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Mini dissertation

**Patterns of Urban Public Space Utilisation in an African City and
rapid urbanisation: Social and economic networks and their
influence on public space on Robert Sobukwe Street, Sunnyside**

Marks Gwangwa

14231132

Supervisor: Tariq Toffah

Department of Architecture

Faculty of Engineering, the Built Environment, and Information Technology

University of Pretoria

South Africa

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DECLARATION OF ORIGINALITY

I declare that the mini dissertation, Patterns of Urban Public Space Utilisation in an African City and rapid urbanisation: Social and economic networks and their influence on public space on Robert Sobukwe Street, Sunnyside, which has been submitted in fulfilment of part of the requirements for the module of DIT 801, at the University of Pretoria, is my own work and has not previously been submitted by me for any degree at the University of Pretoria or any other tertiary institution.

I declare that I obtained the applicable research ethics approval in order to conduct the research that has been described in this dissertation.

I declare that I have observed the ethical standards required in terms of the University of Pretoria's ethical code for researchers and have followed the policy guidelines for responsible research.

Signature:

Date:28 June 2024.....



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Abstract

The study investigates spatial dynamics and patterns of urban public space utilisation in an African city, with a specific focus on Robert Sobukwe Street in Sunnyside, Pretoria. The study aims to examine contemporary issues with spatial consequences affecting African urban public spaces. Key concerns in this study include the effects of rapid urbanisation or urban migration and the interplay of formal and the informal sector on urban public spaces. Through a qualitative research approach, the study identified a link between socio-economic issues and the need for using urban public space for generating income. The aim was to find patterns and generate a general conclusion, giving readers an insight on how densely populated streets, with a diverse range of activities, functions in an African city. This information provides a perception on how rapid urbanisation will affect African urban public spaces on a larger scale.

The study also reveals policy gaps in managing the informal sector in urban environments, while exploring the tensions between the law, human rights, and policies. Recommendations include the revision of local frameworks to better support the informal sector and the provision of supporting facilities.

Keywords & Key Ideas:

Urbanisation, urban migration, Community, African urban public space, Socio-economic influences, social order, social capital, spatial order, street trading, informal sector, formal sector, African city.

Definitions in the context of this study:

Social activities: Engagements and interactions of people taking place in place space.

Social attributes: How space is influenced by social attributes such as gender, sexuality etc.

Economic activities: Different trades, commercial services and businesses making use of public urban spaces.

Networks: A group of individuals in the same environment connected by the pursuit of common goals through collaborations

1 Introduction and background

1.1 Background

Public spaces in African cities are dynamic realms where social and economic activities intertwine to create unique spatial dynamics. The importance of public space in urban areas cannot be overstated (Hanafi, 2013:25). These spaces are not only venues for economic transactions but also play a key role in social cohesion and cultural vitality. Hanafi (2013:25) emphasises that public space is also important for working, dwelling, leisure purposes, and bridges social links, which is important to most people.

In South Africa, a large number of citizens and migrants live in poverty in urban environments, using public space for informal economic activities (Blaauw and Pretorius, 2023:121). The vulnerability of the informal sector is expressed by Pangestika et al. (2021:12) as they affirm that the sector suffers from a lack of economic protection from the government, even though it makes up a large number of the workforce in cities. For the purposes of the current research investigation, these users and activities can shape public space in a variety of ways. According to Madanipour (2003:22), users of urban space can exert influence on the feel and form of the environment. This influence is realised through the introduction of social attributes such as culture, sexuality, age, ethnicity, and gender in public space (Hanafi, 2013:26).

Effective management of public spaces is critical for maintaining the quality of urban public life for users. Robert Sobukwe Street in Sunnyside, Pretoria, exemplifies a complex urban space that offers a rich site for exploring how existing social and economic networks shape the use of public space within an urban African context. As cities across Africa, including Pretoria, experience rapid urbanisation, it is imperative to understand these spatial dynamics to prepare for the near future.

Rapid urbanisation brings challenges such as rising unemployment due to the city's and private sector's inability to provide sufficient jobs for everyone. Many people migrate to cities like Pretoria in search of better opportunities, yet the majority end up in the local informal economy as a result of the lack of jobs (Moyo et al., 2016:338). The future of urbanisation in Southern Africa is one of the prominent issues which researchers and policymakers consider and discuss with predictions indicating that by 2050, cities in Southern Africa will be home to the largest urban population in Africa (Bocquier, 2011:2). There seems to be a pressing need to understand the implications of rapid population growth in urban environments. The



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International Organisation for Migration estimated that 4.2 million migrants lived in South Africa in 2019, constituting 7.2% of the South African population. The number was expected to increase by another million by 2021. Blaauw and Pretorius (2023:122) state that most migrants depend on street trading and informal economic activities as their primary or only source of income. These current and expected changes in the South African cities, driven by rapid urbanisation, sparked interest in how public space operates in Sunnyside, Pretoria, as one of the most densely populated areas in the city.

This population growth heavily impacts urban public spaces, which become increasingly occupied. The consequences of these spatial dynamics are profound. Overcrowded and poorly managed public spaces might intensify social tensions, reduce the quality of life in the space or area, and hinder economic activities.

1.2 Research problem

In the context of rapid urbanisation and the marginalisation of the informal sector in urban environments such as Sunnyside, together with other related socio-economic issues, it is imperative to understand the socio-spatial dynamics in urban public spaces and the activities affecting their usages. This study examines influences shaping public spaces to highlight how African cities function.

1.3 Research questions

How do existing social and economic networks shape the uses of public space in Robert Sobukwe Street, Sunnyside, within the broader context of an African city?

Sub-questions:

- What are the social and economic networks with a direct influence on public space?
- Is there a social order of the economic activities on the site?
- What do relevant legislative frameworks say about the social and economic activities taking place in urban public spaces?
- What are the general perceptions of public space by street traders, day labourers and the formal sector (e.g., is it territorial or communal in nature)?
- What role does urbanisation play in the use of public space for social and economic activities?



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1.4 Research objectives

The primary objectives for this research paper are:

- to investigate the economic and social networks or patterns impacting the uses of public space in Robert Sobukwe Street, Sunnyside, and the surrounds;
- to examine user/stakeholder profiles in detail to support an understanding of the socio-spatial order of the area;
- to explore intersections between formal and informal sectors
- and to analyse relationships between the formal and informal sectors and activities regarding the uses of shared public space.

Secondarily, the aim is to study the social order of space, such as existing tensions or collaborations.

1.5 Limitations, delineation, and assumptions of the study

Limitations:

- **Spatial Scope:** The research explores the use of public space on Robert Sobukwe Street in Sunnyside, Pretoria.

Delineations:

- **Geographical Boundaries:** The study focuses on Robert Sobukwe Street in Sunnyside, Pretoria, South Africa.
- **Population:** This project concentrates on people using public space for social and economic activities including street trading, day labouring and providing services for economic gain. This also includes owners of formal shops with a direct access to public spaces from their places of business.
- **Activity Focus:** This study examines the interplay between the formal and informal sectors on the street, and how these sectors use urban public space for business and the consequences of this utilisation.
- **Legislative Frameworks:** The Business Act, the South African Constitution and Tshwane Spatial Framework will be referenced to make an argument.
- **Perceptual Analysis:** The exploration of street life on Robert Sobukwe Street will be limited to the perceptions of street traders, service providers, day labourers, residents,

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the general public on the street, and owners of businesses in the formal sector operating on the street.

Assumptions:

- **Relevance of topic:** The assumption is that there is a link between rapid urbanisation and urban informality affecting public space.
- **Compliance:** It is expected that both implicit and explicit regulatory mechanisms are in place to provide for good governance and management of economic and social processes in urban public spaces.
- **Variability:** The assumption is that the perspective of public space could differ between the diverse groups of stakeholders which includes street traders, service providers, and formal business owners.
- **Impact of Urbanization:** Rapid urbanisation is suggested to be significantly influencing the use of public space for social and economic purposes in the focused area.

1.6 Significance of the study

The potential of this research study lies in the possibility of highlighting urban socio-spatial dynamics of public space in the city of Tshwane to contribute to an understanding of challenges and opportunities in the use of public space within urban African city contexts. Better understanding the social and economic issues and activities taking place in public open spaces may inform design/planning or legal frameworks where they may be over-reliant on conventional modernist conceptions and models of the city. The study focuses on the users and their impact on the environment instead of the impact of the environment or urban space on the user. This may result in outcomes which offer insights into the lives of marginalised inhabitants in urban environments and how they use space for social and economic activities.

The study also addresses the intersections of the primary objectives of the study with questions of migrancy, vulnerability and informality. The study attempts to describe the plan by which such groups make use of urban spaces in their social and economic life.

2 Literature review

The social and cultural importance of public space

Public spaces in cities are essential for fostering inclusivity and providing a shared environment for community members. These areas offer opportunities for people to come together, connect and build memories and significance. According to Madanipour (2003:207), these spaces help communities to make collective decisions together, prompting self-governance in society. Furthermore, public spaces limit the power of the local government, while enforcing the development of cultural exchange and political debate.

Urban spaces are not only divided by public-private distinctions according to Madanipour (2003:119), but they are also divided into socio-economic and cultural patterns. These divisions highlight the diverse ways in which diverse groups interact with and use these spaces. Social attributes are integral in defining environments that are socially enriched and lively, contributing to the overall liveliness and appeal of urban areas (Lund, 2002).

Streets represent an important aspect of urban life, functioning as transnational spaces and community rooms. They facilitate economic transactions, social interactions, and community (Rezvanipour et al., 2021:360). The significant volume of pedestrians on streets reflects the prevailing social and cultural characteristics of the urban environment. The high pedestrian activity highlights the street's role in displaying the city's social and cultural dynamics, making it a microcosm of urban life Rezvanipour et al., 2021:360).

The evolution of South African urban centres and their public spaces as a result of rapid urbanisation

The limited literature found on the use of urban public space in South African cities is often in reference to the impact of urbanisation on infrastructure and changes major cities are going through. Donaldson et al. (2003:1) state that the inner-city of Pretoria has experienced massive spatial and social changes since the 1990s, especially the saturated parts of the city such as the Sunnyside residential area. According to Mudau and Kona (2021:23), Sunnyside and Arcadia are now marked by an increasing population density. These major social transformations are accompanied by challenges such as unemployment and poverty, for which remedies in most cases are sought through informal economic activities such as street

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trading and day labouring in public spaces (Mudau and Kona, 2021:23). As affirmed by the Socio-Economic Rights Institution of South Africa (2018:4), informal trading plays a significant role in addressing the challenges of unemployment, urban migration, and poverty (Mudau and Kona, 2021:23). These remedial economic activities are some of the solutions impacting the uses of public space. It is also important to understand the socio-spatial consequences and organisational principles of such activities within African urban public spaces.

Impact of Rapid Urbanization and Economic Activities on Public Spaces: urban informality and urban stress (A Focus on Street Trading)

It is understood and accepted globally that rapid urbanisation can shift the issues of population pressure from rural areas into the city. This pressure has a negative effect on resources in urban environments, leading to security challenges (Onyenechere et al., 2023:5). According to Moyo et al. (2016:338), this pressure caused by a sudden increase in urban population leads to the increase of informal traders in the city as a result of the lack of employment. This is accompanied by other issues such as deterioration of urban infrastructure; encroachment on public space; accumulation of waste on the streets and noise pollution. These environmental hazards are a threat to public health and sustainability in urban contexts (Onyenechere et al., 2023:324).

Jacobs et al. (2023:1) defines urbanisation as the relocation of a large number of people into urban environments from rural areas which in turn leads to population concentration. Darkey (2007:59) states that, these relocations became more prevalent since the democratization of South Africa, and they come with major spatial, economic, and social impact in the City of Tshwane.

The City of Tshwane Municipality is the largest municipality in terms of land area. The city serves as the executive capital of South Africa. The census 2011 report has revealed that the city has a population of more than 2.9 million people with 32.6 percent of the youth unemployed (Mudau and Kona, 2021:23).

Todes et al. (2010:332) noted that urbanisation in South Africa was formed historically through policies which sought to control the movement of Black people and their settlement patterns. Such policies have limited access to cities for Black Africans and this deprivation

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and confinement led to the majority of Africans not fully participating in the economy (Todes et al., 2010:332). In the 1990s, South African cities, have seen an increased in-flow of migrants and Black South Africans looking for employment opportunities and ways of making a living (Darkey, 2007:59). According to Darkey (2007:59), Sunnyside has since been a place that is highly populated area that also supports a multitude of businesses and for Black people.

New challenges have emerged as a result of urban migration. According to Mudau and Kona (2021:24), the Tshwane Metropolitan Municipality (City of Tshwane) is facing challenges regarding the provision of operational space for registered street traders as well as day labourers or service providers. Gizelis et al. (2021:5) maintains that these economic activities, such as street trading and day labouring, frequently exhibit a lack of compliance to labour standards, meaning it works on the basis of 'first come, first served', leaving many individuals with limited opportunities. This means that more people will be faced with this challenge of not being allocated an operational space, legally, in the city to conduct business as the urban population grows. This will then result in adverse urban poverty as individuals may not be able to move to the formal realm due issues related to urban stress and the City's lack of capacity to support everyone (Gizelis et al., 2021:5)

Another economic activity taking place in public spaces is car guardianship. Foster and Chasomeris (2017) and Steyn et al., (2015) assert that car guardianship is one of the important economic activities which is unique to South African cities. Blaauw and Pretorius (2023:132) emphasise the importance of this activity especially to many migrants since it is often the only alternative form of employment. The challenge, according to Blaauw and Pretorius (2023:132), is that the informal car guards face opposition from the formal realm, security agencies, and shopping malls, which can affect their already limited economic opportunities.

Tshwane Spatial Framework

According to Masonganye (2010:5) and Mudau and Kona (2021:26), the Tshwane Spatial Development Framework (2012) overlooks addressing informal economic activities such as street trading in urban areas. This is exemplified by the exclusion of spatial plans to accommodate these activities and their complexities. Killander (2019:87) criticises the by-laws by stating that they are objectifying people and should be done away with, and new ones gazetted.

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Municipal officials may still be overly reliant on modernist principles when it comes to city planning and management. This includes the approach to administering restrictions and formalising street trading on sidewalks. Space allocated for street trading and the informal sector is limited, and the City officials would rather move street traders to markets instead of formally giving them more space for trading (Béni-Gbaffou, 2018:399).

Béni-Gbaffou (2018:398) suggests that municipalities facing challenges of managing conflicting land uses and encroachment by street traders in public spaces may disregard the fact that people in the informal sector depend on their different trades for making a living. Existing City frameworks tend to focus on the governance and management of urban areas while overlooking street trading. Current planning theories are often lacking in providing fuller and sufficiently complex approaches to such questions (Béni-Gbaffou, 2018:398).

Business in the informal sector is conducted with minimal capital, time constraints, risk of evictions, minimal space, and risk of confiscations by the police (Pangestika et al., 2021:10). Mudau and Kona (2021:26) provides a counter argument, as per the UN Special Rapporteur (2011: 2), that restrictions placed on the rights of the urban poor must meet the following specific criteria: they must be established by the law for the sole purpose of promoting welfare; and they must be reasonable and legitimate.

Apart from issues related to space allocation for street economic activities, the municipality struggles with providing storage facilities for registered street traders and day laborers (Mudau & Kona, 2021:24). As discussed, the City's approach to planning still upholds many values of modernism, such as city zoning, which does not make sufficient provisions for street trading networks to expand. These values display rigidity in how space should be used and do not allow for informality to thrive in the city. The Spatial Framework itself does not accommodate the demands of informal traders, lacks legal support, promotes illegal trading due to the absence of legislation to enforce reasonable control, and shows a lack of effective communication channels between the City and the traders, as well as incoordination due to ineffective policies (Mudau & Kona, 2021:25). According to Béni-Gbaffou (2018:397), the level of incoordination and lack of guiding policies regarding the informal sector is not unprecedented but is a global issue.



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Negotiations in the use of urban public space as a result of economic activities.

In South Africa, the Constitutional Court ruled in the *South African Forum vs. The City of Johannesburg* (2014) case, that informal trading is closely connected to the 'right to human dignity' (Mudau and Kona, 2021:22). The SA constitution safeguards a number of rights connected to informal trading which include, as mentioned, the right to dignity; freedom to choose one's profession, occupation, or trade; the right to fair administration, and the right not be deprived arbitrarily of property (Mudau and Kona, 2021:23).

Municipal by-laws greatly affect street traders (Mudau and Kona, 2021:25). The greatest challenge occurs when the by-laws and policies restrict ways for people to make a living. The City of Tshwane stipulates that participants in the informal sector require permission to operate. However, such permission remains a challenge for many traders who have no legal documents to reside in the country. Currently well over 60 percent of the informal traders and day labourers do not have licence to operate, and this can result in intense imprisonment sentences according to Mudau and Kona (2021:25).

Pieterse (2017:3) acknowledges the struggles of the local government in dealing with or managing the informal sector, however, Pieterse also argues that municipalities should strike a balance between management and aiding the informal sector by sustaining safe and healthy urban environments for economic growth of the sector and should enforce the preservation of people's socio-economic rights, as they are already the vulnerable members of the community. Mudau and Kona (2021:25) further elaborates that the municipal restrictions contradict the developmental obligation of maximising economic growth and social development for people living in poverty.

The 2011 United Nations (UN) Special Rapporteur on Human Rights and Poverty focused on the question of penalisation of people affected by and living in poverty. Mudau and Kona, 2021:26) further elaborate by stating that the report emphasised that human rights should be protected as the primary objective, rather than focusing on imposing restrictions.

Social order

The existing legislative frameworks and spatial planning objectives (discussed above) highlight flaws as well as loopholes in the governance and treatment of people in urban environments trying to make a living. The surveyed literature suggested that urbanisation and



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the influx of migrants looking for employment opportunities will persist (Mudau and Kona, 2021; Bénit-Gbaffou, 2018). The question that stands is, if the local government struggles to organise economic activities in public spaces, how are the traders as well as the day labourers organising themselves in the utilisation of public space? In this regard, the surveyed literature suggested that social capital is one of the social influences on how communities as well as the informal sector create a sense of social order by themselves (Pangestika et al., 2021:13; Kabo, 2018:1)

The definition of social capital, according to Robert Putman, is the acquisition of common goals as part of social life, which presents itself in norms among people, networks, and beliefs (Kabo, 2018:2). According to Kabo (2018:1), a social network embodies knowledge and interactions which transcend the intellectual capacity of any individual member within itself, which in turn results in collaborations for the thriving of the organisation or social group. As observed by Pangestika et al. (2021:10), the social networks in which there is social capital among street traders and the informal sector as a whole manifest itself in forms of norms, beliefs, and trust over time. Coordination can present itself with unwritten rules, relating to orderly behaviour regarding the use of space, cleaning, parking levies, assisting each other, and resolving issues which is a form of unity that is not written. According to Pangestika et al. (2021:13), this is exemplified by street traders in Jalan Laut Dendang, where the unwritten rules bind all street traders regarding the placement of their stalls.

Another social factor in the City of Pretoria is the considerable gender inequality within the informal sector. Masonganye (2010:8) states that, for social reasons, a large number of street traders in the city are men. A similar male-gender majority is evident among car guards and waste pickers. Masonganye (2010:8) argues that South Africa is still a patriarchal society and hence women are not taking part in the informal economy fully. Furthermore, the by-laws do not make provisions to address gender inequality in the informal sector, especially because women find themselves as primary caregivers in many households (Mudau and Kona, 2021:25)

Social capital and the intersection between social and economic influences

Cooperation and coordination, in any sector, are important capital in business (Pangestika et al., 2021:10). Kabo (2018:1) states that the concept of social capital is not a new phenomenon and suggests that the idea is comparable to hunter gatherers working as a band for positive group outcomes. Pangestika et al. (2021:11) further elaborates that, in the

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broader sense, social capital can manifest itself in a form of a group of people or a social network linked by obligation and sympathy, and which can also surface from trust in a community.

According to Wijaya et al. (2020:37), an existing perception is that the street vending businesses are weak and not as important towards the development of city structure. However, Pangestika et al. (2021:10) states that there is strength in social capital that fosters strength and cooperation in existing networks between members. Through the utilisation of trust, community collaboration and networking, better community networks can be developed (Bowles and Gintis, 2002; Wijaya et al., 2020:38). The resourcefulness of social capital is realised in the interaction among people in a specific community (Suharto, 2011: 97)

With regard to the intersection between social capital and economic activities and their dependency upon each other, Pangestika et al. (2021:10) argued that a business needs both financial capital and social capital in the form of networks to become a success. Furthermore, what social capital entails is that members of a network have written or unwritten agreements to highlight the value of that specific community in order to achieve particular results or goals. Thus, social capital becomes a binding force within the purposes of conducting business. Through such a 'community,' forums are formed consisting of traders to manage economic activities, exchange knowledge and solve challenges together (Wijaya et al., 2020:38).

According to Wijaya et al. (2020:38), it is inevitable for a social network to form in the business of street trading, after interactions over time between participants. Additionally, Pangestika et al. (2021:14) illustrated that such a network can plug into other networks to create a much bigger 'organisation'. A reciprocal relationship can occur between traders and suppliers, such as between farmers, distributors, and agents, which will be based on mutual benefit and mutual trust.

