

160 Answer

161 Yes, deter crime

162

163 Question

164 Do you ever give informal car guards a tip or some form of reward?

165 and if so why?

166 Answer

167 The payment is a form of gratitude. Sometimes I pay them thorough food.

168

169 Question

170 If the municipality stops informal car guarding, what do you think this would mean for crime in
171 the city?

172 Answer

173 If removed crime will rise so they do indirectly provide security

174 Improve them by education like in security workshops

175

176 **Interview 7**

177

178 Black- Male

179

180 Question

181 What is your experience with informal car guarding?
182 Answer
183 Sometimes they are helpful especially in very busy areas for parking assistance
184 Sometimes they commit crime
185
186 Question
187 What is your opinion about informal car guards? Do you think they deter crime in CBD?
188 Answer
189 Even if they are removed their absence will not affect crime in the area
190
191 Question
192 Do you ever give informal car guards a tip or some form of reward?
193 and if so why?
194 Answer
195 Pay with whatever coins available not more than R10
196
197 Question
198 If the municipality stops informal car guarding, what do you think this would mean for crime in
199 the city?
200 Answer
201 Nothing
202 Appearance does matter in terms and builds trusts such as reflectors
203
204 **Interview 8**
205
206 Black- male
207
208 Question
209 What is your experience with informal car guarding?
210 Answer
211 They offer good services and I use them everyday.
212 Considered a job.
213
214 Question
215 What is your opinion about informal car guards? Do you think they deter crime in CBD?
216 Answer
217 -
218
219 Question
220 Do you ever give informal car guards a tip or some form of reward?
221 and if so why?
222 Answer
223 Its more like a tip, usually R10-20
224
225 Question

226 If the municipality stops informal car guarding, what do you think this would mean for crime in
227 the city?

228 Answer

229 It better to keep them around

230 It does not matter how they appear

231 Improve them by getting proper pay

232

233 **Interview 9**

234

235 Black- male

236

237 Question

238 What is your experience with informal car guarding?

239 Answer

240 They are doing a good job but they need to stop demanding payments which is an
241 irritation

242 I consider it a job because they work the whole day and deter crime

243

244 Question

245 What is your opinion about informal car guards? Do you think they deter crime in CBD?

246 Answer

247 Yes, they work the whole day and deter crime

248

249 Question

250 Do you ever give informal car guards a tip or some form of reward?

251 and if so why?

252 Answer

253 Usually give them R2-5, this is just a form of gratitude

254

255 Question

256 If the municipality stops informal car guarding, what do you think this would mean for crime in
257 the city?

258 Answer

259 If removed crime will rise

260 Improve their visibility to indicate that they are car guards

261 Appearance does matter because some look like they use drugs

262

263 **Interview 10**

264

265 Black- Female

266

267 Question

268 What is your experience with informal car guarding?

269 Answer

270 Interaction vary from one place to another and sometimes you can trust them.

271 Sometimes crime happens in their presence
272 I use them sometimes and develop relations

273

274 Question

275 What is your opinion about informal car guards? Do you think they deter crime in CBD?

276 Answer

277 They do give some form of relief that there is someone watching the car

278

279 Question

280 Do you ever give informal car guards a tip or some form of reward?

281 and if so why?

282 Answer

283 The payment is a form ubuntu, typically R5-50 depending on how they have known them

284 Question

285 If the municipality stops informal car guarding, what do you think this would mean for crime in
286 the city?

287 Answer

288 It will not be good if they are removed

289 Improve them by providing some form of a wage which is decent and also formalising car
290 guarding

291 Appearance/ identifying themselves help develop a trust relationship such as reflector and give
292 a sense of security.

293

294

295 **Interview 11**

296

297 Black- male

298

299 Question

300 What is your experience with informal car guarding?

301 Answer

302 Use them frequently

303 They do help in providing security for cars parked on the street

304 Develop a relationship with them

305

306 Question

307 What is your opinion about informal car guards? Do you think they deter crime in CBD?

308 Answer

309 Yes, deter crime

310

311 Question

312 Do you ever give informal car guards a tip or some form of reward?

313 and if so why?

314 Answer

315 I consider what they do a job and typically give R5-10

316 Also pay them through food as a form a tip
317 Question
318 If the municipality stops informal car guarding, what do you think this would mean for crime in
319 the city?
320 Answer
321 If they are removed crime will rise
322 Improve with PPE
323 Appearance does matter
324

325 **Interview 12**

326
327 Black- male
328
329 Question
330 What is your experience with informal car guarding?
331 Answer
332 Very helpful with parking assistance and I am willing to pay if they help
333
334 Question
335 What is your opinion about informal car guards? Do you think they deter crime in CBD?
336 Answer
337 Yes, they do deter crime
338
339 Question
340 Do you ever give informal car guards a tip or some form of reward?
341 and if so why?
342 Answer
343 Use them everyday and pay typically R5 for parking assistance and more if they help me with
344 groceries
345
346 Question
347 If the municipality stops informal car guarding, what do you think this would mean for crime in
348 the city?
349 Answer
350 Depending on the area prefer to have them around and not removed
351 Appearance is important like uniform and identification should be more structured and
352 formalised
353

354 **Interview 13**

355
356 Black- Female
357
358 Question
359 What is your experience with informal car guarding?
360 Answer

361 Use them as part of job creation all the time. They help curb crime
362 I have developed a personal relationship with the ones I frequently encounter and trust
363

364 Question

365 What is your opinion about informal car guards? Do you think they deter crime in CBD?

366 Answer

367 Yes

368

369 Question

370 Do you ever give informal car guards a tip or some form of reward?

371 and if so why?

372 Answer

373 Wiling to pay them R5

374

375 Question

376 If the municipality stops informal car guarding, what do you think this would mean for crime in
377 the city?

378 Answer

379 If the city removed them crime will rise and some car guards will commit crime

380 Formalise them and register them to avoid the being exploited

381 **Interview 14**

382

383 Black- male

384

385 Question

386 What is your experience with informal car guarding?

387 Answer

388 Some are good and this depends on location.

389 Sometimes cars are vandalised in their presence

390 Develop a relationship with one I use often

391 Consider what they are doing a job since they get paid

392

393 Question

394 What is your opinion about informal car guards? Do you think they deter crime in CBD?

395 Answer

396 Yes, they deter crime

397

398 Question

399 Do you ever give informal car guards a tip or some form of reward?

400 and if so why?

401 Answer

402 Give them what I have typically R5, payment is a tip.

403 Question

404 If the municipality stops informal car guarding, what do you think this would mean for crime in
405 the city?

406 Answer

407 If removed they will resort to crime and therefore it will rise

408 Appearance does matter

1 Norrd CBD Transcript- Motorists

2

3 **Interview 1**

4

5 Black- Female

6

7 Question

8 What is your experience with informal car guarding?

9 Answer

10 They are helpful and your car is safe. However, if you have disagreement then they
11 tend to do bad things.

12

13 Question

14 What is your opinion about informal car guards? Do you think they deter crime in CBD?

15 Answer

16 When parking in the CBD street it's a must to use them to. Ensure the safety of your car

17

18 Question

19 Do you ever give informal car guards a tip or some form of reward?

20 and if so why?

21 Answer

22 I tip R5 not more than that because if you give them more they buy drugs, I tip the ones at the
23 mall differently because they use the money differently. Appearance is important in terms of
24 wearing reflectors

25

26 Question

27 If the municipality stops informal car guarding, what do you think this would mean for crime in
28 the city?

29 Answer

30 If the city decides to remove them they must provide security

31

32 **Interview 2**

33

34 Black- male

35

36 Question

37 What is your experience with informal car guarding?

38 Answer

39 They are not helpful and in most cases they are the ones committing crimes and using
40 the money to buy drugs.

41

42 Question

43 What is your opinion about informal car guards? Do you think they deter crime in CBD?

44 Answer

45 They don't deter crime and have no capabilities of stopping/reducing crime

46

47 Question

48 Do you ever give informal car guards a tip or some form of reward?

49 and if so why?

50 Answer

51 -

52

53 Question

54 If the municipality stops informal car guarding, what do you think this would mean for crime in
55 the city?

56 Answer

57 It will be better if they are removed because this is not a job. They are just homeless guys

58

59

60 Interview 3

61

62 Black- male

63

64 Question

65 What is your experience with informal car guarding?

66 Answer

67 They do offer service. They are not bad.

68

69 Question

70 What is your opinion about informal car guards? Do you think they deter crime in CBD?

71 Answer

72 They can help reduce crime. I also use them to was my car.

73

74 Question

75 Do you ever give informal car guards a tip or some form of reward?

76 and if so why?

77 Answer

78 I tip them but its not compulsory, just give them spare change that is available. It a source of
79 income for them

80 The tip is for helping not for service

81

82 Question

83 If the municipality stops informal car guarding, what do you think this would mean for crime in
84 the city?

85 Answer

86 -

87

88 Interview 4

89

90 Black- male
91
92 Question
93 What is your experience with informal car guarding?
94 Answer
95 They don't offer any service but rather they commit crim.
96 They do offer parking and guarding services
97
98 Question
99 What is your opinion about informal car guards? Do you think they deter crime in CBD?
100 Answer
101 Their presence does not deter crime
102
103 Question
104 Do you ever give informal car guards a tip or some form of reward?
105 and if so why?
106 Answer
107 -
108
109 Question
110 If the municipality stops informal car guarding, what do you think this would mean for crime in
111 the city?
112 Answer
113 Its better the if the city removes them.
114
115 **Interview 5**
116
117 Black- Female
118
119 Question
120 What is your experience with informal car guarding?
121 Answer
122 They do help in some cases. I use them wherever they are available.
123 They tend to demand money and make motorists park in illegal spots.
124 If they are more formally dressed, it will be better.
125
126 Question
127 What is your opinion about informal car guards? Do you think they deter crime in CBD?
128 Answer
129 Their presence does deter crime
130
131 Question
132 Do you ever give informal car guards a tip or some form of reward?
133 and if so why?
134 Answer

135 Tip them R5 and above depending on the available change

136

137 Question

138 If the municipality stops informal car guarding, what do you think this would mean for crime in
139 the city?

140 Answer

141 If they are removed by the city, crime will rise although their security is limited.

142

143 **Interview 6**

144

145 Black- Female

146

147 Question

148 What is your experience with informal car guarding?

149 Answer

150 They are very helpful but the problem of payment because sometimes I don't have cash
151 to pay them

152 I would pay through electronic method.

153 Use their services everyday for parking

154 I consider what they are doing a job

155

156 Question

157 What is your opinion about informal car guards? Do you think they deter crime in CBD?

158 Answer

159 Their security is limited, they cant stop cars from being stolen.

160

161 Question

162 Do you ever give informal car guards a tip or some form of reward?

163 and if so why?

164 Answer

165 Typically pay R5 depending on the change available.

166

167 Question

168 If the municipality stops informal car guarding, what do you think this would mean for crime in
169 the city?

170 Answer

171 If they are removed, crime will rise.

172

173 **Interview 7**

174

175 Black- Male

176

177 Question

178 What is your experience with informal car guarding?

179 Answer

180 They commit crime

181

182 Question

183 What is your opinion about informal car guards? Do you think they deter crime in CBD?

184 Answer

185 Their presence don't deter crime

186

187 Question

188 Do you ever give informal car guards a tip or some form of reward?

189 and if so why?

190 Answer

191 Don't use them

192

193 Question

194 If the municipality stops informal car guarding, what do you think this would mean for crime in the city?

196 Answer

197 -

198

199 **Interview 8**

200

201 Black- Female

202

203 Question

204 What is your experience with informal car guarding?

205 Answer

206 Car guarding is job.

207 The money paid is gratitude

208 They are helpful and municipality can help with providing them with some form of payment mechanics

210

211 Question

212 What is your opinion about informal car guards? Do you think they deter crime in CBD?

213 Answer

214 In most cases they know the criminals in the area and sometimes they commit crime if motorists don't pay

216

217 Question

218 Do you ever give informal car guards a tip or some form of reward?

219 and if so why?

220 Answer

221 Yes, in a week I can send R20

222

223 Question

224 If the municipality stops informal car guarding, what do you think this would mean for crime in
225 the city?

226 Answer

227 If removed crime will rise

228

229 **Interview 9**

230

231 Black- Female

232

233 Question

234 What is your experience with informal car guarding?

235 Answer

236 They help with parking not really security.

237

238 Formal uniform makes a difference in developing trust

239 I use them depending on where I park

240

241 Question

242 What is your opinion about informal car guards? Do you think they deter crime in CBD?

243 Answer

244 They don't really help in deterring crime

245

246 Question

247 Do you ever give informal car guards a tip or some form of reward?

248 and if so why?

249 Answer

250 Money is a token of appreciation and not a payment for services. Usually R5-10.

251

252 Question

253 If the municipality stops informal car guarding, what do you think this would mean for crime in
254 the city?

255 Answer

256 If the city decides to remove them they must provide security

257

258 **Interview 10**

259

260 Black- male

261

262 Question

263 What is your experience with informal car guarding?

264 Answer

265 They do help on looking after the car and also parking.

266 I use them most of the time.

267 Better if they are wearing a reflector. That way I trust them.

268

269 Question
270 What is your opinion about informal car guards? Do you think they deter crime in CBD?
271 Answer
272 When parking in the CBD street it's a must to use them to. Ensure the safety of your car
273
274 Question
275 Do you ever give informal car guards a tip or some form of reward?
276 and if so why?
277 Answer
278 The payment is support. Improve their job by supporting them with better tip
279
280 Question
281 If the municipality stops informal car guarding, what do you think this would mean for crime in
282 the city?
283 Answer
284 If they are removed the area may experience problems.
285
286
287 **Interview 11**
288
289 Black- Female
290
291 Question
292 What is your experience with informal car guarding?
293 Answer
294 Doing a good job and its better to develop a relationship with them for trust.
295 I use them everyday and pay weekly
296 Prefer them to wear reflectors to be visible that this is a car guard.
297
298 Question
299 What is your opinion about informal car guards? Do you think they deter crime in CBD?
300 Answer
301 Yes, deter crime
302
303 Question
304 Do you ever give informal car guards a tip or some form of reward?
305 and if so why?
306 Answer
307 Pay them weekly
308
309 Question
310 If the municipality stops informal car guarding, what do you think this would mean for crime in
311 the city?
312 Answer

If they are remove it will be unfair because of the unemployment and also because they offer good services.

Interview 12

Black- male

Question

What is your experience with informal car guarding?

Answer

I use them depending on where I park for security, parking and car wash

It does not depend on their dress code, all the same

Question

What is your opinion about informal car guards? Do you think they deter crime in CBD?

Answer

Prefer that they are there when I park

Question

Do you ever give informal car guards a tip or some form of reward?

and if so why?

Answer

Tip them R5-20 depending on available change as a form of gratitude

Question

If the municipality stops informal car guarding, what do you think this would mean for crime in the city?

Answer

Would not advise their removal

Interview 13

Black- male

Question

What is your experience with informal car guarding?

Answer

Use their services at times for parking assistance and can help with security.

I use them occasionally.

Question

What is your opinion about informal car guards? Do you think they deter crime in CBD?

Answer

It will be better if they are formalised, but prefer technology cctv

358 Question

359 Do you ever give informal car guards a tip or some form of reward?
360 and if so why?

361 Answer

362 Provide a tip, typically R5

363

364 Question

365 If the municipality stops informal car guarding, what do you think this would mean for crime in
366 the city?

367 Answer

368 If removed crime may rise especially on less busy streets in the CBD.

Maboneng
Analytical Memo
 Coding Process and Documentation

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG**

CHALLENGES AND SOLUTIONS

Anchor Code	Empirical Indicator ("...")	Empirical Data Meaning	Research Question Answer	Code	Code Description
ICG CONTRIBUTION	I do not always use their services I only have a good experience with them and can't really say I have had a bad experience (P1 lines 11-12)	Occasionally use the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	They can't deter crime because they have limited capabilities (P1 lines 19)	ICG cannot contribute to public security because they have limited powers and resources	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Limited powers and resources	This indicates that IFC do not have the responsibility or the capacity to make a meaningful contribution to public service security
ICG CONTRIBUTION	To be honest with you they only help with parking (P1 line 19-20)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays

			cities of the global South?		
CG CONTRIBUTION	if something happens to your car in most cases, they can't stop it or account for it (P1 line 20-21)	ICG cannot contribute to public security because they have limited powers and resources	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Limited powers and resources	This indicates that IFC do not have the responsibility or the capacity to make a meaningful contribution to public service security
ICG FACILITATION	I give them money for courtesy not for security to help people who struggling to make a living (P1 27-28)	ICG are rewarded with money albeit not for security. The incentive is underscores ICG as a livelihood strategy	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Monetary Incentive	One of the forms that facilitate ICG is the money regards derived. This is the irrespective of whether or not they provide any services.
2 ICG FACILITATION	Reference an online article that advises tourists about the rate for informal car guards which is R10(P1 lines 29-30)	ICG is acknowledged in the tourism industry and tourists are advised how much they should pay ICG)	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	ICG Recognition	Recognition shows facilitates ICG because tourists are encouraged to incentivise the car guards
3. ICG STATE RESPONSE	If they are removed it will affect the car guards not crime levels (P1 line 36)	This implies that the contribution of ICG to public security is meaningless	How should the State respond to informal Car Guarding in cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
3. ICG STATE RESPONSE	Instead of guarding cars they will resort to other measures to making a living like petty crime	ICG is a good because it provides unemployment occupied and opportunity to earn a living	How should the State respond to informal Car Guarding in cities of the global South?	Alternative to crime	ICG is condoned because it presents an honest way to make a living because the alternative can be crime

		otherwise they do crime				This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CONTRIBUTION	Their role here is to direct cars for parking (P1 lines 38)	The role of ICG in directing motorists to park is recognised	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Assist with parking		
ICG CHALLENGES AND SOLUTIONS	the problem with them sometimes is that they demand the money (line 39)	ICG tend to demand money from motorists although motorists are not obliged to pay them or use their services	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Demands disadvantage ICG		Informal ar guards should understand that people/motorists are not obliged to use their services or pay for their service
Participant 2						
ICG CONTRIBUTION	I have not had any bad experience (line 57)	This implies the use of ICG with no bad experiences whatsoever to talk about	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience		This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	For fighting crime they don't contribute much (line 63)	ICG is not recognised as a security measure	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention		This indicates that the presence of ICG does not make a difference to crime prevention
ICG CONTRIBUTION	we need them for parking (line 63)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of	Assist with parking		This identifies the role of ICG in assisting motorists to identify parking spaces/bays

			cities of the global South?		
ICG FACILITATION	I give them minimum of R5 and on a good day can go up to R20. (line 69-70)	This a great appreciation for the services rendered by ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	I pay for parking assistance (line 69)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG FACILITATION	Understand their hustle (line 70)	Motorists feel obliged to reward ICG because they are aware that this is a form of livelihood	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Recognised livelihood Strategy	ICG is incentivised and recognised as a legitimate means of earning a living
ICG CONTRIBUTION	I use them mainly on weekends (72)	The services of ICG is specified to a period	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Weekend Services	ICG is used mainly during the weekend.
ICG CHALLENGES AND SOLUTIONS	I don't use them at night 72	There is a clear preference for using ICG during the day.	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Daylight Preference	Motorists feel safer when they use ICG during the day rather than night

ICG CHALLENGES AND SOLUTIONS	I don't trust them (line 73)	The trust issues underline a tone of suspicion that ICG are involved in criminal activities i.e. car burglary	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Trust Issues	This signifies a certain level of uneasiness with ICG
ICG CHALLENGES AND SOLUTIONS	The dress code doesn't really make a difference (line 74)	Motorists do not base their decision based on how neat or untidy of ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Dress-Code is immaterial	The dress code of ICG does not play a factor in how motorists' perception and decision
Participant 3					
ICG CONTRIBUTION	I would describe it as good (84)	This implies the use of ICG with no bad experiences whatsoever to talk about	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	I think they deter crime	Recognition that ICG play a role in crime prevention i.e car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CONTRIBUTION	If removed crime level will likely rise because their presence likely deters criminals	This underscores that ICG uses visibility as a strategy to prevent crime	In what way (s) does informal car guarding (ICG) contribute to the governance of	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention

			cities of the global South		
ICG FACILITATION	I just give money as thank you wouldn't say it's a contribution for security	Using the words thank you expresses gratitude and can thus be linked to idea that incentivise is part of recognising ICG as a legitimate livelihood strategy	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CHALLENGES AND SOLUTIONS	I think they should be formalised and taken for training	Promotes ICG and points out how this can be improved	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Training and Formalisation	Measures to improve ICG
ICG STATE RESPONSE	I think they should be formalised and taken for training (99)	Promotes ICG and points out how this can be improved	How should the State respond to informal Car Guarding in cities of the global South?	Training and Formalisation	Measures to improve ICG
ICG FACILITATION	I typically pay give them R5 or if I use them their services give R10 (100)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG FACILITATION	I use their services here and there (102)	This denotes that the frequency of	How is the contribution of informal car guarding (ICG) in	Low Frequency Use	This indicates that although the services of ICG are used the frequency is low

		using ICG is not high	the governance of cities of the global South facilitated?		
Participant 4					
ICG CONTRIBUTION	I have good experience (112)	This implies the use of ICG with no bad experiences whatsoever to talk about	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CHALLENGES AND SOLUTIONS	need to develop a relationship with them in in order to experience the place better (112-113)	Having a relationship is important for building trust between motorists and ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG STATE RESPONSE	I consider informal car guarding a job (118)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CHALLENGES AND SOLUTIONS	they don't really watch the cars they are mainly driven by motive to make money because they interact with multiple motorists (122-123)	The Modus operandi shows that they are not driven desire to provide security but rather maximise profits	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG CHALLENGES AND SOLUTIONS	Does not mind that they are removed	There is a suggestion that ICG is	What are the challenges associated with	Drug Problem	The use of drugs is identified as one of the major problems

	especially if they do drugs (127)	synonymous with illegal substance use and this deters the overall perception	informal car guarding in cities of the global South and how should these be addressed		giving ICG a bad name
ICG FACILITATION	payment is appreciation to motivate them to look after cars (132)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
Participant 5					
ICG CONTRIBUTION	I can describe it as mixed, personally only good experience but know people with bad experience (143-144)	This highlights positives and negative elements of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	Consider ICG as a job (149)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
CG CONTRIBUTION	Sometimes they deter crime but the car guards sometimes usually commit the crime if they are not paid	ICG is dependent on how hey are treated, mistreatment lead to crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Blackmail	An eye for an eye
ICG STATE RESPONSE	If they are removed it will not make difference (153)	This implies that the contribution of ICG to public	How should the State respond to informal Car	Meaningless contribution to crime prevention	This indicates that the presence of ICG does

		security is meaningless	Guarding in cities of the global South?		not make a difference to crime prevention
ICG FACILITATION	I sometimes tip them (165)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG FACILITATION	I know it can make a difference in their lives (165)	Recognition that ICG is a legitimate livelihood strategy with a service to offer	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CONTRIBUTION	if they help me park (166)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CONTRIBUTION	if I am here for a long time I will use but if not I don't (169)	Justification of paying for ICG is based on time period	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Time factor	Time is factor, the longer the better for ICG
ICG CONTRIBUTION	also depends on how difficult the parking space is for me (170)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays

ICG CHALLENGES AND SOLUTIONS	I don't use them at night (170)	There is a clear preference for using ICG during the day. This feeds to the perception of criminal elements in ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Daylight Preference	Motorists feel safer when they use ICG during the day rather than night
	Participant 6				
ICG CONTRIBUTION	I don't have a problem with them they good for parking and security (183)	This is endorsement of ICG,	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Provision of security and parking services	ICG services to motorists
ICG STATE RESPONSE	they are helpful and doing a job (188)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	The deter crime (192)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	It's possible that crime can increase if they are removed (198)	Recognition that ICG play a role in crime prevention i.e. car burglary	How should the State respond to informal Car Guarding in cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG FACILITATION	I always have coins for them (204)	This shows a gesture of	How is the contribution of	Tippling	A tip is good indicator that someone

		appreciation for ICG	informal car guarding (ICG) in the governance of cities of the global South facilitated?		appreciates services rendered
ICG FACILITATION	I can't say how much I give them because different locations charge differently (204-205)	There is no standard charger, this could be dependent on many factors like security risk or traffic	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Location determines incentive	Some locations are more lucrative than others
ICG CONTRIBUTION	I mainly use them on weekends both night and day	The services of ICG is specified to a period	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Weekend Services	ICG is used mainly during the weekend.
ICG CONTRIBUTION	I mainly use them on weekends both night and day (208)	The services of ICG is specified to a period	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	All Day Services	Time of the day does not have an impact on how motorist use ICG
Participant 7					
ICG FACILITATION	They are guys hustling and trying to make a livelihood for their families (220)	Recognition that ICG is a legitimate livelihood strategy with a service to offer	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG STATE RESPONSE	You can say that it's a job (226)	This is part of the livelihood	How should the State respond to informal Car	ICG is a job	Moving beyond understanding ICG as a

		strategy argument	Guarding in cities of the global South?		
ICG CONTRIBUTION	they provide security (231)	This is endorsement of ICG,	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Provision of security and parking services	ICG services to motorists
ICG CHALLENGES AND SOLUTIONS	if they are incidents, they are usually involved (231)	ICG are not fully trusted and are often suspected to orchestrate car burglaries	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG
ICG STATE RESPONSE	Obviously if they provide security this means it will go up if removed (237)	Recognition that ICG play a role in crime prevention i.e. car burglary	How should the State respond to informal Car Guarding in cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	it can also decrease because some of the commit the crime (237-238)	The trust issues underline a tone of suspicion that ICG are involved in criminal activities i.e. car burglary	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Lack of Trust	This signifies a certain level of uneasiness with ICG
ICG FACILITATION	they must be paid (244)	Advocating for motorists to pay ICG when they use their services	How is the contribution of informal car guarding (ICG) in the governance of	User pay principle	This indicates that ICG should be treated fairly and although motorists are not obliged to pay, this

			cities of the global South facilitated		should if they use the services
ICG CHALLENGES AND SOLUTIONS	they must also be easily identified (244)	Bips play an important role in how ICG are perceived. Important to appear like you are at work	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CHALLENGES AND SOLUTIONS	I don't use them (249)	This is usually attributed to trust issues with ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Lack of Trust	This is an indication of the lack of trust and perception that ICG have criminal elements
Participant 8					
ICG CONTRIBUTION	They are helpful in terms of security (261)	This is endorsement of ICG,	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Provision of security and parking services	ICG services to motorists
ICG STATE RESPONSE	it's a job (267)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	The fact that people like me use them shows that	An endorsement and clear statement that	In what way (s) does informal car guarding (ICG) contribute to the	Helpful	Loaded description and speaks volumes of ICG

	they are helpful (272)	there are people who rely on ICG	governance of cities of the global South?		
ICG STATE RESPONSE	If they are removed, then who will look after cars (278)	The tone underscores that ICG should not be removed because the security services they provide	How should the State respond to informal Car Guarding in cities of the global South?	Removal is Unacceptable	The removal of ICG does not make sense
ICG FACILITATION	I pay them anything to R50 (284)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tiping	A tip is good indicator that someone appreciates services rendered
ICG FACILITATION	the payment is appreciation and also for security (284)	Recognition that ICG is a legitimate livelihood strategy with a service to offer	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Recognised livelihood Strategy	ICG is incentivised and recognised as a legitimate means of earning a living
ICG CHALLENGES AND SOLUTIONS	the problem with them is that some of them demand the payment (285)	Although some Motorists are sympathetic to ICG they are often disillusioned by the demands and entitlement attitudes	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Making Demands	A negative attribute of ICG which is centred on an mentality of entitlement
ICG CHALLENGES AND SOLUTIONS	Most of the time, and yes reflectors help (285)	Bips play an important role in how ICG are perceived. Important to appear like you are at work	What are the challenges associated with informal car guarding in cities of the global South and how should	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives

			these be addressed		
Participant 9					
ICG CONTRIBUTION	I have only had good experience to be honest (302)	This implies the use of ICG with no bad experiences whatsoever to talk about	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG STATE RESPONSE	it's a job (308)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CHALLENGES AND SOLUTIONS	the guys work and will make sure nothing happens to your car especially if they know you (313-314)	Having a relationship is important for building trust between motorists and ICG. This is also a problematic proposition because its like motorists are indebted to make relations	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG STATE RESPONSE	Why does the municipality remove them if they help (320)	An endorsement and clear statement that there are people who rely on ICG	How should the State respond to informal Car Guarding in cities of the global South?	Helpful	Loaded description and speaks volumes of ICG
ICG FACILITATION	The payment depends on how much I have,	This shows a gesture of	How is the contribution of informal car	Tippling	A tip is good indicator that someone

	usually from R5-20 (326)	appreciation for ICG	guarding (ICG) in the governance of cities of the global South facilitated?		appreciates services rendered
Participant 10					
ICG CONTRIBUTION	I only ever engage them when they have service to offer me but I have no issues with them (348)	This seems be an overt endorsement of ICG and indication that the experience has been good	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG STATE RESPONSE	how can it be a job when some of them are criminals (354)	Does not regard ICG as a job because it's not regulated, and even criminals can masquerade as guards	How should the State respond to informal Car Guarding in cities of the global South?	Lack of Trust	This is an indication of the lack of trust and perception that ICG have criminal elements
ICG CHALLENGES AND SOLUTIONS	I don't see how they can deter any crime from happening when some of them are even criminals (359-360)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	If removed it will not make any difference (366)	This implies that the contribution of ICG to public security is meaningless	How should the State respond to informal Car Guarding in cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention

