

**A STUDY OF INFORMATION NEEDS AND USES OF THE INFORMAL
SECTOR OF UGANDA**

VOLUME TWO

By

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CHAPTER NINE

DISCUSSIONS OF THE FINDINGS

9.1 Introduction

This chapter discusses the results from four sets of data. Interviews with the informal sector entrepreneurs, interviews with the organisation representatives, interviews with informants and leaders; related studies and observation during visits to various enterprises. It provides perspectives and deep insight into the research findings by collating them from four sources and critically analysing and discussing them through comparison and evaluation. A qualitative approach is largely used for this presentation. In addition, the discussion is made within the framework of the research aim and objectives highlighted in chapter one, sections 1.6 and 1.7. Discussions comprise the informal sector and the information seeking behaviour, information access and flow as well as use and impact on business enterprises. Constraints to accessing information and suggestions to improve information availability to the sector are also discussed.

9.2 The Informal Sector

The informal sector generally demonstrates low levels of productivity given that they are labour intensive, use limited capital and operate on a small scale. Irrespective of the definitions chosen, the informal sector encompasses far more diverse activities than originally thought. At one extreme the sector acts as a employer of the last resort, with marginal activities which offer very little income. At the other end it includes micro-enterprises that show some division of labour and organisation of production. The informal sector plays an important and a growing role in the provision of employment and income opportunities for those people who are engaged in it. Most of the entrepreneurs are persons with low education.

Most entrepreneurs were found to gain skills outside the formal system of education. The finding that 60% gained their skills informally by experience demonstrates low serious

the shortage of skilled labour is in the sector. It indicates how little the formal education has contributed to the informal sector. The findings agree with what other studies (Matsebula 1998; University of Sierra Leone 1991; MPED 1989:165) have provided that skills are mostly acquired outside the formal school education.

In terms of age, entrepreneurs were found to be generally young although age sets spread widely. The largest proportion (53.1%) clustered between 21-40 years of age. There were children and the elderly too. This is an indicator that the informal sector is patronised mostly by young adults.

In communication, all local languages were in use. Considering that Uganda has fifty-six languages, it was no surprise all languages were used although English, the official language, was most preferred and used by many.

The majority (81.2%) of entrepreneurs was working full-time. These findings give an idea that most enterprises are managed on a full time basis. This is confirmed by the fact that 64.5% relied on their businesses as the only source of income.

Entrepreneurs were motivated into the sector by the need to generate income and profit 54%, 16.9% were looking for gainful employment, and 12.7% were after obtaining training and gaining experience, while 9.8% joined out of peer influence. Curiosity and ambition was stated by 6% while 3.3% said the market required their skills. Income, employment and training were the principal factor motivating people to join the informal sector.

The lack of market for the products (32.6%), difficulties of securing of inputs/supplies for production relatively cheaply (32.2%), poor health (18.7%), heavy tax burden (13.1%) and better employment opportunities elsewhere (7.1%) were top of the list of the demotivating factors. Other factors were insecurity, poor working conditions, high transportation costs, meagre profits, stiff competition, drought (cultivators), high overheads, poor supervision, debtors, government [harsh] policies, natural hazards,

seasonal harvest (fishing), high interest rates on loans, thieves and pirates (fishing) and poor public opinion about the informal sector. Studies conducted in USA (Franklin 1983:4-12; National Council for Small Business Management Development 1991:91-93), Senegal (Lubell and Zarour 1990:387) concur with these findings.

In other earlier studies (Maliyankomo & Bagachwa 1990:26; Tanzi 1982:4; Fergie 1982:4) stated in Chapter Seven, Section 7.2.14, the informal sector is reported outside Government control or accounting system. Findings show the contrary. The Government of Uganda has control over the informal sector and deals with it. There is a national policy unit at the Ministry of Finance, Planning and Economic Development for planning about the sector. And through the national censuses, development plans and through household and other surveys, government is aware that the informal sector exists. Also, by creating department of small-scale industries headed by a commissioner in the Ministry of Trade and Industry and, by establishing and maintaining vocational training institutions, government certainly is aware of the informal sector. It is because of the contact that most of them have with government that the respondents (73.9%) recognised that government was involved.

9.2.1 The Enterprises

Beginning with the first one about the life span of enterprises, other Ugandan studies (Snyder 2000:8; Kuteesa 1998:2; ILO 1998:190) indicate that informal enterprises are fragile and do not last long. The findings of this study contradict that viewpoint because (91.4%) said the contrary. Only 7.6% acknowledged that they do not last. According to those who stated that they last, they mentioned it that there was no other place for them to go to. The informal sector was the first and last place to be in. Whilst the Snyder (2000) and the Kuteesa (1998) studies were on Uganda, it will be stated that Snyder's was a review of other studies while the Kuteesa's was based on a pilot study of only four trades and in four districts (metal work, wood work, crafts and food). From experience these are trades with very high competition where collapse is often than not prevalent in them. The ILO (1998) used a large study area and therefore was likely to come up with those results.

The informal sector was found influential to a majority of the entrepreneurs (76.6%) who recognised the sector as an entrepreneurial sector for helping themselves in a variety of ways as already mentioned above. However, entrepreneurs also expressed fighting poverty, socialising, and making friends, saving oneself from stress, becoming independent, a cheap source of solving the domestic needs such as raising school fees, food and marriages, and improving their standards of living as some of the influences resulting from being in the sector.

Comparing the formal and the informal sectors, the opinions of the entrepreneurs were that 92.2% of the informal sector is very important to them while the rest did not view it as such. They considered the formal sector as important because it involved government, and the medium and big scale industries that produce products that they cannot produce. They too said that the formal sector was producing items that they need such as steel plates, iron bars, soap, medicine and other items. They further argued that not every one could find a job in the formal sector. To them the existence of the formal and the informal sectors was healthy in a poor country precisely because both sectors try to produce for defined markets.

9.2.2 Business characteristics

These findings showed that two thirds, (65.1%) of the respondents were sole proprietors, 18.4% were partnerships, 10.5% were family owned, and 2.5% were companies. Only 1.2% was found to be co-operative societies. These findings show a normal occurrence in organisation of businesses in developing countries where there are more sole proprietors than the rest of the classes. It reflects low capital accumulation and size of the business establishments.

The gender factor was an interest in this study. The proportionality of gender in enterprises would have been the most appealing pattern. Unfortunately, this could not be done due to constraints beyond this study. However, male and female, adults and the

young people run the informal sector. The sample interviewed had more males than females. The males were four times more than their female counterparts.

In ownership the findings show that the informal sector enterprises were predominantly one person businesses 66.3%, 11.1% were partnership shareholdings, 9.8% were employees, The implications of many one person businesses are little investments.