Tensions & Other economic activities (Car Guarding & Hair Salons)

As explained by Foster and Chasomeris (2017:525), car guards play a vital role in urban environments, and in most cases this informal economic activity is their only source of income. Blaauw and Pretorius (2023:124) discuss the power relations and tensions between the formal and the informal, where the formally established entities can oppose the informal activities of car guards. Steyn et al. (2015) observed that car guards are representing the marginalised in South Africa and continue to face challenges related to surviving.

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Another prevalent industry in Sunnyside is the hair salon business. Darkey (2007:71), which indicates that tensions exist not only between formal and informal activities, but also between small business owners in Sunnyside due to the saturated nature of that market. The market is not regulated and pushes the industry to extreme levels of competition which translates into odd working hours.

Spatial organisation can also give insight into social relationships. Spatial behaviour has been analysed to reveal that individuals tend to maintain greater distances when the physical space is constrained, and when they are engaged in competitive rather than collaborative interactions (Madanipour, 2003:27).

Conclusion

In conclusion, the literature points to the intricate dynamics behind urban public spaces in South African cities characterised by existing legislative frameworks, the impact of urbanisation, economic activities, and social interactions. It is crucial to understand these intricacies for designing policies and strategies that will ensure inclusive urban environments as well as the protection of the rights and well-being of the urban poor.

3 Research methodology

3.1 Study area and context

This research inquiry focuses on the socio-economic dynamics in relation to the use of public space in Sunnyside, Pretoria. This is a mixed-use area with a vibrant street life, that supports many street traders and service providers in the area making a living through the use of public space. This is a high-density area hosting people from many countries, as well as South Africans living in the city to seek better opportunities.

3.2 Research strategy/ approach

This study will use a qualitative research approach through an interpretivist paradigm. This approach focuses on gathering relevant data to explore the socio-economic dynamics and their spatial implications in an African urban environment. This study may yield subjective results.

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The understanding of the meaning and processes behind research conditions are important over data measured numerically in a qualitative research approach. This type of research aims to provide a detailed understanding of a condition from the perspective of the people experiencing it, while minimising generalisation. The goal is to focus on and achieve a deeper comprehension of specific cases via an in-depth exploratory study, which enables the discovery of high-quality responses throughout the research process (Srivastava and Hopwood, 2009:77).

According to Srivastava and Hopwood (2009:77), qualitative analysis follows an inductive reasoning in its purest form, where patterns, themes, and codes emerge from the data itself. This method ensures that the analysis of the data collected focuses on the findings without prioritising imposed theories.

Inductive reasoning

An inductive approach in qualitative research, as articulated by Thomas (2003:1), serves multiple critical purposes. Firstly, it aims to condense extensive and different raw data into a summarised format that is concise to facilitate the management and presentation of complex information. Secondly, the approach seeks to establish clear and strong links between research objectives and the findings derived directly from the raw data. Thirdly, the inductive approach attempts to develop models and theories that explain the underlying structure of experiences or processes evident within the raw data. (Thomas, 2003:2)



Figure 1: Inductive reasoning diagram (Author, 2024) Adopted from (Thomas, 2003:1)

The inductive approach diagram above exemplifies this approach. The steps according to Thomas (2003:1) are as follows:

- Step 1: Find a specific focus and condense raw data.



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- Step 2: Establish clear links and recognise patterns.
- Step 3: Conclude with a general conclusion by creating a model or theory.

Through inductive reasoning, the study seeks to acknowledge the complexity of human experiences, and to incorporate participant perspectives to enrich the understanding of research conditions.

Ryan (2018:3) described that the process of inductive reasoning begins with observations, experimentation, and data measurement. The next step in research is to use the findings to identify themes and patterns in the data to develop a theory that describes the observed conditions. This is described as an iterative process that involves repeated measures and observations to ensure robust and understandable results of the researched circumstances.

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Interpretivism as the core philosophy

Ontology (nature of reality or being)	Epistemology (what constitutes acceptable knowledge)	Axiology (role of values)	Typical methods
Interpretivism			
Complex, rich Socially constructed through culture and language Multiple meanings, interpretations, realities Flux of processes, experiences, practices	Theories and concepts too simplistic Focus on narratives, stories, perceptions and interpretations New understandings and worldviews as contribution	Value-bound research Researchers are part of what is researched, subjective Researcher interpretations key to contribution Researcher reflexive	Typically inductive. Small samples, in-depth investigations, qualitative methods of analysis, but a range of data can be interpreted

Figure 2: Research philosophy table from: Saunders, M., Lewis, P. & Thornhill, A. (2012). *Research Methods for Business Students*. 6th edition, Pearson Education Limited.

Interpretivism evolved as a critical response to positivism, advocating for the inclusion of subjective perspectives in research (Saunders et al., 2019:149). It emphasises the recognition of cultural, situational, and temporal differences that contribute to the formation of diverse social realities. According to interpretivism, truth and knowledge are not absolute but subjective, shaped by individual experiences and interpretations, and are also culturally and historically conditional (Ryan, 2018:8). The primary goal of interpretivist research is to generate novel, deeper understandings and interpretations of social worlds and contexts (Saunders et al., 2019:149). Interpretivist researchers strive to navigate this complexity by prioritising the collection of data that holds significance and meaning for their research participants (Saunders et al., 2019:149).

Saunders et al. (2019:149) further underscore that the interpretivist perspective in qualitative research is necessary for emphasising the importance of capturing meaningful insights from the perspectives of research participants or stakeholders.

Figure 2 above (Saunders et al., 2019:149) breaks down the philosophy of an interpretivist approach – by explaining its ontology, epistemology, etc. – and offers a comprehensive framework for understanding interpretivism in social science research.

Thematic analysis

Thematic analysis (TA) is a versatile method according to Clarke and Braun (2017:297), that is used to identify, analyse, and interpret patterns of meaning categorised as themes within

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qualitative data. This is a data analysis strategy used in this study. It offers an accessible and systematic procedure for generating codes, which can be considered the smallest units of analysis for capturing relevant features of the data related to the research question. Such codes can serve as a foundation for developing larger patterns of meaning or themes, which are underpinned by central organising concepts (Clarke and Braun, 2017:297). TA aims not only to summarise data content but also to identify and interpret key features guided by the research question. The research question also develops in relation to these themes through the coding and theme development process (Clarke and Braun, 2017:297). As indicated in the table below, rigorous analysis is ensured through quality procedures that involve a two-stage review process, where candidate themes are rigorously reviewed against the coded data and the entire dataset.

Table 1: Six phase thematic analysis (TA) framework according to Clarke and Braun (2017:297)

<p>Step 1: Become familiar with the data, Step 2: Generate initial codes, Step 3: Search for themes,</p>	<p>Step 4: Review themes, Step 5: Define themes, Step 6: Write-up.</p>
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TA is noted for its flexibility, accommodating various research questions, sample sizes, data collection methods, and approaches to generating meaning. It can analyse diverse data types, from traditional qualitative methods like interviews and focus groups to newer techniques such as qualitative surveys and story completion, making it suitable for both inductive and deductive analyses to capture both explicit and underlying meanings (Clarke and Braun, 2017:298).

3.3 Research methods/ instruments

As a response to the research question and sub-questions, which will yield qualitative results/data, a qualitative research approach had to be employed to gain an understanding of the spatial dynamics in Sunnyside, Robert Sobukwe Street. The following methods or tools will be used in this study to achieve the objective:

- **Stakeholder questionnaire**

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A questionnaire will be administered to all the identified stakeholders such as street traders, business owners with a direct access to the street from their places of work, day labourers, community members, formal sector representatives, and other users of the space to gather quantitative data on patterns of use, perceptions, experiences, and behaviours related to public space. The questionnaire will include both summative questions and open-ended questions to make an allowance for a wide range of responses.

- **Interviews:**

In-person interviews will be conducted with stakeholders, including key participants in the informal economic sector and other related stakeholders identified, to gain an understanding of the use of public space by social and economic networks. The interviews will also include follow-up questions relevant to the study which may not be captured in the questionnaire in line with ethics guidelines and approvals.

- **Observations:**

Direct observation of users in public spaces will be conducted to observe the social and economic activities in public spaces, spatial dynamics, and user behaviours. Observations will be documented through drawings, notes and photographs that provide descriptive and visual data for analysis.

- **The law, literature, and policy analysis:**

The Constitution, the Business Act 71 of 1991, municipal by-laws, relevant urban planning reports, and academic literature, will be reviewed to gain an understanding of the broader context of rapid urbanisation, policy implications on public space management, and migration patterns. The material will complement the primary data obtained from the site through interviews and observations.

- **Mapping:**

Mapping is another strategic approach to visualising important information relevant to the study which forms part of secondary data (See figure 3 below)

3.4 Data analysis

3.4.1 Data collection and analysis method

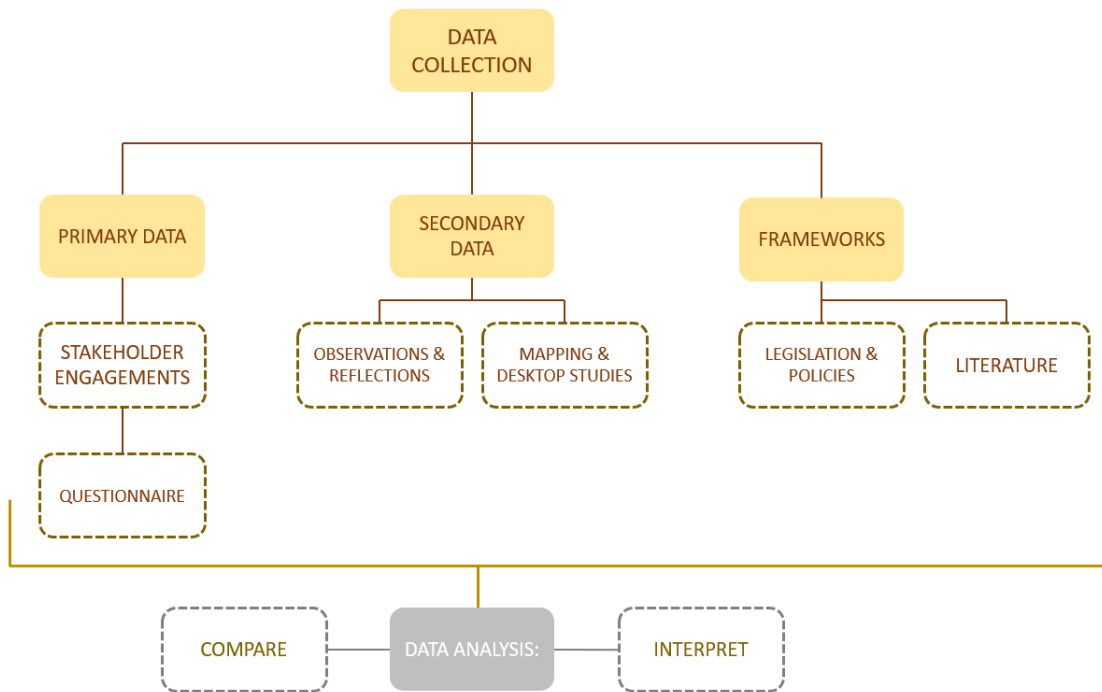


Figure 3: Data collection and analysis flow diagram (Author, 2024)

In my approach to data collection and analysis, I adopted a three-fold approach aimed at ensuring rigour in my research (see Figure 3). Firstly, the priority was to gather primary data through direct engagement with stakeholders through a designed questionnaire and interviews. This method allowed me to capture first-hand perspectives essential for understanding the complexities of the research topic and sub-questions for this study. The next step integrated secondary sources derived from observations, desktop studies, and mapping exercises. These sources provide further analytical depth through additional empirical evidence and contextual information.

The third step was to include Frameworks such as legislative documents, policy guidelines, and relevant literature, which serve to contextualise the collected data within a broader legal context.

Once the data was gathered through the three streams of research methods, a thematic analytical technique was employed, involving a systematic comparison across different data sets and careful interpretation of patterns and trends.

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3.4.2 Types of data

3.4.2.1 Primary data

The table presented below (Table 2) encapsulates the primary data collected through stakeholder engagement. This primary data was gathered through a group effort by Lesedi Dlamini and me, and the transcribed interviews are attached in the appendix section (see Appendix D).

Each row in the second column of the table corresponds to a specific stakeholder, with summative questions posed during interviews. The results recorded under each question for every stakeholder constitute the primary data set. This structured format allows for a clear and systematic presentation of the primary data gathered from stakeholder interactions, enabling it to inform a broader analysis and conclusions.

Table 2: Summative stakeholder engagement response table, constituting as primary data. (Author, 2024)

Stakeholder	Summative Question	Response
Shop Owners/Tenants	Setup and location management	Primary data
	Business environment and vendor impact	
	Security and public space interaction	
	Development and commerce perceptions	
Pedestrians	Site visitation and social connection	
	Perceptions of space and safety	
	Use of space and vendor interactions	
	Public space inclusivity and accessibility	
Vendors	Business location and sustainability	
	Vendor community organization	
	Site maintenance and security	
	Impact of infrastructure on business	
Residents	Site usage and residential status	
	Perceptions of the site and interactions	
	Use of space and vendor interactions	
	Public space inclusivity and accessibility	
Property Organisations	Property management and economic viability	
	Impact of vendors and informal traders	
	Community development and site improvement	
	Perceptions of informal trading and street character	
Community Development Agency	Community project planning and collaboration	
	Engagement and successful initiatives	
	Challenges and solutions in public spaces	
	Economic development and support	
Social Equity and Inclusivity Advocate	Conflict management in public spaces	
	Community engagement strategies	
	Economic impact on local businesses	
	Balancing commercialization and cultural preservation	

3.4.2.2 Secondary data

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The secondary data enables deeper understanding of spatial dynamics and contextual factors. It includes site observations, capturing how participants use the spaces for different activities related to the topic. This observational data offers valuable insights into behaviours, interactions, and patterns of use which may have not been captured or covered through interviews. In addition, maps are used to provide visual representations of spatial patterns observed on site.

3.4.2.3 Frameworks & legislation

The aim of using legislative frameworks in this study is to understand the spatial implications of economic activities such as street trading from the perspective of the authorities and the law with references to precedent cases. This set of guidelines and laws include the relevant sections of The Constitution of Republic of South Africa, 1996; The business Act 71 of 1991 and the SERI-SALGA 2018 publication that consolidated laws, cases such as the Somali Association Case, and recommendations related to street trading and the utilisation of public space (see appendix A). Below are all the important references applicable in this study.

The Constitution of The Republic of South Africa, 1996.

- Section 152(2) of the Constitution of the Republic of South promotes social and economic development in society and states that this is the local government's primary objective.
- Section 9 of the Constitutions emphasis equality and dignity before the law, which are two overarching principles in informal street trading (See appendix A) (SERI-SALGA, 2018:9). According to this section, everyone is entitled to the same protection and benefits from the law.
- Section 10 emphasises the right to human dignity. The rights of everyone should be respected and protected to ensure that dignity is maintained in the lives of people. This has been found by South African courts to be connected to the business of street trading. Human dignity is seen by the Constitution as the "fountain of all rights". Street trading is regarded as an economic activity that ensures dignity in the lives of many traders and their families. The absence of this industry will encourage humiliation and degradation for most people depending on trading (SERI-SALGA, 2018:10).



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- **Who has a right to trade?**

The Constitution states that everyone has a right to trade regardless of their nationality. This stance is also affirmed by the Somali Association case related to refugees working in the informal sector in South Africa (SERI-SALGA, 2018:10).

- Section 22 provides that “everyone has a right to choose their own trade”.

The Business Act 71 of 1991

The business Act was established as a measure to ensure dignity in the lives of street traders, while guiding local governments regarding the management of the industry. This came as a response against the strict apartheid regulations on street trading, aimed also at enforcing human rights (SERI-SALGA, 2018:11)

- Section 6A(2) of this Act gives a procedure that a municipality should follow in order to restrict street trading in a particular area. From this Act, we learn that local governments are responsible for maintaining order while not infringing on peoples’ rights. Evictions of street traders by the local governments may not be carried out instantly according to the Business Act 71. Figure 4 below shows the procedure in detail, and from this we learn that it is not easy to remove people who have occupied public space for the purposes of selling goods. Any eviction that does not follow this process is seen as unlawful.

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Figure 4: The steps to prohibit or restrict informal trade (SERI-SALGA, 2018:12)

- Section 6A(2)(c) of the Businesses Act provides that local governments should conduct a thorough investigation to understand the situation of the street traders and the context in which they work. This section highlights that it is important for street traders not to go out of business, therefore, if they are working in a busy area close to transport interchanges and densely populated streets, the local government should not relocate them because this would affect their businesses negatively.

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Hierarchy of the laws governing informal trading.



Figure 5: Hierarchy of laws governing informal trade (SERI-SALGA, 2018:14)

The Constitution of the Republic of South Africa is the supreme law in the country, as a result all policies and laws must be consistent with it. The Business Act is under the Constitution and gives effect to the rights contained in the Constitution of the Republic of South Africa. The Business Act then enables municipalities to create by-laws for governing informal trade. Figure 5 illustrates this flow of power (see appendix A, for more details)(SERI-SALGA, 2018: 15).

3.4.2.4 Conclusion

In conclusion, the integration of primary data from stakeholder engagements and secondary data derived from observations and mapped patterns, alongside legislative frameworks, ensures a broader understanding of spatial dynamics and different aspects that influence the utilisation of urban public spaces in the context of an African city.

3.5 Ethical considerations

The research will comply with the University's ethical guidelines, which ensures voluntary participation, the acknowledgement of the informed consent by the participants, as well as

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anonymity and maintaining privacy. Ethical considerations are also relevant in this research because vulnerable socio-economic groups are involved, and there exists the need to pay attention to the rights and well-being of the participants. This research aims to contribute responsibly to the understanding of urban socio-spatial dynamics on Robert Sobukwe Street, while upholding the integrity and dignity of all individuals involved in the study.

4 Findings

4.1 Secondary data: Mapping, desktop studies & observations

4.1.1 Macro scale

4.1.1.1 Focus area.



Figure 6: Pretoria map showing city context (Author, 2024)

Robert Sobukwe Street serves as a vital link between the eastern core residential area of Sunnyside and Pretoria central business district (CBD). It forms a dynamic urban corridor that directly and significantly influences the daily lives of residents of Sunnyside and those who work or shop on the street coming from other areas. The eastern part of Sunnyside is predominantly residential, with numerous apartment blocks housing a diverse population. In

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contrast, the buildings along Robert Sobukwe Street are characterised by a blend of residential units with businesses on the ground floor, which renders the space as a business hub for both the formal and informal economies.

This bustling street contains retail stores, banks, and ATMs, making it a convenient shopping destination for residents of the area or other users. The accessibility of these amenities means that residents do not have to travel far for their daily necessities, enhancing the street's appeal as a central marketplace. The transient nature of Robert Sobukwe Street makes it an ideal location for markets and street vendors, who benefit from the constant flow of people passing through. This includes students and workers commuting to and from their destinations, who often stop to purchase goods from the traders.

The street attracts diverse groups due to its various establishments and services. Hair salons, churches, and other businesses draw people from different parts of the city, adding to the foot traffic and creating a lively, multicultural environment.

In conclusion, Robert Sobukwe Street is more than just a connecting route between the rest of Sunnyside and Pretoria CBD, it is a bustling commercial corridor that supports its 'community' in various ways. Its strategic location and different kinds of services make it a focal point for commerce, social interaction, and community life, and so offers benefits to both the residents and the broader urban area.

4.1.1.2 Active areas

Robert Sobukwe Street is one of the busiest and most lively streets in Pretoria. Figures 8 and 9 below depict the commence areas of the city represented by buildings highlighted in yellow. These are marked by Google as important or buildings seeing a lot of foot traffic. It is not surprising that Robert Sobukwe Street is among the highlighted areas. The concentration of diverse businesses on the street adds to the active atmosphere. The street

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showcases a variety of amenities and attractions such as bakeries, banks, ATMs, open markets, big retailers, and restaurants. The street is an important artery in the urban landscape that draws people in through various activities throughout the day.