ICG FACILITATION	The payment I give them is not really for service but for appreciation	Using the words like appreciation expresses gratitude and can thus be linked to idea that incentivise is part of recognising ICG as a legitimate livelihood strategy	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CHALLENGES AND SOLUTIONS	I always park where it's safe, places like malls (377)	This should be taken to mean that areas where they is ICG are not regarded as safe and potentially speaks to the idea of criminal elements	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Lack of Trust	This is an indication of the lack of trust and perception that ICG have criminal elements
Participant 11					
ICG CONTRIBUTION	I love those guys; they help a lot (393)	An endorsement and clear statement that there are people who rely on ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Helpful	Loaded description and speaks volumes of ICG
ICG FACILITATION	they need the money (399)	The underlying tone here is that its important to compensate ICG because this is a livelihood strategy and	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living

		more importantly a recognition that services are rendered		
ICG CONTRIBUTION	They are helpful (404)	An endorsement and clear statement that there are people who rely on ICG	Helpful	Loaded description and speaks volumes of ICG
ICG CHALLENGES AND SOLUTIONS	some of them have bad intentions (404)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CHALLENGES AND SOLUTIONS	if you don't pay them some vandalise your car (404)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CHALLENGES AND SOLUTIONS	swear at you especially when they see that you are alone as a women (405)	This is a blatant point about women being targeted or seen as easy targets when ICG	Femicide	Motorists that are women are being targeted for abuse

		demand payments	these be addressed		
ICG STATE RESPONSE	If they are removed crime will rise (412)	This underscores that ICG uses visibility as a strategy to prevent crime	How should the State respond to informal Car Guarding in cities of the global South?	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention
ICG FACILITATION	I usually pay the between R2-5 and in general any coins that I have (418)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	I pay them for parking assistance (418-419)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CHALLENGES AND SOLUTIONS	Important to establish relationship (420)	Having a relationship is important for building trust between motorists and ICG. This is also a problematic proposition because its like motorists are indebted to make relations	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CHALLENGES AND SOLUTIONS	Reflectors help (421)	Bips play an important role in how ICG are perceived. Important to	What are the challenges associated with informal car guarding in cities	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives

		appear like you are at work	of the global South and how should these be addressed		
ICG CONTRIBUTION	Use them frequently (426)	A clear endorsement for ICG services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	High Frequent User	This indicates that although the services of ICG are used the frequency is high
ICG CONTRIBUTION	they are helpful especially at the mall (426)	Highlights that the usefulness of ICG goes beyond CBD and also important in areas with good security systems. This potentially speaks to parking and directing traffic	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Useful beyond CBD	ICG services are confined to the CBD and motorists also need them beyond such locations for an array of services
Participant 12					
ICG CHALLENGES AND SOLUTIONS	We see them every day and develop a relationship with them (442)	ICG are part of the city and they are not easy to avoid. The point here is that you actually get used to them. This leads to a relationship of sorts	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CONTRIBUTION	They are offering a services (447)	This is not specific to the type of service but it is clear it	In what way (s) does informal car guarding (ICG) contribute to the	Valuable Service	ICG offers and array of services for motorists to choose from

		denotes a valuable service for motorists	governance of cities of the global South?		
ICG CHALLENGES AND SOLUTIONS	others come with criminal intentions (447)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION					
ICG CONTRIBUTION	They play a fair bit of in terms of promoting safety (452)	Recognition that ICG play a role in crime prevention i.e car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	Unfair to remove them because they look after cars when we not around (458)	Appreciation and endorsement for ICG services	How should the State respond to informal Car Guarding in cities of the global South?	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	We give them coins when we have (464)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tiping	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	We use them all the time (469)	A clear endorsement for ICG services	In what way (s) does informal car guarding (ICG) contribute to the governance of	High Frequent User	This indicates that although the services of ICG are used the frequency is high

			cities of the global South?		
Interview 13					
ICG CHALLENGES AND SOLUTIONS	I don't really like them because they vandalise cars (480)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CHALLENGES AND SOLUTIONS	force their services on you (480)	ICG tend to demand money from motorists although motorists are not obliged to pay them or use their services	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Demands disadvantage ICG	Informal car guards should understand that people/motorists are not obliged to use their services or pay for their service
ICG CHALLENGES AND SOLUTIONS	We are forced to greet and converse with them to create a good-relations so that (481)	Greeting gestures are treated as consent in ICG and is part of the imposing argument	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CHALLENGES AND SOLUTIONS	they don't vandalise ours cars (482)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of	What are the challenges associated with informal car guarding in cities of the global South and how should	Perceptions of Criminal activities	Negative attitude against ICG based on experience

		ICG dents the image and perception of the service	these be addressed		
ICG CHALLENGES AND SOLUTIONS	the security is against them (482)	This indicates that ICG is a problem to formal security guards because the criminal deeds	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	its not a job (486)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CHALLENGES AND SOLUTIONS	They are once who commit crime and work with criminals (491)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	Removing them will be helpful and cars will be safer (497)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and	How should the State respond to informal Car Guarding in cities of the global South?	Removal Makes Sense	The perspective is to drive out and get rid of ICG

		perception of the service			
ICG CHALLENGES AND SOLUTIONS	They always demand R5 (503)	Although some Motorists are sympathetic to ICG they are often disillusioned by the demands and entitlement attitudes	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Making Demands	A negative attribute of ICG which is centred on an mentality of entitlement
ICG CHALLENGES AND SOLUTIONS	Uniform will help (504)	Bips play an important role in how ICG are perceived. Important to appear like you are at work	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CONTRIBUTION	I use different ones because I never park at the same place (512)	This shows ICG can be accessed in different parts of the city and motorists use different the services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	ICG Beyond CBD	The phenomenon of ICG moves beyond ICG and can be multiple parts of the city
Participant 14					
ICG CONTRIBUTION	Neither good or bad but not no bad experiences at all (523)	This seems be an overt endorsement of ICG and indication that the experience has been good	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience	This captures positive feedback about ICG and how its perceived by motorists

ICG STATE RESPONSE	I would classify as job	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	Helpful in parking	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CHALLENGES AND SOLUTIONS	but at times demand money for not performing a service	The Modus operandi shows that they are not driven desire to provide security but rather maximise profits	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG CONTRIBUTION	They don't have enough resources to deter crime	This implies that the contribution of ICG to public security is meaningless	How should the State respond to informal Car Guarding in cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	The malls are usually better because they have older people whereas on the streets young people who support drug use (536)	Older ICG tend to offer better services	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Age Preference	Age in the ICG plays a factor in the type of services motorists are likely receive
ICG CHALLENGES AND SOLUTIONS	Most of them don't pay attention to the cars (537)	There is a suggestion that ICG is	What are the challenges associated with	ICG Youth Drug Problem	The use of drugs is identified as one of the major problems

		synonymous with illegal substance use and this deters the overall perception	informal car guarding in cities of the global South and how should these be addressed		giving ICG a bad name
ICG STATE RESPONSE	If you remove who is going to replace them (543)	Covert admission that ICG services are important	How should the State respond to informal Car Guarding in cities of the global South?	Removal is Senseless	ICG should not be removed unless there is an alternative
ICG CHALLENGES AND SOLUTIONS	Formalise them with security companies to assist in crime combating (543)	Promotes ICG and points out how this can be improved	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Training and Formalisation	Measures to improve ICG
ICG FACILITATION	I give money based on what I see, if I see they are symptoms of drug use, don't give money (550)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
Participant 15					
ICG CHALLENGES AND SOLUTIONS	It will be better if they are not there (571)	This indicates that ICG is a problem to formal security guards because the criminal deeds	What are the challenges associated with informal car guarding in cities of the global South and how should	Perceptions of Criminal activities	Negative attitude against ICG based on experience

			these be addressed		
ICG CHALLENGES AND SOLUTIONS	it will be better if they are formalised under a corporation and have standard payment (577)	Promotes ICG and points out how this can be improved	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Training and Formalisation	Measures to improve ICG
ICG CHALLENGES AND SOLUTIONS	Sometimes they are involved in crime (583)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	can also deter crime especially (583)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	if you pay them Sometimes you pay an they don't watch your cars (583-584)	Services are dependent on prior payment	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Upfront payment	Motorists are required to make an upfront payment for services

	Problem is that multiple parking and payment (585)	The Modus operandi shows that they are not driven desire to provide security but rather maximise profits	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG STATE RESPONSE	Why does the municipality want to remove them if they help (59)	recognition that ICG services are important	How should the State respond to informal Car Guarding in cities of the global South?	Removal is Senseless	ICG should not be removed unless there is an alternative
ICG FACILITATION	R3 payment and depend on service (598)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	When wearing visible clothing, it develops a trustworthy relationship (597)	Bips play an important role in how ICG are perceived. Important to appear like you are at work	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CHALLENGES AND SOLUTIONS	Location of parking also affects if we use them or not (599)	Using ICG services depends on the location. ICG in some certain locations cannot be trusted	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Lack of Trust	This indicates that the services of ICG are used and appreciated but this is limited to certain geographies

Initial Memo
Personal Reflections About Codes

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator	Code	Reflections
1. ICG CONTRIBUTION	do not always use their services I only have a good experience with them and can't really say I have had a bad experience (P1 lines 11-12)	Good Experience	This sheds a good light on ICG albeit with caution. I also think it shows that ICG are wanted but only used and acknowledged as good by motorists when its convenient
	They can't deter crime because they have limited capabilities (P1 lines 19)	Limited powers and resources	The suggestion that crime ICG cannot deter crime because they have limited powers is false because something as simple as visibility or raising alarm can be effective
	To be honest with you they only help with parking (P1 line 19-20)	Assist with parking	ICG is built on the idea of helping motorists to park their vehicles and look provide security so this is a fair reflection.
	if something happens to your car in most cases, they can't stop it or account for it (P1 line 20-21)	Limited powers and resources	"Most cases" denotes that they are other times when the opposite has happened and so the statement cannot taken to be true because of the contradiction
	I give them money for courtesy not for security to help people who struggling to make a living (P1 27-28)	Monetary Incentive	These portrays ICG as beggars and relegates their services. Also, the inferences made to 'people struggling to make a living' is actually acknowledging that ICG is a form of service and just beggars
	Reference an online article that advises tourists about the rate for	ICG Recognition	This is quite interesting. This is arguably a big recognition for ICG because tourists are actually

	informal car guards which is R10(P1 lines 29-30)		being told that ICG is are of life in SA and should be compensated as such
	If they are removed it will affect the car guards not crime levels (P1 line 36)	Meaningless contribution to crime prevention	
	Instead of guarding cars they will resort to other measures to making a living like petty crime	Alternative to crime	
	Their role here is to direct cars for parking (P1 lines 38)	Assist with parking	
	the problem with them sometimes is that they demand the money (line 39)		
ICG CONTRIBUTION	I have not had any bad experience (line 57)	Good Experience	ICG offer a range of services including directing traffic, parking and security to mention I am assuming this cuts across board in term of the experience
ICG CONTRIBUTION	For fighting crime they don't contribute much (line 63)	Meaningless contribution to crime prevention	This is a reoccurring code. What is interesting about this code is that although motorists often admit that they use ICG services to look after their vehicles, they nonetheless don't view ICG as a meaningful contributor to crime prevention
ICG CONTRIBUTION	we need them for parking (line 63)	Assist with parking	Reoccurring and emerging as a real factor. Questions should be asked this is the case and the impact thereof
ICG FACILITATION	I give them minimum of R5 and on a good day can go up to R20. (line 69-70)	Tippling	I always found it interesting that motorists tipped ICG
ICG CONTRIBUTION	I pay for parking assistance (line 69)	Assist with parking	In the follow ups this should be followed up with a question on why they need ICG for this service
ICG FACILITATION	Understand their hustle (line 70)	Recognised livelihood Strategy	Understanding someones hustle means that you actually appreciate their die hard spirit and vie them with respect. I see this recognition as recognition that there is a market for ICG

ICG CONTRIBUTION	I use them mainly on weekends (72)	Weekend Services	This is not a surprise because on weekends most people go out partying and need all sorts of services.
ICG CHALLENGES AND SOLUTIONS	I don't use them at night 72	Daylight Preference	Interesting and speaks to the perception of thinking ICG have criminal elements
ICG CHALLENGES AND SOLUTIONS	I don't trust them (line 73)	Trust Issues	Connected to the comment above
ICG CHALLENGES AND SOLUTIONS	The dress code doesn't really make a difference (line 74)	Dress-Code is immaterial	I am expecting this not be a consistent code
ICG CONTRIBUTION	I would describe it as good (84)	Good Experience	This is already established
ICG CONTRIBUTION	I think they deter crime	Crime Deterrence	The most important thing will be to analyse and breakdown this code i.e. what does crime mean
ICG CONTRIBUTION	If removed crime level will likely rise because their presence likely deters criminals	Meaningful contribution to crime prevention	Presence visibility strategy as a deterrence to crime. Contradicts the idea that ICG cannot contribute
ICG FACILITATION	I just give money as thank you wouldn't say it's a contribution for security	Recognised livelihood Strategy	One should probe further why the incentive is given
ICG CHALLENGES AND SOLUTIONS	I think they should be formalised and taken for training	Training and Formalisation	Should use existing research on what this would mean and also is this feasible?
ICG STATE RESPONSE	I think they should be formalised and taken for training (99)	Training and Formalisation	Same as above
ICG FACILITATION	I typically pay give them R5 or if I use them their services give R10 (100)	Tipping	Payment usually denotes an appreciation for a service. The task will be established what exactly is this task. Also, there is a pattern with R5
ICG FACILITATION	I use their services here and there (102)	Low Frequency Use	Its important to establish frequency because it's an good indicator of dependency
ICG CONTRIBUTION	I have good experience (112)	Good Experience	Established and as I stated what is important is to expand on this

ICG CHALLENGES AND SOLUTIONS	need to develop a relationship with them in in order to experience the place better (112-113)	Establish Relations	This should be understood in the context that ICG have criminal elements. Establishing a good relationship puts you on the safe side. This preposition is weird
ICG STATE RESPONSE	I consider informal car guarding a job (118)	ICG is a Job	This consideration is important in the context of understanding the importance or uselessness of ICG
ICG CHALLENGES AND SOLUTIONS	they don't really watch the cars they are mainly driven by motive to make money because they interact with multiple motorists (122-123)	Questionable Modus operandi	Requires further thoughts
ICG CHALLENGES AND SOLUTIONS	Does not mind that they are removed especially if they do drugs (127)	Drug Problem	This is negative yet positive statement because this implies that idea of ICG is actually not a problem but certain issues like drugs and alcohol
ICG FACILITATION	payment is appreciation to motivate them to look after cars (132)	Tippling	A plus because tippling is showing gratitude
ICG CONTRIBUTION	I can describe it as mixed, personally only good experience but know people with bad experience (143-144)	Mixed Experiences	I think this captures the contradictory nature of ICG and perhaps is a good way to describe it
ICG STATE RESPONSE	Consider ICG as a job (149)	ICG is a Job	This has many implications because if ICG is consider a job then the response of the city has to take this into consideration
ICG CONTRIBUTION	Sometimes they deter crime but the car guards sometimes usually commit the crime if they are not paid	Blackmail	This is in part a punitive measure taken by ICG on motorists who do not pay for their services. Usually this happens when ICG is of the idea that the motorists have concerted to watching their car. Sometimes this is not even the case
ICG STATE RESPONSE	If they are removed it will not make difference (153)	Meaningless contribution to crime prevention	In other words, how does the city expect the ICG to make a living. An analysis of such a statement has to be analysed within the context of unemployment in SA and the role of informal economy.
ICG FACILITATION	I sometimes tip them (165)	Tippling	A tip is an incentive and thus any form of tippling or remuneration serves to encourage ICG or at least gives ICG the impression that they are valued.

ICG FACILITATION	I know it can make a difference in their lives (165)	Recognised livelihood Strategy	This is a recurring theme where motorists declare that they are tipping ICG because they understand the struggle they are going through. It's a means of living that many motorists can resonate with
ICG CONTRIBUTION	if they help me park (166)	Assist with parking	Parking should be analysed within a context because the service ICG offers is not just about parking but directing traffic and reducing incidents of accidents
ICG CONTRIBUTION	if I am here for a long time I will use but if not I don't (169)	Time factor	This is indicates the use of ICG over a long period during the day. This makes sense because if one visits a place for 15 minutes or less, they might not necessary need security services. This will depend on the location. Follow up needs to be done on what a is considered to be a long time
ICG CONTRIBUTION	also depends on how difficult the parking space is for me (170)	Assist with parking	A lot of this has to do with parallel parking and in these regard should note the contribution of ICG in reducing incidents
ICG CHALLENGES AND SOLUTIONS	I don't use them at night (170)	Daylight Preference	Its safer to use ICG during the day than at night.
ICG CONTRIBUTION	I don't have a problem with them they good for parking and security (183)	Provision of security and parking services	I consider this sentiment to be the biggest endorsement of ICG. Not only does it reflect on the parking aspect but also the security
ICG STATE RESPONSE	they are helpful and doing a job (188)	ICG is a Job	This is also a good endorsement. The word helpful should be analysed and appreciated
ICG CONTRIBUTION	The deter crime (192)	Crime Deterrence	Self explanatory
ICG STATE RESPONSE	It's possible that crime can increase if they are removed (198)	Crime Deterrence	The possibility that crime could increase if ICG is removed should shape how the policy bureaucrats respond to the phenomenon
ICG FACILITATION	I always have coins for them (204)	Tipping	Why coins?
ICG FACILITATION	I can't say how much I give them because different locations charge differently (204-205)	Location determines incentive	Some places are more lucrative than others for ICG and this are usually the places with high risk.Motorists understand the obligation for paying amidst absence of the state

ICG CONTRIBUTION	I mainly use them on weekends both night and day	Weekend Services	More attention needs to be paid to the role of ICG is making motorists feel secure during weekends. Policy Implications.
ICG CONTRIBUTION	I mainly use them on weekends both night and day (208)	All Day Services	ICG endorsement
ICG FACILITATION	They are guys hustling and trying to make a livelihood for their families (220)	Recognised livelihood Strategy	ICG Endorsement
ICG STATE RESPONSE	You can say that it's a job (226)	ICG is a Job	repeating
ICG CONTRIBUTION	they provide security (231)	Provision of security and parking services	repeating
ICG CHALLENGES AND SOLUTIONS	if they are incidents, they are usually involved (231)	Perceptions of Criminal activities	This paints ICG to be double agents. In other words, they will facilitate a crime or burglary against your car and yet pretend they did not see what happened
ICG STATE RESPONSE	Obviously if they provide security this means it will go up if removed (237)	Crime Deterrence	This is something worth noting for the solutions aspect of the research
ICG CHALLENGES AND SOLUTIONS	it can also decrease because some of the commit the crime (237-238)	Lack of Trust	The double agent argument again
ICG FACILITATION	they must be paid (244)	User pay principle	Motorists should not take advantage of ICG and not pay them simply because they have no legal obligation to do so
ICG CHALLENGES AND SOLUTIONS	they must also be easily identified (244)	Appearance- Dress code matters	This is an interesting point to note because ICG are encouraged by either police, business to wear bips in order to show that they are working. To some motorists this gives them trust in ICG
ICG CHALLENGES AND SOLUTIONS	I don't use them (249)	Lack of Trust	The question should be what makes motorists not trust ICG and is this true for all ICG? i.e malls? Or simply applicable to the ones in public parking
ICG CONTRIBUTION	They are helpful in terms of security (261)	Provision of security and	I still have not reflected on what I mean by security. Security means watching over the car

		parking services	and guarding against burglary and also against incidents from other motorists
ICG STATE RESPONSE	it's a job (267)	ICG is a Job	-
ICG CONTRIBUTION	The fact that people like me use them shows that they are helpful (272)	Helpful	The vast majority of motorists admitted to using the services of ICG
ICG STATE RESPONSE	If they are removed, then who will look after cars (278)	Removal is Unacceptable	endorsement
ICG FACILITATION	I pay them anything to R50 (284)	Tipping	The most recurring amount for tipping was R5
ICG FACILITATION	the payment is appreciation and also for security (284)	Recognised livelihood Strategy	The whole argument around appreciation I think devalues the services of ICG because there is a difference between paying for services or simply giving some money as a form of appreciation
ICG CHALLENGES AND SOLUTIONS	the problem with them is that some of them demand the payment (285)	Making Demands	This is abig problem in ICG. Part of it is because motorists don't pay their dues despite a promissory note. What is the best wast, upfront payment?
ICG CHALLENGES AND SOLUTIONS	Most of the time, and yes reflectors help (285)	Appearance- Dress code matters	I think they should be specific city sanctioned beeps. As things area any been can be used, City sanctioned beeps do not have to purchased but ICG should be registered for ID
ICG CONTRIBUTION	I have only had good experience to be honest (302)	Good Experience	Endorsement
ICG STATE RESPONSE	it's a job (308)	ICG is a Job	This is clearly part of livelihood strategy so it would be interesting to hear how their removal can be justified
ICG CHALLENGES AND SOLUTIONS	the guys work and will make sure nothing happens to your car especially if they know you (313-314)	Establish Relations	This usually works when one frequents an area and makes a good relationship with people. I don't see how it be sustained for visitors
ICG STATE RESPONSE	Why does the municipality remove them if they help (320)	Helpful	Endorsement

ICG FACILITATION	The payment depends on how much I have, usually from R5-20 (326)	Tippling	This part of what enrages ICG because Motorists have a carte blanche to give them however much they think is good. What is worse is that they tend to be given coins only
ICG CONTRIBUTION	I only ever engage them when they have service to offer me but I have no issues with them (348)	Good Experience	endorsement
ICG STATE RESPONSE	how can it be a job when some of them are criminals (354)	Lack of Trust	This is again lack of trust and a perception on criminals activities. This can be solved through ID measures with city governments
ICG CHALLENGES AND SOLUTIONS	I don't see how they can deter any crime from happening when some of them are even criminals (359-360)	Perceptions of Criminal activities	Same as above
ICG STATE RESPONSE	If removed it will not make any difference (366)	Meaningless contribution to crime prevention	This is a contradiction to the idea that the removal of ICG will increase crime. This is premised on the understanding that ICG commit crimes
ICG FACILITATION	The payment I give them is not really for service but for appreciation	Recognised livelihood Strategy	I find this statement to unfounded because giving ICG a tip cannot be equated to giving street beggars money
ICG CHALLENGES AND SOLUTIONS	I always park where its safe, places like malls (377)	Lack of Trust	The irony is that there are also ICG at the malls.
ICG CONTRIBUTION	I love those guys; they help a lot (393)	Helpful	Big Endorsement also shows affection. This is beyond services
ICG FACILITATION	they need the money (399)	Recognised livelihood Strategy	The obligation to pay for services is shared by because they understand that ICG is a livelihood strategy. The only question that remains is how much do they pay for the services and how should this services be determined? perhaps per hour rates?
ICG CONTRIBUTION	They are helpful (404)	Helpful	endorsement

ICG CHALLENGES AND SOLUTIONS	some of them have bad intentions (404)	Perceptions of Criminal activities	Reflected on before
ICG CHALLENGES AND SOLUTIONS	if you don't pay them some vandalise your car (404)	Perceptions of Criminal activities	Same as above
ICG CHALLENGES AND SOLUTIONS	swear at you especially when they see that you are alone as a women (405)	Femicide	This is an area worth more enquiry. Because there is clear sense from females that that they are targeted for abuse by ICG. Questions should be raised in ICG
ICG STATE RESPONSE	If they are removed crime will rise (412)	Meaningful contribution to crime prevention	Endorsement to ICG
ICG FACILITATION	I usually pay the between R2-5 and in general any coins that I have (418)	Tippling	R5 comes up again. This seems to be the standard payment and is not dependent on time. The other factor could be because this is usually loose change that is readily available
ICG CONTRIBUTION	I pay them for parking assistance (418-419)	Assist with parking	Service
ICG CHALLENGES AND SOLUTIONS	Important to establish relationship (420)	Establish Relations	I have already dwelled on this.
ICG CHALLENGES AND SOLUTIONS	Reflectors help (421)	Appearance- Dress code matters	The appearance goes beyond a beep and more about representation. A clean representation aids the course
ICG CONTRIBUTION	Use them frequently (426)	High Frequent User	People who use ICG all the time. It must though be noted that ICG indicate that most people use their services but fail to acknowledge that
ICG CONTRIBUTION	they are helpful especially at the mall (426)	Useful beyond CBD	What makes the mall different from the other sites? Private vs public premises

ICG CHALLENGES AND SOLUTIONS	We see them every day and develop a relationship with them (442)	Establish Relations	ICG cannot be avoided because they are part of the city. The relationship with motorists in certain circumstances is inevitable
ICG CONTRIBUTION	They are offering a services (447)	Valuable Service	Endorsement. Its safe to say that the word services usually denote security
ICG CHALLENGES AND SOLUTIONS	others come with criminal intentions (447)	Perceptions of Criminal activities	Repeated
ICG CONTRIBUTION	They play a fair bit of in terms of promoting safety (452)	Crime Deterrence	To me it seemed like they is a sense of naivety that ICG does play role in security, I found this astonishing because some of the motorists would acknowledge this and also devalue the service
ICG STATE RESPONSE	Unfair to remove them because they look after cars when we not around (458)	Removal is Unacceptable	This reflects the reality
ICG FACILITATION	We give them coins when we have (464)	Tipping	As I said before, more needs to be dote to regulate the remuneration
ICG CONTRIBUTION	We use them all the time (469)	High Frequent User	Its fair to assume that anyone who has visited malls in SA has used these services before. The problem is that motorists tend to think that ICG are formal employees of the mail
ICG CHALLENGES AND SOLUTIONS	I don't really like them because they vandalise cars (480)	Perceptions of Criminal activities	Few of the respondents (less than five) in the study had first-hand experience of vandalism by ICG. For many this perception could only be backed up by hearsay
ICG CHALLENGES AND SOLUTIONS	force their services on you (480)	Demands disadvantage ICG	How do ICG determine if they should render the services or not?
ICG CHALLENGES AND SOLUTIONS	We are forced to greet and converse with them to create a good relations so that (481)	Establish Relations	Reelected

ICG CHALLENGES AND SOLUTIONS	they vandalise ours cars (482)	Perceptions of Criminal activities	Same as above
ICG CHALLENGES AND SOLUTIONS	the security is against them (482)	Perceptions of Criminal activities	The formal security is against ICG because of the tipping which they feel should go to them
ICG STATE RESPONSE	its not a job (486)	ICG is a Job	This is in contradiction with earlier view that ICG is a job. The question is if its not a job then why are they being tipped
ICG CHALLENGES AND SOLUTIONS	They are once who commit crime and work with criminals (491)	Perceptions of Criminal activities	Few of the respondents (less than five) in the study had first-hand experience of vandalism by ICG. For many this perception could only be backed up by hearsay
ICG STATE RESPONSE	Removing them will be helpful and cars will be safer (497)	Removal Makes Sense	By helpful this respondents means that ICG commit the crime? This is not the view of business
ICG CHALLENGES AND SOLUTIONS	They always demand R5 (503)	Making Demands	The demand is an agitation to motorists. The irony is that most motorists tend to avoid private secured parking because of payment
ICG CHALLENGES AND SOLUTIONS	Uniform will help (504)	Appearance- Dress code matters	Part of the solution moving forward
ICG CONTRIBUTION	I use different ones because I never park at the same place (512)	ICG Beyond CBD	ICG are everywhere? Are they necessary in all the places
ICG CONTRIBUTION	Neither good or bad but not no bad experiences at all (523)	Good Experience	This is a fair reflection. ICG experience is often not just about personal experience but also the experiences of friends and families. So although individual people might have bad experience, this is often clouded by the bad experience of others
ICG STATE RESPONSE	I would classify as job	ICG is a Job	

ICG CONTRIBUTION	Helpful in parking	Assist with parking	Reflected
ICG CHALLENGES AND SOLUTIONS	but at times demand money for not performing a service	Questionable Modus operandi	Irritation. This is also reflected in the exiting literature on the subject were many people describe them as a nuisance. It would also be informative to see how people describe ICG in one word
ICG CONTRIBUTION	They don't have enough resources to deter crime	Meaningless contribution to crime prevention	The mere visibility of people can deter crime so this is not a question of resources
ICG CHALLENGES AND SOLUTIONS	The malls are usually better because they have older people whereas on the streets young people who support drug use (536)	Age Preference	The age factor is important. People feel safer when its older people. Implications?
ICG CHALLENGES AND SOLUTIONS	Most of them don't pay attention to the cars (537)	ICG Youth Drug Problem	Youth and Drugs
ICG STATE RESPONSE	If you remove who is going to replace them (543)	Removal is Senseless	Despite the many shortcomings of ICG, most motorists tend to think that benefits far outstrip the challenges
ICG CHALLENGES AND SOLUTIONS	Formalise them with security companies to assist in crime combating (543)	Training and Formalisation	Elite capture Mafia Organisations
ICG FACILITATION	I give money based on what I see, if I see they are symptoms of drug use, don't give money (550)	Tippling	The presentation argument about how ICG should be weary of how the come across
ICG CHALLENGES AND SOLUTIONS	It will be better if they are not there (571)	Perceptions of Criminal activities	There is a possibility that these plays to the idea of what a city is? In other words should informality be allowed in cities and how motorists understand the idea of a city Is ICG simply been shunned upon because its informal

ICG CHALLENGES AND SOLUTIONS	it will be better if they are formalised under a corporation and have standard payment (577)	Training and Formalisation	Elite capture Mafia Organisations
ICG CHALLENGES AND SOLUTIONS	Sometimes they are involved in crime (583)	Perceptions of Criminal activities	These view could because of the many views I have expressed before including the exclusion of informality in cities
ICG CONTRIBUTION	can also deter crime (583)	Crime Deterrence	Endorsement
ICG CHALLENGES AND SOLUTIONS	Sometimes you pay an they don't watch your cars (583-584)	Upfront payment	The question here is how can ICG be held accountable to carrying out a service they are paid for. One idea is that they can limited to a certain number of cars within the same space. This is already happening
	Problem is that multiple parking and payment (585)	Questionable Modus operandi	Same as above
ICG STATE RESPONSE	Why does the municipality want to remove them if they help (59)	Removal is Senseless	It is clear that motorists appreciate the services of ICG
ICG FACILITATION	R3 payment and depend on service (598)	Tipping	The payment seem to low. Should be interesting if I was to contrast this with payed private parking
ICG CHALLENGES AND SOLUTIONS	When wearing visible clothing, it develops a trustworthy relationship (597)	Appearance- Dress code matters	Presentation
ICG CHALLENGES AND SOLUTIONS	Location of parking also affects if we use them or not (599)	Lack of Trust	Some place are more high risk than others

Codebook

Codes and their Characteristics

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator Source M= Maboneng (line numbers)	Code	Code Description
ICG CONTRIBUTION	M (11-12)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	M (19)	Limited powers and resources	This indicates that IFC do not have the responsibility or the capacity to make a meaningful contribution to public service security
ICG CONTRIBUTION	M (19-20)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CONTRIBUTION	M (20-21)	Limited powers and resources	This indicates that IFC do not have the responsibility or the capacity to make a meaningful contribution to public service security
ICG FACILITATION	M (27-28)	Monetary Incentive	One of the forms that facilitate ICG is the money regards derived. This is the irrespective of whether or not they provide any services.
2 ICG FACILITATION	M (29-30)	ICG Recognition	Recognition shows facilitates ICG because tourists are encouraged to incentivise the car guards
3. ICG STATE RESPONSE	M (36)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention

3. ICG STATE RESPONSE	M (37)	Alternative to crime	ICG is condoned because it presents an honest way to make a living because the alternative can be crime
ICG CONTRIBUTION	M (38)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CHALLENGES AND SOLUTIONS	M (39)	Demands disadvantage ICG	Informal ar guards should understand that people/motorists are not obliged to use their services or pay for their service
Participant 2			
ICG CONTRIBUTION	M (57)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	M (63)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CONTRIBUTION	M (63)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG FACILITATION	M (69-70)	Tiping	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	M (69)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG FACILITATION	M (70)	Recognised livelihood Strategy	ICG is incentivised and recognised as a legitimate means of earning a living
ICG CONTRIBUTION	M (72)	Weekend Services	ICG is used mainly during the weekend.