Regarding the trades, inputs/supplies and products, the informal sector exhibited a broad range of business activities or trades. The significant characteristic was that the sector is heterogeneous in composition. It is an indication of the diversity of human needs. These findings are in agreement with findings from other countries in which similar studies have been conducted. On the inputs and other supplies, there was evidence that most of the requirements are met locally within the country.

On labour, the findings showed that a majority of enterprises are actually small, with 78.2% indicating that they employed up to six people with the remaining, and only 21.8% employing more people. These findings are consistent with ILO (1991) findings that the informal sector in most cases employs very few workers per enterprise. These findings also concur with Fapohunda's (1985) on the informal sector in Lagos, Nigeria.

Who are the customers? Throughout its history, customers of the informal sector products and services have been the individuals or communities that have peculiar needs that cannot be addressed by the formal sector adequately. This position has not changed substantially. Findings showed that more than half, 95.8% were individuals. Government was also its customer with a low 22.9% involvement.

Location of enterprises. The description given by USAID (1994:3) about Uganda's informal sector gives an appropriate picture. It says, 'in most cases entrepreneurs are found easily along the walk ways, verandas, inside buses, bus parks, or physically mobile or occupying the sub-urban areas.'

Infrastructure is about facilities for carrying out business. Other studies have shown different versions of these facilities. One version is that, informal businesses are poor and therefore, can operate from different locations such as the fixed locations, open air, temporary location or they are mobile. The second version is that there must be running water, electricity, proper housing, transport facilities etc. (University of Sierra Leone 1991). The third version is that the informal sector is a sector with very poor infrastructure. All these are correct observations and they apply to the Uganda informal sector.

On hygiene, since this study revealed that the infrastructure was inadequate, it was also likely that even the hygiene conditions were bad. This is because infrastructure has influence on the hygiene conditions. From the observations, it was found that in general, the hygiene conditions were poor although there were enterprises with good conditions. Educated entrepreneurs had better facilities than the least or non-educated. It can therefore be stated that education has a big influence of the nature of enterprise conditions.

Coming to the issue of licences, it is noted from other sources that the informal sector enterprises usually operate without government licences. The origin of this is expected to be the tiny nature of enterprises themselves. The studies by Maliyakomo & Bagachwa (1990) on the Tanzanian second economy, among others say the same issues that the informal entrepreneurs do not have operating licences. But the findings show the contrary. Two thirds, (64%) among the entrepreneurs sampled had business licences, one third, (31.6%) did not have. And 4% hesitated to mention it. Most probably they did not have. These results also confirm the government involvement/control of the sector. A Nigerian study by Fapohunda (1985:37) gives a contradictory view and interesting conclusion that informal sector enterprises do not need licenses to operate, they usually do not do business with government and they are not even inspected by government. But the truth of matter is that for the "free riders" the degree of compliance with the law depends on the geographical location of the enterprise, the size of the unit, and the length of time it has existed (Monaldonado, 1995).

The practice of record keeping was important for comparative purposes. Matsebula (1996:12-3) and University of Sierra Leone (1991) note that informal entrepreneurs do not keep any records of their transactions. According to this study, the findings are different. Of those interviewed, 57% kept business books while still larger proportion (41.4%) did not keep books. The pilot study showed the same pattern. The implication is that record keeping is not fully embraced but as times change, it is also likely that informal sector undergoes structural change. One area of change is in record keeping.

On initial capital, entrepreneurs had limited opportunities for funds outside their own. As the findings show in Section 7.3.16 of Chapter Seven, the entrepreneurs actually start their businesses with own capital. This was confirmed by 83.2% who reported that personal money was the most important source. And almost immediately other sources withered up. Money from friends accounted for about 8.3% only, from relatives only 6.1% while 3.3% secured a Bank loan and others obtained from partnerships savings, grants from NGOs and other credit schemes. This finding is consistent with the report of the African Development Bank (1997:117) on the same issue.

9.2.3 Culture and the Informal Sector

Many people had differing ideas about culture. About beliefs, the study established two lines of thinking. There were those who followed religious beliefs and those who followed secular beliefs. On customs, the position was even more uncertain. Fewer respondents (20%) indicated that there were indeed customs that were followed in the informal sector.

9.3 The Information Behaviour

The previous section discussed briefly the informal sector as phenomena whose information needs were studied. Knowledge of the phenomena gives the essential background from which the present study arose. The study was about the information needs and uses of the informal sector as essential activities of its information behaviour. This section discusses the information behaviour of the entrepreneurs of the sector.

Information behaviour refers to the sum of activities through which information becomes useful (Taylor, 1991:221). This behaviour is discussed under the following headings or sections: information needs, information seeking behaviour of entrepreneurs, information access to the informal sector, and information use and its impact. In addition, the constraints that entrepreneurs meet in accessing information and suggestions to solve an information gap are discussed.

9.3.1 Information needs of entrepreneurs

Information needs are the needs that arise when an entrepreneur runs short of ideas about how to solve a particular work-related problem. When the entrepreneur experiences such a situation, it demonstrates that there is a shortfall in the amount of knowledge that is required to solve a particular problem. In information science this situation is described as gaps in the knowledge structure of the particular individual such as the entrepreneur. The gap may be crucial to the performance of the entrepreneur and the problem regarding the need for information must be resolved in order to eliminate the deficiency. The gap may remain in that state if the affected individual entrepreneur does not take the necessary initiatives to resolve the problem.

For the sake of developing the point, and assuming there is a will to resolve the need, the purpose(s) may be to solve business problems that arise from various situations. These may include needs for creating awareness, decision-making, informing workmates, learning new skills, overcoming job barriers, dealing with problematic situations such as looking for sources of raw materials at fair prices, or just understanding the job situation or the prevailing situation in the country, in general. It is such problematic situations that cause the entrepreneur in the informal sector, in this example, to resort to actions that will lead to a resolution of the problem at hand. The medium for this is information and information is therefore a catalyst or an agent for resolving the problem. Problems are the basis for information and that is why they are called information needs, instead of problem needs.

The entrepreneur's problem needs may be immediate or deferred. They may be

economic, and/or educational in nature and the need may be expressed as a need for 'coping information', or for 'survival information.' The needs may be expressed, unexpressed, dormant, physiological, affective or cognitive. The information needs may encompass needs for new information, or needs for information to clarify that which is already held, or for confirming personal information. They may be formalised, compromised or otherwise. These types of information needs can only be determined by observing an entrepreneur perform a task over a period of time and in a controlled environment, so that it can be determined which need is immediate and which is not.