Figure 7: Pretoria map showing active spaces, generated on snazzymaps.com (Author, 2024)



Figure 8: Pretoria map showing active spaces on Robert Sobukwe Street, generated on snazzymaps.com (Author, 2024)

4.1.2 Land use

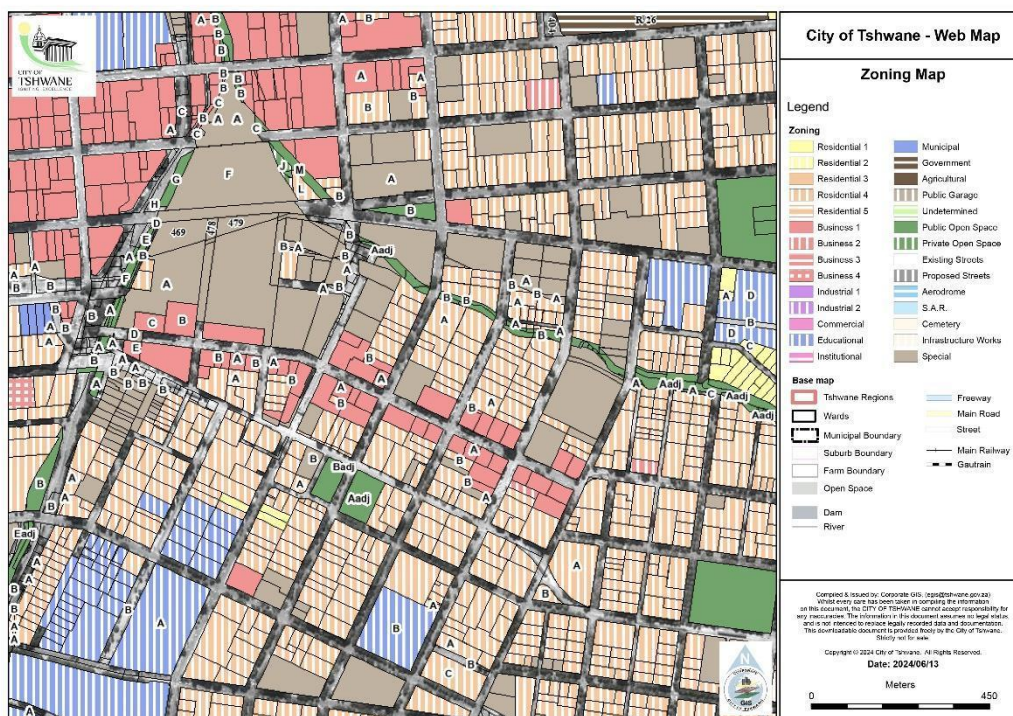


Figure 9: : Sunnyside Zoning Map, generated on the Tshwane GIS (Author, 2024)

Apart from its role as a crucial pedestrian link between Sunnyside and the Pretoria CBD, another factor that contributes to the intensive active usage of Robert Sobukwe Street is that nearly all properties along the street are zoned for 'business 1' (see Figure 10. zoning map for reference), thus hosting a blend of big and small retailers. Among these establishments is the Sunnypark Mall, a medium-scale, three-story shopping centre that attracts a multitude of shoppers. The diverse range of businesses, from retail stores to service providers, ensures that the street remains a hub of different activities throughout the day.

Since none of the streets surrounding Robert Sobukwe Street are privatised or 'boomed'/closed off but remain accessible to everyone, this facilitates the flow of pedestrians and vehicles around Robert Sobukwe Street, as well as enabling participants of informal economic activities on the streets.

4.1.3 Site analysis

4.1.3.1 Mobility, ingress, egress



Figure 10: Robert Sobukwe Street bus stops map (Author, 2024)

Robert Sobukwe Street is lined with numerous Tshwane Metro bus stops, with each city block featuring two bus stops positioned across from one another. This layout ensures that residents never have to walk for a long distance to catch a bus, making public transportation highly accessible. The convenience contributes to the formation of micro contexts along the street, where the same bus riders, pedestrians, street traders, and car guards can frequently interact. These repeated interactions can contribute toward fostering a sense of familiarity, 'community' or relationships among individuals on the street and shaping a familiar and interconnected social environment. The network of bus stops thus function as part of social networks, not only enhancing mobility but also helping to form social bonds within this busy urban corridor.

4.1.3.2 Important nodes & segregation



Figure 11: Active nodes map (Author, 2024)

Figure 12 (above) indicates that the busiest intersections or nodes are predominantly located towards the eastern end of Robert Sobukwe Street. Larger circles on specific intersections denote higher levels of activity, encompassing both social gatherings and economic activities.

4.1.3.3 Informality vs. formality

Steve Biko Road (a major north-south connector) intersects Robert Sobukwe Street, altering the atmosphere and character of the entire street on the local scale. Along the portion of Robert Sobukwe Street that lies east of Steve Biko Road, there is a noticeable increase in informal activities such as street car guards also running informal car washes, hairdressers operating on the sidewalks, and numerous informal traders. This section of the street is also more polluted, with 'higher levels' of litter, noise, and grey water. There was a prevalent theme of dilapidated city structures such as bins, street lights and street trading stalls affected by overuse. In contrast, the western end of Robert Sobukwe Street is characterised by a higher degree of formality, with fewer street vendors and more parked cars lining the road. The area around Sunnypark Mall is notably cleaner and quieter due to extreme levels of control

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exercised by property managers. This side of the street also features more upmarket establishments, including high-end bars, clubs, and taverns, contributing to a more formal and ‘polished’ environment.



Figure 12: Formal vs. informality map (Author, 2024)

4.2 Observations

4.2.1 Spatial organisation: Mutual respect for thresholds and walkways



Figure 13: Relationship between formal stores and street vendors (Class of 2023)

There are many indications of mutual respect between stakeholders on the street. For example, street traders make sure there is enough space for pedestrians to move around and avoid completely blocking the doorways of

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formal shops. This cooperation ensures a harmonious environment where both informal and formal businesses can operate effectively.

4.2.2 Outdoor advertising



Figure 14: Outdoor advertising interventions (Author, 2024)

Some formal shops use movable outdoor advertising boards on the street to attract pedestrians. Clothing stores often place mannequins outside to showcase their apparel, with shop employees guarding them, thereby occupying more public space. Additionally, shops with ice cream machines typically position them outside to draw customers. For instance, Roots Butchery placed a large plastic cone outside to inform the public that they sell ice cream (see Figure 15 above).

4.2.3 Demographics and social attributes

From observation, the majority of street traders are noticeably male. Among these are street cobblers, traders selling North African vegetables from the backs of their cars, tailors operating manual sewing machines, jewellers, and apparel and thrift traders. In the evening, a new set of street traders emerge, still predominantly men, who sell braai meat from portable braai stands. These men work until late hours of the night, contributing to the Robert Sobukwe Street's bustling night-time economy. Furthermore, almost all car guards operating on the street are male, highlighting a significant gender trend in the informal economy on this street.

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Gender and usage patterns change in the morning, where on almost every corner several women sell freshly baked scones and fat cakes, targeting those going to work or school. These women usually finish their work around 10 a.m. Later in the morning, they are replaced by other women on those same corners who sell corn in the afternoon. These shifts in the demographic of street traders from morning to afternoon shows a dynamic temporal and gendered use of public space, with women dominating the morning markets and men taking over as the day progresses.

4.2.4 Using parking spaces for business



*Figure 15: Selling from the back of a van
(Class of 2023)*

Some street traders sell North African vegetables from the backs of their cars. This business model requires them to occupy parking spaces for over 60 minutes, which is the maximum time for parking on the street.

4.2.5 Deterioration as a results of economic activities

Grey water

As a result of the street car washes conducted by some car guards, grey water can be found along the entire street. This compromises the hygiene of the area, especially considering that food is being sold in the same vicinity. This ecosystem of diverging uses of space therefore also raises concerns about cleanliness and public health (See Figures 18 and 19 for reference).

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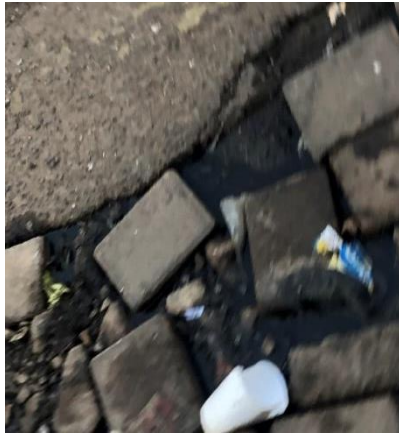


Figure 16: Grey water and damaged pavement (Author, 2024)



Figure 17: Grey water from street car washes (Author, 2024)

Collection of waste on/around damaged paving and tree bases caused by street traders and street hairdressers.



Figure 18: By products and waste collection on and around damaged pavement (Class of 2023)

Many street traders and street hairdressers sweep or place waste, by-products, and synthetic hair in areas without paving or around damaged paving. This is also evident around tree bases with exposed soil. Such areas often become unofficial dumping spots due to the lack of proper waste disposal facilities on the street (see Figure 19 above).

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Dilapidated/stolen bins (steel for recycling or other reasons)

Part of the littering problem on the street comes as a result of a shortage of bins. Some bins are broken or have been stolen. The bins are made of steel, and we can assume that they may be taken by people collecting metals for recycling, contributing to the issue of inadequate waste disposal facilities.



Figure 19: Broken or stolen bins (Author, 2024)

Produce waste/by-products.

Most of the street traders are exposed to the sun, and lack proper shaded structures to conduct business, which can be provided by the local City government. These conditions can accelerate the rate at which their perishable stock deteriorates or rots.

Due to the absence of dedicated bins for disposing of rotten produce, street traders often dump waste in open bins, throw it on the ground, or stack it in boxes next to bins. This practice causes a foul smell on the street, further degrading the quality of the public hygiene of the area, as shown in Figure 21 below.

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Figure 20: Rotten stock (Author, 2024)

Storage boxes and trolley parking

The street traders lack space for temporarily storing their storage boxes, forcing them to encroach into public space. Additionally, their trolleys can also occupy significant amounts of space, contributing to the congestion on the street.



Figure 21: Storage boxes placed next to stalls (Class of 2023)

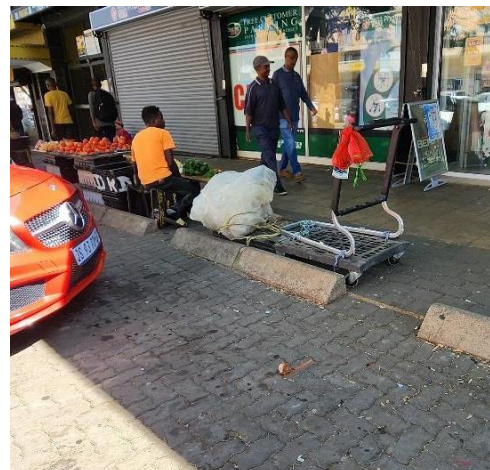


Figure 22: Trolley parked next to stall (Class of 2023)

4.3 Primary data: Stakeholder engagement

4.3.1 Results from questionnaire and interviews

Table 3: Stakeholder engagement results constituting as primary data (Author, 2024)

Variable	Pedestrians	Street Traders	Shop Owners	Car Guards	Residents	General Comments	Suggestions
Safety Concerns	High	Moderate	High	Moderate	High	Safety is a major concern for most stakeholders, influencing their usage and perception of public space.	The street lacks security guards overseeing all activities.
Livability	High	Moderate	High	Low	High	Livability is crucial, especially for residents and shop owners. Public amenities and cleanliness need improvement to boost overall livability.	Enhance public amenities, implement regular street cleaning, and maintain parks and recreational areas. Provide public ablutions and seating areas.
Conducive for Business	Moderate	High	High	Moderate	Moderate	Business conduciveness varies; street traders and shop owners benefit most, while car guards find limited opportunities due to competition.	Provide waste management strategies, create more space for trading. The space must be used by different people at different times of the day.
Space Accessibility	High	High	Moderate	Moderate	High	Accessibility is generally high, but overcrowding and congestion can limit effective usage of space. Better spatial arrangement is needed.	Clean up more space to create platforms for new street traders to plug into the system.
Social Interaction	Moderate	High	High	High	High	Social interaction thrives, especially among street traders and residents, fostering community social capital.	Networks and communities have perfected this aspect. The street consists of a series of networks. The only suggestion would be to spread activities to the northern half of the street sidewalk.
Infrastructure Quality	Moderate	Low	Moderate	Low	Moderate	Facilities that are missing on site include: Storage for street traders, public ablutions, lack of shading and waste management facilities.	Upgrade infrastructure, provide basic utilities in trading areas + shading, and ensure regular maintenance of public facilities.
Environmental Impact	High	High	High	High	Moderate	Environmental concerns are significant; waste & grey water management and green spaces need enhancement to reduce negative impacts.	Implement effective waste management systems, improve street drains, promote recycling, and increase green spaces.

Table 3 shows general responses from stakeholders constituting the primary data for this study. There is a general concern about safety on site. Some pedestrians and residents perceive the high volume of people as a safety threat. However, this high volume of people renders the street as an area conducive for business for street traders, retail stores and service providers. Access into the street is not an issue, as indicated by the results. Measuring stakeholder activities and their impact on the environment is important in this study. The environment is negatively impacted or polluted by informal economic activities on site such as street trading, street hairdressing, and car washes.

4.3.2 Existing relationships on site (Nature of Networks)

Relationships between business owners in the same industry

Among shop owners, they expressed having no issues with other business owners in the same field. One of the most frustrating aspects for salon owners in Sunnyside, as expressed by some owners, was clients switching to other service providers. This prompted the business owners to work hard to actively draw more clients into their shops by having employees standing at the door

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to call clients in. Many salon employees were also observed sitting outside or occupying public space outside their shops to entice clients to come in. These activities therefore take place in public space. However, despite the competitive nature of the environment, there is no animosity between owners, as one salon employee noted.

Relationships between business owners in different industries

Some of the salon owners complained about the presence of the informal street car guards, believing that many of them are involved in criminal activities which affects their businesses. The allegations suggest that the car guards pretend to guard cars on site while actually being the ones who smash car windows to rob the clients of the salons. These complaints came from two shop owners located closer to Sunnypark Mall or near Steve Biko Road, where clients park along Robert Sobukwe Street, and where there isn't any other space for parking other than Sunnypark Mall.

On the other hand, shop owners who ran laundry businesses and salons further east of Steve Biko Road appreciated the presence of street car guards (see Figure 6 for reference). They suggested that the car guards' presence ensured safety in the area. Hence, the relationship benefited both parties, as clients of the shops could park their cars while the car guards washed and watched over the cars as part of their paid services. The shops also occasionally provided the car guards with water. This symbiotic relationship fostered a sense of security and cooperation in the area.

One owner of a tech company on the street, specialising in sales, resales, and repairs of computers and cell phones, expressed that they did not mind the presence of street traders and car guards in front of their shop. The owner indicated that the presence of street traders selling fresh produce boosted their business. As people slowed down to buy fruit or vegetables, they often noticed the shop and walked in, intrigued by the products. The owner therefore appreciated the street traders, especially since they did not sell competing products. This sense of community was further exemplified east of Robert Sobukwe Street, where stakeholders appreciated the mutual benefits

Patterns of Urban Public Space Utilisation in an African City and rapid urbanisation of the other parties on site, supporting the creation of a harmonious environment of relationships .



Figure 23: Map showing different responses to other stakeholders in different sectors (Author, 2024)

4.3.3 Social capital, spatial order (territorial vs. communal) and existing network dynamics

Observably, there appears to be a strict spatial order for conducting business on the street. Each trader or service provider has a designated area, and it is a commonly understood rule among street traders and car guards that no one can use another's space. Two street hairdressers indicated that this was the case even when they were not working on a particular day. Even so, no one would occupy their space without their neighbours intervening.

The nature of street trading business thus appears more territorial than communal for those participating in the local economy and occupying public space. If a trader or service provider was not working on a given day, their neighbours were allowed to expand their stalls but were not permitted to permanently occupy that particular space. This territorial system ensured that each trader's area was respected and maintained, preventing conflicts, and fostering a sense of order among street traders, service providers and car guards.



4.3.4 Overall safety and vigilantism

A few pedestrians and residents have expressed that they felt unsafe on the street. However, some street traders in the area felt that the street was safe, noting that the community would readily assist if any issues arose. This sense of security among people working on the street is bolstered by support and vigilance in their respective industries.

4.3.5 Empathy

Most pedestrians and shop owners expressed empathy towards street traders operating on the street. One pedestrian remarked that they understood that many African people lived in adverse conditions of poverty and should be allowed to work on the street without limits. The conversation revealed a general sentiment of support for the street traders, and the importance of allowing people to make a living. Such perspectives suggested non-classist/elitist attitudes that were community-oriented, prioritising livelihoods and economic survival in the city.

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4.4 Emerging patterns

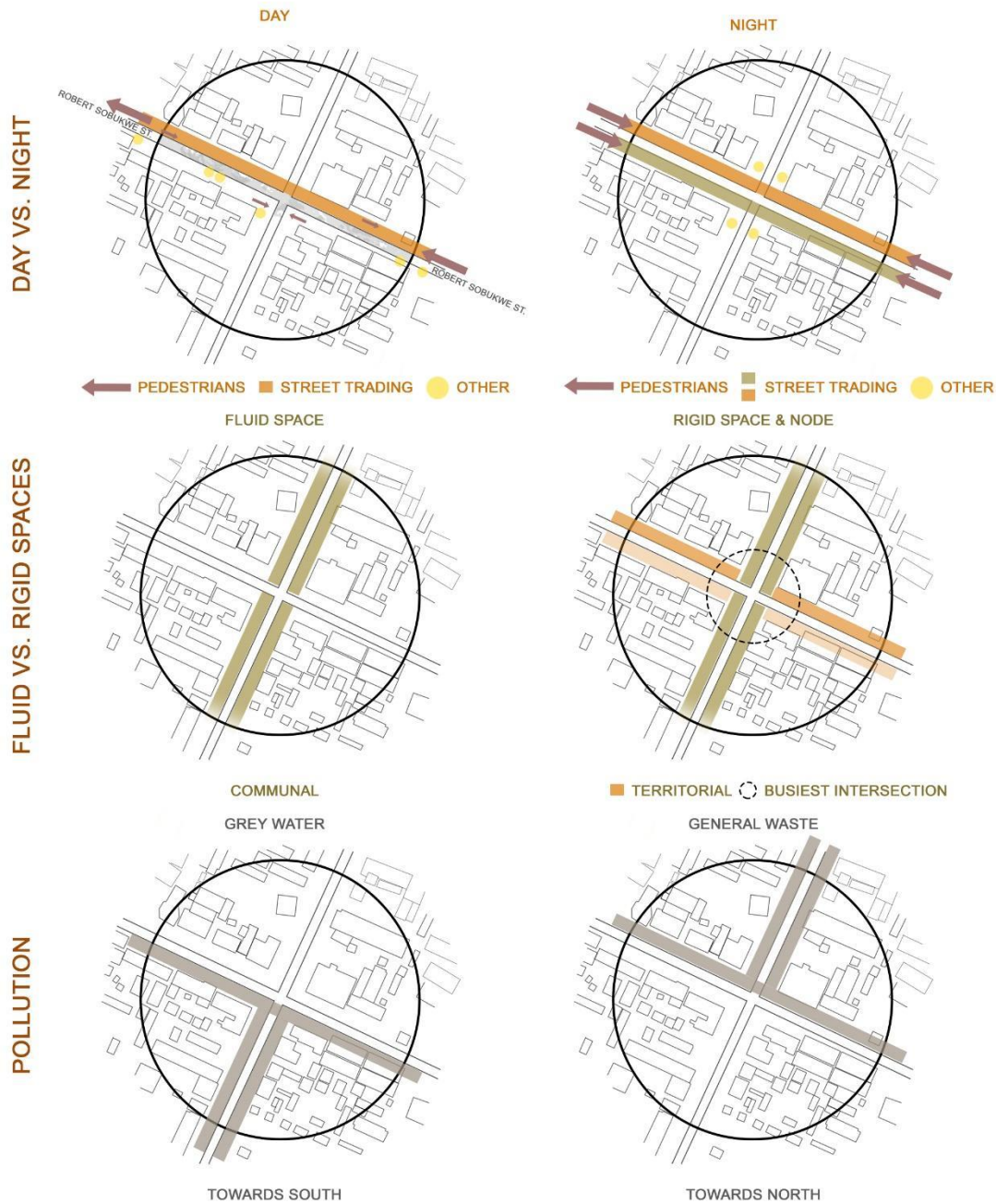


Figure 24: Emerging patterns of use (Author, 2024)

Site analysis has revealed the following patterns on the street as shown in (Figure 24):

- **Day vs. night:** During the day, more people walk on the northern strip of the street because this side of the street has more shade cast on the sidewalks by the high-rise buildings. This side is much more comfortable for people during the hottest hours of

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the day, and as a result, you will find more activities compared to the southern strip, which is exposed to the harsh afternoon sun. You will find most street traders and service providers on the northern strip due to the high volume of pedestrians. At night, both sides of the street are active with the southern strip occupied by street traders selling braai meat. The walkway on the southern strip is wide with no covering on top, making it possible for people to make open fires for braai.

- **Fluid vs. rigid spaces:** Intersections along Robert Sobukwe are the busiest. This is where permanent traders situated along Robert Sobukwe Street interact with periodical traders plugging into the existing trading network from intersecting streets.
- **Pollution:** Additionally, the northern strip is dirtier as a result of the high volume of activities from morning till late. The southern strip has patches of grey water as a result of car washes taking place on this side of the street during the day. This portion of the street is primarily used for parking from morning till evening.

In conclusion, the circulation patterns of people walking along the street dictate the setup patterns of the informal street traders. People walk along areas with shade to avoid the harsh afternoon sun, and as a result, street traders have lined themselves along those paths to get the attention of the people passing by. It is worth noting that along the street and intersections street traders' sit in clusters even though they are selling the same products.

5 Discussion

5.1 An African city and its urban public space dynamics

The spatial analysis and interviews reveal a disconnect between formal city planning and the realities of informal street trading, with rigid zoning and inadequate space and facilities for street traders. Additionally, both the site analysis and interviews highlight the environmental impact of informal economic activities on the street and provide insights into the nature of relationships between people in the same or different sectors on the street.

From data collected, it is evident that the realities on site reflect what has been discussed in the literature about the informal sector in urban public spaces. This sector is saturated with only few spaces dedicated for trading legally in the city, however, many street traders have informally settled on the streets. Literature suggests that the

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City of Tshwane does not adequately accommodate street traders in their planning frameworks. This can be seen by the lack of important facilities and support, from the City, to develop and improve the economic activities of the informal sector in urban public spaces.

The municipality or City of Tshwane has power to improve the livelihood of the participants in the informal sector by empowering them as supported by the Business Act 71 and the Constitution. The Business Act empowers the City of Tshwane to regulate street trading strictly, but also prioritises the needs of the people in line with human rights and the Constitution.