ICG CHALLENGES AND SOLUTIONS	M (72)	Daylight Preference	Motorists feel safer when they use ICG during the day rather than night
ICG CHALLENGES AND SOLUTIONS	M (73)	Trust Issues	This signifies a certain level of uneasiness with ICG
ICG CHALLENGES AND SOLUTIONS	M (74)	Dress-Code is immaterial	The dress code of ICG does not play a factor in how motorists' perception and decision
Participant 3			
ICG CONTRIBUTION	M (84)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	I think they deter crime	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CONTRIBUTION	If removed crime level will likely rise because their presence likely deters criminals	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention
ICG FACILITATION	I just give money as thank you wouldn't say it's a contribution for security	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CHALLENGES AND SOLUTIONS	I think they should be formalised and taken for training	Training and Formalisation	Measures to improve ICG
ICG STATE RESPONSE	I think they should be formalised and taken for training (99)	Training and Formalisation	Measures to improve ICG
ICG FACILITATION	M (100)	Tipping	A tip is good indicator that someone appreciates services rendered

ICG FACILITATION	M (102)	Low Frequency Use	This indicates that although the services of ICG are used the frequency is low
Participant 4			
ICG CONTRIBUTION	M (112)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CHALLENGES AND SOLUTIONS	M (112-113)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG STATE RESPONSE	M (118)	ICG is a Job	Moving beyond understanding ICG as a
ICG CHALLENGES AND SOLUTIONS	M (122-123)	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG CHALLENGES AND SOLUTIONS	M (127)	Drug Problem	The use of drugs is identified as one of the major problems giving ICG a bad name
ICG FACILITATION	M (132)	Tipping	A tip is good indicator that someone appreciates services rendered
Participant 5			
ICG CONTRIBUTION	M (143-144)	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	M (149)	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	M (151)	Blackmail	An eye for an eye

ICG STATE RESPONSE	M (153)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG FACILITATION	M (165)	Tippling	A tip is good indicator that someone appreciates services rendered
ICG FACILITATION	M (165)	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CONTRIBUTION	M (166)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CONTRIBUTION	M (169)	Time factor	Time is factor, the longer the better for ICG
ICG CONTRIBUTION	M (170)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CHALLENGES AND SOLUTIONS	M (170)	Daylight Preference	Motorists feel safer when they use ICG during the day rather than night
Participant 6			
ICG CONTRIBUTION	M (183)	Provision of security and parking services	ICG services to motorists
ICG STATE RESPONSE	M (188)	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	M (192)	Crime Deterrence	This underlies the contribution of ICG to crime prevention

ICG STATE RESPONSE	M (198)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG FACILITATION	M (204)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG FACILITATION	M (204-205)	Location determines incentive	Some locations are more lucrative than others
ICG CONTRIBUTION	M (206)	Weekend Services	ICG is used mainly during the weekend.
ICG CONTRIBUTION	M (208)	All Day Services	Time of the day does not have an impact on how motorist use ICG
Participant 7			
ICG FACILITATION	M (220)	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG STATE RESPONSE	M (226)	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	M (231)	Provision of security and parking services	ICG services to motorists
ICG CHALLENGES AND SOLUTIONS	M (231)	Perceptions of Criminal activities	Negative attitude against ICG
ICG STATE RESPONSE	M (237)	Crime Deterrence	This underlies the contribution of ICG to crime prevention

ICG CHALLENGES AND SOLUTIONS	M (237-238)	Lack of Trust	This signifies a certain level of uneasiness with ICG
ICG FACILITATION	M (244)	User pay principle	This indicates that ICG should be treated fairly and although motorists are not obliged to pay, this should if they use the services
ICG CHALLENGES AND SOLUTIONS	M (244)	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CHALLENGES AND SOLUTIONS	M (249)	Lack of Trust	This is an indication of the lack of trust and perception that ICG have criminal elements
Participant 8			
ICG CONTRIBUTION	M (261)	Provision of security and parking services	ICG services to motorists
ICG STATE RESPONSE	M (267)	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	M (272)	Helpful	Loaded description and speaks volumes of ICG
ICG STATE RESPONSE	M (278)	Removal is Unacceptable	The removal of ICG does not make sense
ICG FACILITATION	M (284)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG FACILITATION	M (284)	Recognised livelihood Strategy	ICG is incentivised and recognised as a legitimate means of earning a living

ICG CHALLENGES AND SOLUTIONS	M(285)	Making Demands	A negative attribute of ICG which is centred on an a mentality of entitlement
ICG CHALLENGES AND SOLUTIONS	M (285)	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
Participant 9			
ICG CONTRIBUTION	M (302)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG STATE RESPONSE	M (308)	ICG is a Job	Moving beyond understanding ICG as a
ICG CHALLENGES AND SOLUTIONS	M (313-314)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG STATE RESPONSE	M (320)	Helpful	Loaded description and speaks volumes of ICG
ICG FACILITATION	M (326)	Tippling	A tip is good indicator that someone appreciates services rendered
Participant 10			
ICG CONTRIBUTION	M (348)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG STATE RESPONSE	M (354)	Lack of Trust	This is an indication of the lack of trust and perception that ICG have criminal elements

ICG CHALLENGES AND SOLUTIONS	M (359-360)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	M (366)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG FACILITATION	M (377)	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CHALLENGES AND SOLUTIONS	M (377)	Lack of Trust	This is an indication of the lack of trust and perception that ICG have criminal elements
Participant 11			
ICG CONTRIBUTION	M (393)	Helpful	Loaded description and speaks volumes of ICG
ICG FACILITATION	M (399)	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CONTRIBUTION	M (404)	Helpful	Loaded description and speaks volumes of ICG
ICG CHALLENGES AND SOLUTIONS	M (404)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CHALLENGES AND SOLUTIONS	M (404)	Perceptions of Criminal activities	Negative attitude against ICG based on experience

ICG CHALLENGES AND SOLUTIONS	M (405)	Femicide	Motorists that are women are being targeted for abuse
ICG STATE RESPONSE	M (412)	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention
ICG FACILITATION	M (418)	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	M (418-419)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CHALLENGES AND SOLUTIONS	M (420)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CHALLENGES AND SOLUTIONS	M (421)	Appearance-Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CONTRIBUTION	M (426)	High Frequent User	This indicates that although the services of ICG are used the frequency is high
ICG CONTRIBUTION	M (426)	Useful beyond CBD	ICG services are confined to the CBD and motorists also need them beyond such locations for an array of services
Participant 12			
ICG CHALLENGES AND SOLUTIONS	M (442)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG

ICG CONTRIBUTION	M (447)	Valuable Service	ICG offers and array of services for motorists to choose from
ICG CHALLENGES AND SOLUTIONS	M (447)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	M (452)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	M (458)	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	M (464)	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	M (469)	High Frequent User	This indicates that although the services of ICG are used the frequency is high
Interview 13			
ICG CHALLENGES AND SOLUTIONS	M (480)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CHALLENGES AND SOLUTIONS	M (480)	Demands disadvantage ICG	Informal car guards should understand that people/motorists are not obliged to use their services or pay for their service
ICG CHALLENGES AND SOLUTIONS	M (481)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG

ICG CHALLENGES AND SOLUTIONS	M (482)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CHALLENGES AND SOLUTIONS	M (482)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	M (486)	ICG is a Job	Moving beyond understanding ICG as a
ICG CHALLENGES AND SOLUTIONS	M (491)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	M (497)	Removal Makes Sense	The perspective is to drive out and get rid of ICG
ICG CHALLENGES AND SOLUTIONS	M (503)	Making Demands	A negative attribute of ICG which is centred on an a mentality of entitlement
ICG CHALLENGES AND SOLUTIONS	M (504)	Appearance-Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CONTRIBUTION	M (512)	ICG Beyond CBD	The phenomenon of ICG moves beyond ICG and can be multiple parts of the city
Participant 14			
ICG CONTRIBUTION	M (523)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists

ICG STATE RESPONSE	I would classify as job	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	Helpful in parking	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG CHALLENGES AND SOLUTIONS	but at times demand money for not performing a service	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG CONTRIBUTION	They don't have enough resources to deter crime	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	M (536)	Age Preference	Age in the ICG plays a factor in the type of services motorists are likely receive
ICG CHALLENGES AND SOLUTIONS	M (537)	ICG Youth Drug Problem	The use of drugs is identified as one of the major problems giving ICG a bad name
ICG STATE RESPONSE	M (543)	Removal is Senseless	ICG should not be removed unless there is an alternative
ICG CHALLENGES AND SOLUTIONS	M (543)	Training and Formalisation	Measures to improve ICG
ICG FACILITATION	M (550)	Tipping	A tip is good indicator that someone appreciates services rendered
Participant 15			

ICG CHALLENGES AND SOLUTIONS	M (571)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CHALLENGES AND SOLUTIONS	M (577)	Training and Formalisation	Measures to improve ICG
ICG CHALLENGES AND SOLUTIONS	M (583)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	M (583)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	M (583-584)	Upfront payment	Motorists are required to make an upfront payment for services
		Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG STATE RESPONSE	M (597)	Removal is Senseless	ICG should not be removed unless there is an alternative
ICG FACILITATION	M (598)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	M (597)	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CHALLENGES AND SOLUTIONS	M (599)	Lack of Trust	This indicates that the services of ICG are used and appreciated but this is limited to certain geographies

Maponya Mall
Analytical Memo

Coding Process and Documentation

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator ("...")	Empirical Data Meaning	Research Question Answer	Code	Code Description
ICG CONTRIBUTION	I never interact with them. I just park (13)	Does not pay any attention to the advances of ICG. The irony of this is that ICG is the only security at the mall so anyone who visits the mall uses their services by default	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Invisible Security	This indicates that motorists are not aware that their security is entirely dependent on ICG
ICG STATE RESPONSE	I will not say it's a job (19)	Perceives ICG as a form scavenger and taking advantage of motorists at the mall.	How should the State respond to informal Car Guarding in cities of the global South?	Scavengers	ICG should not be considered to be part of the informal trade. Equivalent to beggars

ICG CONTRIBUTION	my car is safe in a mall irrespective of guards available or not (19)	Does not pay any attention to the advances of ICG. The irony of this is that ICG is the only security at the mall so anyone who visits the mall uses their services by default	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Invisible Security	This indicates that motorists are not aware that their security is entirely dependent on ICG
ICG CONTRIBUTION	They are not useful and visible or proactive in deterring crime (24-25)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CONTRIBUTION	They are not necessary in a mall (31)	The argument is based on specific location and potentially means that ICG is relevant elsewhere like CBD for example	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Context Specific Service	ICG is relevant in specific locations
ICG FACILITATION	I pay them whatever is available (37)	Payment is an indicator that there is a transaction and with ICG this is usually for car security	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	the payment is helping them because they really don't look after car (37-38)	The Modus operandi shows that they are not driven desire to	What are the challenges associated with informal car	Questionable Modus operandi	The modus operandi brings ICG into disrepute

		provide security but rather maximise profits	guarding in cities of the global South and how should these be addressed?		
ICG CHALLENGES AND SOLUTIONS	It will only make sense if each car had a guard (38)	There should be a limit to the number of cars that each ICG looks after and that should be as minimal as possible	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	The Lesser the Better	Minimal customers works in favour of ICG
ICG CHALLENGES AND SOLUTIONS	I don't trust them even if they wear security clothing (43)	Uniform/Regalia will not a difference	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Dress-Code does not Matter	Bips and any form of dress code will have minimal impact
ICG CHALLENGES AND SOLUTIONS	I don't trust them even if they wear security clothing (43)	This indicates that ICG is a problem to formal security guards because the criminal deeds	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Perceptions of Criminal activities	Negative attitude against ICG based on experience
Participant 2					
ICG CONTRIBUTION	Bad and Good (59)	This highlights positives and negative elements of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of	Mixed Experiences	positive and negative Simultaneously

			cities of the global South		
ICG CHALLENGES AND SOLUTIONS	it's not like you have choice with them, it's almost like it's compulsory to give into their services (59-60)	Part of what irks motorists about ICG is that they tend to impose their services.	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Unilateral Decision	Motorists do not always agree to the services of ICG.
ICG STATE RESPONSE	it's a job (66)	This is part of the livelihood strategy argument	How should the State respond to Informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	they help with security, parking and handling groceries (68)	ICG offer an array of services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Multiple Services	ICG is not limited to security.
ICG CONTRIBUTION	To be honest they do make sure that the crime is low (71)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	If they are removed there is a likelihood that crime will rise (77)	Recognition that ICG play a role in crime prevention i.e. car burglary	How should the State respond to Informal Car Guarding in cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG FACILITATION	I pay them	Payment is an indicator that there is a	How is the contribution of informal car	Tipping	A tip is good indicator that someone

		transaction and with ICG this is usually for car security	guarding (ICG) in the governance of cities of the global South facilitated?		appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	I pay them depending on how their presentation and how they communicate with me (83-84)	Bips play an important role in how ICG are perceived. Important to appear like you are at work	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Appearance & Communication matters	Dress code and means of communication determines how ICG are perceived and treated by motorists including incentives
ICG STATE RESPONSE	I pay them to create job opportunities (84)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CHALLENGES AND SOLUTIONS	I never use them downtown (84)	Trust in ICG is dependent on location	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Location Matters	It is safer to use ICG in some places
ICG CHALLENGES AND SOLUTIONS	smoke drugs (85)	There is a suggestion that ICG is synonymous with illegal substance use and this deters the overall perception	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Drug Problem	The use of drugs is identified as one of the major problems giving ICG a bad name

ICG CONTRIBUTION	I use them all the time (90)	A clear endorsement for ICG services	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	High Frequency User	This indicates that although the services of ICG are used the frequency is high
ICG CHALLENGES AND SOLUTIONS	I use the same ICG depending on where I am (93)	Establishing relationship with ICG and understanding each other's needs is mutually beneficial	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
Participant 3					
ICG CONTRIBUTION	I have only had a good experience (105)	This implies the use of ICG with no bad experiences whatsoever to talk about	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CHALLENGES AND SOLUTIONS	Its not a job because they don't have a basic salary (111)	The underlying tone here is that of formalisation as part of the solutions to make ICG better	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Formalisation	Formalisation should be explored as part of the solution
ICG CONTRIBUTION	Yes they deter crime (116)	Recognition that ICG play a role in crime prevention i.e car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of	Crime Deterrence	This underlies the contribution of ICG to crime prevention

			cities of the global South?		
ICG STATE RESPONSE	That will not make sense because these guys are only trying to work (122)	Appreciation and endorsement for ICG services	How should the State respond to Informal Car Guarding in cities of the global South?	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	My payment varies from R5 to whatever I have (128)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	I have relationship with them to look after my car (128-129)	Establishing relationship with ICG and understanding each other's needs is mutually beneficial	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CONTRIBUTION	use them every day and park where they are visible especially in town (133)	A clear endorsement for ICG services	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	High Frequency User	This indicates that although the services of ICG are used the frequency is high
ICG STATE RESPONSE	use them every day and park where they are visible especially in town (133)	There is Trust in ICG irrespective of location. Relied upon in high risk areas	How should the State respond to informal Car Guarding in cities of the global South?	Trust in ICG	There is overwhelming trust in ICG and in fact relies on this in high risk areas

ICG CHALLENGES AND SOLUTIONS	I prefer to use the same guards yes (137)	Establishing relationship with ICG and understanding each other's needs is mutually beneficial	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
Participant 4					
ICG STATE RESPONSE	They are not needed (152)	The city can function without ICG services	How should the State respond to informal Car Guarding in cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG STATE RESPONSE	It's not a job (158)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
Participant 5					
ICG CONTRIBUTION	Good and bad so its mixed (199)	This highlights positives and negative elements of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	it's more like volunteering (205)	This encapsulates the mentality of many motorists, they see ICG as volunteers	How should the State respond to informal Car Guarding in cities of the global South?	Volunteering Services	The mentality undermining ICG

		hence they don't pay them			
ICG CONTRIBUTION	Yes, they deter crime (210)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	It's not fair to remove them because they are trying to make a living (216)	Appreciation and endorsement for ICG services	How should the State respond to Informal Car Guarding in cities of the global South?	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	Pay them R5 or whatever change is available (222)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	pay them for security and parking as a show of appreciation (222-223)	ICG offer an array of services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Multiple Services	Motorists use ICg for different services
ICG CONTRIBUTION	I use them every day and park where they are visible especially in town (227)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	I have my own guards (231)	Establishing relationship with ICG and	What are the challenges associated with	Establish Relations	Establishing a relationship works in

		understanding each other's needs is mutually beneficial	informal car guarding in cities of the global South and how should these be addressed?		favour of the motorists and ICG
Participant 6					
ICG CHALLENGES AND SOLUTIONS	Only good when you pay them (244)	Part of the problem with ICG is that they get abusive when not remunerated	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Rude and Lack Respect	Character of ICG determines how motorists perceive them
ICG STATE RESPONSE	Self-employment/hustling for money (252)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	Self Employed	A good way to describe ICG
ICG CONTRIBUTION	Yes, they deter crime (257)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	sometimes they work with criminals (257)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience

		perception of the service			
ICG STATE RESPONSE	Not good idea to remove them (263)	Appreciation and endorsement for ICG services	How should the State respond to Informal Car Guarding in cities of the global South?	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	Between R2-5 or whatever I have (269)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered.
ICG CONTRIBUTION	I use them every day and park where they are visible especially in town (273)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	Use them all the time but its better when they know, better to always park at the same place (274-275)	Establishing relationship with ICG and understanding each other's needs is mutually beneficial	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
Participant 7					
ICG CONTRIBUTION	They help with parking (293)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays

			cities of the global South?		
ICG STATE RESPONSE	its not a job these guys are not even trained for security so how can they provide that (299)	Consideration for looking after cars should only be given to formal car guarding services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Training and Formalisation	Measures to improve ICG
ICG CONTRIBUTION	They don't deter crime (304)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG STATE RESPONSE	Not much will change if they are removed (310)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	How should the State respond to informal Car Guarding in cities of the global South?	Removal Makes Sense	The perspective is to drive out and get rid of ICG
ICG FACILITATION	I give them R2 for thank you (316)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	I use them every day and park where they are visible especially in town (320)	A clear endorsement for ICG services	In what way (s) does informal car guarding (ICG) contribute to the governance of	High Frequent User	This indicates that although the services of ICG are used the frequency is high

Participant 8					
ICG CONTRIBUTION	Those guys steal only 50% of them work (341)	This highlights positives and negative elements of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	its not a job (347)	This implies that the contribution of ICG to public security is meaningless	How should the State respond to informal Car Guarding in cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CONTRIBUTION	They don't deter crime (352)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG STATE RESPONSE	If removed it won't make a difference (358)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	How should the State respond to informal Car Guarding in cities of the global South?	Removal Makes Sense	The perspective is to drive out and get rid of ICG
ICG STATE RESPONSE	they are making a living (358)	Recognition that ICG is a legitimate livelihood	How is the contribution of informal car guarding (ICG) in the governance	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living

		strategy with a service to offer	of cities of the global South facilitated		
ICG FACILITATION	I give them between R40-50 sometimes (364)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	I rarely use them, they steal (368)	Using the services of ICG with caution because of the lack of trust and perception on criminal activities	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Lack of Trust	The double agent argument against ICG. Pretend to guard but part of syndicate to burglarise cars
Participant 9					
ICG CONTRIBUTION	I have had good experience but also bad (387)	This highlights positives and negative elements of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	it's not a job (393)	Consideration for looking after cars should only be given to formal car guarding services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Training and Formalisation	Measures to improve ICG
ICG STATE RESPONSE	just poor guys trying to make a living (393)	Recognition that ICG is a legitimate livelihood	How is the contribution of informal car guarding (ICG) in	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living

		strategy with a service to offer	the governance of cities of the global South facilitated		
ICG CONTRIBUTION	They don't deter crime (398)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	I am not sure what will happen if they removed but some commit crime especially based on location (404-405)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	I don't pay them because they are not doing any job (411)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	I don't really use them (416)	Using the services of ICG with caution because of the lack of trust and perception on criminal activities	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Lack of Trust	The double agent argument against ICG. Pretend to guard but part of syndicate to burglarise cars

Participant 10					
ICG CONTRIBUTION	I don't trust them they vandalise cars	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
Participant 11					
ICG STATE RESPONSE	Payment issues- demand money (439)	Although some Motorists are sympathetic to ICG they are often disillusioned by the demands and entitlement attitudes	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Making Demands	A negative attribute of ICG which is centred on an a mentality of entitlement
ICG CHALLENGES AND SOLUTIONS	Government Assistance (440)	Consideration for looking after cars should only be given to formal car guarding services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Formalisation	Measures to improve ICG
ICG FACILITATION	R5-10 Payment (441)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered

ICG CHALLENGES AND SOLUTIONS	Issues of Multiple parking (442)	ICG offer an array of services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Multiple Services	Motorists use ICG for different services
	Classified as a job (443)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG STATE RESPONSE					
Participant 12					
ICG CONTRIBUTION	I always use them for parking, so they help and I know I am not alone (455)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG STATE RESPONSE	I can say it's a job because they wake up in the morning like everyone (461)	This is part of the livelihood strategy argument	How should the State respond to informal Car Guarding in cities of the global South?	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	Helpful in parking and security (466)	This underscores that ICG uses visibility as a strategy to prevent crime	How should the State respond to informal Car Guarding in cities of the global South?	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention
ICG CONTRIBUTION	Helpful in parking and security (466)	ICG assists with parking	In what way (s) does informal car guarding (ICG) contribute to the governance of	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays

			cities of the global South?		
ICG STATE RESPONSE	It will affect parking and security if removed because that is the job they (472)	Appreciation and endorsement for ICG services	How should the State respond to Informal Car Guarding in cities of the global South?	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	I give between R5-10 (478)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	I use the ones I know (484)	Establishing relationship with ICG and understanding each other's needs is mutually beneficial	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
Participant 13					
ICG CONTRIBUTION	Helpful and trustworthy (499)	An endorsement and clear statement that there are people who rely on ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Helpful	Loaded description and speaks volumes of ICG
ICG CONTRIBUTION	If accident happens, they note down the registration of the other car (510)	Strategy that ICG use to report incidents	In what way (s) does informal car guarding (ICG) contribute to the governance of	Report Incidents	This indicates that the presence of ICG does makes a difference to crime prevention

			cities of the global South?		
ICG CONTRIBUTION	They are needed and if removed crime will rise (516)	This underscores that ICG uses visibility as a strategy to prevent crime	How should the State respond to Informal Car Guarding in cities of the global South?	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention
ICG STATE RESPONSE	They try to avoid crime and if forcibly removed they may commit crime (517)	Appreciation and endorsement for ICG services	How should the State respond to Informal Car Guarding in cities of the global South?	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	Pay them to show appreciation R10 or R20 (524)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	Always uses their especially when I go to town (529)	A clear endorsement for ICG services	In what way (s) does Informal car guarding (ICG) contribute to the governance of cities of the global South?	Location matters	This indicates that although the services of ICG are used the frequency is high especially in high risk locations
Participant 14					
ICG CONTRIBUTION	Use the at times (550)	This denotes that the frequency of using ICG is not high	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Low Frequency Use	This indicates that although the services of ICG are used the frequency is low

ICG FACILITATION	Payment can be R5 or whatever I have (552)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered
Participant 15					
ICG CHALLENGES AND SOLUTIONS	They focus on making money (560)	The Modus operandi shows that they are not driven desire to provide security but rather maximise profits	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG CHALLENGES AND SOLUTIONS	Commit Crime (561)	Any criminal activity (presumably car burglary) that is done by a person under the auspices of ICG dents the image and perception of the service	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	No impact on crime levels (562)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	Their presentation and behaviour is questionable (563)	ICG should put and effort in how they look and	What are the challenges associated with	Appearance- Dress code matters	Dress code determines how ICG are perceived and

		present themselves	informal car guarding in cities of the global South and how should these be addressed		treated by motorists including incentives
ICG CHALLENGES AND SOLUTIONS	Service multiple cars at once (564)	The Modus operandi shows that they are not driven desire to provide security but rather maximise profits	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG FACILITATION	Pay them however much I can afford (565)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered

Initial Memo

Personal Reflections About Codes

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG**

CHALLENGES AND SOLUTIONS

Anchor Code	Empirical Indicator	Code	Reflections
ICG CONTRIBUTION	I never interact with them. I just park (13)	Invisible Security	This statement is misinformed because ICG are actually the only form of security in most malls. People who enter the vicinity of the mall are by default under the services of ICG and do not have to interact with them to experience that service. This is driven by the perception that ICG are employed by the mall
ICG STATE RESPONSE	I will not say it's a job (19)	Scavengers	There is a notion that ICG are like homeless people asking for money and thus are scavengers who emotionally black mail motorists into giving the loose change monies. This is not true especially in malls because ICG are often the only form of security
ICG CONTRIBUTION	my car is safe in a mall irrespective of guards available or not (19)	Invisible Security	The irony of this statement is that most motorists tend to park where they are ICG. As well this should be understood in the context that not all malls are the same although most mall rely on ICG for security
ICG CONTRIBUTION	They are not useful and visible or proactive in deterring crime (24-25)	Meaningless contribution to crime prevention	Confusing

ICG CONTRIBUTION	They are not necessary in a mall (31)	Context Specific Service	Most motorists are not aware that ICG are deployed to mall and have to actually pay mall fees. This seems to be part a way of getting parking payment from motorists without them having to use machines or making prior payment at the mall entrance.
ICG FACILITATION	I pay them whatever is available (37)	Tipping	The problem with this is that ICG have to pay the mall a certain rate and so in some cases 90% of the monies made go to the mall fees
ICG CHALLENGES AND SOLUTIONS	the payment is helping them because they really don't look after car (37-38)	Questionable Modus operandi	This is not true because ICG are given 10 parking bays and this is manageable number. In fact incidents of car burglaries tend to occur where ICG is not visible
ICG CHALLENGES AND SOLUTIONS	It will only make sense if each car had a guard (38)	The Lesser the Better	Potential Solution
ICG CHALLENGES AND SOLUTIONS	I don't trust them even if they wear security clothing (43)	Dress-Code does not Matter	This speaks to the trust issues and some of criminal activities associated with ICG. Especially the allegation of organised crimes and syndicates
ICG CHALLENGES AND SOLUTIONS	I don't trust them even if they wear security clothing (43)	Perceptions of Criminal activities	Same as above
ICG CONTRIBUTION	Bad and Good (59)	Mixed Experiences	
ICG CHALLENGES AND SOLUTIONS	its not like you have choice with them, its almost like its compulsory to give into their services (59-60)	Unilateral Decision	The problem with this assertion however is that motorists don't have to agree because ICG are depaloye by the mall management to provide security. So whether motorists agree or not they still receive the services
ICG STATE RESPONSE	they help with security, parking and handling groceries	ICG is a Job	What are the implications of these given that most cities in the world are not diability friendly

ICG CONTRIBUTION	they help with security, parking and handling groceries	Multiple Services	Need a comprehensive list of services that ICG play and how this would impact cities of the South if removed
ICG CONTRIBUTION	To be honest they do make sure that the crime is low (71)	Crime Deterrence	Its important to note that ICG prevents criminal activity by visibility. This also makes them vulnerable t criminals
ICG STATE RESPONSE	If they are removed there is a likelihood that crime will rise (77)	Crime Deterrence	I agree with this
ICG FACILITATION	I pay them	Tipping	When someone says that they pay someone its means that they are acknowledging a service that has been rendered
ICG CHALLENGES AND SOLUTIONS	I pay them depending on how their presentation and how they communicate with me (83-84)	Appearance & Communication matters	This is a message that should be communicated to ICG. While ICG is aware of courtesy, the message should be strong against women abuse
ICG STATE RESPONSE	I pay them to create job opportunities (84)	ICG is a Job	Livelihood argument
ICG CHALLENGES AND SOLUTIONS	I never use them downtown (84)	Location Matters	What should be done to ensure that ICG in CBD is equally appealing to motorists
ICG CHALLENGES AND SOLUTIONS	smoke drugs (85)	Drug Problem	This is negative yet positive statement because this implies that idea of ICG is actually not a problem but certain issues like drugs and alcohol
ICG CONTRIBUTION	I use them all the time (90)	High Frequency User	Endorsement
ICG CHALLENGES AND SOLUTIONS	I use the same ICG depending on where I am (93)	Establish Relations	Endorsement

ICG CONTRIBUTION	I have only had a good experience (105)	Good Experience	Endorsement
ICG CHALLENGES AND SOLUTIONS	Its not a job because they don't have a basic salary (111)	Formalisation	Will the same be said about waiters or other services that rely solely on tips
ICG CONTRIBUTION	Yes they deter crime (116)	Crime Deterrence	How can the collaborate better with police? Specific Radios?
ICG STATE RESPONSE	That will not make sense because these guys are only trying to work (122)	Removal is Unacceptable	In a country with high unemployment how the city responds to ICG should be measured
ICG FACILITATION	My payment varies from R5 to whatever I have (128)	Tipping	My believe is that tipping should be based on time and day. There needs to be a concerted effort in this regard to conscientize society/ motorist
ICG CHALLENGES AND SOLUTIONS	I have relationship with them to look after my car (128-129)	Establish Relations	This is a theme and also helps with ICG ID
ICG CONTRIBUTION	use them every day and park where they are visible especially in town (133)	High Frequency User	This makes sense because there is not many people who want to leave their cars isolated especially in the CBD
ICG STATE RESPONSE	use them every day and park where they are visible especially in town (133)	Trust in ICG	This is a clear message to the city that ICG does contribute to feeling motorists secure, the question is how the City can positively respond to this through policy
ICG CHALLENGES AND SOLUTIONS	I prefer to use the same guards yes (137)	Establish Relations	A registry and perinting ICG to work in certain areas can make this part of the solution
ICG STATE RESPONSE	They are not needed (152)	Meaningless contribution to crime prevention	The question here should what necessitated the ICG in the first place
ICG STATE RESPONSE	Its not a job (158)	ICG is a Job	Pessimistic view of ICG