In this study there was consensus that entrepreneurs have information needs. The needs were identified as having to do with the acquisition of training and new skills (25.2 %), marketing (23.9 %), inputs/supplies and their prices (23.6%), record keeping (8.5 %), transport (4.9 %), credit facilities (3.5%), and problems concerning hazards affecting fishermen (1.5%). Other types of information needs mentioned by respondents included maintenance of tools and equipment, opportunities for better employment, quality improvement, planning and management of businesses. These have been reported in Chapter seven, section 7.4.1.

However, the point is that the needs are basically expressions of problems affecting entrepreneurs that they, the entrepreneurs, were not able to solve. And from the information point of view, these are expressed as situations in which entrepreneurs are less than equipped with sufficient information and knowledge to deal with their problem situations. The nature of the problem translates into a type of information need. For example, a situation where there was a shortfall in inputs translated into the information need about where to obtain the inputs.

It is important to note that entrepreneurs were able to identify their information needs, as business information needs. This is a strong indicator that although many of them are not well educated, they are able to identify and specify precisely what affects them most in their business activities. What they expressed are the needs of every type of business, irrespective of the question of formality or informality. It therefore indicates that

entrepreneurs are in a position to identify correctly other types of problems that affect them. It also serves to indicate that entrepreneurs are knowledgeable about what goes on around them.

In order to crosscheck the findings, organisation representatives, informants, and personal observations were used. Findings from the respondents could therefore provide an overall picture that could confirm or contradict what entrepreneurs stated.

From the twenty-three organisations interviewed, it was established that they have all been in contact with the informal sector entrepreneurs and vice versa. Their relations with the entrepreneurs enabled them to establish a pattern of the entrepreneurs' information needs that could be compared to the needs expressed by the entrepreneurs in the different parts of the study. Innovations in the study, though, were advocacy and lobbying, as well as advisory centres. Coincidentally, in the opinions of these organisations, training is important because most of the entrepreneurs have a low level of education and therefore are not able to exploit technology. They do not know how to price their products and services effectively. In connection with marketing, they felt that the informal sector had genuine problems. Due to crowding in identical businesses that show limited signs of diversification, the market is easily oversupplied with similar products. This could have been solved if and when entrepreneurs are able to determine where to sell their products. Lack of knowledge of markets beyond their own areas lowers the entrepreneurial spirit. Organisations feel that there is need for an agency to keep advertising what markets exist and for what products and services.

Informants held similar views about the information needs of the entrepreneurs in the informal sector as expressed by the entrepreneurs themselves and by the organisations. They felt that entrepreneurs have difficulties in selling or marketing their products and services for a number of reasons. Firstly, they attributed problems to the low mobility of entrepreneurs. Secondly, many entrepreneurs were found to be doing the same business. As soon as fellow entrepreneurs saw one of their colleagues improving and/or benefiting from a specific type of business, many would automatically join in and 'share away' the

market. Thirdly, low education among entrepreneurs reduced their inventiveness to such an extent that nothing strikingly new emerges from them. And fourthly, there was the inferior quality of products that could be attributed to factors that have already been explained in the preceding paragraphs.

Bringing all data together, the information needs of the informal sector boil down to *training, capital, marketing, sources of inputs/supplies, tools and equipment, business management and development, pricing and pricing techniques, knowledge of production processes, advocacy and lobby skills, new areas of investment, appropriate technology, quality improvement, and record keeping.*

9.3.2 Information-seeking behaviour among the entrepreneurs

There is no disagreement that information-seeking behaviour results from the recognition of certain needs (Robins, 1996; Itoga, 1992). It is an activity that an individual undertakes to identify information that satisfies a perceived need. It begins when someone perceives that his/her current state of knowledge is less than adequate or lower than the essential level required to deal with certain issues. It is a process in which the affected individual tries or attempts to make sense out of a given situation. At that state an individual is said to be actively involved in finding meaning which fits in with what he/she already knows.

The theoretical foundation of the information-seeking process is that people actively construct their view of the world by assimilating and accommodating new information with what they already know or have experienced. The organism, with its structures already prepared for stimulation, itself manipulates and reorders the information it freshly encounters – perhaps distorting the information as it is being assimilated, perhaps recording it into a more familiar or convenient form once it has been initially apprehended Garner in Kuhlthau (1991:362). But the main pre-occupation of the mind is based on the idea of a pre-existing schema that is used in determining relevance.

Considering this behaviour from the viewpoint of the informal sector entrepreneurs, it is realised that there are gaps in their knowledge that prevent them to deal effectively with

problems that they face in their work situations. These gaps are indicators of the Anomalous State of Knowledge (ASK) existing in their minds. This is why entrepreneurs have information needs, which they wish to resolve.

Entrepreneurs will resolve these problems by seeking information. And this seeking of information requires that the entrepreneurs are sufficiently motivated to resolve the gaps. The emphasis is placed on motivation because an entrepreneur may possess the cognitive processes for resolving an anomalous state of knowledge but will not seek out the sources necessary to resolve the state without motivation. Similarly, an entrepreneur who is motivated to seek information to solve the problem may be frustrated without the cognitive ability to process the new information.

From the respondents sampled, it was established that they had several methods by which they seek for information. Overwhelmingly (84%), the oral means of seeking information predominates. For example, interviews with entrepreneurs identified listening and talking with other people (59.3%), contacting people who may know (58%), use of personal experience (55.1%), asking a friend or relative or neighbour (49.3%) and through visiting and asking customers (32.7%). In addition, listening to radio/TV (24.2%), use of social networks (20.9%) and asking supervisors (19.1%), inquiring from educated people in their areas (10.2%), and asking extension agents (8.6%) were used. Asking role models in their areas (8.1%), seeking assistance from area councillors (4.8%), also featured. Expectedly, seeking information through printed media, such as reading newspapers/manuals/books (15.9%) or visiting the nearest library, played an insignificant role. These methods of information seeking suggest that information seeking is overwhelmingly oral, using a multiplicity of oral methods. The conclusion on the multiplicity of information seeking strategies concurs with studies by Xie (2000:841) who also summarises several related conclusions from Kuhlthau, 1991; Belkin, Chang, Downs, Saracevic, & Zhao 1990; Bates, 1989 that more research has demonstrated that people engage in multiple type of information-seeking strategies within an information seeking episode. As a consequence, this identification of multiple seeking strategies raises the issue of how information users change their information-seeking strategies in