Street Trading and the informal sector in urban public spaces (Business Act 71 of 1991 and The Constitution of the Republic of South Africa, 1996)

The Business Act remains the primary legislation to govern street trade by giving municipalities power to make by-laws for supervising and controlling street trade. Section 6A(2) of this Act limits the power given to municipalities by prioritising the rights and welfare of people. This section provides that the eviction of street traders has to be conducted lawfully. The process is lengthy as illustrated in the data collected section of this inquiry under legislative frameworks (see Figure 4). This ensures that people can work in the city to maintain a dignified life. The Constitution confirms that the ability for people to take care of themselves and their family ensures dignity in their lives, and this is seen as one of the core values of human rights. Section 6A(2)(c) of the Business Act 71, provides that municipalities should investigate the locations where street trade is taking place, before applying for permissions to restrict trade in that particular area. This section favours people operating in densely populated areas by stating that evicting them will affect their businesses negatively. This is an important guideline for this particular study because Robert Sobukwe Street is a busy street that is conducive for business for the informal sector. All of these actions taken by the law and the informal economy participants have spatial implications, therefore, informing us that the law plays a huge role in how urban public spaces are shaped. The law allows these activities to take place and has to weigh between the appearance of the city and the welfare of the people.



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Section 10 of the Constitution enshrines the right to human dignity, by protecting the rights of people to trade. This covers citizens, non-citizens, refugees, and asylum seekers. With the issue of rapid urbanisation, the municipality still has to uphold this right. What stands out the most in the Constitution, in relation to this study, is Section 22, which provides that everyone has a right to choose their own trade. This is important to note because different trades and economic activities occupy and make use of space differently. Some trades require more space and some less, some trades cause noise pollution and the outcome of some is grey water in urban public spaces. This idea further emphasises the notion that the law plays a huge role in promoting the use of urban public space for economic activities.

The impact of urbanisation and economic activities on infrastructure (Deterioration and overuse)

From literature, we have learned that rapid urbanisation can cause pressure on infrastructure and resources. Unemployment is one of the primary consequences of this movement, which then increases informal sector economic activities in urban environments. This increase in informal sector participants has a huge impact on urban public space and results in concerning environmental consequences. From the observational data, we have seen how these activities cause decay on site. The grey water found on site can cause serious illnesses especially because food is being sold on site. The challenge lies in finding a middle ground that respects the rights of the street traders while also maintaining order. It is important to also note that the site has no waste management facilities which then makes it impossible for attaining the highest levels of cleanliness and hygiene. This current situation indicates that the municipality is not ready to deal with this influx of people into the city who are trying to make a living in the informal sector. The lack of spatial framework from the City of Tshwane emphasises this notion. Municipalities need to understand the complexities of the informal trading industry in order to develop a crucial and inclusive spatial framework that will enforce the support of the informal sector in urban environments.

In conclusion, while the existing regulatory frameworks and the law aim to manage informal trade, significant gaps remain in addressing the needs and realities of informal traders in the city. These conditions can only get worse if no plan of action is

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implemented in preparation for the expected increase in urban population in South African cities.

5.2 Existing conditions and influences

The site is deteriorating, particularly in the busiest areas of the street, despite the municipality's effort to clean the streets weekly. It is evident that a more sustainable approach is required, that might involve all stakeholders taking equal responsibility for maintaining Robert Sobukwe Street. This collaborative effort will enhance the physical conditions of the space while fostering a sense of ownership and shared responsibility, which will further strengthen networks and communities on the street.

Lack of space for new participants

The street is congested in general, and the informal sector is saturated. More people who would like to join the trading network are left without space along the street and are forced to sell goods from the backs of their cars. This means that the sector is now encroaching on existing parking spaces which are meant for the public. The time limit for parking on the street is 60 minutes and the road signs indicating this are visible from all angles. One may also argue and say that this trading method is much more convenient, because one does not have to pack and unpack their stall. If this is the case, then providing parking spaces solely for trading without restrictions will enhance the experience of these traders on the street and allow more people to join the existing network.

The lack of public space for more traders to join the trading network along the street forces people to find alternative ways of selling goods or offering services. Some people sell goods out of trolleys while they move along the street. Some hairdressers sit in clusters next to the road or occupy empty parking spaces with their clients sitting on garden chairs. What is evident in the area is that people are forced to be congested closer to intersections and going into streets intersecting Robert Sobukwe. We are seeing activities spilling into other streets joining Robert Sobukwe Street. The intersections are the busiest and the most fluid because they are used by different street traders at different times.

Space wasted by existing conditions and outcomes of economic activities.

Deterioration as a result of economic activities on the street renders certain good spaces unusable, therefore limiting opportunities for other people to join the trading network or render a service. The street traders pollute the environment and the air through negligence. The disposal of rotten goods placed in boxes or plastic bags on spaces which could be used by potential traders robs the community of the opportunity to plug into the network. Trolleys and storage boxes also occupy spaces which can be used for trading or providing services. All of the activities captured under observations have spatial implications. Grey water caused by street cash washes can contribute to this issue of polluting usable public space and may also affect the walking patterns of pedestrians which could have a negative impact on some street traders.

5.3 Spatial order, perceptions & networks

During stakeholder engagement interviews on the street, a recurring theme was empathy, from a few people, towards the informal sector. People in the city understand the socio-economic dynamics of the country and sympathise with informal traders and the rest of the informal sector. There is a common understanding that people need to make a living. This empathy is a crucial factor in identifying influences on the use of public space, as this exemplifies a community spirit and mutual understanding. It represents an unwritten consent by the public and other industries to the street traders to freely use urban public space for economic gain, reflecting a collective acknowledgment of human rights and the needs of informal traders.

Spatial order

In literature, Madanipour (2003:27) highlighted that the key to understanding relationships between people in a space is to observe how they place themselves in that particular space, also noting that the distance between them denotes tensions. Spatial behaviour shows that people tend to maintain greater distances in constrained physical spaces if the nature of the environment is competitive. On the street, one can observe that people have organised themselves to be closer to one another in clusters, thus forming networks. This does not exempt traders selling the same goods. There is a sense of community and trust that can be noticed on the street where when one



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person is on a break, the neighbour can sell for them. One can argue that the idea of isolating yourself, as a street trader, from such a network can only be detrimental for you and your business.

Tensions

As it stands on the street, the atmosphere of the informal sector feels more territorial rather than accommodating in terms of the usage of a particular spot or space. However, this territoriality also brings a sense of security and ownership for those permanently working on the street as traders and service providers. There is a sense of order on the street, and it is commonly known that one does not occupy another person's space for business. There are some spots, however, used by multiple people at different times or days. For instance, in the morning the mobile street traders selling coffee, baked and fried goods can use the same spaces used by afternoon traders selling cooked or braai corn. These spots are usually along intersections. This brings a different dynamic to the conversation about the territoriality of the space. This may imply that the space may be able to accommodate different street traders at different times as long as there are no clashes.

Presentation and outdoor advertising (Display of product over brand)

The idea of display is important on the street for formal businesses and the informal sector. There is a recurring theme of displaying products over brands by either sector. This ideology also comes with spatial implications. Formal shops and salons actively engage with the public by extending their means of advertising themselves onto the street, blurring the boundaries between formal and informal spaces or public and private spaces. A good example of this would be a formal store selling clothes and placing the actual item on a mannequin out on the street. The businesses do not limit their opportunities to chance encounters but have to show you the actual item. This notion also extends to formal stores selling vegetables where they will place a rack of their products or goods outside their shops to directly compete with street traders. This practice highlights the importance of visibility and accessibility in transient spaces such as this one, where products must be prominently displayed to attract customers rather than waiting for customers to discover the store or the brand. Salons, on the other

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hand, will have employees advertising their services and products such as handmade weaves in the public space in front of their places of business. This competition for attention becomes another layer that has spatial implications. The efforts of these sectors are not negligible but carry a huge impact on how urban public space is used or affected.

6 Conclusion

6.1 Research results summarised.

Patterns of urban public space utilisation

The informal sector on Robert Sobukwe Street is characterised by a blend of territoriality, competition, collaboration, and diversity in nature. The dynamic use of space highlights that the area has a dynamic group of potential clients, customers, and markets. The interplay between the informal and formal sectors in public spaces emphasises the importance of using urban public space for business in an African city. The healthy competition between business owners does not nullify the sense of community and mutual support in the area, in different industries, but is a way for people to actively engage with the community at large on a personal level.

This study has shown that there are collaborative efforts on the street, highlighting the existence of social and economic networks. The study then indicated the implications of businesses on urban public space, in the context of an African city. We have realised gaps in municipal frameworks; however, the study has also established that the law supports the informal sector in urban public spaces. People's rights are held high as opposed to prioritising the appearance of the city by the law. The Constitution of the Republic of South Africa and the Business Act are there to administer a balance between control and the welfare of the people participating in the local informal economy.

The gaps found in legislation also show how unprepared the City of Tshwane is for the expected urban population growth. In an attempt to understand a densely populated area such as Sunnyside, the study reveals that the informal sector lacks important facilities such as ablutions, adequate shading structures or formal stalls, storage spaces, waste management facilities and dedicated parking spaces for conducting

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business. It is crucial to understand an area that is densely populated to gain an understanding or get a glimpse of the impact of urbanisation on a larger scale. Literature has established that the urban population in South Africa will increase by millions. The lack of facilities and support for the informal sector emphasises the unpreparedness of the City of Tshwane. There is a higher chance that the patterns discovered on Robert Sobukwe Street will overflow to other areas as the urban population increases. This will require the local government to set new laws in support of people striving to survive as instituted by the Constitution and the Business Act 71. The more people we will have in the city, with multiple concentration spots, the harder it will be for the local government to relocate people participating in the informal economy, as the law clearly states that people should be allowed to trade where their businesses will flourish or in highly populated areas like transport interchanges. The site itself is a successful economic hub in need of support from the local government. This study has answered the question of the existence of networks by establishing the organisational structure of street traders. The study has shown that members of the trading network do not flourish in isolation but depend on each other through the existing social capital bolstered by trust. The network has to maintain safety in the area for its participants and people are ready to assist if issues arise.

6.2 Recommendations

The City of Tshwane has to recognise and support the significant contribution of the informal sector, which consists of a large number of people who alleviate government pressure by finding their own ways to support themselves and their families. To ensure the wellness of this sector, the City of Tshwane must integrate informal trading into its urban planning and legislative spatial frameworks which will provide support and develop the sector further.

The issue of the informal sector growing in urban areas will not be stopped. As urban migration continues, the informal sector will expand leading to more urban public space being utilised for economic activities. With this being said, the informal sector currently lacks facilities and support provided by the City of Tshwane. One of the best recommendations in this instance would be the introduction of supporting facilities such as ablutions, storage, shading structures or covering, sinks for washing, waste management facilities and improve drainage on the street. If these are not provided,



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then the environment will be heavily impacted and polluted. The deterioration rate can only become worse in the future as the urban population grows.

The local government can also legislate shared spaces to further emphasise the idea of mass survival, community, and collaboration. The city must have dedicated spaces strictly for supporting different trades. The starting point can be the provision of parking spaces which are solely used by street traders selling goods directly from their cars. These spatial suggestions harken back to the improvement or introduction of a spatial framework that accommodates the informal sector.

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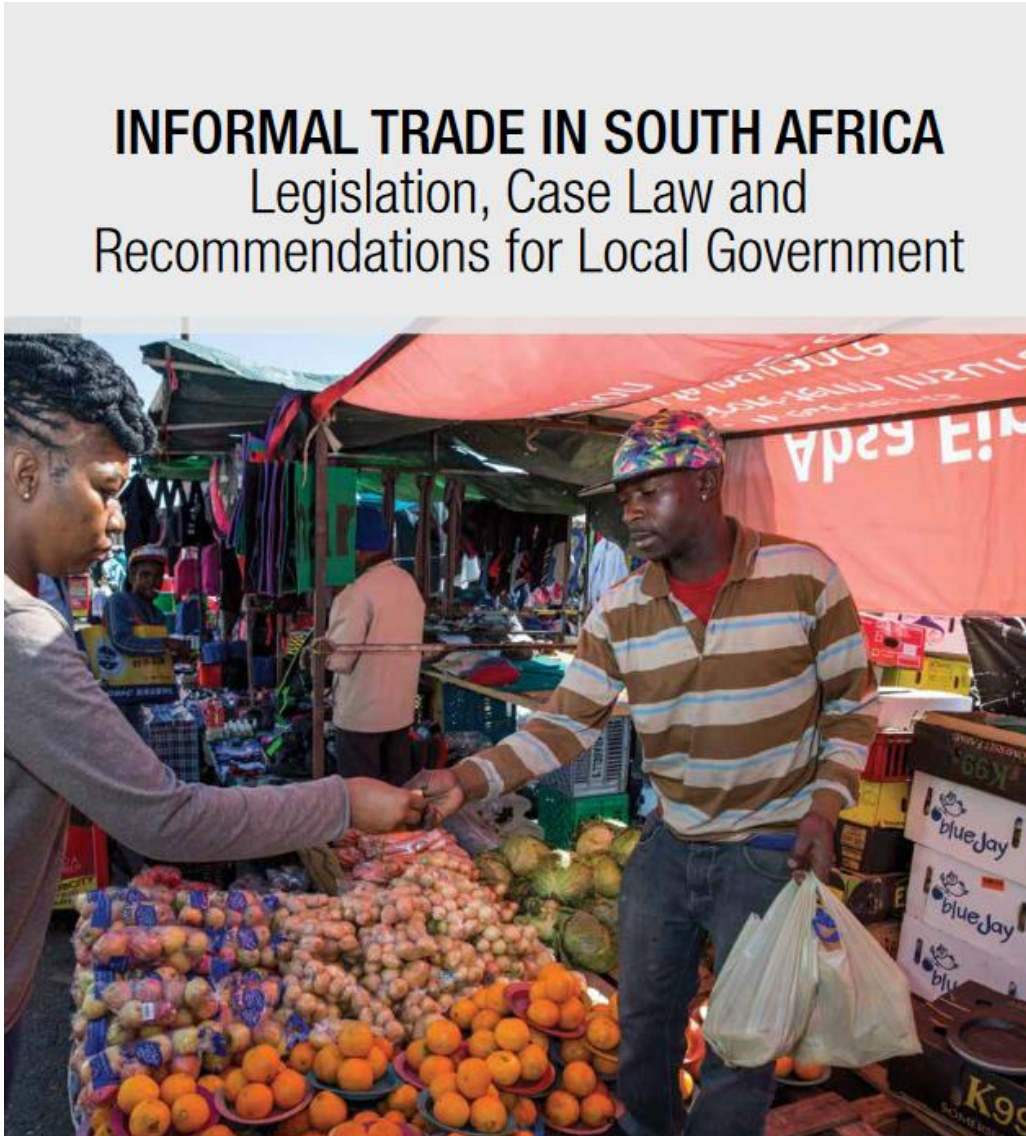
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8 Appendices

Appendix A: Informal Trade in South Africa (Legislation, Case Law, and Recommendations for Local Government)



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2. LEGAL FRAMEWORK GOVERNING INFORMAL TRADE

A number of laws and policies have been put in place to give effect to informal trading in South Africa. This includes a number of rights and protections set out in the Constitution, the Businesses Act and municipal by-laws and policies. Despite these protections, informal traders often remain vulnerable.

For the most part, informal trade is regulated through by-laws or policies that apply within a particular municipal area (the Businesses Act gives municipalities the power to adopt these by-laws subject to certain limitations). Although municipal by-laws governing informal trade are subject to the rights set out in the Constitution and the Businesses Act, municipalities have considerable scope to regulate informal trade within the boundaries of their municipal areas.

2.1 THE CONSTITUTION

In 1996, South Africa adopted the final version of the Constitution after a long process of constitutional negotiations with a range of political parties. The Constitution is the supreme law of South Africa,⁸ which means that all laws and policies must be consistent with it. The Constitution contains a number of fundamental rights and protections associated with informal trade in the Bill of Rights, including the rights to human dignity, equality, to choose one's trade, occupation or profession, and just administrative action.

Two overarching principles that govern the regulation of informal trade are the *rights to equality* and *human dignity*. According to section 9 of the Constitution, everyone is equal before the law and everyone is entitled to equal protection and benefit of the law.⁹ This provision also includes a right not to be unfairly discriminated against on any ground, including race, gender, sex, ethnic or social origin or any other ground.¹⁰

Section 10 of the Constitution enshrines the right to human dignity. This provision states that everyone has the right to inherent dignity and to have their dignity respected and protected.¹¹ The South African courts have found that the right to human dignity is integrally connected to the informal traders' ability to participate in and carry on informal trade (this is clear from *Somali Association and SAITF*).²⁰

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The Constitution also provides, in section 22, that “[e]ach citizen has the *right to choose their trade, occupation or profession freely*”. However, this provision is also qualified by a provision that states that the “practice of a trade, occupation or profession may be regulated by the law”. Therefore, while the freedom to trade extends to informal traders, the Constitution provides that informal trade may be regulated by the state in legislation or policy documents. The Businesses Act is the piece of legislation that regulates informal trade. The Act expressly grants municipalities the power to regulate informal trade by enacting municipal by-laws on informal trade. It should be noted that any regulation of the right to participate in and carry on informal trade is still required to give effect to a range of other fundamental constitutional rights. The power to regulate informal trade is therefore not an unlimited power for municipalities to do as they see fit with informal trade.

Section 25 prohibits the arbitrary deprivation of *property* by stating that no one may be deprived of their property unless such deprivation is provided for in terms of a law of general application.²⁹ In essence, this provision means that legislation may provide for a person to be deprived of his or her property, but only if the deprivation will serve a legitimate governmental purpose.²² The right not to be arbitrarily deprived of property is particularly important in the context of informal trade as municipal by-laws often give local government officials the power to confiscate or impound informal traders’ goods as a measure to ensure compliance with by-laws. As will be discussed in more detail below, by-laws that enable law enforcement officials to confiscate or impound informal traders’ goods may not always be constitutional.²³

Another important component of the legal framework governing informal trade, is the constitutional right to *just administrative action*, which is enshrined in section 33 of the Constitution. Administrative law is the form of law that governs the exercise of public power or the performance of public functions.²⁴ This is the branch of law that regulates the action of government bodies, government officials and any companies that perform public functions on behalf of the government (for example, companies that perform government functions in terms of an outsourcing agreement).²⁵ Section 33(1) provides that everyone has the right to administrative action which is *lawful, reasonable and procedurally fair*. This means that, when making an administrative decision, local government officials must ensure that they act lawfully, reasonably and in a manner which is procedurally fair. There are many decisions related to informal trade that would constitute administrative decisions, including:

- decisions to grant, suspend, revoke or withhold a trading license or permit,
- decisions to impose any conditions or restrictions on a trading license or permit,
- decisions to impound or confiscate informal traders’ goods, or
- decisions to relocate or evict informal traders from their stalls.

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If any of the above decisions are taken by a local government official and the decision is not lawful, reasonable and procedurally fair, the informal traders who are adversely affected by the decisions may approach a court to have the decision reviewed and set aside (this essentially means that the decision will be undone by a court).²⁶ Section 33(2) further provides that anyone whose rights are adversely affected by an administrative action has the right to be given written *reasons* explaining why the decision was taken.²⁷

The area of law regulating just administrative action has been spelled out in more detail in the Promotion of Administrative Justice Act 3 of 2000 (PAJA) and various decisions of South African courts. This paper provides a brief summary of some of the most important aspect of administrative law below:

- *Lawfulness* essentially means that any action taken by a government official must be allowed in, and exercised strictly in terms of, the law or by-law that gives the official the power to act.²⁸ In the context of informal trade, this will usually mean either the Businesses Act or the specific municipal by-law. Lawfulness therefore ensures that only those officials that are specifically given the power to do something are allowed to do so, and that officials do not abuse their powers. For example, if a municipal by-law only allows police officers of a certain rank to impound goods, then only police officers of that rank are able to do so. Decisions should also be carefully considered and should not be taken arbitrarily.
- Any action taken by an official must be *reasonable*. This means, at the very least, that any action must be rational (the action must be rationally or logically linked to the purpose that the official wanted to achieve) and proportional (the action or means used by the official should be well-tailored or proportionate to the purpose the official wanted to achieve).²⁹ For example, it would be unreasonable for a local government official to impound an informal traders' goods because his or her trading stall is untidy or his or her merchandise is only a little outside of the demarcated stall line. This is because the action (impounding the traders' goods) is not rationally or proportionally connected to the goal that the official seeks to achieve (to get the trader to clean up his stall or move his goods to inside the demarcated line).
- All actions by local government officials must also be *procedurally fair*. This means that, if a decision or action by an official negatively affects an informal trader, the informal trader should be afforded the opportunity to present their case to the official and have an impartial and proper hearing.³⁰ The context within which the decision is taken will, of course, play a role in determining how extensive the process should be, but in all cases, the process should be fair.
- Finally, informal traders may also require officials to justify their actions by requesting written *reasons* for a decision. If reasons are requested, they should be specific, written in clear and plain language, and provide a justification for the decision.³¹ For example, if an informal trader applies for a trading license and the municipality does not grant him or her a license, he or she could ask for the municipality to explain why his or her application was unsuccessful.