ICG CONTRIBUTION	Good and bad so its mixed (199)	Mixed Experiences	Mixed
ICG STATE RESPONSE	it's more like volunteering (205)	Volunteering Services	This mentally should be changed because ICG are not different from an other informal activity
ICG CONTRIBUTION	Yes, they deter crime (210)	Crime Deterrence	Endorsement
ICG STATE RESPONSE	It's not fair to remove them because they are trying to make a living (216)	Removal is Unacceptable	There is also a deep sense of empathy. This is justified through unemployment rate in the country
ICG FACILITATION	Pay them R5 or whatever change is available (222)	Tipping	Payment should be standardised in municipal bylaws and per hour/minutes-rates
ICG CONTRIBUTION	pay them for security and parking as a show of appreciation (222-223)	Multiple Services	This denotes the willingness of motorists to pay ICG despite no obligation and signals the importance of the ICG
ICG CONTRIBUTION	I use them every day and park where they are visible especially in town (227)	Crime Deterrence	The mere presence of ICG makes motorists feel a bit safer
ICG CHALLENGES AND SOLUTIONS	I have my own guards (231)	Establish Relations	This is also my personal experience. When you have a long-term relationship the trust level is also high
ICG CHALLENGES AND SOLUTIONS	Only good when you pay them (244)	Rude and Lack Respect	Regulations can deter this. Rates.
ICG STATE RESPONSE	Self-employment/hustling for money (252)	Self Employed	Self-employed is a very good description for ICG. What they do with monies is a different conversation. I also found it interesting how people thought they could dictate to ICG how they can use their money

ICG CONTRIBUTION	Yes, they deter crime (257)	Crime Deterrence	Repeat
ICG CHALLENGES AND SOLUTIONS	sometimes they work with criminals (257)	Perceptions of Criminal activities	This is a persistent problem and unfortunately paints ICG in a negative way. This negativity overrides the positive aspects
ICG STATE RESPONSE	Not good idea to remove them (263)	Removal is Unacceptable	Livelihood strategies
ICG FACILITATION	Between R2-5 or whatever I have (269)	Tipping	Again, regulations are needed because paying people minimal money for services inevitably brings about conflict
ICG CONTRIBUTION	I use them every day and park where they are visible especially in town (273)	Crime Deterrence	ICG is most valuable in high risk areas. Some people don't understand that part of the reason why malls are not high risk is because of the presence of ICG
ICG CHALLENGES AND SOLUTIONS	Use them all the time but its better when they know, better to always park at the same place (274-275)	Establish Relations	A registry will ensure security for ICG and this will in turn-built trust
ICG CONTRIBUTION	They help with parking (293)	Assist with parking	Repeated
ICG STATE RESPONSE	its not a job these guys are not even trained for security so how can they provide that (299)	Training and Formalisation	Disagree with this assertion. Visibility does not require training
ICG CONTRIBUTION	They don't deter crime (304)	Meaningless contribution to crime prevention	Maybe the question should be about preventing
ICG STATE RESPONSE	Not much will change if they are removed (310)	Removal Makes Sense	This view fails to analyse the impact that this would have in terms of livelihoods

ICG FACILITATION	I give them R2 for thank you (316)	Tipping	Motorists tend to believe that they are doing ICG a favour by paying them despite services rendered
ICG CONTRIBUTION	I use them every day and park where they are visible especially in town (320)	High Frequent User	This underlines some of the contradictions from motorists because while some don't consider ICG to be a job and in fact call for their removal they are also quick to point that they tend to park where ICG is visible
ICG CONTRIBUTION	I have had good experience but also bad (387)	Mixed Experiences	Mixed Experience
ICG STATE RESPONSE	it's not a job (393)	Training and Formalisation	Repeat
ICG STATE RESPONSE	just poor guys trying to make a living (393)	Recognised livelihood Strategy	Sense of empathy, must analysed from socio-economic perspective
ICG CONTRIBUTION	They don't deter crime (398)	Meaningless contribution to crime prevention	Repeated
ICG CHALLENGES AND SOLUTIONS	I am not sure what will happen if they removed but some commit crime especially based on location (404-405)	Perceptions of Criminal activities	Most motorists tend to analyse the removal of ICG from security perspective and never from a point of view of what this would mean for livelihoods and idling people
ICG CONTRIBUTION	I don't pay them because they are not doing any job (411)	Meaningless contribution to crime prevention	To some motorists there is a difference between Paying and tipping
ICG CHALLENGES AND SOLUTIONS	I don't really use them (416)	Lack of Trust	This is usually a statement that was use by motorists what don't consider ICG a job or contribution but admitted to using their services which they see as volunteering
ICG CONTRIBUTION	I don't trust them they vandalise cars	Meaningless contribution to	Maybe the question should be about preventing

		crime prevention	
ICG STATE RESPONSE	Payment issues- demand money (439)	Making Demands	Possibly clothing reflecting rates or documentation
ICG CHALLENGES AND SOLUTIONS	Government Assistance (440)	Formalisation	I have reservations with formalisation. Formalisation though has different aspects i.e. registry I referred to elsewhere
ICG FACILITATION	R5-10 Payment (441)	Tipping	Rates can be determined as per the mall rates and private parking
ICG CHALLENGES AND SOLUTIONS	Issues of Multiple parking (442)	Multiple Services	Motorists have a problem with the fact that ICG look after different cars. This is a problem to motorists because they want to helped out of parking and is not always a problem of security
ICG STATE RESPONSE	Classified as a job (443)	ICG is a Job	
ICG CONTRIBUTION	I always use them for parking, so they help and I know I am not alone (455)	Assist with parking	It is interesting that in a mall setting most respondents don't refer to parking, this is because ICG mainly serve as security. Unlike in CBD where parking is difficult and parking bays are less organised
		ICG is a Job	
ICG CONTRIBUTION	I always use them for parking, so they help and I know I am not alone (455)	Meaningful contribution to crime prevention	Repeat
ICG STATE RESPONSE	I can say it's a job because they wake up in the morning like everyone (461)	Assist with parking	The effort of ICG counts for something and is something motorists should consider at all times
ICG CONTRIBUTION	Helpful in parking and security (466)	Removal is Unacceptable	Repeat

ICG STATE RESPONSE	It will affect parking and security if removed because that is the job they (472)	Tipping	One can argue that ICG play a role in minimising road rage which is a developmental problem in many cities of the global south
ICG FACILITATION	I give between R5-10 (478)	Establish Relations	Rates are important especially if motorists understand the contribution to livelihoods
ICG CHALLENGES AND SOLUTIONS	I use the ones I know (484)		Motorists should be encouraged to get to know ICG and understand their life background thus built relations. Mutually beneficial
ICG CONTRIBUTION	Helpful and trustworthy (499)	Helpful	Endorsement
ICG CONTRIBUTION	If accident happens, they note down the registration of the other car (510)	Report Incidents	This is a unique way of showing that ICG plays a role in crime prevention
ICG CONTRIBUTION	They are needed and if removed crime will rise (516)	Meaningful contribution to crime prevention	Car Burglaries
ICG STATE RESPONSE	They try to avoid crime and if forcibly removed they may commit crime (517)	Removal is Unacceptable	One of the ramifications of removing ICG or not allowing them to work might is leaving them to resort to crime
ICG FACILITATION	Pay them to show appreciation R10 or R20 (524)	Tipping	The classification of the payment as appreciation is proof that the role of ICG is under appreciated and disregarded because a payment is payment and there is usually a rationale behind it especially if its constant
ICG CONTRIBUTION	Always uses them, especially when I go to town (529)	Location matters	The fact that ICF is in demand in the CBD which is classified as a high-risk area is testament to role the contribution of ICG plays in cities of the global south
ICG CONTRIBUTION	Use the at times (550)	Low Frequency Use	Whether the use of ICG is Low or High frequency, using the services indicates that there

			is a contribution, and this should be acknowledged
ICG FACILITATION	Payment can be R5 or whatever I have (552)	Tipping	The attitude reflects the carte blanche attitude that motorists have towards ICG irrespective of services rendered
ICG CHALLENGES AND SOLUTIONS	They focus on making money (560)	Questionable Modus operandi	How can ICG better improve their service so that they not perceived in this way and that their services are better appreciated
ICG CHALLENGES AND SOLUTIONS	Commit Crime (561)	Perceptions of Criminal activities	Most of this sentiment are not backed by experience
ICG CONTRIBUTION	No impact on crime levels (562)	Meaningless contribution to crime prevention	Repeat
ICG CHALLENGES AND SOLUTIONS	Their presentation and behaviour is questionable (563)	Appearance- Dress code matters	This is affair point
ICG CHALLENGES AND SOLUTIONS	Service multiple cars at once (564)	Questionable Modus operandi	The problem here has more to do with motorists needing assistance from parking out. As well some ICG also tend to take a lot of cars to park which are no manageable
ICG FACILITATION	Pay them however much I can afford (565)	Tipping	Problematic preposition in a sense that ICG are at times not payed at all and results in conflict

Codebook

Codes and their Characteristics

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator Source MM= Maponya Mall (line numbers)	Code	Code Description
ICG CONTRIBUTION	MM (13)	Invisible Security	This indicates that motorists are not aware that their security is entirely dependent on ICG
ICG STATE RESPONSE	MM (19)	Scavengers	ICG should not be considered to be part of the informal trade. Equivalent to beggars
ICG CONTRIBUTION	MM (19)	Invisible Security	This indicates that motorists are not aware that their security is entirely dependent on ICG
ICG CONTRIBUTION	MM (24-25)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CONTRIBUTION	MM (31)	Context Specific Service	ICG is relevant in specific locations
ICG FACILITATION	MM (37)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	MM (37-38)	Questionable Modus operandi	The modus operandi brings ICG into disrepute

ICG CHALLENGES AND SOLUTIONS	MM (38)	The Lesser the Better	Minimal customers works in favour of ICG
ICG CHALLENGES AND SOLUTIONS	MM (43)	Dress-Code does not Matter	Bips and any form of dress code will have minimal impact
ICG CHALLENGES AND SOLUTIONS	MM (43)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	MM (59)	Mixed Experiences	positive and negative Simultaneously
ICG CHALLENGES AND SOLUTIONS	MM (59-60)	Unilateral Decision	Motorists do not always agree to the services of ICG.
ICG STATE RESPONSE	MM (66)	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	MM (68)	Multiple Services	ICG is not limited to security.
ICG CONTRIBUTION	MM (71)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	MM (77)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG FACILITATION	MM (83)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	MM (83-84)	Appearance & Communication matters	Dress code and means of communication determines how ICG are perceived and treated by motorists including incentives
ICG STATE RESPONSE	MM (84)	ICG is a Job	Moving beyond understanding ICG as a

ICG CHALLENGES AND SOLUTIONS	MM (84)	Location Matters	It is safer to use ICG in some places
ICG CHALLENGES AND SOLUTIONS	MM (85)	Drug Problem	The use of drugs is identified as one of the major problems giving ICG a bad name
ICG CONTRIBUTION	MM (90)	High Frequency User	This indicates that although the services of ICG are used the frequency is high
ICG CHALLENGES AND SOLUTIONS	MM (93)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CONTRIBUTION	MM (105)	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CHALLENGES AND SOLUTIONS	MM (111)	Formalisation	Formalisation should be explored as part of the solution
ICG CONTRIBUTION	MM (116)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	MM (122)	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	MM (128)	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	MM (128-129)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CONTRIBUTION	MM (133)	High Frequency User	This indicates that although the services of ICG are used the frequency is high
ICG STATE RESPONSE	MM (133)	Trust in ICG	There is overwhelming trust in ICG and in fact relies on this in high risk areas

ICG CHALLENGES AND SOLUTIONS	MM (137)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG STATE RESPONSE	MM (152)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG STATE RESPONSE	MM (158)	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	MM (199)	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	MM (205)	Volunteering Services	The mentality undermining ICG
ICG CONTRIBUTION	MM (210)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	MM (216)	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	MM (222)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	MM (222-223)	Multiple Services	Motorists use ICG for different services
ICG CONTRIBUTION	MM (227)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	MM (231)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CHALLENGES AND SOLUTIONS	MM (244)	Rude and Lack Respect	Character of ICG determines how motorists perceive them
ICG STATE RESPONSE	MM (252)	Self Employed	A good way to describe ICG
ICG CONTRIBUTION	MM (257)	Crime Deterrence	This underlies the contribution of ICG to crime prevention

ICG CHALLENGES AND SOLUTIONS	MM (257)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	MM (263)	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	MM (269)	Tippling	A tip is good indicator that someone appreciates services rendered.
ICG CONTRIBUTION	MM (273)	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	MM (274-275)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CONTRIBUTION	MM (293)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG STATE RESPONSE	MM (299)	Training and Formalisation	Measures to improve ICG
ICG CONTRIBUTION	MM (304)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG STATE RESPONSE	MM (310)	Removal Makes Sense	The perspective is to drive out and get rid of ICG
ICG FACILITATION	MM (316)	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	MM (320)	High Frequent User	This indicates that although the services of ICG are used the frequency is high
ICG CONTRIBUTION	MM (341)	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	MM (347)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CONTRIBUTION	MM (352)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention

ICG STATE RESPONSE	MM (358)	Removal Makes Sense	The perspective is to drive out and get rid of ICG
ICG STATE RESPONSE	MM (358)	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG FACILITATION	MM (364)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	MM (368)	Lack of Trust	The double agent argument against ICG. Pretend to guard but part of syndicate to burglarise cars
ICG CONTRIBUTION	MM (387)	Mixed Experiences	positive and negative Simultaneously
ICG STATE RESPONSE	MM (393)	Training and Formalisation	Measures to improve ICG
ICG STATE RESPONSE	MM (393)	Recognised livelihood Strategy	CG is incentivised and recognised as a legitimate means of earning a living
ICG CONTRIBUTION	MM (398)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	MM (404-405)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	MM (411)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	MM (416)	Lack of Trust	The double agent argument against ICG. Pretend to guard but part of syndicate to burglarise cars
ICG CONTRIBUTION	MM (429)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG STATE RESPONSE	MM (439)	Making Demands	A negative attribute of ICG which is centred on an a mentality of entitlement

ICG CHALLENGES AND SOLUTIONS	MM (440)	Formalisation	Measures to improve ICG
ICG FACILITATION	MM (441)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	MM (442)	Multiple Services	Motorists use ICG for different services
ICG STATE RESPONSE	MM (443)	ICG is a Job	Moving beyond understanding ICG as a SERVICE
ICG CONTRIBUTION	MM (455)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG STATE RESPONSE	MM (461)	ICG is a Job	Moving beyond understanding ICG as a
ICG CONTRIBUTION	MM (466)	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention
ICG CONTRIBUTION	MM (466)	Assist with parking	This identifies the role of ICG in assisting motorists to identify parking spaces/bays
ICG STATE RESPONSE	MM (472)	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	MM (478)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	MM (484)	Establish Relations	Establishing a relationship works in favour of the motorists and ICG
ICG CONTRIBUTION	MM (499)	Helpful	Loaded description and speaks volumes of ICG
ICG CONTRIBUTION	MM (510)	Report Incidents	This indicates that the presence of ICG does makes a difference to crime prevention

ICG CONTRIBUTION	MM (516)	Meaningful contribution to crime prevention	This indicates that the presence of ICG does not makes a difference to crime prevention
ICG STATE RESPONSE	MM (517)	Removal is Unacceptable	The removal of ICG does not make sense given their role
ICG FACILITATION	MM (524)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CONTRIBUTION	MM (529)	Location matters	This indicates that although the services of ICG are used the frequency is high especially in high risk locations
ICG CONTRIBUTION	MM (550)	Low Frequency Use	This indicates that although the services of ICG are used the frequency is low
ICG FACILITATION	MM (552)	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	MM (560)	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG CHALLENGES AND SOLUTIONS	MM (561)	Perceptions of Criminal activities	Negative attitude against ICG based on experience
ICG CONTRIBUTION	MM (562)	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG CHALLENGES AND SOLUTIONS	MM (563)	Appearance- Dress code matters	Dress code determines how ICG are perceived and treated by motorists including incentives
ICG CHALLENGES AND SOLUTIONS	MM (564)	Questionable Modus operandi	The modus operandi brings ICG into disrepute
ICG FACILITATION	MM (565)	Tipping	A tip is good indicator that someone appreciates services rendered

Parktown Coding

Analytical Memo

Coding Process and Documentation

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator ("...")	Empirical Data Meaning	Research Question Answer	Code	Code Description
ICG CONTRIBUTION	They provide a good service (10)	Appreciates the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Service	Positive perception of ICG
ICG CONTRIBUTION	Use them mostly on weekends (10)	Requires the services of ICG mostly on weekends, positively because of going out	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Weekend	ICG is weekend special services
ICG CONTRIBUTION	They do help deter crime (15)	Identifies ICG as tool for fighting crime	In what way (s) does informal car guarding (ICG) contribute to the governance of	Deters Crime	This underlies the contribution of ICG to crime prevention

			cities of the global South?		
ICG CONTRIBUTION	They improve vigilance (15)	ICG provide extra eyes against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Vigilance	ICG extra eyes make a difference
ICG FACILITATION	Payment is a form of gratitude. Give them coins (21)	Money transaction for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered
ICG STATE RESPONSE	Removal, Not a good idea (27)	Prefers the City not to remove ICG	How should the State respond to informal Car Guarding in cities of the global South?	No Removal	Removal of ICG will have a negative impact for the City
Interview 2					
ICG CONTRIBUTION	They are very helpful in terms of guarding and washing cars (36)	Uses ICG for washing and security	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Washing and Security	ICG services include washing and security
ICG CONTRIBUTION	I consider what they are doing a job (37)	ICG contributes to informal economy	In what way (s) does informal car guarding (ICG) contribute to the governance of	Livelihood Strategy	ICG more than parking and security.

			cities of the global South?		
ICG CONTRIBUTION	The money is a form of tip/gratitude (38)	Money transaction for ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	Look more professional in terms of appearance (40)	The more professional the look, the better for ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Uniformity and Professional	Appearance matters
ICG FACILITATION	Normally give up to R10 and depends on how you value them (50)	Tip/Gratitude depends on the service rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Good Service Reward	The better the service the better the rewards for ICG
ICG STATE RESPONSE	If they are removed crime will rise (55)	ICG deters crime	How should the State respond to informal Car Guarding in cities of the global South?	Deters Crime	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	and they will be more accidents (driving accidents (55)	ICG plays a role in traffic control (mainly parking)	How should the State respond to informal Car Guarding in cities of the global South?	Parking	Parking goes a long way in contributing to traffic control

Interview 3					
ICG CHALLENGES AND SOLUTIONS	Doing both bad/good job as some will help with parking and security but others can commit crime (65-66)	ICG depends on the type of ICG you get	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Heterogenous - Mixed Experiences	Difficult to paint ICG in one brush
ICG CONTRIBUTION	Consider it a hustle more than a job (67)	Survival strategy	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Hustling	ICG is means of surviving
ICG STATE RESPONSE	Wearing of reflectors will improve trust and confirm they are providing a service (70)	Appearance in ICG matters	How should the State respond to informal Car Guarding in cities of the global South?	Uniformity and Appearance	Trust with motorists is dependent on identification and some form of formalisation
ICG CONTRIBUTION	Do they deter crime, I would say Yes and No (71)	No definitive answer	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Mixed Experiences	There instances were ICG deters crime and were they don't
ICG STATE RESPONSE	If city removed them crime will rise (87)	Removing ICG will not serve the city positively	How should the State respond to informal Car Guarding in	No Removal	Removal of ICG will have a negative impact for the City

				cities of the global South?		
Interview 4						
ICG CONTRIBUTION	They help in deterring crime but at times they commit crime (94)	Not all cases of ICG are the same	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Mixed Experiences	ICG can be unpredictable	
ICG CONTRIBUTION	I use them frequently depending on location (95)	Location must be suitable for motorists to use ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Location	Some places boast well for ICG, others not so much	
ICG CHALLENGES AND SOLUTIONS	Appearance such as reflectors creates a form of trust (96)	Appearance of ICG to motorists matters	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Uniformity and appearance	Appearance matters	
ICG CONTRIBUTION	I consider what they do as a hustle (97)	Survival Strategy	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Hustling	ICG is means of surviving	

ICG CONTRIBUTION	Their presence do not deter crime (102)	Presence alone is not enough to deter crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Presence not enough	ICG need more than to be present to deter crime
ICG FACILITATION	Pay R2-5 because that's the same amount I pay for payed parking (108)	R5 again	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone
ICG STATE RESPONSE	If removed crime will rise (114)	ICG deters crime	How should the State respond to Informal Car Guarding in cities of the global South?	No Removal	Removal of ICG will have a negative impact for the City
Interview 5					
ICG FACILITATION	They do provide a good job if you compensate them well (124)	Better compensation/tipping To ICG results in better results	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Big Tip	The bigger the tip the better the services
ICG CONTRIBUTION	I can't consider job because there is no formal salary (125)	ICG a just a means of survival, a hustle	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Survival Strategy, hustling	Description of ICG

ICG CONTRIBUTION	100% they deter crime (130)	Highly confident in the ability of ICG against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deters Crime	Role/contribution of ICG
ICG FACILITATION	Typically, R5 tip is adequate and depending on the service they offered. Payment is a gesture (136)	ICG compensation depends on factors	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	ICG Compensation
ICG STATE RESPONSE	If removed then crime will rise. It will be better if they are formalised and provided with basic salary (142-143)	Impact of removing ICG	How should the State respond to informal Car Guarding in cities of the global South?	No Removal	Negative consequences if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Appearance does help develop trust relationship (144)	Determinant of how motorists treat ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Matters	What motorists consider to be important
Interview 6					
ICG CONTRIBUTION	Some are trustful and the fact that people allow them	Relations between ICG and Motorists	In what way (s) does informal car guarding	ICG-Motorists Trust Relationship	Indication of trusts

	to wash cars and they develop a trust relationship (154-155)		(ICG) contribute to the governance of cities of the global South?		
ICG CONTRIBUTION	I use them frequently (156)	Uses the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Frequent User	Satisfied customer of ICG
ICG CONTRIBUTION	Yes, deter crime (161)	Highly confident in the ability of ICG against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deters Crime	Role/contribution of ICG
ICG FACILITATION	The payment is a form of gratitude. Sometimes I pay them through food (167)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	ICG Compensation
ICG STATE RESPONSE	If removed crime will rise so they do indirectly provide security (173)	Impact of removing ICG	How should the State respond to informal Car Guarding in cities of the global South?	No removal	Negative consequences if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Improve them by education like in	Invest in ICG	What are the challenges associated with informal car	Formalisation	Ways of improving ICGs

	security workshops (174)		guarding in cities of the global South and how should these be addressed?		
Interview 7					
ICG CONTRIBUTION	Sometimes they are helpful especially in very busy areas for parking assistance Sometimes they commit crime (183-184)	ICG has mixed results	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Mixed Experiences	Different experiences of Motorists
ICG STATE RESPONSE	Even if they are removed their absence will not affect crime in the area (189)	Removing ICG wont affect crime negatively	How should the State respond to informal Car Guarding in cities of the global South?	Removal Meaningless	ICG Removal wont change anything
ICG FACILITATION	Pay with whatever coins available not more than R10 (195)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tiping	ICG Compensation
ICG CHALLENGES AND SOLUTIONS	Appearance does matter in terms and built trusts such as reflectors (202)	Appearance of ICG to motorists matters	What are the challenges associated with informal car guarding in cities of the global South	Appearance Matters	What motorists consider to be important

			and how should these be addressed?		
Interview 8					
ICG CONTRIBUTION	They offer good services and I use them everyday. (211)	Uses the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Frequent User	Satisfied customer of ICG
ICG CONTRIBUTION	Considered a job (212)	ICG is an employment opportunity	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Job	ICG is a Job
ICG FACILITATION	Its more like a tip, usually R10-20 (223)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	ICG Compensation
ICG STATE RESPONSE	It better to keep them around (229)	ICG has a role in the city	How should the State respond to informal Car Guarding in cities of the global South?	No Removal	Makes better sense not to remove ICG
ICG CHALLENGES AND SOLUTIONS	It does not matter how they appear (230)	ICG appearance does not matter	What are the challenges associated with informal car guarding in	Appearance Not Important	Appearance is not a factor to motorists

			cities of the global South and how should these be addressed?		
Interview 9					
ICG CONTRIBUTION	They are doing a good job (240)	Understands the value of ICG in the city	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Valuable Contribution	There is value to ICG
ICG CHALLENGES AND SOLUTIONS	they need to stop demanding payments which is an irritation (240)	ICG behaviour that needs to stop	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Irritant	Negative description of ICG
ICG CONTRIBUTION	I consider it a job because they work the whole day and deter crime (242)	ICG is an employment opportunity	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Job	ICG is a Job
ICG CONTRIBUTION	Yes, they work the whole day and deter crime (247)	Highly confident in the ability of ICG against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	Role/contribution of ICG

ICG FACILITATION	Usually give them R2-5, this is just a form of gratitude (253)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	ICG Compensation
ICG STATE RESPONSE	If removed crime will rise (259)	ICG has a role in the city	How should the State respond to informal Car Guarding in cities of the global South?	No removal	Negative Impact on crime if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Improve their visibility to indicate that they are car guards (260)	Improve ICG through uniform- reflectors	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Uniformity Reflectors	Uniformity is important in ICG
ICG CHALLENGES AND SOLUTIONS	Appearance does matter because some look like they use drugs (261)	Appearance of ICG to motorists matters	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Matters	What motorists consider to be important
Interview 10					
ICG CONTRIBUTION	Interaction vary from one place to another and	Trusting ICG depends on location	In what way (s) does informal car guarding (ICG) contribute	Location	Some location are better than others for ICG

	sometimes you can trust them (270)		to the governance of cities of the global South?		
ICG CONTRIBUTION	Sometimes crime happens in their presence (271)	Some ICG are criminals but masquerading as. ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Criminal Syndicate	Negative description of ICG
ICG CONTRIBUTION	I use them sometimes and develop relations (272)	Comfortable using ICG services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	ICG- Motorists Relationship	Building trusts between ICG and Motorists
ICG CONTRIBUTION	They do give some form of relief that there is someone watching the car (277)	Keeping a watchful eye	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Security Services	Services provided by ICG
ICG FACILITATION	The payment is a form ubuntu, typically R5-50 depending on how they have known hem (283)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	ICG Compensation
ICG STATE RESPONSE	It will not be good if they are removed (288)	ICG has a role in the city	How should the State respond to informal Car Guarding in	No removal	Negative Impact on crime if ICG is removed

			cities of the global South?		
ICG CHALLENGES AND SOLUTIONS	Improve them by providing some form of a wage which is decent and also formalising car guarding (289)	Invest in ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Formalisation	Formalising ICG
ICG CHALLENGES AND SOLUTIONS	Appearance/ identifying themselves help develop a trust relationship such as reflector and give a sense of security (291-292)	Appearance of ICG to motorists matters	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Matters	What motorists consider to be important
Interview 11					
ICG CONTRIBUTION	Use them frequently (302)	Uses the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Frequent User	Satisfied customer of ICG
ICG CONTRIBUTION	They do help in providing security for cars parked on the street (303)	Uses ICG for these services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Security and Parking	Main ICG Services

ICG CHALLENGES AND SOLUTIONS	Develop a relationship with them (304)	Relationship built trusts between ICG and Motorists	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	ICG-Motorists Relationship	Possible solution to ICG problems
ICG CONTRIBUTION	Yes, deter crime (309)	Highly confident in the ability of ICG against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	Role/contribution of ICG
ICG CONTRIBUTION	I consider what they do a job (315)	ICG is an employment opportunity	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Job	ICG is a Job
ICG FACILITATION	typically give R5-10 (135)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	ICG Compensation
ICG STATE RESPONSE	If they are removed crime will rise (321)	ICG has a role in the city	How should the State respond to informal Car Guarding in cities of the global South?	No removal	Negative Impact on crime if ICG is removed

ICG STATE RESPONSE	Improve with PPE (322)	The City must work with ICG	How should the State respond to informal Car Guarding in cities of the global South?	Formalisation and Uniform	Ways of improving ICG
ICG CHALLENGES AND SOLUTIONS	Appearance does matter (323)	Determinant of how motorists treat ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Matters	What motorists consider to be important
Interview 12					
ICG CONTRIBUTION	Very helpful with parking assistance (332)	Uses ICG mainly parking	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Parking	One of the services by ICG
ICG CONTRIBUTION	Yes, they do deter crime (337)	Highly confident in the ability of ICG against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	Role/contribution of ICG
ICG CONTRIBUTION	Use them everyday (343)	Uses the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of	Frequent User	Satisfied customer of ICG

			cities of the global South?		
ICG FACILITATION	and pay typically R5 for parking assistance and more if they help me with groceries (343)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	ICG Compensation
ICG STATE RESPONSE	Depending on the area prefer to have them around and not removed	Removing ICG depends on location	How should the State respond to informal Car Guarding in cities of the global South?	Location	Location matters in ICG
ICG CHALLENGES AND SOLUTIONS	Appearance is important (351)	Determinant of how motorists treat ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Matters	What motorists consider to be important
ICG CHALLENGES AND SOLUTIONS	uniform and identification should be more structured and formalised (351-352)	The City must work with ICG	How should the State respond to informal Car Guarding in cities of the global South?	Formalisation and Uniform	Ways of improving ICG
Interview 13					
ICG CONTRIBUTION	Use them as part of job creation all the time (361)	Understands ICG as market for creating job opportunities	In what way (s) does informal car guarding (ICG) contribute	Jobs	ICG is a job

			to the governance of cities of the global South?		
ICG CONTRIBUTION	They help curb crime (361)	Highly confident in the ability of ICG against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	Role/contribution of ICG
ICG CHALLENGES AND SOLUTIONS	I have developed a personal relationship with the ones I frequently encounter and trust (362)	Sees relationship as a to building trust with ICG	How should the State respond to informal Car Guarding in cities of the global South?	ICG-Motorists Relationship	Solution to ICG negative related perception
ICG FACILITATION	Willing to pay them R5 (373)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	ICG Compensation
ICG STATE RESPONSE	If the city removed them crime will rise and some car guards will commit crime (379)	ICG has a role in the city	How should the State respond to informal Car Guarding in cities of the global South?	No removal	Negative Impact on crime if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Formalise them and register them to	Formalisation will solve problems ICG faces	How should the State respond to informal Car	Formalisation	Possible solution to problems faced by ICG

	avoid the being exploited (380)		Guarding in cities of the global South?		
Interview 14					
ICG CONTRIBUTION	Some are good and this depends on location	Services by ICG is can be good but depends on location	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Location	Experiences of ICG is location specific
ICG CHALLENGES AND SOLUTIONS	Sometimes cars are vandalised in their presence (389)	Some ICG are criminals but masquerading as. ICG	How should the State respond to informal Car Guarding in cities of the global South?	Criminal Syndicate	Negative description of ICG
ICG CHALLENGES AND SOLUTIONS	Develop a relationship (390)	Sees relationship as a to building trust with ICG	How should the State respond to informal Car Guarding in cities of the global South?	ICG-Motorists Relationship	Solution to ICG negative related perception
ICG CONTRIBUTION	I use often (390)	Uses the services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Frequent User	Satisfied customer of ICG
ICG CONTRIBUTION					
ICG CONTRIBUTION	Consider what they are doing a job since they get paid (391)	ICG is an employment opportunity	In what way (s) does informal car guarding (ICG) contribute to the governance of	Job	ICG is a Job

			cities of the global South?		
ICG CONTRIBUTION	Yes, they deter crime (396)	Highly confident in the ability of ICG against crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	Role/contribution of ICG
ICG FACILITATION	Give them what I have typically R5, payment is a tip (402)	Appreciation of services rendered	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	ICG Compensation
ICG STATE RESPONSE	If removed they will resort to crime and therefore it will rise (407)	ICG will resort to crime as a livelihood if removed	How should the State respond to informal Car Guarding in cities of the global South?	No Removal	Untended consequences if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Appearance does matter (409)	Determinant of how motorists treat ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Matters	What motorists consider to be important