the information-seeking process. Xie (2000), however, admits that recent research confirms that users do change their information-seeking strategies within an information-seeking episode, and strategy shifts are the most important shifts in their information-seeking processes. He concedes that although very few studies have examined the shifts of information-seeking strategies and the structure behind these shifts, user goals have been identified as the most important factors in defining information-seeking behaviour. Belkin, Marchetti & Cool (1993); Shenouda (1990); Daniels (1986); Weischedel (1984); Saracevic (1983); and Rouse, Rouse, & Morehead (1982) support this viewpoint. What is not clear from these studies is whether the multiple information seeking strategies fall within a single domain or whether the oral method of information seeking predominates such as it does in this study. The formal sources of information such as the library, or reading of newspapers that were described, as 'exotic information systems' in chapter three, are rated quite low. Several reasons can be advanced. These may include a low level of literacy, cultural norms that still hold oral traditions of information transfer very high. This is because of its closeness/proximity to the target users. And therefore being accessible and available to the entrepreneurs, and the failure of the 'exotic information systems' to meet the needs of the target population and address their limitations on accessibility and availability seriously and also poverty and insufficient infrastructure. For example, there are very few (18) public libraries, resource centres and tele centres in Uganda. It has one public library or resource centre to more than one million people if statistics are anything to provide a picture. Information materials in these libraries are in English that a number of entrepreneurs are not competent in. Besides, these libraries have few books. Literacy rates are little more than 50%. This situation is exacerbated by the lack of a culture of reading. One respondents observes that:

"With Africans, there is no reading. Leisure time is occupied by doing important home activities. Unlike whites, Africans are pre-occupied with things that satisfy immediate needs."

Another conclusion is that these methods of information seeking are different from those preferred in developed countries. In these countries, formal sources, especially

information systems using computers, databases and libraries, are more pronounced. The Ugandan entrepreneurs like their counterparts from other developing countries rely mostly on the traditional sources using the informal methods. Menou (1995:465) however, does not discriminate against these sources. He recognises that informal sources of information play an important role and may well be the only form of information for many constituencies. Menou strikes a point when he argues that when formal sources, especially information systems and services, are not used, it does not mean that people live without information, but simply that they rely upon other channels. For all people, irrespective of their position, education and culture, asking a peer or neighbour is the most natural way to obtain information. He makes the point by illustrating in traditional societies, drama, story telling and trivial conversations are privileged means for sharing information to be used in all sorts of endeavour. He recognises those channels of informal information and the patterns of their use are, however, more difficult and interactive than in this case with the formal. On the basis of this explanation, it is accepted in this study that Uganda and entrepreneurs in the informal sector in particular is operating by using informal and traditional modes of information seeking.

The study also applied observation technique to establish different aspects of the information behaviour of the entrepreneurs. In information seeking, entrepreneurs were observed as taking active interest in looking for information. For this, it was found that entrepreneurs relied on both their internal information faculties and the external environment.

In the internal aspect, entrepreneurs were relying on their personal information infrastructures or tacit knowledge. The internal aspect would have been difficult to find out if careful observations were not done. To detect information action, states of personal reflection, a look of contemplation, and thoughtfulness signifying inner dilemmas were noted. These moments of uneasiness gave the researcher a chance to ask some of the entrepreneurs what was troubling them. The responses were, 'there is something troubling my mind, I am looking for something but I have not come across it, there is something bothering me, you see I cannot find what I want'. On further interrogation of

that something that was disturbing the entrepreneurs, it came to be known that some of them were looking for information leading to places where they can get spare parts. Some were looking for information about the market for their products etc. These were the *micro moments* that were detected as situations under which internal information infrastructures were at work. The personal information infrastructures really are parts of the human brain (mind) that absorb, keep, process and release information in the form of stimuli. This stimuli is what is decoded and relied on as personal experience. Personal experience is the accumulated reserve of knowledge. It is this knowledge that entrepreneurs use to solve their work problems.

The process of using this knowledge is that an individual experiences a problem requiring information. The problem develops out of the work situation about which there is need to solve it. The entrepreneur examines the problem, and checks if it can be solved instantly without need for information and if it is, the problem is solved immediately. But if it is not, the information seeking process commences. At this point it is established that there is a gap between the entrepreneur's knowledge and the problem and what the entrepreneur needs to know to solve the problem. This process enters the mind of the entrepreneur. In the mind it is perceived in the form of problem structure (theoretical construct) which is integrated into existing schema and from which matching of the problem with internally conserved information is done. If the matching process finds that existing information can be used to solve the attendant problem, then compatibility is established. According to Belkin's theory (*sense-making theory*) of Anomalous State of Knowledge (ASK) an interpreter (information user) is said to possess the cognitive processes for resolving the information gap such that he/she will not seek external sources for information. Internal stimulus then guides action of how to solve the problem. Once the problem has been solved, it is said that sense has been made out of the situation. What is important to stress is that entrepreneur's state of knowledge is dynamic rather than static, changing as he/she proceeds in the search process. This is precisely because there could be many possible ways of resolving the problem from which to make a decision. And time available to solve the problem makes it necessary that sorting of possible solution is done fast.

Leaving the internal search aside and coming to the external situation, it was observed that individuals are not so often complete in their internal information infrastructures such that contact with the external world is established. This world can be any information source immediately away from the information seeker. Observations revealed that entrepreneurs seek for information from the nearest source known to them first. The source could be a person, or information institution. The most immediate information-seeking activities that were witnessed going on very often were inquiring, conversing and consulting. These activities signified active searches for information. There were passive ones too that came to light. These involved listening, observing, and reading. And in practical situations, entrepreneurs gathered the required information through participating in work. Participating and/or performing activities enabled them to gain experiences necessary to improve their own performance in future. This is how cumulative experience develops knowledge. This was particularly involving activities like pottery, garage and metal work etc. And finally, being told the required information and telephoning, as well as visiting others were also some of the technique entrepreneurs used in information seeking.

The information-seeking techniques are useful in detecting methods by which people including entrepreneurs gather information. Seeking means making an inquiry while gathering means bringing together, or assembling together the different items. In this study and from observations, it was found out that entrepreneurs gather information by actively or passively using their experiences, obtaining information accidentally, using social networks, attending meetings, observing what goes on in the specific environments where similar activities are being done. In addition, information was gathered through reading, telephone conversations, workshops and seminars, visiting places, talking and conversing with visitors, customers, inquiring from those who may know. Buying newspapers, listening to radio and attending exhibitions.

In gathering information, it was established that entrepreneurs had clearly defined patterns of communication. It was observed that horizontal, vertical, diagonal and diffused patterns were noticed as being applied. For example, a horizontal pattern was

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exhibited when entrepreneurs who are colleagues were exchanging information among themselves. The information gathering behaviour is quite casual and relaxed. But in situations when an employee entrepreneur sought for information from his/her employer, a vertical pattern was exhibited. This could be detected from an employee being very polite, very attentive, sensitive and organised. But in a situation where an entrepreneur was looking for information without physically seeing the other person, like in the cell phone way, it was diffused. An entrepreneur could be seen walking around as he talks or moving his hand as a way of gesturing.