In addition, section 7 of the Constitution mandates the state to "respect, protect, promote and fulfil" the rights contained in the Bill of Rights. Although these obligations are interconnected, the duties these obligations place on the state differ in practice.³² The obligation to "respect" places a duty on the state not to impair the existing rights of informal traders. In other words, the state must refrain from interfering directly or indirectly with the rights that informal traders have realised for themselves. The state would fail to comply with this obligation if it were to pass legislation that weakens the rights that informal traders already have. The obligation to "protect" requires the state to take measures to prevent others, including individuals, groups and corporations, from interfering

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with the rights of informal traders. The Businesses Act is an example of a legislative measure that the state passed to protect the rights of informal traders. However, this obligation does not end with the passing of protective legislation, it also requires that the state ensure that the protective legislation is effectively implemented in practice. The obligation to "promote" and to "fulfil" the rights in the Constitution requires that the state to "adopt appropriate legislative, administrative, budgetary, judicial, promotional and other measures toward the full realisation of the right".⁴⁵

2.2 THE BUSINESSES ACT

The Businesses Act 72 of 1991 (the Businesses Act) is the primary piece of legislation governing informal trade in South Africa. The Act brought about a significant shift in how informal trade was governed in South Africa by effectively inverting the legal framework – from a framework primarily aimed at repressing, persecuting and prosecuting informal economic activities; to a framework which recognises informal trade as a critical sector that contributes to the economy and peoples' ability to support themselves.⁴⁶ The Act was a key measure in deregulating business activities by removing the barriers to informal trade.⁴⁵ As Caroline Skinner, a senior researcher at the African Centre for Cities (ACC) at the University of Cape Town, writes:

"[The Businesses Act] sought to reduce the powers of local authorities to develop and implement laws that would restrict informal trading. Thus legally there was a complete turnabout from a situation where traders were not being allowed to trade, with few exceptions, to traders being allowed to trade freely, with a few exceptions."⁴⁸

The Businesses Act regulates a number of issues that are related to informal trade, including issuing trading permits or licenses (particularly with regard to the selling of meals and perishable foodstuffs);⁴⁷ the right to have written notice of why a license request was denied or repealed and the reasons for this;⁴⁸ makes provision for the opportunity to appeal a decision to issue or refuse a trading permit or license;⁴⁹ provisions relating to fines and criminal offenses associated with non-compliance;⁴⁰ regulations;⁴¹ and the power of local authorities regarding informal traders.⁴²

In 1993, the Businesses Act was amended by the Businesses Amendment Act 186 of 1993 (the Businesses Amendment Act). The Businesses Amendment Act introduced section 6A into the Act, which gave municipalities more powers to restrict informal trading in their municipal areas by allowing municipalities to formulate by-laws that govern informal trade and allowing municipalities to declare informal trade to be restricted and prohibited in certain geographic areas. In effect, the Amendment Act gave municipalities more powers to decide how to regulate informal trade. The effect of the Amendment Act has been that different municipalities across the country have adopted vastly different approaches to informal trade within their municipal areas.

Section 6A(1)(a) of the amended Act provides that municipalities are empowered to make by-laws about the supervision and control of street vendors, pedlars or hawkers; and provides a detailed list of exceptions in terms of which informal trade may be regulated. This means that the provision essentially allows municipalities to make by-laws that regulate, restrict or prohibit trading in a specific area. Section 6A(1)(c) enables municipalities to provide for trading permits or licenses to be issued in order for informal traders to carry on informal trade at a specific location or stand. Section 6A(1)(d) provides for mechanisms through which municipalities can enforce their informal trade by-laws, by empowering municipalities to provide for penalties (in the form of fines or imprisonment) or the impoundment of goods in cases of non-compliance.

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Section 6A(2) of the Businesses Act sets out a detailed process that a municipality must follow in order to legally restrict or prohibit informal trading in an area (or if a municipality seeks to relocate existing informal traders from one area to another).⁴⁵ A municipality is legally required to follow this process. If it does not follow the process laid out in the law, the restriction or prohibition of informal trade is unlawful and can be set aside by a court. The process consists of various steps, most of which are aimed at ensuring that informal traders and others who are directly affected by the decision to restrict or prohibit trade have the opportunity to challenge the plans of the municipality. These steps have to be followed by municipalities in the order that they appear in the Act.

THE STEPS TO PROHIBIT OR RESTRICT INFORMAL TRADE ARE:

- 1. Investigation:** Before a municipality can consider restricting or prohibiting trading in an area, section 6A(2)(c) of the Businesses Act provides that the municipality must investigate how its decision to prohibit or restrict informal trade will affect informal traders. This is important because municipalities are required to encourage informal trade in their areas and should usually not make decisions that have a negative impact on informal trade. When the municipality is doing this investigation, it is required to consider two issues:
 - Firstly, the municipality should consider whether the aims it wants to achieve can be achieved by more effective supervision or control of informal trade in the area. This could include negotiating with informal traders or informal trade organisations and considering alternative management models. If the municipality could achieve its aims in this way, it is not allowed to prohibit trading in the area.
 - Secondly, the municipality has to investigate whether restricting or prohibiting trading in an area would mean that traders would go out of business. For example, sometimes informal traders trade close to transport interchanges or in places where there is considerable pedestrian traffic. If traders are prohibited from trading in those areas, it could mean that they would not have as many customers and that some could go out of business. The municipality has to investigate whether this could happen if it restricts or prohibits trading in an area.
- 2. Council resolution:** After this investigation, a municipality can resolve to take steps to restrict or prohibit trading in an area. This is done by passing a resolution in the city council.
- 3. Develop a plan:** The municipality must then draw up a plan to show in which areas it wants to restrict or prohibit informal trade.
- 4. Public consultation on the plan:** A municipality is then required to publish a notice in a local newspaper. This notice must state that the municipality wants to restrict or prohibit informal trade in a specific area, give reasons for why it wants to do this and say that the plan it drew up is available at a specific place so that the public can inspect it. The municipality must then allow at least 21 days for the public to inspect the plan, consider it and submit comments or objections to the plan. The municipality must consider every objection made against the plan.
- 5. Issue declaration restricting or prohibiting informal trader in an area:** Only after the municipality has considered every objection made against the plan can it declare informal trade prohibited in the area. The decision to prohibit trade must be published in the Government Gazette (the government's newspaper in which it publishes laws and by-laws).

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2.3 MUNICIPAL BY-LAWS

Another critical form of the regulation of informal trade is municipal by-laws that each municipal council can adopt in order to enable, regulate and control informal trade within its municipal area. As this paper shows, the Businesses Act give municipalities the power to adopt these by-laws subject to certain limitations.

Any municipal by-law has to comply with the provisions of the Constitution and the Businesses Act. It is clear then that the supremacy of the Constitution means that all actions and decisions of local government officials must be in line with the Constitution. All municipal councils and officials must consider their constitutional obligations in the context of policy formulation and its implementation on informal trade.





3. THE RIGHT TO TRADE

The South African courts have clearly indicated that the social context of informal traders is crucial to determining the content of their constitutional rights. In this light, our courts have recognised the important role that informal trade plays in South Africa with a reference to our high rates of poverty and unemployment. These are indeed serious developmental challenges facing South Africa. Roughly 28% of working-age adults in South Africa are unemployed, with even higher rates of unemployment among employable youth.⁴⁴ In a country where employment opportunities are rare and social grants – which are only available to a narrow group of individuals – are insufficient to cover all of a family's needs, it is unsurprising that many people resort to informal self-employment to make ends meet by selling small quantities of consumer goods (sweets, tissues, cigarettes, clothing, fruits and vegetables etc) or providing informal services (hairdressing, shoe and clothing repair etc).⁴⁵ These jobs are what experts describe as “survivalist strategies”.

Informal traders therefore often engage in informal trade to provide for their families' basic needs and protect their and their families' dignity. In the *SAITF* case, the Constitutional Court explicitly acknowledged this by stating that:

“[T]he ability of people to earn money and support themselves and their families is an important component of the right to human dignity. Without it [informal traders] faced ‘humiliation and degradation’. Most traders, we were told, have dependants. Many of these dependants are children...”⁴⁶

The Constitutional Court also acknowledged that an inability to trade will often mean that families are incapable of providing for their basic needs such as food, shelter and medical services thereby violating their rights to nutrition, access to housing and access to health care services.⁴⁷

In *Somali Association*, the Supreme Court of Appeal (SCA) accepted that some of the informal traders were in “dire financial straits”, “destitute” and “unable to buy food or support their families”.⁴⁸ For this reason, the SCA found that disallowing informal trade violates the right to dignity of persons who, having no realistic possibility of employment, would be rendered destitute in the absence of the right to trade. As the court stated:

“[I]n circumstances such as this, where persons have no other means to support themselves and will as a result be left destitute, the constitutional right to dignity is implicated... [I]f, because of circumstances [a person] is unable to obtain wage-earning employment and is on the brink of starvation, which brings with it humiliation and degradation, and that person can only sustain him- or herself by engaging in trade... such a person ought to be able to rely on the constitutional right to dignity in order to advance a case for the granting of a licence to trade...”⁴⁹

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This means that both the Constitutional Court and the SCA accept that there is a general right for informal traders to make a living through trade as part of the constitutional right to human dignity. The importance of this recognition should not be underestimated. The right to dignity is both an enforceable right enshrined in the Constitution⁵⁰ and a fundamental value underpinning all of the other rights contained in the Constitution.⁵¹ The Constitutional Court has referred to human dignity as the "fountain of all rights"⁵² and the "cornerstone of our Constitution".⁵³

Informal traders' right to trade therefore goes to the very core of the South Africa's constitutional democracy. It is with this in mind that municipalities must develop and implement by-laws on informal trade and comply with the requirements of the Businesses Act.



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4. WHO HAS THE RIGHT TO TRADE?

"The authorities must also guard against unwittingly fuelling xenophobia... Put differently, if, because of circumstances, a refugee or asylum seeker is unable to obtain wage-earning employment and is on the brink of starvation, which brings with it humiliation and degradation, and that person can only sustain him- or herself by engaging in trade, that such a person ought to be able to rely on the constitutional right to dignity in order to advance a case for the granting of a licence to trade as aforesaid."⁵⁴

The right to dignity, like the overwhelming majority of rights in the Constitution, is afforded to "everyone". Section 10 of the Constitution reads:

"Everyone has inherent dignity and the right to have their dignity respected and protected."

The Constitutional Court has said that when the Constitution says everyone it means just that – everyone – and that this "cannot be construed as referring only to 'citizens'".⁵⁵ This means that everyone in South Africa has a right to human dignity, including foreign nationals.

This approach was also specifically affirmed in the *Somali Association* case in relation to refugees and asylum seekers that are in South Africa lawfully in terms the Refugees Act 130 of 1998 (the Refugees Act).



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Appendix B: Ethics approval



Faculty of Engineering, Built Environment and Information Technology

Fakulteit Ingenieurswese, Bou-omgewing en
Inligtingtegnologie / Lefapha la Boetsenere,
Tikologo ya Kago le Theknolojisi ya Tshedimošo

7 June 2024

Reference number: EBIT/58/2024

Mr MM Gwangwa
Department: Architecture
University of Pretoria
Pretoria
0083

Dear Mr MM Gwangwa,

FACULTY COMMITTEE FOR RESEARCH ETHICS AND INTEGRITY

Your recent application to the EBIT Research Ethics Committee refers.

Conditional approval is granted.

This means that the research project entitled "Considering contemporary African public spaces" is approved under the strict conditions indicated below. If these conditions are not met, approval is withdrawn automatically.

Conditions for approval:

Where applicable, the permission(s) from owner(s) of the case location(s) needs to be obtained before the researcher conducts the intercept surveys/interviews. The name(s) of the case location(s) cannot be revealed unless the permission from the owner is obtained.

When conducting intercept surveys, the researcher needs to avoid intrusive or confrontational approaches.

Contacts of the participants are to be sourced with compliance to POPIA.

This approval does not imply that the researcher, student or lecturer is relieved of any accountability in terms of the Code of Ethics for Scholarly Activities of the University of Pretoria, or the Policy and Procedures for Responsible Research of the University of Pretoria. These documents are available on the website of the EBIT Ethics Committee.

If action is taken beyond the approved application, approval is withdrawn automatically.

According to the regulations, any relevant problem arising from the study or research methodology as well as any amendments or changes, must be brought to the attention of the EBIT Research Ethics Office.

The Committee must be notified on completion of the project.

The Committee wishes you every success with the research project.

Prof K.-Y. Chan



UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Patterns of Urban Public Space Utilisation in an African City and rapid urbanisation

Chair: Faculty Committee for Research Ethics and Integrity
FACULTY OF ENGINEERING, BUILT ENVIRONMENT AND INFORMATION TECHNOLOGY



Appendix C: Stakeholder questionnaire

DIT 801: Ethical Clearance Interview Outline

As a group we will be conducting semi structured interviews for data collection for the research topic of Considering contemporary African public spaces under the supervision of Tariq Toffah.

All researchers are students from the Department of Architecture at the University of Pretoria: Lesedi Dlamini, 0823100504, u19111292@tuks.co.za & Marks Gwangwa, 0747334629, u14231132@tuks.co.za.

Introduction

This questionnaire forms a key part of a broader research initiative aimed at delving into the complex roles that public spaces play within urban settings. Our study seeks to unpack how these spaces influence social equity, boost cultural vibrancy, drive economic growth, and enhance the overall well-being of the community. By soliciting detailed input from a wide array of stakeholders—including residents who live near these spaces, vendors who operate within them, pedestrians who navigate them, and business owners who rely on them—we hope to paint a comprehensive picture of the current state of urban public spaces.

The questions within this questionnaire are crafted to align with our overarching research objectives, touching on various aspects such as the daily management of these spaces, personal and collective perceptions, the economic interplay between public spaces and local commerce, and the degree of personal engagement with these areas. We recognize the diverse experiences of our participants and, as such, do not expect all questions to be relevant to everyone. This approach allows participants to skip questions that do not resonate with their experiences, ensuring that the feedback collected is both relevant and meaningful.

In appreciation of the time and insights shared by participants, we have included a section at the end of the questionnaire for any additional thoughts, experiences, or suggestions related to public spaces that participants wish to share. This open-ended section is intended to capture any important aspects that might not have been directly addressed through the structured questions.

Your participation is not only valuable — it's vital. The insights gathered from this questionnaire will directly inform strategies aimed at making public spaces more inclusive, accessible, and enriching for every member of the urban tapestry. Thank you for contributing your perspectives and helping us work towards creating more engaging and vibrant public spaces.



Shop Owners/tenants

Management:

1. What brought you to set up shop here?
2. How long have you been selling here? Have you always been in the specific spot, or have you moved to different storefronts in this area? (If so, why)
3. What does the day to day running of this shop look like?
4. How sustainable is the economy of your location?
5. What do you do to manage the area directly in front of your shop?
6. How is access to your establishment managed and controlled? How does that work with the surrounding residential buildings?

Perceptions of the Site:

7. Are you involved in the regular maintenance/repair of your business surroundings?
8. How would you evaluate waste management systems at your location?
9. How do the activities of vendors/car guards impact your business and its appeal?
10. Does the presence of vendors, car guards, and taxis influence your customer flow and the overall business environment? Is there any drawback?
11. Have developments done by government and/or independent organisations to improve the public space or vendor space impacted your business? In what ways?
12. Have the structures placed to facilitate the informal vendors had any impact on your business?
13. What is the nature of interactions between your business, vendors, and car guards?
14. What security measures do you have, or observed, in the area of your business?
15. How do you perceive the public space immediately in front of your establishment in terms of its benefits or drawbacks to your business?
16. Is there any assistance or collaboration between your business and the vendors or car guards?
17. Do you believe the presence of these stakeholders contributes to the security and surveillance around your business?
18. Would you prefer any changes to the current setup of the public space surrounding your business?

Perceptions of Development/Commerce:

19. How do you view the role of your business in community development within this area?
20. Were you consulted or involved in any development initiatives affecting the site?
21. What limitations do you face in optimising your business's potential at this location?
22. Where do you see opportunities for enhancement or improvement?
23. How do you manage the presence of vendors near your business? Is it a welcoming or deterrent approach?
24. How has the relocation of formal shops to malls impacted your business operations and customer base?
25. What is your stance on the informal character of the street and vendor structures in relation to your business?



Pedestrians

Background Questions:

1. What brings you to this site?
2. Could you share where you're coming from and how you arrived here?
3. How often do you come here?
4. If often, how connected to this place are you? Any social connections to people who live and work here? Any formal and/or informal connections?
5. What do you do for a living?

Perceptions of the Site:

6. What is your opinion on the feeling of this space? How does being here and doing what you came here to do make you feel? Inviting? uncomfortable?
7. Do you find this space welcoming and suitable for leisure or gatherings?
8. Does the presence of vendors and shopkeepers influence your perception of safety or comfort in this area?
9. How do you feel about the structures used to create the vendor spaces?
10. How do you feel about the seats, shading or any other structures placed for the pedestrian in this public space?
11. What are your thoughts on the waste management practices observed here?
12. How does the busyness of the site affect your experience as a pedestrian?
13. How do you compare vendors who have a fixed structure versus those without?
14. Do you feel the fencing is good or bad in this space? Why?
15. Do you feel the space is more for pedestrians or not? What makes it feel that way?
16. Are taxis a problem here? Are they a good thing here?
17. How do you view the maintenance of this site? Is it kept in good condition?
18. What are your thoughts on noise levels within this area?
19. How do you perceive the cultural and nationality diversity present on this site?

Use of Space:

20. Do you feel that public spaces here are inclusive and accessible to everyone, including pedestrians?
21. Do you feel like you can express your culture in this space without judgement? Does this space feel safe for self-expression?
22. Do you see opportunities to use this space for leisure or gatherings? If not, why?
23. Where do you typically make purchases when you visit this area? Does it vary between weekdays and weekends?
24. As someone who might be passing through, how do you feel about the space from a non-user perspective?



Vendors

Background Questions:

1. From where do you originate, and are you a local resident or commute from outside?
2. How long have you been operating at this site, and what has been your journey to choosing this specific location for your business?
3. Can you discuss the sustainability of this site for your business and whether you've seen growth opportunities here?
4. Do you have a personal vehicle, and if so, how do you manage parking on a daily basis?

Organisation and Site Engagement:

5. How is the vendor community organised within this site? Is there a formal or informal structure that facilitates vendor placement and operations?
6. How does the vendor community address the integration of new vendors or changes among shopfront owners?
7. In what ways do you connect with other vendors or commerce spaces similar to this site? Are there networks or associations you're part of?
8. For those who have been at this site longer, how have you observed changes over time?

Site-Specific Questions & Impact:

9. What motivated your choice to set up shop in this particular space? Was it a strategic decision or more opportunistic?
10. How do you envision expanding or altering your setup to better serve your needs and the needs of your customers?
11. How do you contribute to maintaining the cleanliness and orderliness of the site?
12. What are your future plans for your business at this location? Do you have long-term goals for remaining or expanding?
13. How do you address security concerns on site? Are there measures you personally take or collaborate on with others to ensure safety?
14. When you're not present, how is your space managed? Is there a community approach to overseeing each other's stalls or products?
15. Are there any fees or permissions required for you to operate in this specific spot? Were you involved in discussions or decisions regarding any recent site improvements or restructuring?
16. How has the introduction of infrastructure, like fencing or vendor stalls, affected your business?
17. Are there any other changes/additions to the space by the government that would make this space work better for you?
18. How do you store your merchandise or supplies, and what are your logistical arrangements for receiving stock?



Residents

Background Questions:

1. What prompts your presence at this site? Are you here for work, leisure, or residential purposes?
2. Could you share a bit about your background, including where you're travelling from, your mode of transportation, and how long you've been frequenting this site?
3. Do you rent in the area or own housing in the area? If renting, do you flat share?
4. Are you living in the apartments here, or in a house outside of here?
5. What is your occupation, and how does this site fit into your daily or weekly routine?

Perceptions of the Site:

6. How do you feel about the site's atmosphere and your interactions with businesses, vendors, and other stakeholders here?
7. Do you consider the space welcoming and suitable for leisure, gatherings, and community activities?
8. How does the presence of vendors, shopkeepers, and security personnel affect your sense of safety or inclusion in this area?
9. Can you comment on the site's maintenance, waste management, and the general state of upkeep?
10. What are your thoughts on the site's busyness and how it impacts your use and enjoyment of the space?
11. How do you perceive the diversity of cultures and nationalities represented on the site?
12. Have you noticed any significant changes in the site over the time you've been visiting?

Use of Space:

13. Do you feel that public spaces within this site are inclusive and accessible to you and others in the community?
14. Are there areas or aspects of the site that you feel could be improved for leisure or community use?
15. Where do you typically make purchases or spend time when you're on the site, and does this change between weekdays and weekends?
16. Do you feel a sense of ownership or community connection with this space?
17. How do your interactions with vendors and other stakeholders on the site affect your experience and perception of the space?



Property Organisations

Management:

1. How do you oversee the operations and management of the site?
2. How economically viable is your property within this public space?
3. What is your main economic and racial demographic for renters?
4. How long have you been managing property in this area?
5. How many properties do you manage in this area?
6. Do you own the properties you manage?
7. What strategies are employed to manage the interface between your property and the adjoining public areas?
8. How is access to your building controlled, and what security measures are in place?

Perceptions of the Site:

9. To what extent are you involved in the maintenance and upkeep of the surrounding site?
10. How do you assess the current waste management practices on site?
11. What impact do the presence and activities of vendors and car guards have on the business environment and building tenancy?
12. How does the presence of taxis and informal traders influence the accessibility and attractiveness of your property?
13. Can you describe the nature of interactions between your tenants and the informal vendors or car guards?
14. What security protocols are implemented to ensure the safety of public spaces adjacent to your property?
15. How do you see the workings and feeling of the public space directly in front of your site?