Initial Memo

Personal Reflections About Codes

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator	Code	Reflections
ICG CONTRIBUTION	They provide a good service (10)	Good Service	This is one the general sentiment coming out of the study. In most cases this means that the respondent uses ICG for many services and not just one
ICG CONTRIBUTION	Use them mostly on weekends (10)	Weekend	This is typically when people go out for clubbing and at night
ICG CONTRIBUTION	They do help deter crime (15)	Deters Crime	This was an overwhelming response in parktown
ICG CONTRIBUTION	They improve vigilance (15)	Vigilance	Vigilance means security- street security. Presence
ICG FACILITATION	Payment is a form of gratitude. Give them coins (21)	Tipping	A tip always denotes appreciation
ICG STATE RESPONSE	Removal, Not a good idea (27)	No Removal	Again, this was overwhelming parktown
Participant 2			
ICG CONTRIBUTION	They are very helpful in terms of guarding and washing cars (36)	Washing and Security	The services of ICG are complex because depending on location, their primary service can be washing, security, packing groceries or parking. It always just depends and never an easily defined function
ICG CONTRIBUTION	I consider what they are doing a job (37)	Livelihood Strategy	I agree with this sentiment and believe the majority of ICG make an honest livelihood from ICG

ICG CONTRIBUTION	The money is a form of tip/gratitude (38)	Tipping	Describing a gesture as a tip is symbolical because it means it's not a donation. Therefore tip symbolises some form service and is actually a compliment to ICG like in a restaurant
ICG CHALLENGES AND SOLUTIONS	look more professional in terms of appearance (40)	Uniformity and Professional	One of the factors that lets ICG is appearance. From the data thus far motorists prefer to engage with ICG that is clean and professional
ICG FACILITATION	Normally give up to R10 and depends on how you value them (50)	Good Service Reward	Good service is rewarded so its important for ICG to know and understand. But what is good service?
ICG STATE RESPONSE	If they are removed crime will rise (55)	Deters Crime	This is a good sign that motorists see the value of ICG
ICG STATE RESPONSE	and they will be more accidents (driving accidents (55)	Parking	The role of ICG in traffic control is underestimated because guiding people out of parking pays plays a vital role in reducing incidents
Participant 3			
ICG CHALLENGES AND SOLUTIONS	Doing both bad/good job as some will help with parking and security but others can commit crime (65-66)	Heterogenous - Mixed Experiences	I have stated above that ICG is complex and maybe that's why they are important in complex cities like the global South. For example, ICG can act as an intermediary and access services when a motorists cannot move from the car. This is very common in my experience
ICG CONTRIBUTION	Consider it a hustle more than a job (67)	Hustling	There is no difference honestly because what matters is that it's a livelihood strategy. Defining it as hustling does mean though that one does not really see it a contributor to the economy
ICG STATE RESPONSE	Wearing of reflectors will improve trust and confirm they are providing a service (70)	Uniformity and Appearance	Earlier I spoke about clean appearance, this is often enough and some motorists have argued that what is required is uniformity as well like at the mall. This is how the state can intervene to improve ICG.
ICG CONTRIBUTION	Do they deter crime, I would say Yes and No (71)	Mixed Experiences	It is not uncommon to find motorists who have conflicting views about ICG. Some have first

			hand experiences and others share experiences of friends as well
ICG STATE RESPONSE	If city removed them crime will rise (87)	No Removal	This is a plus for ICG
Participant 4			
ICG CONTRIBUTION	They help in deterring crime but at times they commit crime (94)	Mixed Experiences	The same point I made about mixed experiences
ICG CONTRIBUTION	I use them frequently depending on location (95)	Location	This is because there are some areas whereby ICG is considered to be safe while others seen as part of criminal activities
ICG CHALLENGES AND SOLUTIONS	Appearance such as reflectors creates a form of trust (96)	Uniformity and appearance	This will go a long especially if for example the reflectors have the colors of the city and the ICGs are identified
ICG CONTRIBUTION	I consider what they do as a hustle (97)	Hustling	Like I said before this is immaterial because what matters is that it's a livelihood. That is the essence of the message. Another word for informality
ICG CONTRIBUTION	Their presence do not deter crime (102)	Presence not enough	I disagree with this.
ICG FACILITATION	Pay R2-5 because that's the same amount I pay for payed parking (108)	Tipping	This I thought was good logic and can form of the way forward in terms of suggestions or paper
ICG STATE RESPONSE	If removed crime will rise (114)	No Removal	This is because motorists acknowledge, directly or indirectly that ICG play a role against crime hence security
Participant 5			
ICG FACILITATION	They do provide a good job if you compensate them well (124)	Big Tip	The is proof that ICG is not different from any other industry.

ICG CONTRIBUTION	I can't consider job because there is no formal salary (125)	Survival Strategy, hustling	This logic does not make sense because effectively it means that anyone who does not have a formal salary does not have a job
ICG CONTRIBUTION	100% they deter crime (130)	Deters Crime	Conformation of the role of ICG in security
ICG FACILITATION	Typically, R5 tip is adequate and depending on the service they offered. Payment is a gesture (136)	Tipping	R5 is common and again the commentary shows that ICG is not different from any industry because payment depends on level of service
ICG STATE RESPONSE	If removed then crime will rise. It will be better if they are formalised and provided with basic salary (142-143)	No Removal	There is not a lot of motorists who were comfortable with the idea of removing ICG
ICG CHALLENGES AND SOLUTIONS	Appearance does help develop trust relationship (144)	Appearance Matters	Repetitive
Participant 6			
ICG CONTRIBUTION	Some are trustful and the fact that people allow them to wash cars and they develop a trust relationship (154-155)	ICG-Motorists Trust Relationship	This is spot on because in most cases when ICG wash cars the cars have to be open. This also illustrates that there is no one job that ICG does
ICG CONTRIBUTION	I use them frequently (156)	Frequent User	Using ICG frequent is sign that one is comfortable and positive about the role of ICG in the city
ICG CONTRIBUTION	Yes, deter crime (161)	Deters Crime	This is one the reasons why people use ICG frequently. The believe that they deter crime
ICG FACILITATION	The payment is a form of gratitude. Sometimes I pay them through food (167)	Tipping	Some motorists take advantage of the vulnerability of ICG by paying with food. ICG have the ability to choose what they want to do if payed. In fact, this are people that support

			families with tips and so food payment cannot be condoned.
ICG STATE RESPONSE	If removed crime will rise so they do indirectly provide security (173)	No removal	I am not sure about the use of the word indirectly. I think its direct.
ICG CHALLENGES AND SOLUTIONS	Improve them by education like in security workshops (174)	Formalisation	I think there is space for some form of formalisation
Participant 7			
ICG CONTRIBUTION	Sometimes they are helpful especially in very busy areas for parking assistance Sometimes they commit crime (183-184)	Mixed Experiences	One of the biggest problems with ICG is that often you get mixed experiences and so its very hard to isolate real ICG from fake ones. I agree that ICG can be very helpful in busy areas
ICG STATE RESPONSE	Even if they are removed their absence will not affect crime in the area (189)	Removal Meaningless	I am not sure
ICG FACILITATION	Pay with whatever coins available not more than R10 (195)	Tipping	Coins are popular. I think its because its what ICG ask for during negotiations
ICG CHALLENGES AND SOLUTIONS	Appearance does matter in terms and built trusts such as reflectors (202)	Appearance Matters	People are inclined to people that look tidy
Participant 8			
ICG CONTRIBUTION	They offer good services and I use them everyday. (211)	Frequent User	In most cases people that use ICG everyday have an established relationship
ICG CONTRIBUTION	Considered a job (212)	Job	I agree

ICG FACILITATION	Its more like a tip, usually R10-20 (223)	Tipping	It would be great if the tip was standardised depending on the service given
ICG STATE RESPONSE	It better to keep them around (229)	No Removal	This sentiment is well thought because ICG benefits the city in many ways. This is why their illegality is not enforced
ICG CHALLENGES AND SOLUTIONS	It does not matter how they appear (230)	Appearance Not Important	Th is is now established
Participant 9			
ICG CONTRIBUTION	They are doing a good job (240)	Valuable Contribution	This was a constant compliment at parktown
ICG CHALLENGES AND SOLUTIONS	they need to stop demanding payments which is an irritation (240)	Irritant	In most newspaper articles online, ICG are often referred to as irritation because some motorists don't like how they entitled to a tip. I would argue we must create culture where tipping ICG is norm much like most in the hospitality industry
ICG CONTRIBUTION	I consider it a job because they work the whole day and deter crime (242)	Job	The point that they work the whole day is good point and has come up. Would be in interesting in the follow up research to find out about time
ICG CONTRIBUTION	Yes, they work the whole day and deter crime (247)	Deter Crime	In a way this is somewhat a good illustration that most ICG are there for the cause.
ICG FACILITATION	Usually give them R2-5, this is just a form of gratitude (253)	Tipping	ICG should be part of the hospitality industry
ICG STATE RESPONSE	If removed crime will rise (259)	No removal	Constant comment
ICG CHALLENGES AND SOLUTIONS	Improve their visibility to indicate that they are car guards (260)	Uniformity Reflectors	This would be a strategic intervention by the city

ICG CHALLENGES AND SOLUTIONS Participant 10	Appearance does matter because some look like they use drugs (261)	Appearance Matters	The point is that motorists prefer to engage with ICG that looks presentable and dress at the very least professionally. The city can play a role
	ICG CONTRIBUTION Interaction vary from one place to another and sometimes you can trust them (270)	Location	Location is another constant comment. In the final analysis it would be prudent to comment that not all areas are. Suited for ICG.
	ICG CONTRIBUTION Sometimes crime happens in their presence (271)	Criminal Syndicate	A concern worth noting because what is meant here is not that cant see the criminal activity but that they are part of some form of organised crime
	ICG CONTRIBUTION I use them sometimes and develop relations (272)	ICG- Motorists Relationship	Relations are better especially because they don't have name tags or IDs so a relationship enables motorists to know the important details of their ICG
	ICG CONTRIBUTION They do give some form of relief that there is someone watching the car (277)	Security Services	Relying on goodwill and instinct that the person is good ICG, tough but sometimes certain situations demand of that
ICG FACILITATION	The payment is a form ubuntu, typically R5-50 depending on how they have known hem (283)	Tipping	Ubuntu concept worth looking into to inform the research
ICG STATE RESPONSE	It will not be good if they are removed (288)	No removal	Not just for crime, parking or traffic but also importantly from a livelihood perspective
ICG CHALLENGES AND SOLUTIONS	Improve them by providing some form of a wage which is decent and also formalising car guarding (289)	Formalisation	Good suggestion

ICG CHALLENGES AND SOLUTIONS	Appearance/ identifying themselves help develop a trust relationship such as reflector and give a sense of security (291-292)	Appearance Matters	The initiative should also be on ICG to identify themselves, that way motorists might trust them more
Participant 11			
ICG CONTRIBUTION	Use them frequently (302)	Frequent User	This is an indication of trust
ICG CONTRIBUTION	They do help in providing security for cars parked on the street (303)	Security and Parking	It very rare to find motorists who does not use at least two of the services provided by ICG
ICG CHALLENGES AND SOLUTIONS	Develop a relationship with them (304)	ICG-Motorists Relationship	This is always better, works for both sides
ICG CONTRIBUTION	Yes, deter crime (309)	Deter Crime	Common sentiment
ICG CONTRIBUTION	I consider what they do a job (315)	Job	This is a fair analysis.
ICG FACILITATION	typically give R5-10 (135)	Tipping	
ICG STATE RESPONSE	If they are removed crime will rise (321)	No removal	Another repetitive comment
ICG STATE RESPONSE	Improve with PPE (322)	Formalisation and Uniform	PPE in this instance refers to reflectors and this is connected to the point about uniform
ICG CHALLENGES AND SOLUTIONS	Appearance does matter (323)	Appearance Matters	Its just appearance but the general service because someone might appear well and give a bad service.
Participant 12			

ICG CONTRIBUTION	Very helpful with parking assistance (332)	Parking	I would classify parking as an added value of ICG because its not really their primary target bt use it as an entry or will settle for it than nothing
ICG CONTRIBUTION	Yes, they do deter crime (337)	Deter Crime	A clear majority opinion from motorists
ICG CONTRIBUTION	Use them everyday (343)	Frequent User	There appears to be a positive correlation between motorists that use parking and those that use ICG everyday
ICG FACILITATION	and pay typically R5 for parking assistance and more if they help me with groceries (343)	Tipping	R5 should be taken as a acceptable amount that motorists are willing to pay for ICG
ICG STATE RESPONSE	Depending on the area prefer to have them around and not removed	Location	The location argument needs to be developed further
ICG CHALLENGES AND SOLUTIONS	Appearance is important (351)	Appearance Matters	agreed
ICG CHALLENGES AND SOLUTIONS	uniform and identification should be more structured and formalised (351-352)	Formalisation and Uniform	This will be an important aspect of the findings and also shaping public policy
Participant 13			
ICG CONTRIBUTION	Use them as part of job creation all the time (361)	Jobs	This is an important point it is indirectly talking about the joblessness in SA. ICG thus in the context of this comment should be seen as a viable lo opportunity
ICG CONTRIBUTION	They help curb crime (361)	Deter Crime	The majority of respondents agree to this assertion
ICG CHALLENGES AND SOLUTIONS	I have developed a personal relationship with the ones I	ICG-Motorists Relationship	This is the best way forward especially because I allows you to know the identity of ICG

	frequently encounter and trust (362)		
ICG FACILITATION	Willing to pay them R5 (373)	Tipping	R5 again
ICG STATE RESPONSE	If the city removed them crime will rise and some car guards will commit crime (379)	No removal	Its not the first time this assertion has been and is arguably correct
ICG CHALLENGES AND SOLUTIONS	Formalise them and register them to avoid the being exploited (380)	Formalisation	Formalisation not just about securing their livelihoods but importantly avoiding exploitation that's is so rife towards ICG. Good Point
Participant 14			
ICG CONTRIBUTION	Some are good and this depends on location	Location	This is the point about location that has been made by many motorists
ICG CHALLENGES AND SOLUTIONS	Sometimes cars are vandalised in their presence (389)	Criminal Syndicate	This is another comment that needs proper engagement
ICG CHALLENGES AND SOLUTIONS	Develop a relationship (390)	ICG-Motorists Relationship	Yes
ICG CONTRIBUTION	I use often (390)	Frequent User	Regular use
ICG CONTRIBUTION	Consider what they are doing a job since they get paid (391)	Job	A sentiment shared before
ICG CONTRIBUTION	Yes, they deter crime (396)	Deter Crime	I agree
ICG FACILITATION	Give them what I have typically R5, payment is a tip (402)	Tipping	R5

ICG STATE RESPONSE	If removed they will resort to crime and therefore it will rise (407)	No Removal	
ICG CHALLENGES AND SOLUTIONS	Appearance does matter (409)	Appearance Matters	

Codebook

Codes and their Characteristics

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? ICG CONTRIBUTION
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? ICG FACILITATION
3. How should the State respond to informal Car Guarding in cities of the global South? ICG STATE RESPONSE
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? ICG CHALLENGES AND SOLUTIONS

Anchor Code	Empirical Indicator Source	Code	Code Description
ICG CONTRIBUTION	Parktown (line numbers)	Good Service	Positive perception of ICG
ICG CONTRIBUTION	parktown (10)	Weekend	ICG is weekend special services
ICG CONTRIBUTION	Parktown (15)	Deters Crime	This underlies the contribution of ICG to crime prevention

ICG CONTRIBUTION	parktown((15)	Vigilance	ICG extra eyes make a difference
ICG FACILITATION	parktown((21)	Tiping	A tip is good indicator that someone appreciates services rendered
ICG STATE RESPONSE	Parktown (27)	No Removal	Removal of ICG will have a negative impact for the City
Participant 2			
ICG CONTRIBUTION	Parktown (36)	Washing and Security	ICG services include washing and security
ICG CONTRIBUTION	Parktown (37)	Livelihood Strategy	ICG more than parking and security.
ICG CONTRIBUTION	Parktown (38)	Tiping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	Parktown (40)	Uniformity and Professional	Appearance matters
ICG FACILITATION	Parktown (50)	Good Service Reward	The better the service the better the rewards for ICG
ICG STATE RESPONSE	Parktown (55)	Defers Crime	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	Parktown (55)	Parking	Parking goes a long a way in contributing to traffic control
Participant 3			
ICG CHALLENGES AND SOLUTIONS	Parktown (65-66)	Heterogenous -Mixed Experiences	Difficult to paint ICG in one brush
ICG CONTRIBUTION	Parktown (67)	Hustling	ICG is means of surviving

ICG STATE RESPONSE	Parktown (70)	Uniformity and Appearance	Trust with motorists is dependent on identification and some form of formalisation
ICG CONTRIBUTION	Parktown (71)	Mixed Experiences	There instances were ICG deters crime and were they don't
ICG STATE RESPONSE	Parktown (87)	No Removal	Removal of ICG will have a negative impact for the City
Participant 4			
ICG CONTRIBUTION	Parktown (94)	Mixed Experiences	ICG can be unpredictable
ICG CONTRIBUTION	Parktown (95)	Location	Some places boast well for ICG, others not so much
ICG CHALLENGES AND SOLUTIONS	Parktown (96)	Uniformity and appearance	Appearance matters
ICG CONTRIBUTION	Parktown (97)	Hustling	ICG is means of surviving
ICG CONTRIBUTION	Parktown (102)	Presence not enough	ICG need more than to be present to deter crime
ICG FACILITATION	Parktown (108)	Tippling	A tip is good indicator that someone
ICG STATE RESPONSE	Parktown (114)	No Removal	Removal of ICG will have a negative impact for the City
Participant 5			
ICG FACILITATION	Parktown (124)	Big Tip	The bigger the tip the better the services
ICG CONTRIBUTION	Parktown (125)	Survival Strategy, hustling	Description of ICG
ICG CONTRIBUTION	Parktown (130)	Deters Crime	Role/contribution of ICG

ICG FACILITATION	Parktown (136)	Tiping	ICG Compensation
ICG STATE RESPONSE	Parktown (142-143)	No Removal	Negative consequences if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Parktown (144)	Appearance Matters	What motorists consider to be important
Participant 6			
ICG CONTRIBUTION	Parktown (154-155)	ICG-Motorists Trust Relationship	Indication of trusts
ICG CONTRIBUTION	Parktown (156)	Frequent User	Satisfied customer of ICG
ICG CONTRIBUTION	Parktown (161)	Deters Crime	Role/contribution of ICG
ICG FACILITATION	Parktown (167)	Tiping	ICG Compensation
ICG STATE RESPONSE	Parktown (173)	No removal	Negative consequences if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Parktown (174)	Formalisation	Ways of improving ICGs
Participant 7			
ICG CONTRIBUTION	Parktown (183-184)	Mixed Experiences	Different experiences of Motorists
ICG STATE RESPONSE	Parktown (189)	Removal Meaningless	ICG Removal wont change anything
ICG FACILITATION	Parktown (195)	Tiping	ICG Compensation

ICG CHALLENGES AND SOLUTIONS	Parktown (202)	Appearance Matters	What motorists consider to be important
Interview 8			
ICG CONTRIBUTION	Parktown (211)	Frequent User	Satisfied customer of ICG
ICG CONTRIBUTION	Parktown (212)	Job	ICG is a Job
ICG FACILITATION	Parktown (223)	Tippling	ICG Compensation
ICG STATE RESPONSE	Parktown (229)	No Removal	Makes better sense not to remove ICG
ICG CHALLENGES AND SOLUTIONS	Parktown (230)	Appearance Not Important	Appearance is not a factor to motorists
Interview 9			
ICG CONTRIBUTION	Parktown (240)	Valuable Contribution	There is value to ICG
ICG CHALLENGES AND SOLUTIONS	Parktown (240)	Irritant	Negative description of ICG
ICG CONTRIBUTION	Parktown (242)	Job	ICG is a Job
ICG CONTRIBUTION	Parktown (247)	Deter Crime	Role/contribution of ICG
ICG FACILITATION	Parktown (253)	Tippling	ICG Compensation
ICG STATE RESPONSE	Parktown (259)	No removal	Negative Impact on crime if ICG is removed

ICG CHALLENGES AND SOLUTIONS	Parktown (260)	Uniformity Reflectors		Uniformity is important in ICG
ICG CHALLENGES AND SOLUTIONS	Parktown (261)	Appearance Matters		What motorists consider to be important
Interview 10				
ICG CONTRIBUTION	Parktown 270)	Location		Some location are better than others for ICG
ICG CONTRIBUTION	Parktown (271)	Criminal Syndicate		Negative description of ICG
ICG CONTRIBUTION	Parktown (272)	ICG- Motorists Relationship		Building trusts between ICG and Motorists
ICG CONTRIBUTION	Parktown (277)	Security Services		Services provided by ICG
ICG FACILITATION	Parktown (283)	Tipping		ICG Compensation
ICG STATE RESPONSE	Parktown (288)	No removal		Negative Impact on crime if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Parktown (289)	Formalisation		Formalising ICG
ICG CHALLENGES AND SOLUTIONS	Parktown (291-292)	Appearance Matters		What motorists consider to be important
Interview 11				
ICG CONTRIBUTION	Parktown (302)	Frequent User		Satisfied customer of ICG

ICG CONTRIBUTION	Parktown (303)	Security and Parking	Main ICG Services
ICG CHALLENGES AND SOLUTIONS	Parktown (304)	ICG-Motorists Relationship	Possible solution to ICG problems
ICG CONTRIBUTION	Parktown (309)	Deter Crime	Role/contribution of ICG
ICG CONTRIBUTION	Parktown (315)	Job	ICG is a Job
ICG FACILITATION	Parktown (135)	Tippling	ICG Compensation
ICG STATE RESPONSE	Parktown (321)	No removal	Negative Impact on crime if ICG is removed
ICG STATE RESPONSE	Parktown (322)	Formalisation and Uniform	Ways of improving ICG
ICG CHALLENGES AND SOLUTIONS	Parktown (323)	Appearance Matters	What motorists consider to be important
Interview 12			
ICG CONTRIBUTION	Parktown (332)	Parking	One of the services by ICG
ICG CONTRIBUTION	Parktown (337)	Deter Crime	Role/contribution of ICG
ICG CONTRIBUTION	Parktown (343)	Frequent User	Satisfied customer of ICG
ICG FACILITATION	Parktown (343)	Tippling	ICG Compensation

ICG STATE RESPONSE	Parktown (351)	Location	Location matters in ICG
ICG CHALLENGES AND SOLUTIONS	Parktown (351)	Appearance Matters	What motorists consider to be important
ICG CHALLENGES AND SOLUTIONS	Parktown (351-352)	Formalisation and Uniform	Ways of improving ICG
Interview 13			
ICG CONTRIBUTION	Parktown (361)	Jobs	ICG is a Job
ICG CONTRIBUTION	Parktown (361)	Deter Crime	Role/contribution of ICG
ICG CHALLENGES AND SOLUTIONS	Parktown (362)	ICG-Motorists Relationship	Solution to ICG negative related perception
ICG FACILITATION	Parktown (373)	Tippling	ICG Compensation
ICG STATE RESPONSE	Parktown (379)	No removal	Negative Impact on crime if ICG is removed
ICG CHALLENGES AND SOLUTIONS	Parktown (380)	Formalisation	Possible solution to problems faced by ICG
Interview 14			
ICG CONTRIBUTION	Parktown (382)	Location	Experiences of ICG is location specific
ICG CHALLENGES AND SOLUTIONS	Parktown (389)	Criminal Syndicate	Negative description of ICG

ICG CHALLENGES AND SOLUTIONS	Parktown (390)	ICG-Motorists Relationship	Solution to ICG negative related perception
ICG CONTRIBUTION	Parktown 390)	Frequent User	Satisfied customer of ICG
ICG CONTRIBUTION	Parktown (391)	Job	ICG is a Job
ICG CONTRIBUTION	Parktown (396)	Deter Crime	Role/contribution of ICG
ICG FACILITATION	Parktown (402)	Tipping	ICG Compensation
ICG STATE RESPONSE	Parktown (407)		
ICG CHALLENGES AND SOLUTIONS	Parktown (409)		

**Norrd CBD Coding
Analytical Memo**

Coding Process and Documentation

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG**

CHALLENGES AND SOLUTIONS

Anchor Code	Empirical Indicator ("...")	Empirical Data Meaning	Research Question Answer	Code	Code Description
ICG CONTRIBUTION	They are helpful and your car is safe (10)	Feels comfortable using ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	This underlies the contribution of ICG to crime prevention
ICG CHALLENGES AND SOLUTIONS	if you have disagreement then they tend to do bad things (10-11)	Treatment by ICG is not good/reliable	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Retaliative and Unprofessional	ICG can use their position to in negative way
ICG CONTRIBUTION	When parking in the CBD street is a must to use them to	The importance of ICG depends on location	In what way (s) does informal car guarding (ICG) contribute to the governance of	Context Specific Service	ICG is relevant in specific locations

	ensure the safety of your car (16)		cities of the global South?		
ICG FACILITATION	I tip R5 (22)	Payment is an indicator that there is a transaction and with ICG this is usually for car security	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	they buy drugs (22)	There is a suggestion that ICG is synonymous with illegal substance use and this deters the overall perception	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Drug problem	The use of drugs is identified as one of the major problems giving ICG a bad name
ICG CHALLENGES AND SOLUTIONS	I tip the ones at the mall differently because they use the money differently (22-23)	ICG at downtown is perceived negatively compared to the mall	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	ICG perception is context specific	Perception of ICG differs from one place to another
ICG CHALLENGES AND SOLUTIONS	Appearance is important in terms of wearing reflectors (23-24)	How ICG appears matters to motorists and affects how they will be treated	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Matters	Motorists treat ICG according to appearance

ICG STATE RESPONSE	If the city decides to remove them they must provide security (30)	Security services of ICG is appreciated	How should the State respond to informal Car Guarding in cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
Participant 2					
ICG CONTRIBUTION	They are not helpful (39)	Does not see usefulness of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	ICG Unnecessary	There is no need for ICG
ICG CHALLENGES AND SOLUTIONS	in most cases they are the ones committing crimes (39)	ICG commit crimes	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Criminal Elements	ICG commit car related crimes
ICG CHALLENGES AND SOLUTIONS	using the money to buy drugs (39-40_	There is a suggestion that ICG is synonymous with illegal substance use and this deters the overall perception	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Drug problem	The use of drugs is identified as one of the major problems giving ICG a bad name
ICG CONTRIBUTION	They don't deter crime (45)	ICG does not contribute to crime deterrence	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	No contribution to crime deterrence	ICG don't make any contribution to crime derence

ICG CONTRIBUTION	no capabilities of stopping/reducing crime (45)	ICG don't have any tools of trade to deter crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	ICG is no position to deter crime	Crime deterrence requires tools of trade like weapons which ICG don't have
ICG STATE RESPONSE	It will be better if they are removed because this is not a job (57)	City will be better without ICG because they pretending like they working	How should the State respond to informal Car Guarding in cities of the global South?	Remove ICG	ICG must be removed and encouraged to find real work
ICG CHALLENGES AND SOLUTIONS	They are just homeless guys (57)	ICG seen as homeless guys who resort to ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Homelessness	ICG a symptom of homelessness and that is the real problem that should be addressed
Participant 3					
ICG CONTRIBUTION	They do offer service. They are not bad (67)	This implies the use of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Good Experience	This captures positive feedback about ICG and how its perceived by motorists
ICG CONTRIBUTION	They can help reduce crime (72)	Identifies ICG as tool for fighting crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	This underlies the contribution of ICG to crime prevention
ICG FACILITATION	I tip them but its not compulsory, just give	This shows a gesture of	How is the contribution of	Tipping	A tip is good indicator that

	them spare change that is available	appreciation for ICG	informal car guarding (ICG) in the governance of cities of the global South facilitated?		someone appreciates services rendered
ICG FACILITATION	Its a source of income for them (78-79)	Using the word income denotes a recognition that ICG is a service	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Income	ICG is a form of livelihood
ICG FACILITATION	The tip is for helping not for service (80)	ICG are given money as a form of charity and not for service	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Charity Donation	Charity donation like tipping is a form of incentive for ICG
Participant 4					
ICG CONTRIBUTION	They don't offer any service (95)	Does not see usefulness of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	ICG Unnecessary	There is no need for ICG
ICG CHALLENGES AND SOLUTIONS	they commit crime (95)	This is part of the livelihood strategy argument	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Strong negative Perception of ICG	Complicity of ICG in motor vehicle criminal incidents

ICG CONTRIBUTION	They do offer parking and guarding services (96)	Recognition that there is some form of services from ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Parking and Guarding	Services rendered to motorists
ICG CONTRIBUTION	Their presence does not deter crime (101)	ICG presence is not good enough to deter crime, there has to be more	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	ICG is no position to deter crime	There is more to crime deterrence than merely being ICG
ICG STATE RESPONSE	Its better the if the city removes them (113)	City is better off without ICG because they don't offer much	How should the State respond to informal Car Guarding in cities of the global South?	Remove ICG	ICG must be removed
Participant 5					
ICG CONTRIBUTION	They do help in some cases (122)	There are instances where and were ICG are needed	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Helpful	Positive perception of ICG
ICG CONTRIBUTION	I use them wherever they are available (122)	Constantly uses services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	ICG User	Regular user of ICG
ICG CHALLENGES AND SOLUTIONS	They tend to demand money (123)	Does not appreciate the attitude of ICG	What are the challenges associated with informal car	Money Demands	Motorists don't feel obliged to paying ICG

		in demanding money	guarding in cities of the global South and how should these be addressed?		
ICG CHALLENGES AND SOLUTIONS	make motorists park in illegal spots (123)	Part of the problems with ICG	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Parking Illegally	ICG misleading motorists to park illegally
ICG CHALLENGES AND SOLUTIONS	If they are more formally dressed, it will be better (124)	ICG will be taken more seriously if there is some sort of formalisation	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Formalisation	Formalizing ICG will serve the city better
ICG CONTRIBUTION	Their presence does deter crime (129)	The presence of ICG deters crime – street level security	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Crime Deterrence	This underlies the contribution of ICG to crime prevention
ICG FACILITATION	Tip them R5 and above depending on the available change (135)	Tips ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered

ICG STATE RESPONSE	If they are removed by the city, crime will rise although their security is limited (141)	Removing ICG is not the City's interests	How should the State respond to informal Car Guarding in cities of the global South?	Don't Remove ICG	Better to have ICG in the city
Participant 6					
ICG CONTRIBUTION	They are very helpful (150)	Considers services of ICG as helpful	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Helpful	Good perception of ICG
ICG CHALLENGES AND SOLUTIONS	the problem of payment because sometimes I don't have cash to pay them. I would pay through electronic method (150-152)	Would serve ICG better if they had electronic payment method	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Electronic Payment Method	People don't carry cash
ICG CONTRIBUTION	Use their services everyday for parking (153)	ICG Regular user	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Parking	This underlies the contribution of ICG to parking
ICG FACILITATION	I consider what they are doing a job (154)	This is a compliment to the services by ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Job	Positive perception of ICG

ICG CONTRIBUTION	Their security is limited, they cant stop cars from being stolen (159)	This recognises that there is some security services albeit limited	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Security Services	ICG provides some form of security services
ICG FACILITATION	Typically pay R5 depending on the change available (165)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered.
ICG STATE RESPONSE	If they are removed, crime will rise (171)	Recognition that ICG play a role in crime prevention i.e. car burglary	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Removal Unacceptable	This underlies the contribution of ICG to crime prevention
Participant 7					
ICG CHALLENGES AND SOLUTIONS	They commit crime (180)	ICG are part of the problem	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Criminal Activities	ICG is a problem rather than a solution
ICG CONTRIBUTION	Their presence don't deter crime (185)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless	The presence of ICG is useless in combating crime

ICG FACILITATION	Don't use them (191)	Sees no need to use ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Uninterested	Derives no benefits from interacting with ICG
Participant 8					
ICG CONTRIBUTION	Car guarding is job. (206)	ICG are providing a service	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Job	A job denotes that a service is provided
ICG FACILITATION	The money paid is gratitude (207)	Tips ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	Gratitude underscores an appreciation of the services provided
ICG CONTRIBUTION	They are helpful (208)	Considers services of ICG as helpful	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Helpful	This indicates that ICG play a positive role in the city
ICG STATE RESPONSE	municipality can help with providing them with some form of payment mechanics (208-209)	City should play a proactive role and improve the sector	How should the State respond to informal Car Guarding in cities of the global South?	City Aid	Proactive must look at ways of improving ICG

ICG CONTRIBUTION	in most cases they know the criminals in the area (214)	Use local knowledge to fight crime	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Security Services	ICG provides some form of security services
ICG CHALLENGES AND SOLUTIONS	sometimes they commit crime if motorists don't pay (214-215)	ICG use the threat of crime to make motorists pay	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Threatening Motorists	Motorists are forced to pay because of might happen to their cars
ICG FACILITATION	Yes, in a week I can pay R20 (211)	Using the services of ICG with caution because of the lack of trust and perception on criminal activities	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tiping	Gratitude underscores an appreciation of the services provided
ICG STATE RESPONSE	If removed crime will rise (227)		In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Removal unacceptable	This underlies the contribution of ICG to crime prevention
Participant 9					
ICG CONTRIBUTION	They help with parking not really security (236)	Prefers to uses ICG for parking and not security	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South	Parking Services	ICG more parking service than security

ICG CHALLENGES AND SOLUTIONS	Formal uniform makes a difference in developing trust (238)	Trust from motorists is dependent on appearance and organisation	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Uniformity and Organisation	Uniformity and Organisation are important
ICG CONTRIBUTION	I use them depending on where I park (239)	Using ICG is dependent on location.	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Location	Trust in ICG is location specific
ICG CONTRIBUTION	They don't really help in deterring crime (244)	No confidence in security services of ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Meaningless contribution to crime prevention	This indicates that the presence of ICG does not make a difference to crime prevention
ICG FACILITATION	Money is a token of appreciation and not a payment for services. Usually R5-10 (250)	Tip them for the livelihood	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	Tip is indication of services
ICG STATE RESPONSE	If the city decides to remove them they must provide security (256)	Underlines that ICG contributes to security of the city in some form	How should the State respond to informal Car Guarding in cities of the global South?	No Removal	Motorists feel safer when there is ICG
Participant 10-					

ICG CONTRIBUTION	They do help on looking after the car and also parking (265)	Play a role in the city- parking and security	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Parking and Security	ICG provide parking and security services for motorists
ICG CONTRIBUTION	I use them most of the time (266)	Feels comfortable with ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Frequent User	Advocates for ICG in the city
ICG CHALLENGES AND SOLUTIONS	Better if they are wearing a reflector. That way I trust them (267)	Trust from motorists is dependent on appearance and organisation	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Uniformity and Appearance	Uniformity and appearance are important
ICG CONTRIBUTION	When parking in the CBD street it's a must to use them to. Ensure the safety of your car (272)	Using ICG is dependent on location.	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Location	Trust in ICG is location specific
ICG FACILITATION	The payment is support. Improve their job by supporting them with better tip (278)	This shows a gesture of appreciation for ICG	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered

ICG STATE RESPONSE	If they are removed the area may experience problems (284)	Underlines that ICG contributes to security of the city in some form	How should the State respond to Informal Car Guarding in cities of the global South?	No Removal	Motorists feel safer when there is ICG
Participant 11					
ICG CONTRIBUTION	Doing a good job and its better to develop a relationship with them for trust (294)	Forming relationship with ICG is important for motorists	n what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Motorists ICG Relationship	Relationship between ICG and motorists builds Trusts
ICG FACILITATION	I use them everyday and pay weekly (295)	Consideration for looking after cars should only be given to formal car guarding services	I How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered
ICG CHALLENGES AND SOLUTIONS	Prefer them to wear reflectors to be visible that this is a car guard (296)	Trust from motorists is dependent on appearance and organisation	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Uniformity and Appearance	Uniformity and appearance are important
ICG CONTRIBUTION	Yes, they deter crime (30) ¹	Feels comfortable using ICG	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Deter Crime	This underlies the contribution of ICG to crime prevention
ICG STATE RESPONSE	If they are remove it will be unfair	Removal Unjustified- ICG contributes to	How should the State respond to Informal Car	Removal Unfair	Senseless to remove ICG given that its an honest living

	because of the unemployment and also because they offer good services (313-314)	livelihood and provides services	Guarding in cities of the global South?		
Participant 12					
ICG CONTRIBUTION	I use them depending on where I park for security, parking and car wash (321)	Using ICG is dependent on location.	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Location	Trust in ICG is location specific
ICG CHALLENGES AND SOLUTIONS	It does not depend on their dress code, all the same (324)	Trust in ICG is not dependent on appearance	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed?	Appearance Meaningless	ICG Its not about appearance
ICG CONTRIBUTION	Prefer that they are there when I park (329)	Trusts in ICG dependents on the presence thereof	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Presence	ICG presence is important to motorists
ICG FACILITATION	Tip them R5-20 depending on available change as a form of gratitude (335)	This underscores that ICG uses visibility as a strategy to prevent crime	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tippling	A tip is good indicator that someone appreciates services rendered

ICG STATE RESPONSE	Would not advise their removal (341)	Against ICG Removal	How should the State respond to informal Car Guarding in cities of the global South?	No Removal	The removal of ICG does not make sense given their role
Participant 13					
ICG CONTRIBUTION	Use their services at times for parking assistance and can help with security (354)	Use ICG Services	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Parking and Security	ICG important for parking and security
ICG CONTRIBUTION	I use them occasionally (351)	Using ICG depends on the context	In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South?	Not frequent User	Not reliant on ICG
ICG CHALLENGES AND SOLUTIONS	It will be better if they are formalised, but prefer technology cctv (356)	Trust from motorists is dependent on appearance and organisation	What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed	Uniformity and Technology	ICG must be uniform and supported with technology
ICG FACILITATION	Provide a tip, typically R5 (362)	Appreciation and endorsement for ICG services	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	Tipping	A tip is good indicator that someone appreciates services rendered

ICG STATE RESPONSE	If removed crime may rise especially on less busy streets in the CBD (368)	Against ICG Removal	How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated?	No Removal	The removal of ICG does not make sense given their role

Initial Memo

Personal Reflections About Codes

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator	Code	Reflections
ICG CONTRIBUTION	They are helpful and your car is safe (10)	Deter Crime	This was a recurring feedback in downtown JHB
ICG CHALLENGES AND SOLUTIONS	if you have disagreement then they tend to do bad things (10-11)	Retaliative and Unprofessional	There is a perception amongst motorists that they are at the messy of ICG
ICG CONTRIBUTION	When parking in the CBD street is a must to use them to ensure the safety of your car (16)	Context Specific Service	This was an expected response based on personal experience. There is not a lot of people that are know who are comfortable with parking downtown JHB without anyone looking after the car

ICG FACILITATION	I tip R5 (22)	Tipping	R5 seems to be the standard payment. I think its because its not too little and its too much
ICG CHALLENGES AND SOLUTIONS	they buy drugs (22)	Drug problem	I always find this ironic when motorists try and tell ICG how to spend their own money. He same motorists who spend money on alcohol
ICG CHALLENGES AND SOLUTIONS	I tip the ones at the mall differently because they use the money differently (22-23)	ICG perception is context specific	There is a perception that ICG at the mall are more dignified that the ones on the street. This can be due to a number of reasons, including uniform, organisation, space and many others
ICG CHALLENGES AND SOLUTIONS	Appearance is important in terms of wearing reflectors (23-24)	Appearance Matters	This is one of the most important outcomes of the fieldwork. Wearing of bips and overall appearance
ICG STATE RESPONSE	If the city decides to remove them they must provide security (30)	Crime Deterrence	Although some of the responded claim that ICG does not provide security, they were nevertheless against the idea of removing them and the answer illustrates that their experience is that ICG provides security
Participant 2			
ICG CONTRIBUTION	They are not helpful (39)	ICG Unnecessary	Most respondents that gave this responses seemed not interested at all with ICG. Most responses were short
ICG CHALLENGES AND SOLUTIONS	in most cases they are the ones committing crimes (39)	Criminal Elements	There is a. strong sense that ICG are criminals or at the very least part of an organised criminal syndicate
ICG CHALLENGES AND SOLUTIONS	using the money to buy drugs (39-40_	Drug problem	This was give as a motivation for ICG and reason why ICG should not be promoted
ICG CONTRIBUTION	They don't deter crime (45)	No contribution to crime deterrence	The response here was that instead ICG are the criminals.

ICG CONTRIBUTION	no capabilities of stopping/reducing crime (45)	ICG is no position to deter crime	This was the argument presented for why they cant contribute to crime deterrence. The understanding is that for one to contribute they must have some of resources like a gun or weapon
ICG STATE RESPONSE	It will be better if they are removed because this is not a job (57)	Remove ICG	This response was seldom because even with ost of the respondents who said that ICG does not contribute to prevention of crime, they argued that they should not be removed because it's a livelihood nonetheless
ICG CHALLENGES AND SOLUTIONS	They are just homeless guys (57)	Homelessness	The argument is that they are not real ICG but merely homeless people who masquade as ICG to feed their drug habits
Participant 3			
ICG CONTRIBUTION	They do offer service. They are not bad (67)	Good Experience	Using the words not bad, reflects an attitude that does not really accept or reject ICG
ICG CONTRIBUTION	They can help reduce crime (72)	Deter Crime	Sees the value of ICG
ICG FACILITATION	I tip them but its not compulsory, just give them spare change that is available	Tipping	I don't agree with this explanation because I don't think people tip people for the fun of it. Tips are a gesture to acknowledge service
ICG FACILITATION	Its a source of income for them (78-79)	Income	Why ICG is important, back to the livelihoods point
ICG FACILITATION	The tip is for helping not for service (80)	Charity Donation	I don't it is fair to compare giving donation to say someone who is a beggar standing by the traffic lights to an ICG who rightfully/wrongfully claims they have been watching your car
Participant 4			
ICG CONTRIBUTION	They don't offer any service (95)	ICG Unnecessary	This cant be true

ICG CHALLENGES AND SOLUTIONS	they commit crime (95)	Strong negative Perception of ICG	Its possible that ICG are involved in crime because some of the respondents have given personal accounts and real stories
ICG CONTRIBUTION	They do offer parking and guarding services (96)	Parking and Guarding	I should think of the implications of parking more because the study is mainly on security to an extend however parking pops up
ICG CONTRIBUTION	Their presence does not deter crime (101)	ICG is no position to deter crime	Not convinced that ICG mere presence deters crime
ICG STATE RESPONSE	Its better the if the city removes them (113)	Remove ICG	Better because they contribute to crime
Participant 5			
ICG CONTRIBUTION	They do help in some cases (122)	Helpful	I think this is a fair answer because there is no doubt that ICG can be problematic but at the same time their services can clear for all to see
ICG CONTRIBUTION	I use them wherever they are available (122)	ICG User	They are a lot of people who are comfortable with ICG that they lways use them for different things
ICG CHALLENGES AND SOLUTIONS	They tend to demand money (123)	Money Demands	This is a negative for ICG because motorists feel like they are not really obliged to pay ICG. This is why some motorists don't like ICG
ICG CHALLENGES AND SOLUTIONS	make motorists park in illegal spots (123)	Parking Illegally	This is both an advantage and disadvantage of ICG. Theyl get you parking in illegal space and alert you when cops come
ICG CHALLENGES AND SOLUTIONS	If they are more formally dressed, it will be better (124)	Formalisation	Call for formality, even if its dressing will go a long way in legitimizing ICG
ICG CONTRIBUTION	Their presence does deter crime (129)	Crime Deterrence	I agree with this, street level public security

ICG FACILITATION	Tip them R5 and above depending on the available change (135)	Tipping	R5 again
ICG STATE RESPONSE	If they are removed by the city, crime will rise although their security is limited (141)	Don't Remove ICG	I think that the city is aware that ICG plays some role in security and that's why despite their illegal status, the city overlooks their presence
Participant 6			
ICG CONTRIBUTION	They are very helpful (150)	Helpful	This is usually an answer that is given by people that use ICG for parking
ICG CHALLENGES AND SOLUTIONS	the problem of payment because sometimes I don't have cash to pay them. I would pay through electronic method (150-152)	Electronic Payment Method	The questions is, will motorists really trust a card payment? I doubt
ICG CONTRIBUTION	Use their services everyday for parking (153)	Parking	Thought so, this was indicated by the description of helpful
ICG FACILITATION	I consider what they are doing a job (154)	Job	Makes sense given using for parking
ICG CONTRIBUTION	Their security is limited, they cant stop cars from being stolen (159)	Security Services	This understanding that ICG cant deter crime because they don't carry weapons is misplaced
ICG FACILITATION	Typically pay R5 depending on the change available (165)	Tipping	R5 again
ICG STATE RESPONSE	If they are removed, crime will rise (171)	Removal Unacceptable	Indicative that ICG. Contribute to crime prevention
Participant 7			

ICG CHALLENGES AND SOLUTIONS	They commit crime (180)	Criminal Activities	To be fair to ICG, there was usually no proof but limited personal experiences
ICG CONTRIBUTION	Their presence don't deter crime (185)	Meaningless	Presence not enough
ICG FACILITATION	Don't use them (191)	Uninterested	Not interested in the study
Participant 8			
ICG CONTRIBUTION	Car guarding is job. (206)	Job	My perspective
ICG FACILITATION	The money paid is gratitude (207)	Tipping	Gratitude for services
ICG CONTRIBUTION	They are helpful (208)	Helpful	I have already eluded to parking and helping
ICG STATE RESPONSE	municipality can help with providing them with some form of payment mechanics (208-209)	City Aid	The municipality must not be divorced from ICG. They area reality and should be aided in different possible ways
ICG CONTRIBUTION	in most cases they know the criminals in the area (214)	Security Services	The biggest advantage of ICG is that they know who is who This can be bad or good
ICG CHALLENGES AND SOLUTIONS	sometimes they commit crime if motorists don't pay (214-215)	Threatening Motorists	Fair point Repeated
ICG FACILITATION	Yes, in a week I can pay R20 (211)	Tipping	On average this is R5 per day The week part indicates. Some form of relation ship ang agreement

ICG STATE RESPONSE	If removed crime will rise (227)	Removal unacceptable	I expected this answer
Participant 9			
ICG CONTRIBUTION	They help with parking not really security (236)	Parking Services	Parking ahead of security. I guess this is a fair point because parking is a service that you can tell while security is speculation in a way
ICG CHALLENGES AND SOLUTIONS	Formal uniform makes a difference in developing trust (238)	Uniformity and Organisation	Uniformity will be one of the recommendations
ICG CONTRIBUTION	I use them depending on where I park (239)	Location	
ICG CONTRIBUTION	They don't really help in deterring crime (244)	Meaningless contribution to crime prevention	It seems that most motorists that have emphasised parking are of the view that is the primary role of ICG. This is weird because parking is actually secondary and is way ICG use to get the attention of motorists for security
ICG FACILITATION	Money is a token of appreciation and not a payment for services. Usually R5-10 (250)	Tipping	R5 again
ICG STATE RESPONSE	If the city decides to remove them they must provide security (256)	No Removal	This is ironic given that the respondents claim that ICG does not provide security
Participant 10-			
ICG CONTRIBUTION	They do help on looking after the car and also parking (265)	Parking and Security	ICG not limited to this services, washing, helping pack

ICG CONTRIBUTION	I use them most of the time (266)	Frequent User	Pleased a customer. Motorists are actually customers of ICG
ICG CHALLENGES AND SOLUTIONS	Better if they are wearing a reflector. That way I trust them (267)	Uniformity and Appearance	Uniformity and appearance critical
ICG CONTRIBUTION	When parking in the CBD street it's a must to use them to. Ensure the safety of your car (272)	Location	The emphasis on CBD is telling
ICG FACILITATION	The payment is support. Improve their job by supporting them with better tip (278)	Tipping	Tipping
ICG STATE RESPONSE	If they are removed the area may experience problems (284)	No Removal	Respondent not comfortable with idea of ICG being removal.
Participant 11			
ICG CONTRIBUTION	Doing a good job and its better to develop a relationship with them for trust (294)	Motorists ICG Relationship	Developing a relationship is way of gaining trust and protecting yourself against any problems with ICG
ICG FACILITATION	I use them every-day and pay weekly (295)	Tipping	Paying is proof of existing relationship with ICG
ICG CHALLENGES AND SOLUTIONS	Prefer them to wear reflectors to be visible that this is a car guard (296)	Uniformity and Appearance	Recurring. Interestingly, even motorists who trust ICG make the point that reflectors and some form of uniformity is important
ICG CONTRIBUTION	Yes, they deter crime (301)	Deter Crime	ICG Services

ICG STATE RESPONSE	If they are remove it will be unfair because of the unemployment and also because they offer good services (313-314)	Removal Unfair	The pint here is that, ICG goes beyond a mere services but contributes to livelihoods. This is important given economic situation in the country
Participant 12			
ICG CONTRIBUTION	I use them depending on where I park for security, parking and car wash (321)	Location	There are some places where motorists feel like they really need ICG and equally some places where motorists simply don't trust ICG
ICG CHALLENGES AND SOLUTIONS	It does not depend on their dress code, all the same (324)	Appearance Meaningless	There is not a lot of respondents that agree with this sentiment
ICG CONTRIBUTION	Prefer that they are there when I park (329)	Presence	Motorists prefer to ICG all the time and the have the sole services or attention of the car guard
ICG FACILITATION	Tip them R5-20 depending on available change as a form of gratitude (335)	Tipping	R5 again
ICG STATE RESPONSE	Would not advise their removal (341)	No Removal	This is a sentiment that is widely shared
Participant 13			
ICG CONTRIBUTION	Use their services at times for parking assistance and can help with security (354)	Parking and Security	Some motorists see ICG security as a secondary service to parking. This is because ICG mainly use parking as means to try and solicit "consent" to provide security to the car

ICG CONTRIBUTION	I use them occasionally (351)	Not frequent User	This may depend on location and time, like weekends or time of the day
ICG CHALLENGES AND SOLUTIONS	It will be better if they are formalised, but prefer technology cctv (356)	Uniformity and Technology	Uniformity again
ICG FACILITATION	Provide a tip, typically R5 (362)	Tipping	R5
ICG STATE RESPONSE	If removed crime may rise especially on less busy streets in the CBD (368)	No Removal	The point here is that ICG is mainly important on less busy streets. I agree with this sentiment because on busy streets the public usually provide a sense of security

Codebook

Codes and their Characteristics

1. In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**
2. How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**
3. How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**
4. What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Anchor Code	Empirical Indicator Source CBD= CBD (line numbers)	Code	Code Description
ICG CONTRIBUTION	CBD (10)	Deter Crime	ICG has a security function

ICG CHALLENGES AND SOLUTIONS	CBD (10-11)	Retaliative and Unprofessional	The problem with ICG
ICG CONTRIBUTION	CBD (16)	Context Specific Service	Using ICG always depends
ICG FACILITATION	CBD (22)	Tippling	Paying for services rendered
ICG CHALLENGES AND SOLUTIONS	CBD (22)	Drug problem	The negative side of ICG. Motorists don't like it when their money is used for drugs
ICG CHALLENGES AND SOLUTIONS	CBD (22-23)	ICG perception is context specific	The perception of motorists on ICG is context specific
ICG CHALLENGES AND SOLUTIONS	CBD (23-24)	Appearance Matters	The appearance of ICG plays a significant role in motorists perceptions of ICG
ICG STATE RESPONSE	CBD (30)	Crime Deterrence	ICG has a security function
Participant 2			
ICG CONTRIBUTION	CBD(39)	ICG Unnecessary	Car guards not seen as a necessary
ICG CHALLENGES AND SOLUTIONS	CBD(39)	Criminal Elements	There are some criminal elements within ICG
ICG CHALLENGES AND SOLUTIONS	CBD (39-40)	Drug problem	The negative side of ICG. Motorists don't like it when their money is used for drugs
ICG CONTRIBUTION	CBD(45)	No contribution to crime deterrence	The presence of ICG does not deter crime and is not enough to deter crime

ICG CONTRIBUTION	CBD(45)	ICG is no position to deter crime	Crime deterrence requires resources
ICG STATE RESPONSE	CBD (57)	Remove ICG	ICG is problem than a solution to the city
ICG CHALLENGES AND SOLUTIONS	CBD (57)	Homelessness	The "correct" label for ICG
Participant 3			
ICG CONTRIBUTION	CBD(67)	Good Experience	Indicates satisfaction with services rendered by ICG
ICG CONTRIBUTION	CBD (72)	Deter Crime	Function/role of ICG in the city or one of them
ICG FACILITATION	CBD (75)	Tippling	Gesture for services, not mandatory but undertaken to show appreciation
ICG FACILITATION	CBD(78-79)	Income	ICG earn a living through Tips, this is not different from many other industries
ICG FACILITATION	CBD (80)	Charity Donation	Some motorists consider the tips as charity because its not mandatory to tip ICG
Participant 4			
ICG CONTRIBUTION	CBD (95)	ICG Unnecessary	This is a sentiment that views ICG as nuisance rather than a service
ICG CHALLENGES AND SOLUTIONS	CBD (95)	Strong negative Perception of ICG	There nothing good to be associated with ICG

ICG CONTRIBUTION	CBD (96)	Parking and Guarding	Function of ICG
ICG CONTRIBUTION	CBD (101)	ICG is no position to deter crime	There is an understanding that ICG cant deter crime because they carry no weapons
ICG STATE RESPONSE	CBD (113)	Remove ICG	ICG is problem than a solution to the city
Participant 5			
ICG CONTRIBUTION	CBD(122)	Helpful	Helpful usually means the motorists needed help for parking because its tangible in terms of what you get from ICG
ICG CONTRIBUTION	CBD (122)	ICG User	There are some motorists who struggle to function without ICG, especially for parking purposes
ICG CHALLENGES AND SOLUTIONS	CBD (123)	Money Demands	This accounts for why ICG is often labelled as irritating
ICG CHALLENGES AND SOLUTIONS	CBD (123)	Parking Illegally	I think its ironic how motorists blame ICG for parking in illegal spots yet they are fully aware that its illegal
ICG CHALLENGES AND SOLUTIONS	CBD (124)	Formalisation	This means many things, but overall its uniform and appearance. There has been instances however wherein motorists talk about insourcing
ICG CONTRIBUTION	CBD (129)	Crime Deterrence	Function of ICG

ICG FACILITATION	CBD (135)	Tipping	Goodwill gesture because its not forced or required
ICG STATE RESPONSE	CBD141)	Don't Remove ICG	This sentiment is overwhelming
Participant 6			
ICG CONTRIBUTION	CBD (150)	Helpful	Helpful usually means the motorists needed help for parking because its tangible in terms of what you get from ICG
ICG CHALLENGES AND SOLUTIONS	CBD (150-152)	Electronic Payment Method	This is too ambitious. Too much fraud for motorists to even consider this, never-mind the fact that ICG are already associated with criminality
ICG CONTRIBUTION	CBD153)	Parking	This function is by what motorists use ICG for
ICG FACILITATION	CBD (154)	Job	More than a job, I would say livelihood. Some motorists recognise this and are appreciative of ICG for trying to earn an honest living
ICG CONTRIBUTION	CBD (159)	Security Services	ICG Function
ICG FACILITATION	CBD (165)	Tipping	Goodwill gesture because its not forced or required
ICG STATE RESPONSE	CBD (171)	Removal Unacceptable	This sentiment is overwhelming- one of the reason is why get rid of people trying to earn a living
Participant 7			

ICG CHALLENGES AND SOLUTIONS	CBD (180)	Criminal Activities	One of the things that bothers me is, how do we change this perceptions about ICG
ICG CONTRIBUTION	CBD (185)	Meaningless	This is a sentiment I disagree with
ICG FACILITATION	CBD (191)	Uninterested	Not many, but there were people who were simply not interested in what I was doing, the vast majority were
Participant 8			
ICG CONTRIBUTION	CBD (206)	Job	More than a job, I would say livelihood. Some motorists recognise this and are appreciative of ICG for trying to earn an honest living
ICG FACILITATION	CBD (207)	Tipping	Goodwill gesture because its not forced or required
ICG CONTRIBUTION	CBD (208)	Helpful	Helpful usually means the motorists needed help for parking because its tangible in terms of what you get from ICG
ICG STATE RESPONSE	CBD (208-209)	City Aid	The role of the city in ICG is curious, how can they help?
ICG CONTRIBUTION	CBD (214)	Security Services	ICG Function
ICG CHALLENGES AND SOLUTIONS	CBD (214-215)	Threatening Motorists	Certainly a problem area that is associated with ICG, the few that do this paint the industry to motorists in bad light

ICG FACILITATION	CBD (211)	Tiping	Goodwill gesture because its not forced or required
ICG STATE RESPONSE	CBD (227)	Removal unacceptable	This sentiment is overwhelming- one of the reason is why get rid of people trying to earn a living
Participant 9			
ICG CONTRIBUTION	CBD (236)	Parking Services	This how most motorists see the function of ICG, despite ICG claiming to be mainly security
ICG CHALLENGES AND SOLUTIONS	CBD (238)	Uniformity and Organisation	Recurring
ICG CONTRIBUTION	CBD (239)	Location	Perhaps some location are ideal for ICG, other not so. Not all of JHB has to have ICG
ICG CONTRIBUTION	CBD (244)	Meaningless contribution to crime prevention	This cant be true
ICG FACILITATION	CBD (250)	Tiping	Goodwill gesture because its not forced or required
ICG STATE RESPONSE	CBD (256)	No Removal	A lot of the motorists are not for removal, this can only be because they see services or feel sorry for ICG
Participant 10-			
ICG CONTRIBUTION	CBD (265)	Parking and Security	Main ICG Functions in the city

ICG CONTRIBUTION	CBD (266)	Frequent User	One of those people who are very comfortable with ICG and feel better when they are around
ICG CHALLENGES AND SOLUTIONS	CBD267)	Uniformity and Appearance	Recurring, one of the main themes of the study
ICG CONTRIBUTION	CBD (272)	Location	Perhaps some location are ideal for ICG, other not so. Not all of JHB has to have ICG
ICG FACILITATION	CBD (278)	Tippling	Goodwill gesture because its not forced or required
ICG STATE RESPONSE	CBD (284)	No Removal	Recurring
Participant 11			
ICG CONTRIBUTION	CBD (294)	Motorists ICG Relationship	This is ideal. This is the best way to built trust
ICG FACILITATION	CBD (295)	Tippling	Goodwill gesture because its not forced or required
ICG CHALLENGES AND SOLUTIONS	CBD (296)	Uniformity and Appearance	Recurring, one of the main themes of the study
ICG CONTRIBUTION	CBD (301)	Deter Crime	Function of ICG
ICG STATE RESPONSE	CBD (313-314)	Removal Unfair	A lot of the motorists are not for removal, this can only be because they see services or feel sorry for ICG
Participant 12			

ICG CONTRIBUTION	CBD (321)	Location	Perhaps some location are ideal for ICG, other not so. Not all of JHB has to have ICG
ICG CHALLENGES AND SOLUTIONS	CBD (324)	Appearance Meaningless	This was not common because most believe that appearance really matter
ICG CONTRIBUTION	CBD (329)	Presence	One of the critique levelled against ICG is that they want to provide security to multiple cars all at once. Motorists are more comfortable they get special attention. What motorists don't get is that ICG tend to work as a collective
ICG FACILITATION	CBD (335)	Tippling	Goodwill gesture because its not forced or required
ICG STATE RESPONSE	CBD (341)	No Removal	A lot of the motorists are not for removal, this can only be because they see services or feel sorry for ICG
Participant 13			
ICG CONTRIBUTION	CBD (354)	Parking and Security	This functions usually go together
ICG CONTRIBUTION	CBD (351)	Not frequent User	Some motorists are not as frequent as others
ICG CHALLENGES AND SOLUTIONS	CBD (356)	Uniformity and Technology	Recurring, one of the main themes of the study

ICG FACILITATION	CBD (362)	Tipping	Goodwill gesture because its not forced or required
ICG STATE RESPONSE	CBD(368)	No Removal	A lot of the motorists are not for removal, this can only be because they see services or feel sorry for ICG