9.4 Information sources, access and flow in the informal sector

The aim of this section was to identify sources of information used by the informal sector entrepreneurs. Besides sources, it would report and discuss methods by which entrepreneurs access information and how this information flows into and within the informal sector.

9.4.1 Information sources and access

It has been reported in the preceding section that entrepreneurs rely mostly on the informal pathways for seeking information. There is a close link between methods of seeking information and the sources that are used. The informal sources predominate. As can be noted in this finding, word of mouth (89%); use of personal experience (73%), and relying on friends, relatives and neighbours (63%) are the most prominent methods. Radio/TV (38%) work supervisor (about 20%) and workshops and seminars (18%) follow but do not show the magnitude of the formal methods. Print media (20%) did not score high in this respect. Library and others scored lowest.

From the pilot study, it was established that interpersonal contacts (word of mouth, friends, relatives and neighbours) were the most important sources of information followed by personal experience and radio. The word of mouth secured a rating of 40.5% as against 38% of the final study. Other sources with less emphasis were library, cultural ceremonies, associations and area leaders. Findings are therefore showing a similar pattern.

These findings show clearly that personal characteristics, characteristics of information sources, work environment, and the method of information seeking have a greater influence in determining information sources and how information can be accessed. Wilson (1997), identifies similar factors. In this connection, Kuhlthau (1991:362) is of the opinion that the criteria for making choices are influenced by environmental constraints, such as prior experience, knowledge, and interest, information available, requirements of the problem, and time allotted for resolution. Wilson (1997:561-566), argues that the process of selecting a source requires the information user to know the options available to him or her. The most preferred sources will be those that are credible and accessible. Further, the channel chosen is sufficiently closely tied to the source. Hence, when the channel is a mouth then the source will be a person. Several African studies such as those by Kaniki (1994:13); Fairer-Wessels (1990:362); Ngimwa, Ocholla and Ojiambo (1997:53); Leach (1999:162-3); Camble (1994); Sturges and Chimseu (1984); Aboyade (1984); MSEPU/IDRC (1998:20); as well as an Australian study by Lipez (1970:5) corroborate the findings of this study.

However, studies by Sligo & Jameson (2000:864); Gaziano (1997:248-49) support this findings also in identifying that participation in community activities has often been found as a source of information about issues. This is so because there is a close linkage between community activities and information sharing such as in the places of prayer. Cultural meetings were also recognised as the venues for transmitting information.

To concretise the above findings the study sought from the respondents, the most reliable methods they use in obtaining information.

The finding show that word of mouth was the most popular method of getting information. This was followed by friends/relatives/neighbours and thirdly by radio and TV. This was followed by cultural ceremonies. But what is important to note is that the same pattern keeps recurring, that is the word of mouth, friends and relatives, radio, cultural ceremonies, local council leaders and opinion leaders, experience etc. Why could this be so? This is because the majority of entrepreneurs have only basic education, they

interact with fellow entrepreneurs, local administrators, and other business associates during business hours or seminars, without spending additional time in looking for information elsewhere. They prefer and enjoy conversing as they work and in the process receive information they need. In addition, information via word of mouth can be delivered instantly in a language that is understandable. It takes a short time to acquire information. Any clarifications can be sought as the conversation goes. The inconvenience of illiteracy can also be avoided. And because they have been found helpful, most people prefer to use them always. Once again libraries rank very low.

The findings therefore are not accidental. They consistently keep bringing to foresight important questions: who are the informal sector entrepreneurs? What are their characteristics? At what levels of operation or business are they found? And most importantly, do these findings establish that there is more to learn from the informal sector than the eyes see? Answers to these questions will help highlight the plight of the entrepreneurs in the informal sector and create a foundation for planning.

At the beginning of the study, many organisations were assumed to be providing the informal sector entrepreneurs with most of the information they required. These were the Public Libraries, Uganda Small Scale Industries Association, Uganda Informal Sector Association, Uganda Manufacturers' Association, Uganda National Chamber of Commerce and Industry (UCCI), Private Sector Foundation etc. It was found out that certainly these organisations were dealing with the entrepreneurs in the informal sector. However, none of them has impact to the entrepreneurs. Their services are poorly marketed and their activities remain obscure. These associations do not meet the information needs of the entrepreneurs in the informal sector.

How then is information received? The findings of this study do indicate that almost 50% receive information they wanted verbally, 20% get through Radio and TV, 10% said they received it in written form while another 10% stated that they obtained it from the printed matter. Only about 8% were securing the required information through seminars and lectures. The meaning of these findings are that whereas entrepreneurs are able to sift

information by word of mouth, there were also those who were using formal means of receiving information. It is expected because the sector is a theatre of action where all types of people are found, from illiterates to university graduates. Therefore, it can be expressed that entrepreneurs will use such methods of receiving information that tally with their information seeking strategies, and information sources.

Following these findings, the study discusses types of information that entrepreneurs seek often and that they seek only occasionally. The definition of information for the entrepreneurs is that it is the information needed to function well in whatever aspects of business they do. The findings are reported in Chapter 7 and in Section 7.4.6. However, as the findings show, marketing, sources of raw materials/supplies, pricing and training information was most sought. Similar findings were reported during the pilot study. Of rather lesser importance were loan information, health information, information about quality control, government policies, security and transport. The findings of the pilot study indicated a different picture that is, processing of agricultural products, contract and security of the country as some of the areas they needed information. These findings compare favourably with the information needs of entrepreneurs and indeed they are. The findings therefore serve as a confirmation of these needs.

For information sought only occasionally, it was found out that marketing and pricing again came up the list, followed by training. Supplies came third followed by health information. Transport was fourth and loans came fifth. Others were Government regulations, storage facilities, security etc. These findings can be interpreted from different perspectives. One perspective is that needs differ from one person to another. While there were those who find that marketing is most important, there were also those who know marketing and so, this aspect ceases to have priority. The second way of considering is that it could have been difficult for some entrepreneurs to put value judgements to their responses so much so that after mentioning areas where information is most required, the rest is not important or all of them are actually important. But a closer scrutiny of both sections reveals that the same topics are dealt with on all of them. It is also assumed that it was either difficult for the respondents to distinguish the most

important issues from the less important ones. It could probably mean that the difference was not well explained during data collection. Alternatively, there were no measurements to show this is where most important ends and this is where occasional starts. Therefore, the concepts were considered as relative. It could also be accepted that the instrument was defective at this point. And there is a saying that, 'one's meat is the other's poison.' Bringing this analogy to this aspect of the study, it is possible to argue that what one person considers as most important may not be the case to the other people. This is perfectly normal in human beings. It could therefore be one of these reasons why making a distinction between real from superficial information needs proved to be rather difficult. Leaving pessimism aside, there is space to consider this point in another way by saying that their expressions were actually the information needs of the sector.