Perceptions of Development/Commerce:

16. What is your perspective on the role of community development within the vicinity of your site?
17. Were you consulted or involved in any developmental initiatives that have taken place on or around the site?
18. What do you perceive as the main limitations of the site in its current state?
19. Where do you see opportunities for enhancement or improvement in and around the site?
20. How do you manage the presence of informal vendors in relation to your property? Is their presence viewed positively or negatively?
21. What has been the impact of the migration of formal shops to malls on the vibrancy and economic activity on the street?
22. How do you feel about the informal character of the street and vendor structures in relation to your property?

Community Development Agency (JICP, Tshwane Leadership Foundation)

All questions should be answered as the opinion and expertise of the interviewee, and not representative of the organisation they work from.

Strategic Planning and Collaboration:

1. How do you approach the planning and development of community projects within [current interview site]?
2. Can you outline any partnerships with local businesses, property organisations, or resident groups to foster community development?

Community Engagement and Initiatives:

3. Do you engage the community in the planning and execution of development projects? If so, in what ways, if not, why not?
4. Can you provide examples of successful community development initiatives that have positively impacted public spaces?

Challenges and Solutions:

5. What are the most significant challenges faced in revitalising and maintaining public spaces, and how does your agency address these challenges?
6. How do you balance the needs and interests of various stakeholders, including property owners, vendors, and residents, in the development of public spaces?
7. How do you deal with such wide cultural diversity in the users of the spaces?
8. What measures can be taken to ensure that the cultural and economic diversity of public spaces is sustained over time, especially in rapidly changing urban environments?

Impact and Evaluation:

9. How do you measure the impact of community development projects on public space utility, accessibility, and overall community well-being?
10. What strategies are in place for the ongoing assessment and improvement of public spaces to ensure they meet community needs?
11. What are the long-term goals for community development in relation to public spaces within the areas you oversee?
12. How does your agency plan to ensure the sustainability and resilience of public spaces in the face of urban development challenges and changing community needs?

Economic Development and Support:

13. How do you go about supporting economic development within public spaces, particularly concerning small businesses and informal vendors?
14. Can you discuss the role of public spaces in fostering economic inclusivity and resilience among local communities, particularly post-pandemic?
15. In what ways can public spaces facilitate and celebrate cultural representation and expression, contributing to a richer, more inclusive community identity?



Social Equity and Inclusivity Advocate (Sach, SaferSpace, wcedp)

All questions should be answered as the opinion and expertise of the interviewee, and not representative of the organisation they work from.

Barrier identification and management:

1. How do you manage conflicts that arise from the interactions between the informal and formal sectors in the public spaces you develop
2. How do you approach the planning and development of community projects within public spaces?
3. How does the inclusion of social equity and inclusion advocates lead to more inclusive and accessible public spaces? What role can partnerships with other stakeholders play in advancing these goals?

Community engagement:

4. How do you ensure that these processes genuinely reflect the needs and desires of all community segments?
5. When do you involve the public when working on public space development?
6. How much of a say do the public have on the work done for development and how has that impacted the end result design?
7. What strategies have proven effective in actively engaging diverse community groups in the decision-making processes for the development and programming of public spaces?
8. In what ways can public spaces facilitate and celebrate cultural representation and expression, contributing to a richer, more inclusive community identity?
9. How can cities balance the commercialization of public spaces with the need to preserve these areas for community use and cultural expression?
10. What impact do inclusive, and culturally vibrant public spaces have on surrounding local businesses, and how can positive synergies be fostered?
11. How do you deal with such wide cultural diversity in the users of the spaces?
12. What measures can be taken to ensure that the cultural and economic diversity of public spaces is sustained over time, especially in rapidly changing urban environments?
13. What mechanisms can be implemented to ensure ongoing dialogue vendors, cultural groups, and the communities?

Economic impact:

14. How can public spaces be structured to empower informal vendors and small-scale entrepreneurs, particularly from marginalised communities, while ensuring equitable access to economic opportunities?
15. Can you discuss the role of public spaces in fostering economic inclusivity and resilience among local communities, particularly post-pandemic?
16. How can community markets or similar initiatives within public spaces serve as platforms for promoting local crafts, foods, and cultures, thereby supporting local economies and community bonding?
17. How can the development of public spaces contribute to inclusive economic development that mitigates the risks of gentrification and displacement? How do you balance that want to improve and that need to not displace those who need the improvements?

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Appendix D: Transcribed interviews

Participant A:

I: Thank you for coming. I am going to ask you some questions about your work and your life. I wanted to ask you, what made you choose the specific spots to set up?

P: Like where I sell or what to sell?

I: Yeah.

P: I didn't choose them. It's not what I'm doing. So I have my own company. After COVID, I closed my office. We first started running this business. Before I started doing this business, I had already applied for them to give me a stand.

I: Oh, they didn't give you one?

P: No, and I have my ID. I have my papers. So I have to take chances because I have to feed my children. I have four kids. They are not giving me grants. They're not giving me anything.

I: What is that?

P: They are slow. They don't give permits.

I: For how many years now?

P: Yeah. People have applied. They have their correct papers, and they have applied for many years now. More than several years. People have applied, but they are not giving them papers even though they are qualified. The person applied with correct papers, but they are not giving them papers.

I: And how does that make you feel?

P: Frustrated. It's frustrating. You know, we are in Africa. Now, when you go to other places, people are working freely and happy. In Africa, we call ourselves one. We are supposed to love each other and be there for our sisters and brothers, but they are not doing that. It's frustrating and tiny.

I: And when it comes to the community here, do you have a sense of community with your neighbours?

P: You know, we are cooperating as brothers and sisters because we have to. So we have to love each other.

I: With any sort of system that you guys have together, does everyone know their spot and no one takes another's spot?

P: Yes, that is true. The challenges we are facing now are from the police and Metro. We understand the challenges we are facing, mostly moral problems. Now, when we see the police, everybody panics.

I: Yeah.



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P: Yes, so it's important that they are not giving us permits to sell. We can't just stay at home without income. We have family, we have to pay for food, rent, and children's school fees. That's the challenge we are facing.

I: What do you feel about safety?

P: When it comes to the police, forget it. We are not safe. I'm telling you, we are just living by God's grace. We are not safe.

I: What time do you come to set up?

P: I normally come around quarter to seven.

I: And you live nearby?

P: Yes, I stay nearby, so there's no need for transport.

I: How do you feel about cleaning?

P: It doesn't make a difference. We set up shop here.

I: How did it compare when you set up shop here in the beginning compared to how you feel today?

P: When I started, it was not tough. Selling here was easier. Now it's more about politics as well.

I: How do you envision growing this business in the future?

P: In the future? I can't say. Everything is in God's hands. You can't decide within yourself without God. So before you plan anything, God first.

I: How do you feel about the fact that they blocked you off with the fence?

P: I remember when they fenced the streets here. There was no fence before COVID. I found out the fence was put up after.

I: Do you not like it?

P: It doesn't matter. Because the property owners decide what they want for their property.

I: Do you have any relationship with the shop across?

P: You can get change from them sometimes. But other than that, there's no reason. We support each other. People who want to support you can come and support me. Is that relationship in everybody's mind in business?

I: Thank you so much.



Participant B:

Interviewer (I): So why did you choose this? What made you want to come to this site?

Participant (P): This was the available one when I applied for it.

I: And what was it like, the application process? Was it to take someone on the role of filling in a bit of time to get the things?

P: We used to actually hear about it. Oh, it took a long time. It took me three years to get this. There was the Office of Trade and Industry. If you've been looking for an ADA, and then I mean the first one they gave me, we will buy a gallery with a cup of pens next to 2001. The first day, they gave me that one and then in between.

I: And when you set up here, that's the last spot in terms of traffic. Do you get a lot of customers?

P: In the centre, as you can see, this strip that type is only from the department. He is in this government department, where people go to school. So after hours, one day from the department and after school, there are no customers. So yeah, the centre is getting busier as compared to that.

I: And when you're coming in, is it a long commute? And how long does it take?

P: Because I'm staying close by, it probably takes 10 to 15 minutes maximum.

I: And you bring everything on the trolley?

P: Yes, I used to. It used to be good but not everybody was thinking so. I'm using this moment.

I: And how is it having to carry the bricks to maintain?

P: Always, to me, they've been harder and harder being taken care of, affected by that.

I: And then with the cleanliness on the spot, do you come in during the night drinking? Do you have to actually close?

P: Because I've been briefed before I was given this, I must make sure that it's clean. Whether the city is clean or not, I had to make sure that it is my responsibility. Now that they were pegged and everything, they are no longer being used. So now I make it my effort, even if it's not. I don't know that it's not my bed.

I: Oh yeah.

P: It is my spot, I have to keep it clean now and then.

I: So, mentioning someone else, you have to remember when it comes to safety, do you ever worry about people uploading things and finding anything?

P: No, there's no such thing. It doesn't happen.

I: And is there any relationship that you have with the stores? Do you guys talk to somebody about changes and things like that?



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P: Really? Because sometimes you can go there, and as we've seen, it's no. You didn't know. I know that the name was... they've done me in the past. I cannot say we do it a bit.

I: And when it comes to the leisure structure itself, is it a first-come, first-served basis, especially in this specific business structure? Is there anything that you wish they could have changed and done better?

P: Designs, I wish they were like storage or something. It is working, but I think if they can implement something that I can just go to, that would be better. I don't know if they can do that kind of thing. The mega jump is just going to stop, and then I know myself, myself, myself.

I: Are there any organisations or groupings or some sort of system for you to manage safety and services, or is it like everyone for themselves? Are there organisations where people come together to do safety and stuff like that, or is it like you're on your own?

P: There are people that renew the contract with economic development. Sometimes they follow through with the Metropolitan. Oh, yeah, but it's only once in a while that they come. Like, no, I haven't renewed my licence now. It's me, but then I'm using the old one.

I: And then, when it comes to growing your business, how do you feel? How would you want to grow the business?

P: Yes, actually, now I have the challenge because I want to grow my business, like in terms of maybe selling food. Now, someone with a contract is paying, binding us because they will be saying no fires on this kind of thing. This is what everybody is saying because my licence is for fruit and vegetables. Now I cannot sell fruit and vegetables, but as everybody is saying, it's no longer regular news. I'm no longer making money like I used to. So now that is the challenge. As much as we are the ones who are paying for it, it's a bit unfair. And I cannot grow my business in terms of how I want to implement my ideas.

I: So you are limited?

P: Yes, we are limited, and some people are even using chalkboards on the strip. These laws are no longer working for us trying to follow that as part of the challenge.

I: And is it hard to get a change? Like you said, you'd have to change it to be like?

P: No, I've tried, but I will tell you that the city doesn't allow fires. So what I'm saying to you is it's difficult for me to do the business that I want to do. I'm being regulated to comply, so it's difficult for me. So I was thinking if I can have something, then I have something to offer me that can work as well. Oh yeah, that doesn't come with the order, the cooking bit, because I just have to think of a proposal and come up with another idea.

I: And when it comes to so, I removed it. I'm sure it doesn't affect you for like day by day, you know, by sunny days. How do you feel about fences and stuff like that? Are there spaces?

P: Space for what? Can you see? Because you're given this thing, they give you two metres. Yeah. Where the last moment has been my space. I have just been given. So they gave you... I can't remember the figures. But just to sum it up for me to hear.



Participant C and D:

Interviewer (I): Okay. Maybe this is... let's add, I mean, I'm asking two people at the same time an interview question.

Participant 1 (P1): Hi there

I: So as I said, this is just a study of public space and to see how those spaces are made for the people, if they're useful to the people, and if they're designed to be useful for the people. So my first question is: what brings you to the site? What brings you here?

P1: Political activities, political campaigns.

I: And could you share where you are from and how you arrived?

P1: I live in Java. And I'm surrounded... I'm not sure if I'm touching the right space because these two packs are packed with the space. You know, where I'm parked? Yeah, it's an open road. Really nice department. Yeah, so they could just do my case.

I: And how often do you come here to space?

P1: Maybe once a week, or once or twice a week. It depends.

Participant 2 (P2): yeah, once or twice

I: How connected do you feel? How do you feel about writing to you? What does it feel like?

P1: Well, I think for the purposes that I'm here for, it's a space to teach us the most comfortable short game stuff. So that's why I'm here. It's vibrant. It's cool. Obviously, there are things that I would improve upon. I think it's one of those things... like this open space to make the place a bit greener. Put maybe a fountain here, I'll make the base opinion. I see there's trees, of course. I see what they're doing. Now out, expand it and make it more. But yeah, I love it. It's my space.

I: And you are here for political activities over here. So with all these different programs and how you have the mall here and then you have the street there, how does it feel like that separation between the two? Do you feel connected to that space as much as you do to the space?

P2: To your question, we have the mall here then what we have... the two streets of aerobics with the, you know, with like... yeah, how do you feel the difference between these two very different spaces are here with the cleaning stuff, but it's also blocked off?

I: Yeah, so...

P1: Look, we appreciate centres like this because it gives access to people who can come and shop. We're gonna show up for, you know, your show. I mean, I haven't been inside, so I'm not sure what shops are there. But I'm sure that they care enough for the people that live around here. Then speaking about the informal market that you're talking about on the side? Yeah. So obviously, that's another aspect that we need. We speak so much about job creation and stuff like that. So even with that market, we appreciate it because it serves a particular group of people, those that don't want to come to the mall or don't, you know, are not catered for by the mall. But the vendors, great, that space is great. But I'd love to see the space and make sure that, you know, is it up to standard? Is it working for the people who



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need it and working for the vendors? Are they safe? Are they doing a safe business practice? You know, whatever they're selling? Is it safe? Is it complying with the bylaws of the city and all that type of thing? So yeah, no, I'm not opposed to both spaces existing at the same time, I mean, concurrently, as long as they serve a purpose, and also as long as the standard is maintained so they can actually serve the lives around there or that use the space.

I: When it comes to these structures, do you think they are just for looks or do you think they actually serve a deeper purpose?

P1: No, I mean, I mean, this is quite smart, actually. They put a little garden tab for things. Then they put a bench right next to it. I mean, this is quite smart, actually. I like it. So yeah. I think it serves a purpose in the spaces used mostly because people can see it, I'm sure, you know. But obviously, as I've said before, I'd like to see that you can expand this usually empty space that's not used for anything. So they could do something about that. But for now it's working.

I: How do you feel about places like McDonald's and KFC with them raising themselves in Central? Do you feel like these spaces make it more exclusionary, like they don't want you to be in that space? Like they're trying to block off their own space and separate themselves from the street culture and the street people?

P1: Look, I wouldn't say so. I mean, I think you have to speak to town designers and all those people to get an understanding of why things are the way they are. I'm not an expert in that. But look, where we are standing now, if I decided I wanted to walk into the mall and get something new, if the shop is there, I'll go there. And I'm sure I'll find what I'm looking for. Yeah, I just cross the road, and I go to McDonald's, and KFC is just right across as well. So I don't think it's exclusionary to anyone, as long as people can walk in, which is the case, if you can walk into McDonald's.

I: There is a fence, a defensive system...

P2: Protection, these people's cars were parked there. So it's protection for safety issues. I mean, every establishment must be fenced in one way or another, whether the business is operating separate from the street, which is a separate issue that comes from town planning.

I: And then, how do you feel about the open space being so unused? I just mean, you know, with that open space, right, there's a lot of waste. Waste, what do you think? How do you feel about this? Basically, this space is kind of clean, it's not?

P1: Look, obviously, I think the city could do better. I actually had a piece of paper in my hand, and I wanted to dispose of it right away. But you know, what's happening with that bin? It doesn't have a base. So you throw the thing in it, literally, it just goes through. Okay, so now what do I do? Do I keep this thing in my hand? Or do I throw it because it's just been a rocket? So you know, they must fix those things and make sure that these bins can collect the waste. Obviously, the belief that the facility is taking care of the cleanliness of the area, maintenance, I don't think it's a lot to say to the student that's supposed to be cleaning the space to do what they need to do to make sure that we don't see papers lying around. But also, I think, also, as citizens, we must be responsible to say, we must be responsive to say, I'm not just going to dispose of or throw the paper off, you know, so...

I: Can we come to public transport spaces? Like there's no space for taxis to come and hug for access to the taxis? How do you feel about that? What do you think, is it fine that it's down the street over there and should it be a bit more accommodating to public transport in the streets?



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P1: Like I told you, I drove here. So I'm not familiar with public transportation as to where it takes away when people aren't getting taxis. But obviously, if it's an Uber to you, it couldn't open and pick you up right across from the robot or whatever. But as you're saying yourself, the taxi is a walking distance. I mean, it obviously poses a challenge if you're carrying lots of groceries, having to walk to the taxi rank. But I think obviously, they could do better, ensuring that the transport system is closer to the business or to a place where people buy their stuff. They can do better, but also that has a lot to do with the town planning. Because you don't just decide we want a taxi here, therefore we're going to put a taxi rank. Yeah. So I think it's got to do with the design of the space, design of the area, which would have been a different conversation with someone else. I can't answer that. But I don't know what the people here feel, maybe they are concerned about the distance. I don't know. I'm yet to find out because I'm here to speak to them. So I will switch over now to find out, yes.

I: Thank you so much for answering that question. What's that question? Yeah. Those are all the questions. I was going to ask a question. Have you ever been here on the weekends?



Participant E:

Interviewer (I): Can you please say your name for the record?

Participant (P): Sure, my name is [Participant's Name].

I: Great. Today, we're discussing this public space. What brings you to this place today?

P: I'm here for job security and job seeking.

I: How often do you come to this spot?

P: Maybe once in a while. It's not a regular thing for me.

I: How do you feel about this space? Do you feel connected to it? Does it feel inviting to you?

P: It's turned into a place of friendship. It feels welcoming, especially compared to just walking the streets.

I: So, compared to what you see from the streets, how do you feel about this space today?

P: Today, it feels good. There's engagement with people, getting to know different cultures, and learning a lot from others.

I: When you look at the seating arrangements here, how do you feel about them? Do they serve their purpose well? Do you think they could be improved?

P: The seating is okay, but there's room for improvement. The cleanliness could be better, and some of the seating around the trees is starting to deteriorate.

I: Apart from the seating, how do you feel about the maintenance of this place? The bricks in the walkway are coming loose, and the street vendors seem to have a hard time with the space. How do you feel about these issues?

P: It's a problem that the government isn't fixing these things. The loose bricks and other maintenance issues need attention. It affects how people move through space.

I: If you could make a change in these spaces, what would you do? How would you address these problems?

P: I would invest money into maintaining and improving the space. It's important for the community's safety and functionality.

I: Speaking of safety, do you feel safe in this space? What makes you feel unsafe?

P: Sometimes I don't feel entirely safe. The lack of maintenance and proper lighting can be concerning, especially in the evening.

I: Lastly, when it comes to the mall itself, do you find it inviting? Does it feel open and accessible, or does it seem closed off?

P: The mall feels inviting to me. It's open and accessible, which makes it a good place to visit and spend time.



I: Thank you so much for your time and insights.

Participant F:

Interviewer (I): So, the main question is about how you usually come into your typical spot. How do you come into work?

Participant (P): I come in looking for clothes. Sometimes I take transport to come in.

I: What made you pick this specific area to work in? Is it a nice spot with people coming through?

P: Yes, it's a nice spot with people always coming through. It's good for my business.

I: For the record, can you tell me what your service is and what you're doing here?

P: I sell clothes and provide them to the people passing by.

I: How long have you been dealing with this area?

P: It's been five years now.

I: Have you noticed any big changes in the focus or the environment, especially in this field?

P: There have been some changes, but the environment is still pretty much the same.

I: How do you feel about security in this space when you come to set up your stuff? Are you worried people might take your things?

P: Yes, I do worry sometimes. But we have ways to identify our stuff and keep it safe.

I: Do you feel like the government has been more of a problem or a help in making a difference and helping you grow your business on the street?

P: The government hasn't done much to help. They've been more of a problem than a help.

I: How did you feel about growing your business when you were starting out? Did the site help in getting regular customers who know you and come back to you?

P: Yes, being in this spot helped a lot in getting regular customers who know me and come back.

I: And when you're not here, is your spot safe? How do you feel about the security of your space?

P: The space is usually safe. There's a sense of community here, and people look out for each other's spots.

I: Do you feel like there's a sense of community in this space? Do you feel like you fit in and that this space is for you?

P: Yes, there's a strong sense of community. Sometimes it feels like we all belong here and look out for each other.



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I: You've been here for five years. Were you here before the fence was put up? How did you feel about them putting up this fence and blocking access?

P: Yes, I was here before the fence. I didn't like it when they put it up because it blocked access for people and made things more complicated.

I: How did it affect your business or daily routine when they put up the fence?

P: It made things more difficult for us and affected how we operate daily.

I: Those are all the main questions. Thank you so much for your time. In six months, we'll be publishing some findings, so you can check it out.

P: Thank you.



Participant G:

Interviewer (I): Nice to meet you. I'd like to ask you about your work as a street vendor. How long have you been doing this?

Participant (P): I've been selling here for about five years now.

I: What made you decide to become a street vendor?

P: It was mainly out of necessity. I lost my job during the economic downturn, and I needed a way to support my family. Selling fruits and vegetables seemed like a good option because there's always demand for fresh produce.

I: How did you choose this particular spot to set up your stall?

P: This spot has a lot of foot traffic, which is crucial for business. Plus, it's close to where I live, making it convenient for me to transport goods.