Themes and Categories Maboneng

Step 1:

ICG CONTRIBUTION Good Experience

ICG CONTRIBUTION Limited powers and resources

ICG CONTRIBUTION Assist with parking

CG CONTRIBUTION Limited powers and resources

ICG FACILITATION Monetary Incentive

2 ICG FACILITATION ICG Recognition

3. ICG STATE RESPONSE Meaningless contribution to crime prevention

3. ICG STATE RESPONSE Alternative to crime

ICG CONTRIBUTION Assist with parking

ICG CHALLENGES AND SOLUTIONS Demands disadvantage ICG

ICG CONTRIBUTION Good Experience

ICG CONTRIBUTION Meaningless contribution to crime prevention

ICG CONTRIBUTION Assist with parking

ICG FACILITATION Tipping

ICG CONTRIBUTION Assist with parking

ICG FACILITATION Recognised livelihood Strategy

ICG CONTRIBUTION Weekend Services

ICG CHALLENGES AND SOLUTIONS Daylight Preference

ICG CHALLENGES AND SOLUTIONS Trust Issues

ICG CHALLENGES AND SOLUTIONS Dress-Code is immaterial

ICG CONTRIBUTION Good Experience

ICG CONTRIBUTION. Crime Deterrence

ICG CONTRIBUTION Meaningful contribution to crime prevention

ICG FACILITATION Recognised livelihood Strategy

ICG CHALLENGES AND SOLUTIONS Training and Formalisation

ICG STATE RESPONSE Training and Formalisation

ICG FACILITATION Tipping

ICG FACILITATION Low Frequency Use

ICG CONTRIBUTION Good Experience

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG STATE RESPONSE ICG is a Job

ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi

ICG CHALLENGES AND SOLUTIONS Drug Problem

ICG FACILITATION Tipping

ICG CONTRIBUTION Mixed Experiences

ICG STATE RESPONSE ICG is a Job

CG CONTRIBUTION Blackmail

ICG STATE RESPONSE Meaningless contribution to crime prevention

ICG FACILITATION Tipping

ICG FACILITATION Recognised livelihood Strategy

ICG CONTRIBUTION Assist with parking

ICG CONTRIBUTION Time factor

ICG CONTRIBUTION Assist with parking

ICG CHALLENGES AND SOLUTIONS Daylight Preference

ICG CONTRIBUTION Provision of security and parking services

ICG STATE RESPONSE ICG is a Job

ICG CONTRIBUTION Crime Deterrence

ICG STATE RESPONSE Crime Deterrence

ICG FACILITATION Tipping

ICG FACILITATION Location determines incentive

ICG CONTRIBUTION Weekend Services

ICG CONTRIBUTION All Day Services

ICG FACILITATION Recognised livelihood Strategy

ICG STATE RESPONSE ICG is a Job

ICG CONTRIBUTION Provision of security and parking services

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG STATE RESPONSE Crime Deterrence

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG FACILITATION Users pay principle

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CONTRIBUTION Provision of security and parking services

ICG STATE RESPONSE ICG is a Job

ICG CONTRIBUTION Helpful

ICG STATE RESPONSE Removal is Unacceptable

ICG FACILITATION Tipping

ICG FACILITATION Recognised livelihood Strategy

ICG CHALLENGES AND SOLUTIONS Making Demands

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CONTRIBUTION Good Experience

ICG STATE RESPONSE ICG is a Job

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG STATE RESPONSE Helpful

ICG FACILITATION Tipping

ICG CONTRIBUTION Good Experience

ICG STATE RESPONSE Lack of Trust

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG STATE RESPONSE Meaningless contribution to crime prevention

ICG FACILITATION Recognised livelihood Strategy

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CONTRIBUTION Helpful

ICG FACILITATION Recognised livelihood Strategy

ICG CONTRIBUTION Helpful

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Femicide

ICG STATE RESPONSE Meaningful contribution to crime prevention

ICG FACILITATION Tipping

ICG CONTRIBUTION Assist with parking

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CONTRIBUTION High Frequent User

ICG CONTRIBUTION Useful beyond CBD

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CONTRIBUTION Valuable Service

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CONTRIBUTION Crime Deterrence

ICG STATE RESPONSE Removal is Unacceptable

ICG FACILITATION Tipping

ICG CONTRIBUTION High Frequent User

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Demands disadvantage ICG

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG STATE RESPONSE ICG is a Job

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG STATE RESPONSE Removal Makes Sense

ICG CHALLENGES AND SOLUTIONS Making Demands

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CONTRIBUTION ICG Beyond CBD

ICG CONTRIBUTION Good Experience

ICG STATE RESPONSE ICG is a Job

ICG CONTRIBUTION Assist with parking

ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi

ICG CONTRIBUTION Meaningless contribution to crime prevention

ICG CHALLENGES AND SOLUTIONS Age Preference

ICG CHALLENGES AND SOLUTIONS ICG Youth Drug Problem

ICG STATE RESPONSE Removal is Senseless

ICG CHALLENGES AND SOLUTIONS Training and Formalisation

ICG FACILITATION Tipping

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Training and Formalisation

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CONTRIBUTION Crime Deterrence

ICG CHALLENGES AND SOLUTIONS Upfront payment Questionable Modus operandi

ICG STATE RESPONSE Removal is Senseless

ICG FACILITATION Tipping

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CHALLENGES AND SOLUTIONS Lack of Trust

Step 2: Alphabetical Order

ICG CHALLENGES AND SOLUTIONS Age Preference

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters

ICG CHALLENGES AND SOLUTIONS Daylight Preference

ICG CHALLENGES AND SOLUTIONS Daylight Preference

ICG CHALLENGES AND SOLUTIONS Demands disadvantage ICG

ICG CHALLENGES AND SOLUTIONS Demands disadvantage ICG

ICG CHALLENGES AND SOLUTIONS Dress-Code is immaterial

ICG CHALLENGES AND SOLUTIONS Drug Problem

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Femicide

ICG CHALLENGES AND SOLUTIONS ICG Youth Drug Problem

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CHALLENGES AND SOLUTIONS Making Demands

ICG CHALLENGES AND SOLUTIONS Making Demands

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi
ICG CHALLENGES AND SOLUTIONS	Training and Formalisation
ICG CHALLENGES AND SOLUTIONS	Training and Formalisation
ICG CHALLENGES AND SOLUTIONS	Training and Formalisation
ICG CHALLENGES AND SOLUTIONS	Trust Issues
ICG CHALLENGES AND SOLUTIONS	Upfront payment Questionable Modus operandi
ICG CONTRIBUTION	All Day Services
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Assist with parking
ICG CONTRIBUTION	Blackmail
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Helpful
ICG CONTRIBUTION	Helpful
ICG CONTRIBUTION	Helpful

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Users pay principle

ICG STATE RESPONSE Crime Deterrence

ICG STATE RESPONSE Helpful

ICG STATE RESPONSE Alternative to crime

ICG STATE RESPONSE Crime Deterrence

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE ICG is a Job

ICG STATE RESPONSE Lack of Trust

ICG STATE RESPONSE Meaningful contribution to crime prevention

ICG STATE RESPONSE Meaningless contribution to crime prevention

ICG STATE RESPONSE Meaningless contribution to crime prevention

ICG STATE RESPONSE Meaningless contribution to crime prevention

ICG STATE RESPONSE Removal is Senseless

ICG STATE RESPONSE Removal is Senseless

ICG STATE RESPONSE Removal is Unacceptable

ICG STATE RESPONSE Removal is Unacceptable

ICG STATE RESPONSE Removal Makes Sense

ICG STATE RESPONSE Training and Formalisation

Step 3: Consolidation

ICG CHALLENGES AND SOLUTIONS Age Preference (1)

ICG CHALLENGES AND SOLUTIONS Appearance- Dress code matters (5)

ICG CHALLENGES AND SOLUTIONS Daylight Preference (2)

ICG CHALLENGES AND SOLUTIONS Making Demands (4)

ICG CHALLENGES AND SOLUTIONS Dress-Code is immaterial (1)

ICG CHALLENGES AND SOLUTIONS Drug Problem (1)

ICG CHALLENGES AND SOLUTIONS Establish Relations (5)

ICG CHALLENGES AND SOLUTIONS Femicide (1)

ICG CHALLENGES AND SOLUTIONS ICG Youth Drug Problem (1)

ICG CHALLENGES AND SOLUTIONS Lack of Trust (4)

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities (11)

ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi (2)

ICG CHALLENGES AND SOLUTIONS Training and Formalisation (3)

ICG CHALLENGES AND SOLUTIONS Trust Issues (1)

ICG CHALLENGES AND SOLUTIONS Upfront payment Questionable Modus operandi (1)

ICG CONTRIBUTION All Day Services (1)

ICG CONTRIBUTION Assist with parking (8)

ICG CONTRIBUTION Blackmail (1)

ICG CONTRIBUTION Good Experience (7)

ICG CONTRIBUTION Helpful (3)

ICG CONTRIBUTION High Frequent User (2)

ICG CONTRIBUTION ICG Beyond CBD (1)

ICG CONTRIBUTION Limited powers and resources (2)

ICG CONTRIBUTION Meaningful contribution to crime prevention (3)

ICG CONTRIBUTION Mixed Experiences (1)

ICG CONTRIBUTION Provision of security and parking services(3)

ICG CONTRIBUTION Time factor (1)

ICG CONTRIBUTION Useful beyond CBD (1)

ICG CONTRIBUTION Valuable Service (1)

ICG CONTRIBUTION Weekend Services (2)

ICG FACILITATION ICG Recognition (1)

ICG FACILITATION Location determines incentive (1)

ICG FACILITATION Low Frequency Use (1)

ICG FACILITATION Monetary Incentive (1)

ICG FACILITATION Recognised livelihood Strategy (7)

ICG FACILITATION Tipping (11)

ICG FACILITATION Users pay principle (1)

ICG STATE RESPONSE Crime Deterrence (7)

ICG STATE RESPONSE Helpful (1)

ICG STATE RESPONSE ICG is a Job (8)

ICG STATE RESPONSE Lack of Trust (1)

ICG STATE RESPONSE Removal is Senseless (4)

ICG STATE RESPONSE Removal Makes Sense (1)

ICG STATE RESPONSE Training and Formalisation (1)

Step 4; Sort Codes

In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>	<u>Cluster 6</u>
Assists with parking (8) Good Experience (7) Helpful (3) Provision of security and parking services(3) Valuable Service (1) High Frequent User (2)	Crime Deterrence (4) Meaningful contribution to crime prevention (3)	Weekend Services (2) Time factor (1) All Day Services (1)	Limited powers and resources (2)	ICG Beyond CBD (1) Useful beyond CBD (1)	Blackmail (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>	<u>Cluster 6</u>
ICG assists with Parking (24)	ICG Deters Crime (7)	Use ICG certain times (4)	ICG not resourced to prevent crime (2)	Location (2)	ICG Irritant (1)

Assists with parking (8)	Crime Deterrence (4)	Weekend Services (2)	Limited powers and resources (2)	ICG Beyond CBD (1)	Blackmail (1)
Good Experience (7)	Meaningful contribution to crime prevention (3)	Time factor (1)		Useful beyond CBD (1)	
Helpful (3)		All Day Services (1)			
Provision of security and parking services (3)					
Valuable Service (1)					
High Frequent User (2)					

How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**

<u>Cluster 1</u>	<u>Cluster 2</u>
Tipping (11) Users pay principle (1) Monetary Incentive (1) Location determines incentive (1)	Recognised livelihood Strategy (7)

Label Clusters

<u>Cluster 1</u> Tipping (14)	<u>Cluster 2</u> Recognised livelihood Strategy (7)
Tipping (11) Users pay principle (1) Monetary Incentive (1) Location determines incentive (1)	Recognised livelihood Strategy (7)

How should the State respond to informal Car Guarding in cities of the global South? ICG STATE RESPONSE

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>
ICG is a Job (8)	crime prevention (7) Helpful (1)	Removal is Senseless (4)	Lack of Trust (1)	Training and Formalisation (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>
ICG Creates Jobs (8)	ICG Deters Crime (8)	No to the Removal of ICG (4)	ICG cant be trusted (1)	Need to formalise and make uniform reflectors for ICG (1)
ICG is a Job (8)	Crime prevention (7) Helpful (1)	Removal is Senseless (4)	Lack of Trust (1)	Training and Formalisation (1)

What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? ICG CHALLENGES AND SOLUTIONS

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>	<u>Cluster 6</u>
Appearance-Dress code matters (5)	Establish Relations (5)	Making Demands (4) Femicide (1) Questionable Modus operandi (2) Trust Issues (1) ICG Youth Drug Problem (1)	Lack of Trust (4)	Training and Formalisation (3)	Daylight Preference (2)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>	<u>Cluster 6</u>
ICG are an irritant (9)	ICG-Motorist Relations is key (5)	Uniform professional appearance will improve ICG (5)	ICG not to be trusted (4)	Need to formalise and make uniform reflectors for ICG (3)	<u>Time (2)</u>
Making Demands (4) Femicide (1) Questionable Modus operandi (2)	Establish Relations (5)	Appearance-Dress code matters (5)	Lack of Trust (4)	Training and Formalisation (3)	Daylight Preference (2)

Trust Issues (1)					
ICG Youth Drug Problem (1)					

Themes and Categories Maponya Site

Step 1: Taking Stock

ICG CONTRIBUTION Invisible Security
ICG STATE RESPONSE Scavengers
ICG CONTRIBUTION Invisible Security
ICG CONTRIBUTION Meaningless contribution to crime prevention
ICG CONTRIBUTION Context Specific Service
ICG FACILITATION Tipping
ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi
ICG CHALLENGES AND SOLUTIONS The Lesser the Better
ICG CHALLENGES AND SOLUTIONS Dress-Code does not Matter
ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities
ICG CONTRIBUTION Mixed Experiences
ICG CHALLENGES AND SOLUTIONS Unilateral Decision
ICG STATE RESPONSE ICG is a Job

ICG CONTRIBUTION Multiple Services
ICG CONTRIBUTION Crime Deterrence
ICG STATE RESPONSE Crime Deterrence
ICG FACILITATION Tipping
ICG CHALLENGES AND SOLUTIONS Appearance & Communication matters
ICG STATE RESPONSE ICG is a Job
ICG CHALLENGES AND SOLUTIONS Location Matters
ICG CHALLENGES AND SOLUTIONS Drug Problem
ICG CONTRIBUTION High Frequency User
ICG CHALLENGES AND SOLUTIONS Establish Relations
ICG CONTRIBUTION Good Experience
ICG CHALLENGES AND SOLUTIONS Formalisation
ICG CONTRIBUTION Crime Deterrence
ICG STATE RESPONSE Removal is Unacceptable
ICG FACILITATION Tipping
ICG CHALLENGES AND SOLUTIONS Establish Relations
ICG CONTRIBUTION High Frequency User
ICG STATE RESPONSE Trust in ICG
ICG CHALLENGES AND SOLUTIONS Establish Relations
ICG STATE RESPONSE Meaningless contribution to crime prevention
ICG STATE RESPONSE ICG is a Job
ICG CONTRIBUTION Mixed Experiences
ICG STATE RESPONSE Volunteering Services
ICG CONTRIBUTION Crime Deterrence
ICG STATE RESPONSE Removal is Unacceptable

ICG FACILITATION Tipping
 ICG CONTRIBUTION Multiple Services
 ICG CONTRIBUTION Crime Deterrence
 ICG CHALLENGES AND SOLUTIONS Establish Relations
 ICG CHALLENGES AND SOLUTIONS Rude and Lack Respect
 ICG STATE RESPONSE Self Employed
 ICG CONTRIBUTION Crime Deterrence
 ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities
 ICG STATE RESPONSE Removal is Unacceptable
 ICG FACILITATION Tipping
 ICG CONTRIBUTION Crime Deterrence
 ICG CHALLENGES AND SOLUTIONS Establish Relations
 ICG CONTRIBUTION Assist with parking
 ICG STATE RESPONSE Training and Formalisation
 ICG CONTRIBUTION Meaningless contribution to crime prevention
 ICG STATE RESPONSE Removal Makes Sense
 ICG FACILITATION Tipping
 ICG CONTRIBUTION High Frequent User
 ICG CONTRIBUTION Mixed Experiences
 ICG STATE RESPONSE Meaningless contribution to crime prevention
 ICG CONTRIBUTION Meaningless contribution to crime prevention
 ICG STATE RESPONSE Removal Makes Sense
 ICG STATE RESPONSE Recognised livelihood Strategy
 ICG FACILITATION Tipping
 ICG CHALLENGES AND SOLUTIONS Lack of Trust
 ICG CONTRIBUTION Mixed Experiences
 ICG STATE RESPONSE Training and Formalisation
 ICG STATE RESPONSE Recognised livelihood Strategy
 ICG CONTRIBUTION Meaningless contribution to crime prevention
 ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities
 ICG CONTRIBUTION Meaningless contribution to crime prevention
 ICG CHALLENGES AND SOLUTIONS Lack of Trust
 ICG CONTRIBUTION Perceptions of Criminal activities
 ICG STATE RESPONSE Making Demands
 ICG CHALLENGES AND SOLUTIONS Formalisation
 ICG FACILITATION Tipping
 ICG CHALLENGES AND SOLUTIONS Multiple Services
 ICG STATE RESPONSE ICG is a Job
 ICG CONTRIBUTION Assist with parking
 ICG STATE RESPONSE ICG is a Job
 ICG CONTRIBUTION Meaningful contribution to crime prevention
 ICG CONTRIBUTION Assist with parking
 ICG STATE RESPONSE Removal is Unacceptable
 ICG FACILITATION Tipping
 ICG CHALLENGES AND SOLUTIONS Establish Relations
 ICG CONTRIBUTION Helpful
 ICG CONTRIBUTION Report Incidents
 ICG CONTRIBUTION Meaningful contribution to crime prevention
 ICG STATE RESPONSE Removal is Unacceptable
 ICG FACILITATION Tipping
 ICG CONTRIBUTION Location matters
 ICG CONTRIBUTION Low Frequency Use

ICG FACILITATION	Tipping
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CHALLENGES AND SOLUTIONS	Appearance Dress code matters
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi
ICG FACILITATION	Tipping

Step 2: Alphabetical Order

ICG CHALLENGES AND SOLUTIONS Appearance & Communication matters

ICG CHALLENGES AND SOLUTIONS Appearance Dress code matters

ICG CHALLENGES AND SOLUTIONS Dress-Code does not Matter

ICG CHALLENGES AND SOLUTIONS Drug Problem

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Establish Relations

ICG CHALLENGES AND SOLUTIONS Formalisation

ICG CHALLENGES AND SOLUTIONS Formalisation

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CHALLENGES AND SOLUTIONS Lack of Trust

ICG CHALLENGES AND SOLUTIONS Location Matters

ICG CHALLENGES AND SOLUTIONS Multiple Services

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Perceptions of Criminal activities

ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi

ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi

ICG CHALLENGES AND SOLUTIONS Questionable Modus operandi

ICG CHALLENGES AND SOLUTIONS Rude and Lack Respect

ICG CHALLENGES AND SOLUTIONS The Lesser the Better

ICG CHALLENGES AND SOLUTIONS Unilateral Decision

ICG CONTRIBUTION Assist with parking

ICG CONTRIBUTION Assist with parking

ICG CONTRIBUTION Assist with parking

ICG CONTRIBUTION Context Specific Service

ICG CONTRIBUTION Crime Deterrence

ICG CONTRIBUTION Crime Deterrence

ICG CONTRIBUTION Crime Deterrence

ICG CONTRIBUTION Crime Deterrence

ICG CONTRIBUTION Crime Deterrence

ICG CONTRIBUTION Crime Deterrence

ICG CONTRIBUTION Good Experience

ICG CONTRIBUTION Helpful

ICG CONTRIBUTION High Frequency User

ICG CONTRIBUTION High Frequency User

ICG CONTRIBUTION	High Frequent User
ICG CONTRIBUTION	Invisible Security
ICG CONTRIBUTION	Invisible Security
ICG CONTRIBUTION	Location matters
ICG CONTRIBUTION	Low Frequency Use
ICG CONTRIBUTION	Meaningful contribution to crime prevention
ICG CONTRIBUTION	Meaningful contribution to crime prevention
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CONTRIBUTION	Mixed Experiences
ICG CONTRIBUTION	Mixed Experiences
ICG CONTRIBUTION	Mixed Experiences
ICG CONTRIBUTION	Mixed Experiences
ICG CONTRIBUTION	Multiple Services
ICG CONTRIBUTION	Multiple Services
ICG CONTRIBUTION	Perceptions of Criminal activities
ICG CONTRIBUTION	Report Incidents
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG STATE RESPONSE	Crime Deterrence
ICG STATE RESPONSE	ICG is a Job
ICG STATE RESPONSE	ICG is a Job
ICG STATE RESPONSE	ICG is a Job
ICG STATE RESPONSE	ICG is a Job
ICG STATE RESPONSE	ICG is a Job
ICG STATE RESPONSE	Making Demands
ICG STATE RESPONSE	Meaningless contribution to crime prevention
ICG STATE RESPONSE	Meaningless contribution to crime prevention
ICG STATE RESPONSE	Recognised livelihood Strategy
ICG STATE RESPONSE	Recognised livelihood Strategy
ICG STATE RESPONSE	Removal is Unacceptable
ICG STATE RESPONSE	Removal is Unacceptable
ICG STATE RESPONSE	Removal is Unacceptable
ICG STATE RESPONSE	Removal is Unacceptable
ICG STATE RESPONSE	Removal is Unacceptable
ICG STATE RESPONSE	Removal Makes Sense
ICG STATE RESPONSE	Removal Makes Sense

ICG STATE RESPONSE	Scavengers
ICG STATE RESPONSE	Self Employed
ICG STATE RESPONSE	Training and Formalisation
ICG STATE RESPONSE	Training and Formalisation
ICG STATE RESPONSE	Trust in ICG
ICG STATE RESPONSE	Volunteering Services

Step 3: Consolidate Codes

ICG CHALLENGES AND SOLUTIONS	Appearance & Communication matters (2)
ICG CHALLENGES AND SOLUTIONS	Dress-Code does not Matter (1)
ICG CHALLENGES AND SOLUTIONS	Drug Problem (1)
ICG CHALLENGES AND SOLUTIONS	Establish Relations (6)
ICG CHALLENGES AND SOLUTIONS	Formalisation (2)
ICG CHALLENGES AND SOLUTIONS	Lack of Trust (2)
ICG CHALLENGES AND SOLUTIONS	Location Matters (1)
ICG CHALLENGES AND SOLUTIONS	Multiple Services (1)
ICG CHALLENGES AND SOLUTIONS	Perceptions of Criminal activities (4)
ICG CHALLENGES AND SOLUTIONS	Questionable Modus operandi (3)
ICG CHALLENGES AND SOLUTIONS	Rude and Lack Respect (1)
ICG CHALLENGES AND SOLUTIONS	The Lesser the Better (1)
ICG CHALLENGES AND SOLUTIONS	Unilateral Decision (1)

ICG CONTRIBUTION	Assist with parking (3)
ICG CONTRIBUTION	Context Specific Service (1)
ICG CONTRIBUTION	Crime Deterrence (6)
ICG CONTRIBUTION	Good Experience (1)
ICG CONTRIBUTION	Helpful (1)
ICG CONTRIBUTION	High Frequency User (3)
ICG CONTRIBUTION	Invisible Security (2)
ICG CONTRIBUTION	Location matters (1)
ICG CONTRIBUTION	Low Frequency Use (1)
ICG CONTRIBUTION	Meaningful contribution to crime prevention (8)
ICG CONTRIBUTION	Mixed Experiences (4)
ICG CONTRIBUTION	Multiple Services (2)
ICG CONTRIBUTION	Perceptions of Criminal activities (1)
ICG CONTRIBUTION	Report Incidents (1)

ICG FACILITATION	Tipping (12)
------------------	--------------

ICG STATE RESPONSE	Crime Deterrence (1)
--------------------	----------------------

ICG STATE RESPONSE ICG is a Job (5)

ICG STATE RESPONSE Making Demands (1)

ICG STATE RESPONSE Meaningless contribution to crime prevention (2)

ICG STATE RESPONSE Recognised livelihood Strategy (2)

ICG STATE RESPONSE Removal is Unacceptable (5)

ICG STATE RESPONSE Removal Makes Sense (2)

ICG STATE RESPONSE Scavengers (1)

ICG STATE RESPONSE Self Employed (1)

ICG STATE RESPONSE Training and Formalisation (2)

ICG STATE RESPONSE Trust in ICG (1)

ICG STATE RESPONSE Volunteering Services (1)

Step 4: Sort Codes

In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
------------------	------------------	------------------	------------------

Meaningful contribution to crime prevention (8) Crime Deterrence (6) Good Experience (1) Helpful (1) Invisible Security (2)	High Frequency User (3) Assist with parking (3) Multiple Services (2) Report Incidents (1)	Mixed Experiences (4)	Perceptions of Criminal activities (1)
--	--	------------------------------	---

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
<u>ICG Deters Crime (18)</u>			<u>Perceptions of Criminality in ICG (1)</u>

	<u>ICG used for Multiple Services (9)</u>	<u>Mixed Experiences of ICG (4)</u>	
Meaningful contribution to crime prevention (8) Crime Deterrence (6) Good Experience (1) Helpful (1) Invisible Security (2)	High Frequency User (3) Assist with parking (3) Multiple Services (2) Report Incidents (1)	Mixed Experiences (4)	Perceptions of Criminal activities (1)

Sort Codes

How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**

<u>Cluster 1</u>
Tipping (12)

Label Clusters

<u>Cluster 1</u>
Tipping incentivizes ICG (12)

Tipping (12)

Sort Codes

How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
ICG is a Job (5) Recognised livelihood Strategy (2) Self Employed (1)	Removal is Unacceptable (5) Crime Deterrence (1)	Removal Makes Sense (2) Scavengers (1) Making Demands (1)	Training and Formalisation (2) Volunteering Services (1) Trust in ICG (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
ICG Creates Jobs (8)	No to the Removal of ICG (6)	<u>Remove ICG (4)</u>	Formalisation (3) Formalisation and Uniform (4)
ICG is a Job (5) Recognised livelihood Strategy (2) Self Employed (1)	Removal is Unacceptable (5) Crime Deterrence (1)	Removal Makes Sense (2) Scavengers (1) Making Demands (1)	Training and Formalisation (2) Volunteering Services (1) Trust in ICG (1)

What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

Sort Codes

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
Perceptions of Criminal activities (4) Questionable Modus operandi (3) Lack of Trust (2) The Lesser the Better (1) Drug Problem (1) Unilateral Decision (1)	Establish Relations (6)	Appearance & Communication matters (2) Dress-Code does not Matter (1) Formalisation (2)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
ICG part of Criminal Syndicates (12)	Motorist-ICG Relationship is Key (6)	Uniform professional appearance will improve ICG (5)
Perceptions of Criminal activities (4) Questionable Modus operandi (3) Lack of Trust (2) The Lesser the Better (1) Drug Problem (1) Unilateral Decision (1)	Establish Relations (6)	Appearance & Communication matters (2) Dress-Code does not Matter (1) Formalisation (2)

Themes and Categories DownTown (CBD)

Step 1: Taking stock

ICG CONTRIBUTION Deter Crime

ICG CHALLENGES AND SOLUTIONS Retaliative and Unprofessional

ICG CONTRIBUTION Context Specific Service

ICG FACILITATION Tipping

ICG CHALLENGES AND SOLUTIONS Drug problem

ICG CHALLENGES AND SOLUTIONS ICG perception is context specific

ICG CHALLENGES AND SOLUTIONS Appearance Matters

ICG STATE RESPONSE Crime Deterrence

ICG CONTRIBUTION ICG Unnecessary

ICG CHALLENGES AND SOLUTIONS Criminal Elements

ICG CHALLENGES AND SOLUTIONS Drug problem

ICG CONTRIBUTION No contribution to crime deterrence

ICG CONTRIBUTION ICG is no position to deter crime

ICG STATE RESPONSE Remove ICG

ICG CHALLENGES AND SOLUTIONS Homelessness

ICG CONTRIBUTION Good Experience

ICG CONTRIBUTION Deter Crime

ICG FACILITATION Tipping

ICG FACILITATION Income

ICG FACILITATION Charity Donation

ICG CONTRIBUTION ICG Unnecessary

ICG CHALLENGES AND SOLUTIONS Strong negative Perception of ICG

ICG CONTRIBUTION Parking and Guarding

ICG CONTRIBUTION ICG is no position to deter crime

ICG STATE RESPONSE Remove ICG

ICG CONTRIBUTION Helpful

ICG CONTRIBUTION ICG User

ICG CHALLENGES AND SOLUTIONS Money Demands

ICG CHALLENGES AND SOLUTIONS Parking Illegally

ICG CHALLENGES AND SOLUTIONS Formalisation

ICG CONTRIBUTION Crime Deterrence

ICG FACILITATION Tipping

ICG STATE RESPONSE Don't Remove ICG

ICG CONTRIBUTION Helpful

ICG CHALLENGES AND SOLUTIONS Electronic Payment Method

ICG CONTRIBUTION Parking

ICG FACILITATION Job

ICG CONTRIBUTION Security Services

ICG FACILITATION Tipping

ICG STATE RESPONSE Removal Unacceptable

ICG CHALLENGES AND SOLUTIONS Criminal Activities

ICG CONTRIBUTION Meaningless

ICG FACILITATION Uninterested

ICG CONTRIBUTION Job

ICG FACILITATION Tipping

ICG CONTRIBUTION Helpful

ICG STATE RESPONSE City Aid

ICG CONTRIBUTION Security Services

ICG CHALLENGES AND SOLUTIONS Threatening Motorists

ICG FACILITATION Tipping

ICG STATE RESPONSE Removal unacceptable

ICG CONTRIBUTION Parking Services

ICG CHALLENGES AND SOLUTIONS Uniformity and Organisation

ICG CONTRIBUTION Location

ICG CONTRIBUTION Meaningless contribution to crime prevention

ICG FACILITATION Tipping

ICG STATE RESPONSE No Removal

ICG CONTRIBUTION Parking and Security

ICG CONTRIBUTION Frequent User

ICG CHALLENGES AND SOLUTIONS Uniformity and Appearance

ICG CONTRIBUTION Location

ICG FACILITATION Tipping

ICG STATE RESPONSE No Removal

ICG CONTRIBUTION Motorists ICG Relationship

ICG FACILITATION Tipping

ICG CHALLENGES AND SOLUTIONS Uniformity and Appearance

ICG CONTRIBUTION Deter Crime

ICG STATE RESPONSE Removal Unfair

ICG CONTRIBUTION Location

ICG CHALLENGES AND SOLUTIONS Appearance Meaningless

ICG CONTRIBUTION Presence

ICG FACILITATION Tipping

ICG STATE RESPONSE No Removal

ICG CONTRIBUTION Parking and Security

ICG CONTRIBUTION Not frequent User

ICG CHALLENGES AND SOLUTIONS Uniformity and Technology

ICG FACILITATION Tipping

ICG STATE RESPONSE No Removal

Step 2: Arrange Alphabetical Order

ICG CHALLENGES AND SOLUTIONS Appearance Matters

ICG CHALLENGES AND SOLUTIONS Appearance Meaningless

ICG CHALLENGES AND SOLUTIONS Criminal Activities

ICG CHALLENGES AND SOLUTIONS Criminal Elements

ICG CHALLENGES AND SOLUTIONS Drug problem

ICG CHALLENGES AND SOLUTIONS Drug problem

ICG CHALLENGES AND SOLUTIONS Electronic Payment Method

ICG CHALLENGES AND SOLUTIONS Formalisation

ICG CHALLENGES AND SOLUTIONS Homelessness

ICG CHALLENGES AND SOLUTIONS Money Demands

ICG CHALLENGES AND SOLUTIONS Parking Illegally

ICG CHALLENGES AND SOLUTIONS Retaliative and Unprofessional

ICG CHALLENGES AND SOLUTIONS Strong negative Perception of ICG

ICG CHALLENGES AND SOLUTIONS Threatening Motorists

ICG CHALLENGES AND SOLUTIONS Uniformity and Appearance

ICG CHALLENGES AND SOLUTIONS Uniformity and Appearance

ICG CHALLENGES AND SOLUTIONS Uniformity and Organisation

ICG CHALLENGES AND SOLUTIONS Uniformity and Technology

ICG CHALLENGES AND SOLUTIONS ICG perception is context specific

ICG CONTRIBUTION	Context Specific Service
ICG CONTRIBUTION	Crime Deterrence
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Frequent User
ICG CONTRIBUTION	Good Experience
ICG CONTRIBUTION	Helpful
ICG CONTRIBUTION	Helpful
ICG CONTRIBUTION	Helpful
ICG CONTRIBUTION	ICG is no position to deter crime
ICG CONTRIBUTION	ICG is no position to deter crime
ICG CONTRIBUTION	ICG Unnecessary
ICG CONTRIBUTION	ICG Unnecessary
ICG CONTRIBUTION	ICG User
ICG CONTRIBUTION	Job
ICG CONTRIBUTION	Location
ICG CONTRIBUTION	Location
ICG CONTRIBUTION	Location
ICG CONTRIBUTION	Meaningless
ICG CONTRIBUTION	Meaningless contribution to crime prevention
ICG CONTRIBUTION	Motorists ICG Relationship
ICG CONTRIBUTION	No contribution to crime deterrence
ICG CONTRIBUTION	Not frequent User
ICG CONTRIBUTION	Parking
ICG CONTRIBUTION	Parking and Guarding
ICG CONTRIBUTION	Parking and Security
ICG CONTRIBUTION	Parking and Security
ICG CONTRIBUTION	Parking Services
ICG CONTRIBUTION	Presence
ICG CONTRIBUTION	Security Services
ICG CONTRIBUTION	Security Services
ICG FACILITATION	Job
ICG FACILITATION	Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Charity Donation