Organisations have attempted to serve the informal sector with information. The information they give out is internally generated within the organisations and also derived from external sources such as the government departments, research institutions and partners.

The informants established that Government was their biggest supplier of information. Non Governmental Organisations (NGOs) were reliable sources of information. Places of worship, local councils, customers, personal experience and knowledge, reading of newspapers and listening to radio were also prominent sources of information. Informants relied on these sources in order to access information that they in turn disseminate to the entrepreneurs. They mentioned that they sometimes attend training and meetings where they obtain information that they in turn take to their people including the informal entrepreneurs.

Observations were also carried out on information sources that entrepreneurs use to access information. The findings show that entrepreneurs relied on their personal experience, and other entrepreneurs for information. Entrepreneurs are of two kinds, employers and employees. Customers, traders and friends were also the visible sources of information. Up to this point the study confirms the vitality of informal sources, and

channels of accessing information to the informal sector.

9.4.2 Information flow to and within the informal sector

Information movement into and within the informal sector shows that word of mouth, friends/relatives/work mates, Radio and TV and cultural ceremonies were the most convenient means by which information activities were being transacted. The others in their descending order of importance and preference were local council mambas and opinion leaders, followed by personal experience, newspapers, letters and seminars and workshops. The library featured very low with less than one percent. The implications of this are that informal methods are widely used by the entrepreneurs.

Findings from organisations concur with those of the entrepreneurs when they cite the word of mouth method as very effective. However, organisations find using formal methods as more concrete through activities such as sending them letters, providing them with publications that meet their needs such as magazines, pamphlets, and communicating using cellular phones. They find addressing entrepreneurs in meetings, conducting seminars and workshops, broadcasting through radio and television and holding demonstration classes as more appropriate than talking to entrepreneurs informally.

Through radio programmes, extension services, telephones, referral information services, accessing computers to computer literate entrepreneurs, availing fax facilities, photocopying services, organisations have been able to serve the informal entrepreneurs to some degree of satisfaction.

According to the informants, there are many methods by which information can reach the entrepreneurs. From their experience and constant interaction with entrepreneurs, talking directly to them was most effective method. Advising and encouraging entrepreneurs to buy and listen to news and announcements on radios was an appropriate and vital way information can reach entrepreneurs. It is one of those ways that had shown positive results. Informants did say that they sometimes make announcements in places of

worship. This approach was useful for the elderly and women. Encouraging literate entrepreneurs to read newspapers had been found to be effective. In addition, they often take advantage of government officials who come to address their people. In that way people, including entrepreneurs, are mobilised to attend and are encouraged to ask questions on issues affecting them. Something about radios is that people or organisations have invested in them and government has licensed 100 to operate. Over fifty are operational already. The pattern is that most towns have a radio station. These community radio stations are a good sign of information infrastructure developments in the country. Radios are also becoming very cheap in Uganda. Portable radios costing about US\$5 are very popular with the youth who love music most. But they too take time to listen to news and announcements. In terms of newspapers, Government publishes information in four local languages that are understood by over eighty percent of the population. The central region also publishes local language newspapers for the *Luganda* language speakers. In places with Public Libraries, informants sometimes encourage people to go to them. This particular case was eminent in Lira and Masindi Districts where librarians were also local council leaders and happened to be this study's research assistants. In their capacities they were in a position to tell their people what is available in their libraries and entrepreneurs would go and read. Or, they would ask librarians to go and read the required information and return to narrate or photocopy it for the entrepreneur needing information. Furthermore, entrepreneurs have over time used meetings held in their communities as avenues for disseminating important information. And where they attend workshops and seminars, they often return with information that is relevant to their communities. Some of this information according to them was also useful for the entrepreneurs. The findings from the informants are in agreement with those of the entrepreneurs and organisations. It therefore confirms the position that all the three groups, that is the entrepreneurs, organisations and informants are clear about the ways of communicating with the sector. It may also confirm that the organisations and informants have known quite well the nature of the informal sector and therefore have a strong background about its needs.

From observation, entrepreneurs were accessing information mostly by word of mouth,

and to some extent using cellular phones. Letter writing was very minimal. Where it happened, employers were seen sending some of their employees with chits, or receiving letter-like documents from other sources.

With regards to the languages of communication, it was common to hear a multiplicity of them being spoken. In each district studied, the most common and used language was that spoken within the broader communities. This is because the informal sector draws its entrepreneurs from the community. English and Kiswahili were also heard as being used and so were other languages that people learn as they get more involved in the business activities.

9.5 Information use and impact

This section discusses the uses and impact of information to the entrepreneurs. These two aspects are reported and discussed.

9.5.1 Information use

This section brings together the findings from the entrepreneurs and observations. Assessment on information use was made using those two techniques only. In reporting these findings, the study accepts the premise of Belkin's ASK model (Belkin, Oddy & Brooks 1982) and [Dervin's] "sense-making" approach that users have gaps in their knowledge and seek information to bridge these gaps. By accepting that proposition, information need is tied to information use. This is in line with the thinking of Hewins (1990:165) on this subject.

Information use is presented as a social action that is distinguishable by a motivation to achieve some goal (McQuail, 1984:47). It is a purposeful recourse by entrepreneurs by whatever channels or means to gain information for action or sustained competitive advantage (Apalayine and Ehikamenor, 1996: 367; Taylor and Farrel, 1994:45). Information is mostly used when solving problems, the latter being taken in the broadest sense of any situation calling for action (Menou 1998:11). Information is thus usually assessed on the basis of its contribution to the solution of the problem at hand. And it is

the conceptual terminal in the process of information seeking.

The findings of the final and pilot studies concurred in establishing information as important to the sector. By the majority of 92% of the final study as against 97% of the pilot study, information was recognised as essential to the entrepreneurs. Both studies confirm the point that entrepreneurs know how important information is. Because questions about information use were qualitative in nature, and because several activities were studied, highlights about information use are given here. Chapter Seven, Section 7.5.2 reports them as well.

Entrepreneurs stated that information use traversed all activities they did. That is, from personal development to business activities. And that information was required at every stage. When interpreted that way, it would mean that entrepreneurs put information to use when seeking initial capital, deciding types of businesses to do, types of products or services, starting the business, location of business, where and how to acquire inputs or supplies, and pricing of products or services. Further, information was used in marketing, production, coping with challenges and taking advantages of opportunities available in the markets, and countering threats to business from time to time. Outside business, entrepreneurs stated that information enabled them to understand current affairs including national issues.