I: What are some of the biggest challenges you face in your work?

P: One of the main challenges is dealing with the authorities. The police and city officials often come and disrupt our operations. Also, the process of getting a proper permit is very slow and difficult.

I: How do you handle those disruptions from the authorities?

P: It's tough. We have to be very careful and always stay alert. Sometimes we have to pack up quickly and move to avoid losing our goods. It's very stressful.

I: How do you feel about the community of vendors here?

P: We have a strong sense of community. We support each other and try to look out for one another. It's important because we're all in the same boat, trying to make a living.

I: What time do you usually start your day, and what does a typical day look like for you?

P: I start around six in the morning. First, I set up my stall and arranged my produce. Then, it's a long day of selling until the evening. I pack up around seven or eight at night.

I: Do you find that your customers are mostly regulars or new people every day?

P: I have a mix of both. There are regulars who come almost every day, and then there are new customers who pass by and decide to buy something.

I: What changes have you noticed in the business since you started?

P: When I first started, there were fewer vendors and less competition. Now, there are more people selling the same things, and it's become harder to make a profit.

I: Do you have any plans for the future of your business?

P: I hope to eventually get a proper permit and maybe even expand my stall. I'd like to offer more products and perhaps hire someone to help me.



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I: How do you manage waste and cleanliness around your stall?

P: We clean up regularly. It's important to keep the area tidy, not just for business but also for health reasons. We make sure there's no litter around our stalls.

I: How do you feel about the safety of your area?

P: Safety is always a concern, especially with the risk of theft or harassment from the authorities. We try to stick together and help each other out to stay safe.

I: Do you have any relationships with nearby shop owners?

P: Yes, we interact sometimes, mostly for small favours like getting change or watching each other's stalls for a few minutes. There's a mutual understanding and respect among us.

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P: Yes, we interact sometimes, mostly for small favours like getting change or watching each other's stalls for a few minutes. There's a mutual understanding and respect among us.



Participant H:

Interviewer (I): When you come to set up, what time do you usually arrive?

Participant (P): I live nearby, so I usually arrive between 11:00 to 11:30 AM.

I: And how long have you been working at this site?

P: It's going to be three years now.

I: Why did you choose to work at this specific spot? Was it a nice spot to work at?

P: Most of the time, I was working somewhere else, but because of the Corona pandemic, I decided to start working here.

I: Do you walk or take transport to get to the site?

P: I walk because I stay around the corner, not far from here.

I: How is your relationship with other vendors? Do you know each other, or are you friends?

P: Yes, we know each other. We can go and ask for change or help from each other. Most of the vendors here are from my country.

I: That's so cool! It must feel like a deeper connection. How do you decide what you sell and where you sell? Is there an arrangement about spots?

P: Yes, it's understood. Even if I don't come for two weeks, my spot remains mine. There's another guy who sells tomatoes, and we make sure that each other's spots are secure.

I: How do you feel about the condition of the space itself?

P: The space is not great, but we manage. I clean my spot every day. When I know I'm leaving at 5 PM, I clean it up.

I: Who is responsible for cleaning after the night? Is it you, or does someone from the government come?

P: I clean my spot myself, but guys from the city also come and clean. Sometimes I have to clean up before they arrive.

I: How do you feel about the government's maintenance of the space, like broken things or general upkeep?

P: They don't really take care of things. It doesn't affect us much, but some improvements would be nice.

I: How about the fencing that has been put up? Does it affect you?

P: The fencing on the other side doesn't affect us here.

I: Do you think the structures provided are helpful to other vendors?



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P: Yes, they are helpful to some vendors, but the situation is tough. We are all trying to hold on to whatever we can.

I: If someone wanted to join the food vending here, do they need permission from other vendors, or do they just find a spot?

P: No one gives permission as vendors. You just look for an open space. If you want to set up a shade, you need to apply for a permit.

I: So if someone wants to start working next to your spot, what happens?

P: If there's an empty spot for two or three months, anyone can take it. We make sure to keep our own spots.

I: Do you have any relationship with the stores inside? Do you engage with them or stay separate?

P: We have good relationships with the stores inside. If I need change, I can go down there and ask for it.

I: Thank you so much for answering my questions. I know it's helpful. On this sheet, you've signed it, and it has our information. If you want to follow up or have concerns about how your information is used, you can contact us here. Thank you again.

P: Thank you.

I: What time do you usually leave the spot?

P: I usually leave around 7:00 PM.

I: Can we buy it and then come back to pick it up? We're working on something.

P: Yes, that's fine. We're here.

I: Thank you so much. We're going to be studying for one more year, six months from now. Hopefully, these research projects can make a change, you know, slowly.

P: Thank you.

I: Thank you again. We're architecture students conducting research to understand how systems in public spaces like this work. We appreciate your time and insights.



Participant I:

Interviewer (I): Is it okay if I record the voice?

Participant (P): But what did they say of recording the voice?

I: It's just because otherwise, I have to write down every question, and it's going to take a long time. I'm not going to use the recording itself. It's just for me to remember everything that you said so that when I write my stuff. Is that okay? I can also not record if you're not comfortable with it. It's entirely up to you. I don't want to do anything you're not comfortable with. Your actual voice won't be put anywhere or anything like that. It only stays on this phone.

P: Thank you so much. Thank you. Thank you.

I: My first question is about this space. Why did you choose to set up here? How do you feel about people being able to walk through their customers?

P: I can't have one morning. Oh, yeah, because I'm turning my toe. That's why I'm staying in the streets. You have to bring a lot of things in. Or do you live nearby?

I: So, how far do you have to travel? Do you live nearby?

P: No, I used to come from home because we are living at Morton neck. I used to take transportation every day to come here. I don't carry a lot of things. It's only like fixing things.

I: Do you think it's good or bad the way that things are set up here?

P: Yeah, it's fine. Only that some people sell veggies, you know, sometimes they litter everywhere. At times, we have to sweep it up, or those who are sweeping, they can sweep it.

I: And after the night, with people who are clubbing and drinking, how does that affect the cleanliness here?

P: People drinking and stuff like that, you have to clean up when you can. Nobody drinks here except in the bars. But within this area, people don't drink, yeah, except in the bars where they are staying.

I: How do you feel about the community and the environment here? People have been talking about this being your spot. Do you feel secure in your spot?

P: Yeah, it's nice. But if I come and someone takes my spot or my position, then I will ask that person to give me a chance. If that person doesn't give me a chance, I just keep calm. Yeah, because before we were on the buses, they just asked us to move from there and come down here.

I: How do you feel about the structure provided by the government?

P: It's for the government. It's nice, but the issue is with issuing licences. It takes months. I started in 2015 applying for it, and they haven't given it to me. Even my permits from 2015—they gave me two years and since then, nothing. We have applied, but they are not giving.



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I: How do you feel about your safety here?

P: By the grace of God, we are safe. Only the metro police and immigration disturb us. When they come, we can't stay here. We just talk about things around. We are only saved by the grace of God.

I: How do you envision the future? Do you hope to get a shop one day?

P: By the grace of God, I am praying for that. I hope one day we get a shop because staying here is not easy, with the rain, sun, and cold. I pray that in the future, God will give me a better place to stay and work.

I: How do you feel about your current setup?

P: I have no choice. I am comfortable with it because it's not my apartment; it's their own apartment. So, I'm comfortable staying here, but I would be very happy if I could get a shop.

I: Thank you so much. Those are all the questions. For the record, could you say your name?

P: My name is [Participant's Name].

I: Nice to meet you. Thank you so much.

P: Thank you. Nice to meet you too.



Participant J:

Interviewer (I): What brings you here today?

Participant (P): I am here because I wanted to buy something. I had to do some research online, so I just have a seat here.

I: And how has your day been today? How has it been in this space, this place?

P: It's been crowded but fine. This place is fine, very fine.

I: How often do you come here to Sunny Park?

P: Not that often, occasionally.

I: Do you feel like this place is inviting for you to come and chill and sit? I see a lot of people here.

P: Before, it was a nice place to be. Now, it's different. There's no control. Everything needs to be fixed or given attention. It's not the best like before.

I: How far back was it when it was nice?

P: It was nice, beautiful, and full of security. But now, it's not. Imagine, today is Tuesday, and you can see it for yourself.

I: How do you feel about security in this space? You mentioned it just now.

P: Before, it was okay, but now it's poor. You can't feel safe here anymore.

I: Have you been down to the West Side, just along the street? How do you compare that area to this space?

P: Yes, I have. It feels different. You have to be cautious and stretch just a little bit.

I: How do you feel about the vendors? Do you think they should have more support from the government? How do you feel about their setup?

P: They have to put their stuff on those plates, and I don't see much being done to help them. Even though the police are up and down here, they seem to be after their own business, not government business. It's all about personal interests and families.

I: You mentioned police involvement being more about personal business. Can you elaborate on that?

P: Yes, it feels like everything is about family connections. It's tough to expect the government to manage when there's so much nepotism. It's all about personal relationships, and this affects how places are managed.

I: If you had full control over this space and could make changes, what would you want to change?

P: To change the place, you have to work psychologically with the people. After understanding them, you can maintain the space. If people see it as a place to work and not



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just their own territory, change can happen. But if there's a mentality of "this is not your place," it will be tough to maintain.

I: One last question, when you're sitting here, do you feel like this place is yours? Do you feel like you're visiting or like you own a part of it?

P: From my understanding, I feel like a passenger, just passing by. I don't feel connected to this place. I'm here only because I need to be for a short while, not because I feel it's a part of me.

I: Thank you so much. A lot of students here are working on their assignments, and your insights will be very helpful.

P: You're welcome.



Participant K:

Interviewer (I): Okay, so the other question is, what time do you start working? What time do you close?

Participant (P): We start working at nine and then...

I: Okay, so I'm guessing businesses go to this site because it's busy?

P: Before it was.

I: Was it because of competition?

P: Yes, there was competition as a competition.

I: And then when one is not, how do you manage the space in front of the shop?

P: Like this space? How do you manage the space in front of the shop?

I: Are you responsible for cleaning, or is there another company that handles it?

P: There's Akina that also helps.

I: And then, about the parking lot, is it your parking lot or can anyone park there? Is it for clients only?

P: It's for anyone.

I: Alright. So, how is your relationship with street vendors?

P: I know here there are no people selling, but what is the relationship with people?

P: Yeah.

I: So, if someone causes problems on the street, do the other people help you?

P: Yes, when someone's eating outside, my boys will come and say, "Why are you just watching?" They help out.

I: Okay. So, how do the people who help with parking cars, those guys, how's your relationship with them?

P: Oh, you're close?

I: Alright. That's good. They can even watch out for us.

P: Yes.

I: So, what is the relationship you have with others? Is it a community?

P: Yes, it's alright. We are like a community here.

I: In terms of public space, do you think there is enough public space outside for your business? Is there enough parking?



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P: Because of this, some customers are left without parking.

I: Oh, okay. So, if you have a lot of customers, do you find it's crowded on that day? Do you also use outside space?

P: Yes, we can get a lot of customers, and sometimes we have to use the space outside.

I: The reason for sitting outside, like now, is it to call customers or to advertise the business?

P: Yes, it's to call customers in.

I: So, is there assistance like security around this area?

P: Yes, inside, from the building management.

I: What would you prefer to change around this area?

P: Only one thing: someone should make it nice. Some people just do business and then leave their stuff.

I: So, if someone wants to start their own business, can they start right here, in front of your shop?

P: Here? Yes, it's fine.

I: And if it wasn't city property, how would you feel if someone started a business in front of your shop? Would you be fine with it?

P: Yes, it depends on what the person is doing. Sometimes what they do can help.

I: Or sometimes maybe they're competing with you?

P: Yes, exactly.

I: Alright, I understand. I think that's it. There weren't a lot of hectic questions.

P: Yes, that's it.

I: Thank you very much for this opportunity. This will help me a lot because we have to do this research to understand the space better. The best way to understand is to ask people who work around here.

P: You're welcome. Thank you for the opportunity.



Participant L:

Interviewer (I): So, okay, the thing that I want to understand is, how is the street? Is it busy?

Participant (P): Semi? Let me say one thing. Since I have been here, almost 11 years now, it's the busiest street in this area. Actually, this street, yeah. Even if you wake up at night, one o'clock in the morning, or later at night, it's always busy like this. This is continuous. In front of you, people are moving. If you come after five hours now, almost like five and a half, if you come at 10 to 11 o'clock, you can still see the activity. Because the main thing about this place is there's always too much going on.

I: Okay, okay. So people are moving all night, going to eat, going out with friends or something, but it's always busy like this since you've been here?

P: Oh, okay. So, that means it's a good place for business?

I: Is it a good place for business?

P: Before, yes. No, we can see after COVID, business is not that much. People don't have that power to buy. Most people lost their jobs and other things. Plus, about Sunnyside, there is too much crime. Like before, it was peaceful and nice. So, I think COVID is affecting people, their buying power, or something. But still, we are trying our best. We have to admit this. We say thanks to Allah. We are doing better than a million or trillion people. Anytime I can see in front of my eyes, people moving food in the dustbin, anything warm anytime. And when we come to work, people are sleeping on the road. We have to say Alhamdulillah. Thanks, God.

P: And the second thing, we must help our people, those who are down. So we have to be there for them also. So, God gives us more and more.

I: Okay, no, thank you very much.

P: You're welcome.

I: So, I just want to ask, what is the relationship between the formal shops and the vendors outside?

P: Good relationships. But most of them, I can see, these people outside, it's almost like we are not them. Yeah. Still, it's not like the local people. Some of them are my sons, sort of. Friendly guys selling through. So, we have a very good relationship with them. Anytime we need help.



Participant M:

Interviewer (I): Then yeah, from the lobby, but we are always together helping each other, okay? Because we know we can help each other, yeah.

Participant (P): So it's also business, man, even if it's outside or inside. The mind is the same. We are here for two people to do good work, power, and family time. Yeah.

I: Is it good? Is it not like that, but it's a good relationship?

P: And the second thing is, it's not the same business. Selling fruits, other things. We are selling food or essentials, differently.

I: So let's say like other new people wanted to come and start a business. How does it work outside? How does it—do they come in good condition?

P: I have been working here for almost 10 years, as I told you, yeah, with my boss. Yeah. So first of all, when we come, we are looking for a job, and we get the job. After that, we must need a work permit, to go back, see family, and other things. We are doing it the proper way to get paper, starting back year to year, because you can't afford to go every six months. At least a year or two years, after a year or two, to go back and see our family.

I: So the people outside who are selling, do they need permission from you? Like if, let's say, other people want to come?

P: No, we don't interfere in business. Can't interfere in business, even if we have some issues, because we are paying for a share sharply. And 35,040,000 and blocking this way when customers enter. But we still try. "Your cables, you can put your things here. Let's make this space for customers to come in and not block the road." And even the space is small. So we can understand each other, okay. Sometimes, you know, even our fingers are not the same, yeah. So sometimes a small fight or something with different people about the space you want to cover. Obviously, okay, put it like this. Otherwise, we are fine. We don't have any problems. The relationship is good.

I: And then, does it help? Let's say, other people outside, does it help with safety? When they're here, is it safer?

P: This is 50/50. It happened one or two times, people came with a gun, it took a while. So, yeah. But what can he do if he's outside if you don't have anything to stop those people or something? But everybody tries. But sometimes, when other people come with guns, what can you do? As soon as you can see the police or something, then it's helping. These people are like us, just sitting with no team.

I: Okay. And then, can you expand your business? Let's say you want to do stuff outside. Can you do that?

P: No, you can't. There's a limit to which places belong to this site, yeah. And behind us we can do what we want to do in the shop. But outside we can't say, "Alright, this is my boundary," sort of. Yeah, as my partner, fixing the laptops. Yeah, if you have any questions, you can do it. Oh, it makes fun of weakness.

I: Okay, so the people who are helping with targets, like, we're helping people. I wonder, what is the relationship, the thoughts, and then?



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P: As I see it, this guy, just last I can see, for the last five or six years, yeah. The relationship, when you need something to eat, you bring a box over. So, yeah, give something. So he's our friend, like our friends.

I: So, what would you like to change around this?

P: First of all, peace is the main important thing about the business. As soon as crime is down, other things can go on. Things that have to be able to make jobs for people. They can't be safe because this is a capital piece. And then business is growing, people are safe. And the second thing, people, most people, like something—what can you say? Yeah, because most of the people in overseas countries, even in Asia, Bangladesh, Pakistan, the issue with the papers, when this thing is an issue, people try to shortcut. It's like, next week, so often, people see things a bit better, inshallah. God bless you.

I: No, thank you very much.

P: Nice to meet you, sir. Nice to meet you. Have a good day.

I: Good. We can go, DSNP. So, the last thing is this part. Yeah, you can, okay.

P: Okay, so it's just the first line here and then the date.

I: Here you need my name, yeah.

P: Thank you very much.



Participant N:

Interviewer (I): Hi, I'm conducting interviews to get insights from people in the area. Do you have a few minutes to answer some questions?

Participant (P): Sure, I have some time.

I: Great! What brings you to this part of the city today?

P: I'm just out doing some shopping and running errands. I often come to this area because it's convenient and has everything I need.

I: How often do you come to this area?

P: I come here at least three or four times a week.

I: What do you think about the street vendors here?

P: I think they are a vital part of the community. They offer fresh produce and other items at reasonable prices. Plus, they add a lot of character to the area.

I: Have you ever bought anything from the street vendors?

P: Yes, I frequently buy fruits and vegetables from them. They often have fresher produce than the supermarkets.

I: How do you feel about the cleanliness and safety of this area?

P: Generally, I find it quite clean. The vendors are good about keeping their areas tidy. As for safety, I feel relatively safe here during the day, but I try to avoid the area late at night.

I: Do you interact with the vendors often?

P: Yes, I do. Over time, you get to know them, and it's nice to have that friendly interaction. They are always polite and helpful.

I: How do you feel about the presence of law enforcement in this area?

P: I think law enforcement is necessary, but sometimes it feels like they are too harsh on the vendors. There should be a balance where everyone can coexist peacefully.

I: What changes, if any, would you like to see in this area?

P: I would like to see more support for the street vendors, like better facilities or designated areas where they can sell without being harassed. Also, maybe more trash bins to help keep the place clean.

I: Do you think the vendors contribute positively to the local economy?

P: Absolutely. They provide jobs and affordable goods, and they draw people to the area. They are an essential part of the local economy.

I: How do you feel about the variety of goods offered by the vendors?



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P: I think the variety is great. You can find almost anything you need, from fresh produce to clothes and household items. It makes shopping here very convenient.

I: Do you think there's enough support for small businesses and vendors in this community?

P: There could definitely be more support. The vendors work very hard and deserve better treatment and more opportunities to thrive.

I: What do you enjoy most about this area?

P: I enjoy the vibrant atmosphere and the sense of community. There's always something happening, and it's a lively place to be.

I: Thank you so much for your time. It was great hearing your thoughts.



Participant O:

Interviewer (I): So, okay, the first question is, what brought you to the shop that it's busy? I mean, what brought the shop here because it's busy?

Participant (P): Is it because it's busy and there are a lot of tenants, okay?

I: And then how long have you been here?

P: The shop has been here for more than 10 years now. Yeah, it's 10 years, plus maybe it's 12 to 15 years now.

I: So, what does day-to-day running look like?

P: Yeah, day to day, yeah, day to day is busy, but then it depends on the dates. Yeah, when it's month comes, it's too busy. But during the month it's quiet, not that quiet, but it's running slow.

I: Alright, so what do you do to manage the space in front of your shop, this street?

P: You see, it's too busy. Yeah, there's nothing that I can do because all of these people here are running businesses. So I can't just say, "Don't stay here, don't pass here," because it's highly impossible for that to happen actually. But on quiet days, there's not too much movement.

I: So, how's the access to the shop? Is it only through the busiest road, or are there other accesses?

P: Not really through the busiest road, but there are some other companies that brought things here and make us get this busy, some kind of tender, but not really tender. But then they bring things, a lot of stuff, but maybe from the colleges or the universities. Yeah.

I: Alright. And then the other one is, are you involved in the regular maintenance or repair of the street?

P: No, really, the street? Oh, not really the street, only the shop.

I: And then how do you evaluate waste management on the outside?

P: Oh, there are people, there are people cleaning, yeah, everything. Alright, so there's just that, there's a waking hour, and you know, the street is the street. You can't manage the rubbish on the street, because whenever, after I pass, you pick up that someone's going to come and say something.

I: And then does the presence of the vendors outside or car guards and taxis influence the customer flow?

P: Not really. Everyone came for his or her business. Everyone is concentrating on what he or she's doing, alright.

I: And then have developments done by the government or independent organisations improved the site?



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P: I guess. But here, actually, they do. Metro always comes. Metro always comes, trying to take them out here not to sell outside, because most of them, they are foreigners, and they're not paying for selling out there. So yeah, time and again they come, and a week doesn't pass without them coming twice.

I: What is the nature of the interactions between this company and the vendors? Do you communicate?

P: Some of them bring us customers. We also bring them customers. Yeah, we are helping each other, hand in hand.

I: Is there any assistive or collaborative effort?

P: Yeah, I think this one you've answered.

I: And then, okay, so security-wise, how's this been? Like, do you affect that? Maybe there are vendors outside? Like, does it make the space safer?

P: Yeah, it's safe, even though, you know, crime is everywhere. The street boys, they are the ones who are not safe, actually, because they can come and steal. Those ones that are not safe, but at least we have cameras. Yeah? And then the police also. They are the ones that say they stop crime. Yeah, yeah. They are moving around the street, everything, alright.