ICG FACILITATION Income

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Tipping

ICG FACILITATION Uninterested

ICG STATE RESPONSE Crime Deterrence

ICG STATE RESPONSE Don't Remove ICG

ICG STATE RESPONSE No Removal

ICG STATE RESPONSE No Removal

ICG STATE RESPONSE Removal Unacceptable

ICG STATE RESPONSE City Aid

ICG STATE RESPONSE No Removal

ICG STATE RESPONSE No Removal

ICG STATE RESPONSE Removal unacceptable

ICG STATE RESPONSE Removal Unfair

ICG STATE RESPONSE Remove ICG

ICG STATE RESPONSE Remove ICG

Step 3: Consolidating

ICG CHALLENGES AND SOLUTIONS Appearance Matters (1)

ICG CHALLENGES AND SOLUTIONS Appearance Meaningless (1)

ICG CHALLENGES AND SOLUTIONS Criminal Activities (2)

ICG CHALLENGES AND SOLUTIONS Drug problem (2)

ICG CHALLENGES AND SOLUTIONS Electronic Payment Method (1)

ICG CHALLENGES AND SOLUTIONS Formalisation (1)

ICG CHALLENGES AND SOLUTIONS Homelessness (1)
ICG CHALLENGES AND SOLUTIONS Money Demands (1)
ICG CHALLENGES AND SOLUTIONS Parking Illegally (1)
ICG CHALLENGES AND SOLUTIONS Retaliative and Unprofessional (1)
ICG CHALLENGES AND SOLUTIONS Strong negative Perception of ICG (1)
ICG CHALLENGES AND SOLUTIONS Threatening Motorists (1)
ICG CHALLENGES AND SOLUTIONS Uniformity and Appearance (4)
ICG CHALLENGES AND SOLUTIONS ICG perception is context specific (1)

ICG CONTRIBUTION Context Specific Service (1)
ICG CONTRIBUTION Crime Deterrence (4)
ICG CONTRIBUTION Frequent User (1)
ICG CONTRIBUTION Good Experience (1)
ICG CONTRIBUTION Helpful (3)
ICG CONTRIBUTION ICG is no position to deter crime (4)
ICG CONTRIBUTION ICG Unnecessary (3)
ICG CONTRIBUTION ICG User (1)
ICG CONTRIBUTION Job (1)
ICG CONTRIBUTION Location (3)
ICG CONTRIBUTION Motorists ICG Relationship (1)
ICG CONTRIBUTION Not frequent User (1)
ICG CONTRIBUTION Parking and Security (8)

ICG FACILITATION Job (1)
ICG FACILITATION Tipping (13)
ICG FACILITATION Uninterested (1)

ICG STATE RESPONSE Don't Remove ICG (9)
ICG STATE RESPONSE City Aid (1)
ICG STATE RESPONSE Remove ICG (2)

Step 4: Sort Codes

In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
Parking and Security (8) ICG User (1) Helpful (3)	Crime Deterrence (4) Good Experience (1) Motorists ICG Relationship (1)	ICG is no position to deter crime (4) ICG Unnecessary (3)	Location (3) Context Specific Service (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
Using ICG for Parking and Security (12)	<u>ICG don't deter Crime (7)</u>	ICG Deters Crime (6)	<u>Location is important in ICG (4)</u>
Parking and Security (8) ICG User (1) Helpful (3)	ICG is no position to deter crime (4) ICG Unnecessary (3)	Crime Deterrence (4) Good Experience (1) Motorists ICG Relationship (1)	Location (3) Context Specific Service (1)

How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**

<u>Cluster 1</u>	<u>Cluster 2</u>
Tipping (13)	Job (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>
Tipping incentivizes ICG (13)	<u>ICG is a job (1)</u>
Tipping (13)	Job (1)

How should the State respond to informal Car Guarding in cities of the global South? **ICG STATE RESPONSE**

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
Don't Remove ICG (9)	Remove ICG (2)	City Aid (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
No to the Removal of ICG (9)	<u>Remove ICG (2)</u>	<u>City should give ICG aid (1)</u>

Don't Remove ICG (9)	Remove ICG (2)	City Aid (1)
----------------------	----------------	--------------

What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? **ICG CHALLENGES AND SOLUTIONS**

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
Uniformity and Appearance (4) Appearance Matters (1) Formalisation (1) Electronic Payment Method (1)	Criminal Activities (2) Drug problem (2) Strong negative Perception of ICG (1)	Homelessness (1) Money Demands (1) Parking Illegally (1) Retaliative and Unprofessional (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
Uniform professional appearance will improve ICG (5)	ICG part of criminal syndicates (5)	ICG are an irritant (4)
Uniformity and Appearance (4) Appearance Matters (1) Formalisation (1) Electronic Payment Method (1)	Criminal Activities (2) Drug problem (2) Strong negative Perception of ICG (1)	Homelessness (1) Money Demands (1) Parking Illegally (1) Retaliative and Unprofessional (1)

Parktown Themes and Categories

Step 1: Taking Stock

ICG CONTRIBUTION Good Service
ICG CONTRIBUTION Weekend
ICG CONTRIBUTION Deters Crime
ICG CONTRIBUTION Vigilance
ICG FACILITATION Tipping
ICG STATE RESPONSE No Removal
ICG CONTRIBUTION Washing and Security
ICG CONTRIBUTION Livelihood Strategy
ICG CONTRIBUTION Tipping
ICG CHALLENGES AND SOLUTIONS Uniformity and Professional
ICG FACILITATION Good Service Reward
ICG STATE RESPONSE Deters Crime
ICG STATE RESPONSE Parking
ICG CHALLENGES AND SOLUTIONS Heterogenous -Mixed Experiences
ICG CONTRIBUTION Hustling
ICG STATE RESPONSE Uniformity and Appearance
ICG CONTRIBUTION Mixed Experiences
ICG STATE RESPONSE No Removal
ICG CONTRIBUTION Mixed Experiences
ICG CONTRIBUTION Location
ICG CHALLENGES AND SOLUTIONS Uniformity and appearance
ICG CONTRIBUTION Hustling
ICG CONTRIBUTION Presence not enough
ICG FACILITATION Tipping
ICG STATE RESPONSE No Removal
ICG FACILITATION Big Tip
ICG CONTRIBUTION Survival Strategy, hustling
ICG CONTRIBUTION Deters Crime
ICG FACILITATION Tipping
ICG STATE RESPONSE No Removal
ICG CHALLENGES AND SOLUTIONS Appearance Matters
ICG CONTRIBUTION ICG-Motorists Trust Relationship
ICG CONTRIBUTION Frequent User
ICG CONTRIBUTION Deters Crime
ICG FACILITATION Tipping
ICG STATE RESPONSE No removal
ICG CHALLENGES AND SOLUTIONS Formalisation
ICG CONTRIBUTION Mixed Experiences
ICG STATE RESPONSE Removal Meaningless
ICG FACILITATION Tipping
ICG CHALLENGES AND SOLUTIONS Appearance Matters
ICG CONTRIBUTION Frequent User
ICG CONTRIBUTION Job
ICG FACILITATION Tipping

ICG STATE RESPONSE No Removal
ICG CHALLENGES AND SOLUTIONS Appearance Not Important
ICG CONTRIBUTION Valuable Contribution

ICG CHALLENGES AND SOLUTIONS Irritant
ICG CONTRIBUTION Job
ICG CONTRIBUTION Deter Crime
ICG FACILITATION Tipping
ICG STATE RESPONSE No removal
ICG CHALLENGES AND SOLUTIONS Uniformity Reflectors
ICG CHALLENGES AND SOLUTIONS Appearance Matters
ICG CONTRIBUTION Location
ICG CONTRIBUTION Criminal Syndicate
ICG CONTRIBUTION ICG- Motorists Relationship
ICG CONTRIBUTION Security Services
ICG FACILITATION Tipping
ICG STATE RESPONSE No removal
ICG CHALLENGES AND SOLUTIONS Formalisation
ICG CHALLENGES AND SOLUTIONS Appearance Matters
ICG CONTRIBUTION Frequent User
ICG CONTRIBUTION Security and Parking
ICG CHALLENGES AND SOLUTIONS ICG-Motorists Relationship
ICG CONTRIBUTION Deter Crime
ICG CONTRIBUTION Job
ICG FACILITATION Tipping
ICG STATE RESPONSE No removal
ICG STATE RESPONSE Formalisation and Uniform
ICG CHALLENGES AND SOLUTIONS Appearance Matters
ICG CONTRIBUTION Parking
ICG CONTRIBUTION Deter Crime
ICG CONTRIBUTION Frequent User
ICG FACILITATION Tipping
ICG STATE RESPONSE Location
ICG CHALLENGES AND SOLUTIONS Appearance Matters
ICG CHALLENGES AND SOLUTIONS Formalisation and Uniform
ICG CONTRIBUTION Jobs
ICG CONTRIBUTION Deter Crime
ICG CHALLENGES AND SOLUTIONS ICG-Motorists Relationship
ICG FACILITATION Tipping
ICG STATE RESPONSE No removal
ICG CHALLENGES AND SOLUTIONS Formalisation
ICG CONTRIBUTION Location
ICG CHALLENGES AND SOLUTIONS Criminal Syndicate
ICG CHALLENGES AND SOLUTIONS ICG-Motorists Relationship
ICG CONTRIBUTION Frequent User
ICG CONTRIBUTION Job
ICG CONTRIBUTION Deter Crime
ICG FACILITATION Tipping
ICG STATE RESPONSE No Removal
ICG CHALLENGES AND SOLUTIONS Appearance

Step 2: Arrange in Alphabetical Order

ICG CHALLENGES AND SOLUTIONS	Appearance Matters
ICG CHALLENGES AND SOLUTIONS	Appearance
ICG CHALLENGES AND SOLUTIONS	Appearance Matters
ICG CHALLENGES AND SOLUTIONS	Appearance Matters
ICG CHALLENGES AND SOLUTIONS	Appearance Matters
ICG CHALLENGES AND SOLUTIONS	Appearance Matters
ICG CHALLENGES AND SOLUTIONS	Appearance Matters
ICG CHALLENGES AND SOLUTIONS	Appearance Not Important
ICG CHALLENGES AND SOLUTIONS	Criminal Syndicate
ICG CHALLENGES AND SOLUTIONS	Formalisation
ICG CHALLENGES AND SOLUTIONS	Formalisation
ICG CHALLENGES AND SOLUTIONS	Formalisation
ICG CHALLENGES AND SOLUTIONS	Formalisation and Uniform
ICG CHALLENGES AND SOLUTIONS	Heterogenous -Mixed Experiences
ICG CHALLENGES AND SOLUTIONS	ICG-Motorists Relationship
ICG CHALLENGES AND SOLUTIONS	ICG-Motorists Relationship
ICG CHALLENGES AND SOLUTIONS	ICG-Motorists Relationship
ICG CHALLENGES AND SOLUTIONS	Irritant
ICG CHALLENGES AND SOLUTIONS	Uniformity and appearance
ICG CHALLENGES AND SOLUTIONS	Uniformity and Professional
ICG CHALLENGES AND SOLUTIONS	Uniformity Reflectors
ICG CONTRIBUTION	Weekend
ICG CONTRIBUTION	Criminal Syndicate
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Deter Crime
ICG CONTRIBUTION	Deters Crime
ICG CONTRIBUTION	Deters Crime
ICG CONTRIBUTION	Deters Crime
ICG CONTRIBUTION	Frequent User
ICG CONTRIBUTION	Frequent User
ICG CONTRIBUTION	Frequent User
ICG CONTRIBUTION	Frequent User
ICG CONTRIBUTION	Frequent User
ICG CONTRIBUTION	Good Service
ICG CONTRIBUTION	Hustling
ICG CONTRIBUTION	Hustling
ICG CONTRIBUTION	ICG- Motorists Relationship
ICG CONTRIBUTION	ICG-Motorists Trust Relationship
ICG CONTRIBUTION	Job
ICG CONTRIBUTION	Job

ICG CONTRIBUTION	Job
ICG CONTRIBUTION	Job
ICG CONTRIBUTION	Jobs
ICG CONTRIBUTION	Livelihood Strategy
ICG CONTRIBUTION	Location
ICG CONTRIBUTION	Location
ICG CONTRIBUTION	Location
ICG CONTRIBUTION	Mixed Experiences
ICG CONTRIBUTION	Mixed Experiences
ICG CONTRIBUTION	Mixed Experiences
ICG CONTRIBUTION	Parking
ICG CONTRIBUTION	Presence not enough
ICG CONTRIBUTION	Security and Parking
ICG CONTRIBUTION	Security Services
ICG CONTRIBUTION	Survival Strategy, hustling
ICG CONTRIBUTION	Tipping
ICG CONTRIBUTION	Valuable Contribution
ICG CONTRIBUTION	Vigilance
ICG CONTRIBUTION	Washing and Security

ICG FACILITATION	Big Tip
ICG FACILITATION	Good Service Reward
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping
ICG FACILITATION	Tipping

ICG STATE RESPONSE	Deters Crime
ICG STATE RESPONSE	Formalisation and Uniform
ICG STATE RESPONSE	Location
ICG STATE RESPONSE	No Removal
ICG STATE RESPONSE	No Removal
ICG STATE RESPONSE	No Removal
ICG STATE RESPONSE	No Removal
ICG STATE RESPONSE	No removal
ICG STATE RESPONSE	No Removal
ICG STATE RESPONSE	No removal
ICG STATE RESPONSE	No removal
ICG STATE RESPONSE	No removal
ICG STATE RESPONSE	No removal
ICG STATE RESPONSE	No removal
ICG STATE RESPONSE	No Removal
ICG STATE RESPONSE	Parking
ICG STATE RESPONSE	Removal Meaningless

ICG STATE RESPONSE Uniformity and Appearance

Step 3: Consolidate Codes

ICG CHALLENGES AND SOLUTIONS Appearance Matters (7)
ICG CHALLENGES AND SOLUTIONS Appearance Not Important (1)
ICG CHALLENGES AND SOLUTIONS Criminal Syndicate (1)
ICG CHALLENGES AND SOLUTIONS Formalisation (3)
ICG CHALLENGES AND SOLUTIONS Formalisation and Uniform (1)
ICG CHALLENGES AND SOLUTIONS Heterogenous -Mixed Experiences (1)
ICG CHALLENGES AND SOLUTIONS ICG-Motorists Relationship (3)
ICG CHALLENGES AND SOLUTIONS Irritant (1)
ICG CHALLENGES AND SOLUTIONS Uniformity and appearance (1)
ICG CHALLENGES AND SOLUTIONS Uniformity and Professional (1)
ICG CHALLENGES AND SOLUTIONS Uniformity Reflectors (1)

ICG CONTRIBUTION Weekend (1)
ICG CONTRIBUTION Criminal Syndicate (1)
ICG CONTRIBUTION Deter Crime (8)
ICG CONTRIBUTION Frequent User (5)
ICG CONTRIBUTION Good Service (1)
ICG CONTRIBUTION Hustling (2)
ICG CONTRIBUTION ICG- Motorists Relationship (2)
ICG CONTRIBUTION Job (5)
ICG CONTRIBUTION Livelihood Strategy (1)
ICG CONTRIBUTION Location (3)
ICG CONTRIBUTION Mixed Experiences (3)
ICG CONTRIBUTION Parking (1)
ICG CONTRIBUTION Presence not enough (1)
ICG CONTRIBUTION Security and Parking (1)
ICG CONTRIBUTION Security Services (1)
ICG CONTRIBUTION Survival Strategy, hustling (1)
ICG CONTRIBUTION Tipping (1)
ICG CONTRIBUTION Valuable Contribution (1)
ICG CONTRIBUTION Vigilance (1)
ICG CONTRIBUTION Washing and Security (1)

ICG FACILITATION Big Tip (1)
ICG FACILITATION Good Service Reward (1)
ICG FACILITATION Tipping (12)

ICG STATE RESPONSE Deters Crime (1)
ICG STATE RESPONSE Formalisation and Uniform (1)
ICG STATE RESPONSE Location (1)
ICG STATE RESPONSE No Removal (11)
ICG STATE RESPONSE Parking (1)
ICG STATE RESPONSE Removal Meaningless (1)
ICG STATE RESPONSE Uniformity and Appearance (1)

Step 4: Sort Codes

In what way (s) does informal car guarding (ICG) contribute to the governance of cities of the global South? **ICG CONTRIBUTION**

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>	<u>Cluster 6</u>
Deter Crime (8) Security Service (1) Security and Parking (1) Washing and Security Valuable Contribution (1) Vigilance (1)	Frequent User (5) Good Service (1) Weekend (1)	Job (5) Hustling (2)	Location (3)	Mixed Experience (1) Criminal Syndicate (1)	Parking (1) Tipping (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>	<u>Cluster 5</u>	<u>Cluster 6</u>
ICG Deters Crime (12)	ICG Creates Jobs (9)	Frequent Users of ICG (7)	Uses ICG depends on location (3)	Mixed Experience of ICG (2)	Using ICG for Parking and Tipping (2)
Deter Crime (8) Security Service (1)	Job (5) Hustling (2) Survival Strategy, Hustling (1)	Frequent User (5) Good Service (1)	Location (3)	Mixed Experience (1) Criminal Syndicate (1)	Parking (1) Tipping (1)

Security and Parking (1)	Livelihood Strategy (1)	Weekend (1)			
Washing and Security					
Valuable Contribution (1)					
Vigilance (1)					

How is the contribution of informal car guarding (ICG) in the governance of cities of the global South facilitated? **ICG FACILITATION**

<u>Cluster 1</u>	<u>Cluster 2</u>
Tipping (12) Big Tip (1)	Good Service Reward (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>
Tipping incentivizes ICG (13)	Good Service ICG is Rewarded (1)
Tipping (12) Big Tip (1)	Good Service Reward (1)

How should the State respond to informal Car Guarding in cities of the global South? ICG STATE RESPONSE

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
No Removal (11) Deters Crime (1) Parking (1)	Formalisation and Uniform (1) Appearance and Uniform (1)	Location (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>
No to the Removal of ICG (12)	Need to formalise and make uniform reflectors for ICG (2)	Removal of ICG only in certain locations (1)
No Removal (11) Deters Crime (1) Parking (1)	Formalisation and Uniform (1) Appearance and Uniform (1)	Location (1)

What are the challenges associated with informal car guarding in cities of the global South and how should these be addressed? ICG CHALLENGES AND SOLUTIONS

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
Appearance Matters (7) Uniformity and appearance (1) Uniformity and Professional (1) Uniformity Reflectors (1)	Formalisation (3) Formalisation and Uniform (1)	Criminal Syndicate (1)	Irritant (1)

Label Clusters

<u>Cluster 1</u>	<u>Cluster 2</u>	<u>Cluster 3</u>	<u>Cluster 4</u>
Uniform professional appearance will improve ICG (14)	ICG part of criminal syndicates (1)	ICG not all the same (1)	ICG are an irritant (1)
Appearance Matters (7) Uniformity and appearance (1) Formalisation (3) Uniform (1) Uniformity and Professional (1) Uniformity Reflectors (1)	Criminal syndicate (1)	Heterogenous - Mixed Experiences (1)	Irritant (1)

Tshepo Monakedi

Student No: 0709815w

Participant Information Sheet and Consent

Research Topic: The Theory of Coproduction and Understanding the Contribution of Informal Institutions in the Governance of Cities of the Global South: The Case Study of Informal Car Guarding in Johannesburg, South Africa

Good day Sir/Madam, I, Tshepo Monakedi, hereby request that you assist me in completing the attached questionnaire. I am a Doctoral student at the University of the Witwatersrand, Johannesburg, currently undertaking a study on informal car guarding in Johannesburg. The study aims to analyse if car guarding can be regarded as a source of public security measure that contributes to public service delivery. I am kindly inviting you to become part of the study by assisting in providing answers and your insight to the questions I am about to ask.

You are selected in this study because you have parked your vehicle in an area where informal car guards operate or work as a car guard looking after people's vehicles. Your participation in this study is voluntary, and the research interview will at most take approximately 20 minutes to complete. The collated information will be analysed for the purpose of partial fulfilment of the requirements of Doctor of Philosophy in Urban and Regional Planning at University of the University of the Witwatersrand, Johannesburg.

The information will also be presented at seminars, conferences and in academic papers. In all these, the information will be treated with the utmost confidentiality and names will be disguised. Please feel free to ask for clarity at any point in time during this interview session and encouraged not answer questions that you feel uncomfortable to answer. You may after this interview is completed contact me to ask for and/or add any additional information pertaining to the study. Equally, when the study is completed, I am willing to avail an abridged version of the report for your perusal. Your participation in this survey is highly appreciated.

The questionnaire is administered by:

Mr. Tshepo Monakedi

University of the Witwatersrand

School of Architecture and Planning

Contact: monakedit@gmail.com/ cell: 065 889 2524

The research is supervised by:

Prof. Aly Karam

University of the Witwatersrand

School of Architecture and Planning

Aly.Karam@wits.ac.za: Tel: 011 717 7707

Research Interviews

This section of the report outlines questions that will be used to gather the information for purposes of the contribution of informal car guarding in the governance of Johannesburg.

The questionnaire is informed by four factors as outlined below.

- Objective of the study; the questionnaire is set test the hypothesis of the research study which is premised on the notion that informal institutions contribute to the governance of cities of the global South through the provision of public security good.
- To test the theory of coproduction; the theory of coproduction is only limited to formal institutions and thus I intend to test if informal institutions can be regarded as coproducers of services. This will also be reflected in the questionnaire.
- To adhere with the research method; this is a qualitative research and is descriptive in nature. This is also reflected in the questionnaire which is a mix of both open ended and closed questions. This is supplemented by the participant observation method.
- The research interview are supplemented by participant observation that I will undertake before the interviews. Here, data gathering will be through disguised participant observation. The participant observation aims to make field notes focusing on how the informal car guards interact with motorists, business owners, formal security, the police, other informal car guards themselves and the general public. Field notes gathered will be noted in a diary to see if there are differences or commonalities for different days of the week. This is important given the selected sites because some days of the week are busier than others and this might have an impact on how informal car guarding is experienced.

Motorists/informal car guards will be asked about their daily experiences and the frequency thereof of their experiences.

Interviews Motorists

Statement
a) Motorists Profile

How old are you?

Age	(mark with x)
-----	---------------

18-35	
35-55	
Prefer not to say	

What is your gender?

Age	(mark with x)
Male	
Female	
Non-Conforming	
Prefer not to say	

What is your profession?

Statement
b) Motorists perceptions

What do you think of informal car guarding?

Do you trust informal car guards? If not, why not?

How would you describe your experience with informal car guards?

Do you think informal car guards make Johannesburg safer or unsafe? And Why?

Do you think motorists should pay informal car guards?

Do you have any particular preference of informal car guarding based on age or gender for example? And why?

On a scale of 1 -10 how secured do you feel when your vehicle is left in the care of informal car guards?

Scale	Ranking
1-3	not safe
4-7	Safe
7-10	very safe

Statement
c) Using informal car guards

On average how often do you use the services of informal car guards?

Period (weekly)	Ranking
0	Never
1-3	Sometimes
4-7	Often
7-10>	All the time

On each day of the week are you likely to use the services of informal car guards?

Day of the week	Frequency
Monday	Never Often Sometimes All the time
Tuesday	Never Often Sometimes All the time
Wednesday	Never Often Sometimes All the time

Thursday	Never Often Sometimes All the time
Friday	Never Often Sometimes All the time
Saturday	Never Often Sometimes All the time
Sunday	Never Often Sometimes All the time

Is there a particular reason why you use informal car guards on certain days?

How often do you park your vehicle in a location where there are visible informal car guards?

Time	Ranking
0	Never
1-3	Sometimes
4-7	Often

7-10>	All the time
-------	--------------

How often do you park your vehicle in a location where there are no visible informal car guards?

Time	Ranking
0	Never
1-3	Sometimes
4-7	Often
7-10>	All the time

On average, how often do you pay for the services of informal car guards?

Time	Ranking
0	Never
1-3	Sometimes
4-7	Often
7-10>	All the time

On average, how much do you pay informal car guards?

Amount (Rands)	Frequency
0	Never Often Sometimes All the time
R1-10	Never Often Sometimes All the time
R10-20	Never Often Sometimes All the time

R20-30	Never Often Sometimes All the time
R30-40	Never Often Sometimes All the time
R40-50	Never Often Sometimes All the time
R50>	Never Often Sometimes All the time

What determines how much you pay the informal car guards?

Do you think informal car guards are valuable for the city?

Interview Informal Car Guards

How old are you?

Age	(mark with x)
18-35	
35-55	
Prefer not to say	

What is your gender?

Age	(mark with x)
Male	
Female	
Non-Conforming	
Prefer not to say	

Statement
a) Informal car guards perceptions

What do you think of your job?

Do you think people trust informal car guards to look after their vehicles ?

--

How would you describe your experience working as an informal car guards?

Do you think informal car guards make Johannesburg safer or unsafe? And Why?

Do you think motorists should pay informal car guards? Do they pay you?

Do you have any particular preference of motorists based on age or gender for example?

And why?

**Do you have any particular preference of motorists based on age or gender for example?
And why?**

On average, how often do you get paid by motorists?

Time	Ranking
0	Never
1-3	Sometimes
4-7	Often
7-10>	All the time

On average, how much do you get pay informal car guards?

Amount (Rands)	Frequency
0	Never Often Sometimes All the time
R1-10	Never Often Sometimes All the time
R10-20	Never Often Sometimes All the time

R20-30	Never Often Sometimes All the time
R30-40	Never Often Sometimes All the time
R40-50	Never Often Sometimes All the time
R50>	Never Often Sometimes All the time

Annexure E

UNIVERSITY OF THE
WITWATERSRAND
JOHANNESBURG



Research Office

HUMAN RESEARCH ETHICS COMMITTEE (NON-MEDICAL)
R14/49 Monakedi

CLEARANCE CERTIFICATE

PROTOCOL NUMBER: H19/11/73

PROJECT TITLE

Theory of coproduction and understanding the contribution of informal institutions in the governance of cities of the Global South: The case study of informal car guarding in Johannesburg, South Africa

INVESTIGATOR(S)

Mr T Monakedi

SCHOOL/DEPARTMENT

Architecture and Planning/

DATE CONSIDERED

15 November 2019

DECISION OF THE COMMITTEE

Approved
Two Year Extension Only

EXPIRY DATE

13 February 2025

DATE

14 February 2020

CHAIRPERSON

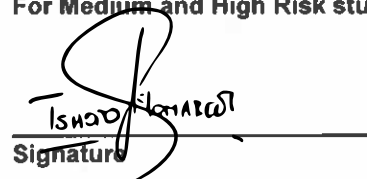

(Professor J Watermeyer)

cc: Supervisor : Prof A Karam

DECLARATION OF INVESTIGATOR(S)

To be completed in duplicate and **A SIGNED COPY** returned to the Secretary electronically. Unreported changes to the application may invalidate the clearance given by the HREC (Non-Medical)

I/We fully understand the conditions under which I am/we are authorized to carry out the abovementioned research and I/we guarantee to ensure compliance with these conditions. Should any departure be contemplated from the research procedure as approved I/we undertake to submit an amendment of the protocol to the Committee. **I/we agree to completion of a regular progress report. For Minimal and Low Risk studies, this is due annually on 31 December. For Medium and High Risk studies, this is due twice annually on 30 June and 31 December.**


Signature

25 / 04 / 2023
Date

PLEASE QUOTE THE PROTOCOL NUMBER ON ALL ENQUIRIES