To evaluate whether the information they used really helped them, the contribution of information was tested. The findings indicate that the highest contribution was realised in the area of training (23%), followed by entrepreneurs becoming self-reliant (15%). On top of that entrepreneurs were able to obtain inputs rather cheaply (14%), improve on their efficiency (13%), and secure better markets (11%) for their products. Other benefits were that some entrepreneurs became employed, some were able to pay taxes more easily than before. Some of them claimed that their health improved because they had money to use to improve their diets and sustain themselves. There were those who became aware of general issues. Those lumped as unclassified are already discussed in Section 7.5.7.

From observations, information was most use in solving problems affecting the entrepreneurs during the working time. For example, information was used in locating inputs, markets and during marketing itself, pricing of products and services. Information was also used in understanding the day to day happenings in the country or current awareness. There were situations that called for specific use of information. For example, traditional birth attendants used information to seek for histories of pregnant women, to find out if there were problems before that could help the attendants to make decisions on whether to nurse a woman or not. The number of children already produced was vital for the traditional birth attendants. Metal workers, especially the blacksmith, were most active in using information for finding places where scrap was available and during the marketing of their products. Artists were after contracts and so their information use involved talking to people who make decisions to award tenders. Therefore, the role of information was felt at the stage that the problem was affecting an entrepreneur. This could be at the decision making stage, or at the stage of understanding the problem or at the last stages of entrepreneurial activity. At whatever stage information had use. The most important consideration was that information use was linked to problem solving, enlightenment and awareness creation. Once the problem for which information was required was solved, gratification was achieved and that particular information activity was terminated and the process continued.

9.5.2 The impact of information use

Tracing the share of information in the end results was an important consideration in this study. Impact of information is the changes that accrue to entrepreneurs as a result of using information to business activities. It is acknowledged that impact can either be positive or negative.

To bring entrepreneurs into information perspective, several examples of the word, impact itself were given. This was done to make it easy for them to understand the context by which this issue was asked. It was decided to settle on the word 'effect' if this made it any simpler. Open-ended questions were asked which enabled the respondents to mention their experiences as much as they knew. A collation of the main findings shows

that:

- business improved, and expanded (21.4%), (information as input)
- Easy to co-ordinate workers and activities and forming of groups (15.9%), (information as input)
- skills improved (11.5%), (information as input)
- business was sustained (10.4%), (information as output)
- opened new and better markets (9.8%), (information as input)
- living standards improved (9.6%), (information as output)
- sales increased and more profits were generated (9.3%), (information as input)
- new and better opportunities were realised (4.8%), (information as input)
- gained popularity and publicity (3.5%), (information as input)
- able to meet tax obligations more easily than before (2.5%), (information as output)
- and,
- Motivation increased (2.3%) (information as input)
- no change as a result of using information (0.8%)
- other (0.5%)
- * no response 2.9%

In Menou's view (1995:465), any achievements should be decomposed in a complex series of inputs, outputs and associative supportive or inhibitive factors. This study attempted to do this by attaching information to benefits as indicated in the bullets above. From those findings it is noted that information is a contributor both as input and output as well.

The contribution of information to the growth and development of the informal sector was also sought and the role of information estimated as either input or output. The findings are reported as follows:

- information helps in skills development (32.2%) (information as input)
- brings business improvement and sustainability (18.3%) (information as input)
- helps in marketing (17.1%) (information as input)

- creates awareness of government policies (9.8%) (information as output)
- assists in securing inputs (7%) (information as input)
- morale booster (3.5%) (information as output)
- improves domestic income and living (2.9%) (information as output)
- assists in publicity (1.9%) (information as input), and
- promotes change in attitude (1.2%) (information as output)
- other (2.6%)
- * no response (6.8%).

On the whole, the impact of information was more felt in the area of input than output. Helping in marketing, creating awareness, assisting in publicity and promoting change in attitudes were basically the problem areas that were translated into informational activities.

9.6 Constraints of accessing information by entrepreneurs

In the general usage and according to English Language, the word constraint means something that restrains something that makes it difficult or prevents the action of doing something. In this study constraints are considered as factors that inhibit information access. Voigt (1997:286-288) however states that barriers have a positive as well as a negative role.

Like when determining the information needs, the *critical incident technique* was used to establish constraints experienced by entrepreneurs in accessing information. The majority (88%) of the entrepreneurs had problems accessing information they require and 11% did not feel any problem while 1% did not say anything.

For those who had such experiences, it was asked how often they experienced them. The findings indicated 72% felt them sometimes while 12% felt them always. About 4% were uncertain. Quite unusual was a revelation at this stage that about 5% had never felt any difficulty in obtaining information they wanted.

As to what these difficulties were, the respondents were restricted to a closed-ended question, which consisted of a list of 11 points from which to select the difficulties experienced. These findings were:

- inability to get required information (47.2%)
- no specific place to get the required information (46.32 %)
- takes time to get information (46.2%)
- ignorance of information facilities (43.7%)
- sometimes information obtained was unreliable (41.5%)
- people with information conceal it (41.3%)
- not knowing where to get information (23.9%)
- no time to look for information (10.8%)
- information given in languages I do not know (9.6%)
- most information I need is written, I am illiterate (5.6%)
- Other (5.3%).
- * no response 4.6%

The most serious of the constraints were entrepreneurs were not able get information, and there was no specific place to get information. Time was a constraint. Ignorance impacted on information access. Persons with information were mean with information they have. Those who have information wittingly sometimes tell lies or give wrong information. Illiteracy and language barriers were also identified.

Relating these barriers to what is already known from other studies, it is found that there are some parallels. For example, the barrier of illiteracy has been reported in studies by Sturges and Neill (1996) and Chifwepa (1997:29); failing to find information and lack of information have been reported by Mazie and Ghelfi (1995:8) and Leach (1999:161-163). Inability to get the required information could be attributed to attitudinal problems, ignorance or something else. Murray (1991), Cameron et al (1994) and Ngimwa, Ocholla and Ojiambo (1997:56) have singled out lack of time. Low of motivation and interest in accessing information and knowledge, are reported by Sligo (2000) and Gaziano (1997). Further, information being available in a 'wrong' language an entrepreneur does not

understand, and language problems (English language) as a result of illiteracy have been identified as a bottleneck in information access.

The issue of concealing information comes up probably for the first time in studies of this nature.