I: Does the fact that maybe there's a police station help?

P: Yeah, that's how maybe you will report incidents.

I: And then, so, what are the changes you prefer?

P: At least, we must reduce, we must try to reduce this now, progress in history. And also these street vendors, they must make a plan. Try to look for a better place where they can do their business, so that they also can have something at the end of the day, a suitable space for them. Actually, yeah, they can't just lie on the street like this. It's not safe for them, actually.

I: So, if someone was to maybe start a vending shop again, market in front of your shop, like right next to the glass?

P: It's not possible to do that because this building is managed by another company. Yeah, so they have to report first. If they do that, they're just gonna chase them. It's not allowed. They'll call the police officer. And the manager of the building will just chase them. That's their responsibility. After all, they have to manage the thing. They don't have to allow someone who's not going to pay rent to stay there.

I: So basically, the owner has some responsibility?

P: I don't know what they call the management, but they are managing. Yeah, call them. Managing something.

I: And then, how do you view the role of this business in the community?

P: That one, it actually helps a lot of students that they look for accommodation around. Yeah, they help them. So, very, very much. And you know, people from the flats, some of whom don't have washing facilities, prefer to bring their clothes here.



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I: Yeah, no, I think, yeah, that's it. Thank you.

P: Thank you.

I: Otherwise, I'd be like, you've already covered, yeah.

P: Okay. Thank you. So and then, yeah, we all quit.



Participant P:

Participant (P): Now, as you are locking your car, you see them also opening the car, that car, as you are locking your car.

Interviewer (I): Oh, yeah, whatever you have in that car before you come back.

P: Oh, okay, you understand? Yeah, we are always together. Yeah, if he doesn't take care of the doors well before he leaves, they will open one of the doors silently as he's sitting down here before he goes in his eyes, yeah, if there is a laptop, I go there. When this man comes to the civilian, these boys, they park me, but now my teams are coming. Yeah. I went there, but that time, oh, okay, you understand, yeah.

I: So the next question is, have developments done by the government, or maybe, was this private companies, or maybe the fence, for example, does it, does it sort of like help, or does it affect your business?

P: Does it help? Yeah. Yeah, controls movement, but at night, when you leave, yeah, make. It makes your business safe.

I: So the other question is, what is the nature of interactions between your business and your neighbours?

P: Do you have a very, very, it's good, okay, so there's like, it's like a community. It's like we are together. We are like neighbours. We take care of each other, yeah?

I: And then the other thing is, what is the security measure around the area? So let's say someone steals from your neighbour. What is there, like a way for you to make this space safer?

P: Cameras, yeah. So the security men are the ones who go around. Yeah, okay, and then, alright, this one you've answered, like, what are the changes you prefer on the street?

I: If they can clear the street boys, they can just stop them from coming, because anyone who is driving, there is no need for them to do so. So if they can change, they can change them away.

P: Car guards. I just seconded. The television industry.

I: So another question is the use of public space outside. So how do you use the space in front of your shops?

P: How are you?

I: I'm all right. No, this place, like, immediately when you go outside, like, just this place, yeah, yeah. Or everyone uses it. So if maybe your neighbour wanted to use this space, it won't be a problem. Maybe she set up to work here, come and work?

P: No, the space that you see is being managed before we can sit in front and do anything inside. Yeah, you must get the position. Yeah. To sit outside.

I: Oh, okay, alright, no, that's it. Thank you very much for allowing me to ask you these questions.



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P: But for this, yeah, it's hard to speak it.

I: Yes, it's only the name and signature, date the first line.

P: Yeah, I'm just gonna tear this part and then you keep this part. I just want that. Our contact details and everything is here in case no one will finish your master's.

I: No, I must come back.

P: Yeah, yeah, they come on, come on.

I: Oh, yeah, no, it's out. Thank you. Thank you very much, sir.

P: Say, okay, thank you. Thank you.



Participant Q:

Interviewer (I): Yes, they said, if they see you, the 29 with ESG T-shirts, sure.

Participant (P): No, that's hectic.

I: Yeah, which one do they want? EFF even, because Malema, yeah, do you mind if we start? Can you feed me?

P: Oh yeah, okay.

I: Okay, so the first question is, do you live in Sunnyside?

P: Yeah, so you know Sunnyside a lot.

I: Okay, so how long have you been working?

P: Yeah, for now, I would say something like six years.

I: Six years?

P: Yeah, industry, yeah, this is my point. Oh, this is in my office, yeah, but I have to travel to the hospital, some challenges. Yeah, there's a time that immigration can come. They can come to take money, equality, and protection fees. Yeah, I'm hustling, yeah, I don't do drugs, yeah? But if the police come and take a protection fee, yeah, whether you like it or not, don't give it to them when they do those operations, yeah, they will finish. Yeah.

I: So, is this site good for business?

P: Yeah, it's good for business because there's a lot of people in Sunnyside, because there's a lot of people in Sunnyside, yeah. So even the intermobile, as you want to do, yeah? You make it, oh yeah, you make it Sunnyside, the place that's our Chicago, yeah.

I: So also, I just want to know how, how does the vendor community organise itself? Like, is this, is this your spot? Like, do you communicate with your neighbour?

P: But yeah, some years with these people, yeah, you understand, yeah.

I: So if someone else wants to come here and use your spot, will they protect you?

P: Yeah, they can protect you in prison. So no one, no one can use your spot.

I: And then so, so what are the changes that you have? Have you observed, like on the side, concerning the vendor community?

P: But now we communicate with them. We talk to them, no, as we are not doing crimes with two boys, yeah, going to school? Yeah, I feed my boy with that. This is mine. You understand? Yeah. So now there's a lot of things that now they no longer come, like every day, to come and arrest us, chase us away. All of us in the street, we got some licences. Yeah? Some of us don't have a licence. Yeah, yeah.

I: So, but this one you've touched, yeah, this one you've touched because it says, how do you plan on expanding the business? You are saying you do house calls.



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P: This I mean, start from this, yeah, oh, a formal space. Okay, I'll be marketing my thing, yeah, but I'm gonna be inside now, that's the time now I upgrade, I expand, I start. It was smooth, yeah? Giving yourself to the people. People must know you, yeah, you get what I'm saying, yeah, yeah, so now, yeah, every day, 24/7 24/7.

I: So when you're not here or you're not working, how is this space managed? Is it controlled by your neighbours?

P: Or exactly, you can just jump when you start using the tomato? Oh, he'll cook. Oh, okay. And the thing, no, no, yeah. For. So it's a community type over there.

P: Exactly, Africans in it, yeah? People, they come and support us, not only South Africans. Only love when different types of people come and support our business. Yeah?

I: So in terms of, like, these infrastructures, these structures, do you feel like they help?

P: Start to run away, but this one, yeah, and then how do you store your equipment, your chairs? You take you home with them.

I: Oh, okay, so you come with them.

P: I go to my store.

I: So you don't have a trolley? You use someone's trolley?

P: And then I'm just checking you touched a lot of things, but some of these questions you've already answered. So I just want to go through and check which one?

P: Open a school of art, yeah, teach people how to craft, like you go to school to learn how to drive.

I: Challenge. So, another question, but you touched on it a bit. Just one question, and then I'm done. I like the way you are doing there.

I: How much with that same number?

P: Of course, you saw, I came. How much I do.

I: So I just have two questions. So the one is, how do you address security concerns? So if someone steals on the side, what happens? Do you help?

P: Oh, yeah, yeah.

I: Oh, okay, so you. So you understand? So this, it means this street, it's safer because everyone is here.

P: Exactly.

I: Oh, okay. So, and then, are there fees like to operate in the space? Do you pay for something? But you said, I'll tell you to the police, but it's like it's a tax fee.

P: Oh, okay, all right.

I: Okay, no, thank you very much, man. You.



Participant R:

Interviewer (I): Yeah, so individual, yeah, individual, but I'm just gonna say what brings you to the space and start with you and then some questions or your opinion, your opinion.

Participant (P): Yeah.

I: Yeah, so first question, gents. More so, because what? Yeah, English, proficient English? No, but okay, so what brings you to this place?

P: School? Also means school, school.

I: Okay, so where are you coming from? Like, do you live in this space? Or maybe you're coming from somewhere and coming to school here?

P: I come from, I'm from, from? Yeah, I'm from. I'm from California Heights and I travel daily.

I: Okay, so how often do you come here?

P: Every day, every day, from Monday to Friday, Monday to Friday.

I: Let's go. Good, good people for this research. So, what do you do for a living? That one is covered?

P: Yeah.

I: Okay, I think so. And then what is your opinion on the feeling of this space? How is being here or doing what you're doing in this space? Like, for you? Is that inviting? Is it uncomfortable? Is it comfortable?

P: It is very comfortable. I feel like doing business here is suitable. It's a suitable place for a business to start.

P: Or feel like a very hectic place to be at, quite unsafe, I'd say. So packed with fluorine is so I don't feel safe at this moment.

I: Okay, so you feel like you can come and sit here like with a game of people or like use the space for leisure? Like, come and play here with your friends or something?

P: Yeah, for a chilla. See, I can.

P: You can? Yeah.

I: Okay.

P: No.

I: Do you have a reason for that?

P: But you said it ends up set, safe.

I: Alright. So what do you, what, how do you feel about the vendors, the street traders? With markets more? Market? What do you feel about that? They're selling on the streets? Along



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the whole street? Like from Detroit down there? What do you feel about them? How do I feel about them?

P: Yeah.

I: I feel like, well, I feel like they're negative. Are they taking up space? Do you feel like it's convenient? Do you feel like their business works? Their business model work?

P: They don't pay taxes. They don't pay taxes. And most of them are foreigners. Not that I'm being racial?

I: No, no, it's fine. You can be as honest as you want.

P: They're not paying taxes or not. Even for those who are taxpayers. So you find them packed like this. Some of them don't even have passports and whatnot. So, Andre, that's not the one they hide. They hide something. You find them, some of them selling weed?

I: Yeah.

P: Actually, they're taking my mind. They're taking our mind when the Metro Police says they put signs for no vendors. They decide to sell when they come, they take the asphalt, and then when they think they can stop the robots.

I: Okay, okay. So, what are your thoughts on waste management that we get on the floor?

P: I feel like they should put bins. Yeah, like it's very... It's very... I'm going to type this information.

I: Yeah, you see in this environment. Yeah. So, so concerning the vendors name, because if we some, maybe one might assume more. Most of them also contribute to the debt on the street. Do you feel like there should be some form of control to tell them more? Okay, after doing this, you need to clean and stuff like this?

P: Most definitely.

I: Okay. So how does business on the site affect the experience of a pedestrian? So if you're walking, walking along the street, what do you feel like? Especially because of the people doing business on the side? It's very easy.

P: Like, it's congested. Yeah, so it's quite congested.

I: But how do you feel about that? Do you feel like it's something that should be done better or changed or removed?

P: Maybe they should change? They should be done.

I: Yeah. Okay, this one I'm gonna do maintenance on site, we covered it. Okay. Maintenance in general is mean, let's say government. How do you feel about them maintaining the space, because you can see, like, as you walk down, this space is privately owned, obviously, because it's a mall. But as you go down there, you can see that this place is well maintained. So how do you feel about the maintenance?

P: I feel like they should maintain it, like actually, I don't have an opinion on this.



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P: I feel like it should be maintained. And there are no street lights at night. So things like that. It should make sure that they provide the lights, clean the area, and make sure that the police actually...

P: is not saying.

I: But so, do you think the street vendors are helping in terms of safety? Let's say, would people rob you? Like if they rob you, they'll rob you right in front of them?

P: What will they say after all? Yeah.

I: So it doesn't help?

P: It doesn't help, and I feel like they're helping. They're helping.

P: Because it's a lifeline.

I: Yeah. Okay. All right. So yeah. Thanks, gents.

P: Yeah.

I: So yeah, no, it's rough. It's rough. It's so as someone who might be passing through, how do you feel about the space from a non-user perspective?

P: Recovery?

I: Recovery? So okay, do you see opportunities to use the space for leisure and gathering?

P: Yeah, we spoke about that, and said you can.

I: Okay. But are you referring to the mall? Or are you saying the whole street? Let's say look, let's now look...

P: I'll say I can chilla right here. Next to all my...

I: Okay, no, thank you very much. We're done with the interview. That's all I wanted to know.



Participant S:

Interviewer (I): Can you tell me a bit about your shop and what you sell?

Participant (P): I own a small convenience store. We sell a variety of items, from groceries and snacks to household essentials.

I: How long have you been running your shop here?

P: I've been running this shop for about ten years now.

I: I noticed there's a street vendor set up right in front of your store. How do you feel about that?

P: It's a neutral situation for me. They don't interfere with my business too much, and I understand they're just trying to make a living like everyone else.

I: Do you think the presence of street vendors affects your business in any way?

P: Not significantly. Our customer bases are a bit different. People who come to my store are usually looking for a wider variety of items or specific products that the street vendors don't carry.

I: Do you interact with the vendor much?

P: We have a polite relationship. We say hello and sometimes exchange small favours, like giving change. There's no animosity, but we don't interact much beyond that.

I: How do you feel about the cleanliness around your store with the street vendors being so close?

P: It can be a bit challenging at times, but most of the vendors are good about keeping their areas clean. We both try to maintain the cleanliness to attract customers.

I: What's your opinion on the way authorities handle street vendors?

P: I think the authorities need to find a better balance. There needs to be regulation to maintain order, but it shouldn't be so harsh that it disrupts people's livelihoods.

I: Do you think there should be designated areas for street vendors?

P: That might help. Designated areas could provide a more organised and controlled environment, which would be beneficial for both the vendors and shop owners.

I: How do your customers feel about the street vendors?

P: From what I've heard, most customers appreciate the vendors. They like the convenience and the fresh produce the vendors offer. It adds to the local shopping experience.

I: Have you noticed any changes in the business environment here over the years?

P: Yes, there's definitely more competition now, both from other shops and an increasing number of street vendors. The area has become busier and more vibrant, which is both a challenge and an opportunity.



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I: What changes would you like to see in this area to improve the business environment?

P: I'd like to see better support for both shop owners and street vendors. More trash bins and regular cleaning would help. Also, a more streamlined process for permits and a designated area for vendors could make things more orderly.

I: Do you see any opportunities for collaboration between shop owners and street vendors?

P: Possibly. If we worked together, we could create a more cohesive shopping environment. For example, we could coordinate promotions or events to draw more customers to the area.

I: Thank you so much for your time and insights



Participant T:

Interviewer (I): I'm from the University of Pretoria studying architecture. So, yeah, we have a questionnaire here, and we're just going to ask a few questions. And we have our participants.

I: Okay, thank you very much. So the first question is, what brings you to space? It can be as short as possible, live, work, or shop?

Participant (P): Shopping. Work. Communication or communication with people.

I: Okay. So the second question is, could you share where you're coming from? Like, do you live in this space? Or maybe you're coming from outside to space?

P: Like Sunnyside, outside space? Yeah, coming outside from space.

I: Outside? And then the third is, how often do you come here?

P: Not often enough, because we are actually supposed to be here. So we don't come here often.

I: So in terms of days, is it three days, two days? Maybe it can take a week or two?

P: Three days. Three days.

I: Okay. Same same. Okay. What do you do for a living? Is it? Are you basically related to space? Like, do you work in this area?

P: Yeah, no, I'm not related to this area. But what brings me here? It's because there are a lot of people, there's a lot of businesses, business opportunities, and there's a lot that you can learn from people that are living in this area. Because like you, you see that there are franchises, there are other exclusive shops, and like there are people who can communicate with some, they help others with info on how to grow little businesses, and like everything. So it's, it's a very nice place to come to, because you end up communicating with people with different kinds of things. So it's a very good thing.

I: Thank you. Thank you for that response. Okay. What do you do for a living? Communicate for a living?

P: So are we saying, Are we using the same mindset? Alright, so jumping to perspective, perspective on the site? What is your opinion and feeling about space? Like, do you feel safe? Do you feel like it's a nice place?

I: Yeah, it's a nice place, though. We cannot we cannot say we are 100% safe. But it's a working space. So in a working space, you come across different kinds of people. So we cannot like, say that we trust everyone, but we believe and have faith in whatever is happening here. So because there are businesses and everything, we just hope that it's a good thing to be here. And there are no crimes and like limited crimes and everything. So like, basically trying to so you can do your work without feeling like something is threatening you.

P: Oh, no, no, no, no, I'm already working. So it's nothing and nothing so far, is threatening me. So that's why I'm saying it's a good working space because you see different types of



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people. And then like you can communicate, so that's why I'm saying it's fun to communicate for a living and work for a living and then like it's a good thing.

I: Are we using the same answer so it's safe? Okay. The next question is, do you find this space welcoming and suitable for leisure or gathering?

P: But I think we've already answered that. Because we find it suitable.

I: Suitable suitable spaces are here to get you anything that you feel like doing. It's a very good species. You also feel like maybe you can do business here. Let's say you feel safe. Do you feel like you can? Let's say you want to start a business. Do you feel like you can come with your stuff and sell it here?

P: Most of the time, we experience private entities owning certain spaces. So yeah, we cannot, I cannot just come with my things and then just put my things by the corner and say that I'm going to start now. Add business here. But the most important thing is to never give up, have that vision and mission of your business. But if you want to continue with your kind of business, then you have to communicate with the relevant Bofu protocol. And then your business is going to start pulling.

I: Thank you for watching. So how do you feel about the structures used by and used by these vendor spaces? So all of these markets that people use to use by vendors, what do you think about that? For an example, Can I can I can I put an example?

P: Yeah, there's a KFC where if I have a corner, from all corners, you can see that there's a KFC by the corner. So it's welcoming. It's welcoming. So the space is nice, the structure of the place and everything, like in a good place, such as your shop or your KFC or so whatsoever, it can do a lot of marketing. So it's a good thing. Because if you're by the corner, and then like, everything is good.

I: Thank you. So we're going with the same answer. With the same answer. Okay. So, what are your thoughts on waste management? So dead on the street?

P: From where I'm standing. I don't have an aligner. It's very clean. Yeah, there are people that come across, as after maybe 10 or 15 minutes, they pick up what? Papers, plastics, cans, and everything that's on the floor? So it's a very clean space. Yes. It's a very clean space. Yeah. Yeah, it's fairly clean. It's not like, there are no, there are no people dumping and doing it whatsoever. But yeah, it's fairly clean.

I: So. So how do you compare the space because it's closer to the mall? And this is more like your private sector? And the rest of the streets?

P: Yes, the rest of the streets because we could call it it's here by the by the, by the complex and everything. But when you go to different sites, Sunny Park and everything like, yeah, you could see me struggling with waste management. Yeah, we're struggling a lot. We're struggling a lot. I think that this property, it's a private property, is claimed by the private people. So I think that's why it's fairly clean. So yeah, otherwise, we suffer a lot with waste management.

I: Okay, thank you. And then the next one is, how does the business on this, on the side affect your experience as a pedestrian? So this is more like, you see people selling on the street? So how does that affect you? Does it? Do you feel like it's good? Do you feel like it makes your life easy? Let's say maybe you stay around your maybe you're a person you want something you can just quickly buy? Or maybe you feel like it's taking too much space? Like stuff like that? How do you feel?



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P: Honestly, speaking, we cannot say those street vendors are wrong. Yeah, yeah, trying a living. So it's convenient. And it's inconvenient at the very same time. Because if I'm selling something from my shop, and like I want, I want, I want, maybe, let's say, I'm selling necklaces, diamond necklaces, and whatsoever, if someone is standing outside my shop, then potential customers who have money to come and buy in my shop, they are going to be threatened by that street vendor. So that's why I'm saying it's a good thing. It's a good thing. And it's not a good thing at the same time. So we cannot just say they have to pack and go away because they are making a fair living. They're not robbing anyone of anything. But we understand that everyone has to work. So it's a negative and a positive thing in its own way.

I: Yeah, yeah. Thank you for that. So these questions like they're not biased, we just want to get the overall feeling. Yeah. So you have to be like, as honest as possible. Yeah. I'm saying it's. So how do you compare vendors who have fixed structures versus those who don't? So if you look on the street, there are those with built structures, the structures were built by the municipality. And then there are those who don't like that they just have a table. So how do you feel about that?

P: I feel weird. People, most not most people that use street structures. Maybe they're the ones that you have come with less than the fortunate ones. And then again, those ones who don't have structures and everything, we have to just squeeze them in, we have to squeeze them in because like we South Africans, right, we have to make space for one another because, like we only to buy food, at the end of the day, we have to put table, we have to put food on the table at the end of the day. So it's very important for us to share that little bit of space that we have. Because it's not, it's not, it's not every day that you come to a place and then like put your stove away and then people don't call the police on you. So we have to share the space that we have. So you call.

I: I think that's a pastor.

P: Okay, I thought maybe that was. Would you maybe encourage the municipality to build more structures, or you think the space is okay for now?

I: I feel like they should give more space to people because people are struggling. There's a lot of unemployment, especially in this country. So if they could give more space to the vendors, those who are struggling and everything. And then like, it's a good thing, because at the end of the day, you're cutting the level of crime that we are suffering from. Because it's very important. It's very important for people to feel safe at the end of the day. So they should give more space for the vendors to work. So that they should stop harassing people. Because most of the people, it's not that they like to make money, but then there is no space to do business.

P: You understand? Yeah. Okay. Thank you so much for your time. You're welcome. Thank you. Okay. I think I think we're done.