Whilst barriers retarded access to information, complete lack of information to the entrepreneurs was more telling. The findings indicate that 19.3% lost their competitiveness in the market. This point bears out the fact that most of the entrepreneurs do produce similar products or do provide similar services within an area, it means those customers kept shifting to those entrepreneurs who knew how to effectively do business. Another 18.7% said that lack of information lowered progress, an indication that information is acknowledged as input in business. Close to these problems was the experience that there was difficulty in marketing of the products. This point is closely related to loss of competitiveness. This was rated fourth with a score of 18.2%. As a result of the difficulties in marketing of the products or services, entrepreneurs realised lower sales or reduced profits (16.1%) and in some cases (8.8%), business collapse was the net result. In addition poor quality products (6.9%) was the experience of while about 3% felt that it was difficult to secure inputs without sufficient knowledge of where to get them.

These findings come to an important issue of the study. How should information be considered? How should it be treated? Perhaps the answer lies in what people consider information to be. It is already stated that information is used in problem solving, decision making, innovation creativity and the like. It means that information has that value for which it is needed. Menou (1995:464-5) provides some useful leads. He says information should be looked at and treated as a resource for those things it helps to do. He considers that besides looking at information as a product, information should also be considered as a process, as a channel, and as contents. In all these, is found the intrinsic worth of information. And each of these aspects is or can be considered from different angles. And it is for this reason Bell (1986b: 326) that stresses information is the key to

self-determination within mutual dependency. That Marchand and Horton (1986) acknowledge it is one of the factors of production. That Blom (1991:251) regards it as a valuable resource; and that Aktar and Malesse (1994:314) underscores it as a vital tool for sustainable development which African decision-makers and policy formulators need in order to make informed decisions.

Organisations however, expressed different viewpoints about problems of accessing information to the informal sector. Lack of suitable information materials in libraries, illiteracy of a majority of entrepreneurs, difficulty in mobilising (attitudinal problems) people to come to places where information is disseminated, and low absorption of information by entrepreneurs were experienced as the handicaps affecting most of the entrepreneurs who would be users of the existing information. Inadequate communication services, especially telephones, and libraries in the rural areas were also cited as a problem. Language barriers emanating from lack of sufficient education and /or use of a diversity of languages contributed to the failure to use information materials that are published in English language or other languages. Inadequate funding of information services, costly *information materials*, *low priority given to information activities in budgets*, low capacity among organisations to develop responsive information collections and services, and high costs of accessing foreign information were cited a bottlenecks to collection development. These constraints demonstrate the weaknesses of the country's information systems as well as the weaknesses in individuals as information users.

Difficulties that informant's face in providing information to the entrepreneurs can be divided into two, internal and external. The internal factors include low absorption and adoption of information, ignorance of some entrepreneurs about the important role information plays in life including entrepreneurship. In addition informants had experience that entrepreneurs are apathetic to information. They do not take information seriously. This may be because what they know as information is equated to what they talk about everyday. And therefore there is no great deal in being interested in it. Other problems internal to the entrepreneurs that informants seemed to see were: illiteracy including information illiteracy, negative attitudes towards anything that may involve

interfering with their routines, inferiority complexes perhaps arising from low education, and lack of exposure, and selfishness with information among themselves as entrepreneurs.

The external factors were identified as those imposed by the environment on the entrepreneurs. Among them were wrong timing of information delivery, inappropriate languages of information delivery, and lack of regular transport for extension agents to keep taking information to the entrepreneurs who are far off like the fisher folk. In addition, it was an experience of informants that there was no one-stop centres where one could obtain all information entrepreneurs would require. This was perhaps the greatest of the problems raised by the informants and one that was also raised by entrepreneurs themselves. Then there was also a problem of underdeveloped information infrastructure in Uganda. For example, there are fifty-six districts and only eighteen of them have something called a Public Library. There are only a handful of resource centres. There are only four telecentres. These problems have also been cited by organisations. Telecommunications are centred in urban settings only. In any case only 2% of the Ugandan population is accessible to telephones including cell phones. This state of affairs made it difficult to diffuse information effectively to a widely spread population like the informal entrepreneurs. Furthermore, it was noted that there were few trained information workers. This is in spite of the fact that there is an information workers training school (East African School of Library and Information Science, at Makerere University) in Uganda. The problem could be bigger than that. Information workers could be available but who pays for their services? This is where the problem lies. Then there was another problem, tax defaulters. Fear from tax defaulting created situations where entrepreneurs avoided places where information could be disseminated was also cited as a major problem.

9.7 Suggestions to solve emerging information gap

This section sought opinions of entrepreneurs, organisations and informants about theoretical and practical solutions to fill the information gap, if any, in the country's information system so that they too are cared for. It was an opportunity for the study to

come up with ideas of what could be done to provide entrepreneurs with appropriate information system and services. It was a participatory method of extracting ideas that would be used in the development of an information system. It was the feeling of the entrepreneurs that information can be made available to them. The majority of 95% confirmed this. For them what mattered most was first for the informal sector to be formally recognised by Government. After this people concerned with information facilities development would be asked to come and plan with them they type of information system and service that would be useful to them. Entrepreneurs considered this as the most appropriate way of distilling what entrepreneurs need instead of imposed plans. They suggested that in this way, it would be easy for information planners to understand problems of entrepreneurs that have a bearing on the information to be provided.

After establishing that entrepreneurs were positive about information provision to them, the type of information they wanted most was considered. This again was partly to validate their ideas about the information needs and partly to test if there were other types of information than those already stated that they would want. According to the summary of the main findings, the entrepreneurs came back with the same information needs that is information about markets and marketing techniques (15.2%), sources of inputs and supplies (14.1%), and information about how to start viable businesses (13%). Further, they expressed the need for information about where to access information about lines of credit, and grants for starting and sustaining their businesses (12.8%) and information about possibilities of training (12.1%). They further sought for Government information about business development (8.7%), and information about viable businesses (8%). This was followed by the need for information about business trends (7.3%), and how other countries with similar businesses had developed. They wanted to learn from their experiences and perhaps replicate the methodologies of doing the same. It means therefore that entrepreneurs were consistent with the type of information they want. To this end it is concluded that these findings validate the earlier findings about the information needs of the entrepreneurs.

Integrating these findings to other studies of similar nature, there are similarities from China, Botswana and South Africa. Dhua's study on small businesses in China appearing in Mchombu (2000:46-48) established that small entrepreneurs were seeking for information about markets for products, sources of funds, suppliers of materials for production and new product developments. This study concludes that small businesses were lacking sufficient information. Mchombu's (2000:62-63) study of the information needs of women in business in Botswana identified marketing, technical skills, information on financial assistance, and sources of raw materials, as area information is most needed. Dalton (1989-90) studied information needs of small businesses of South Africa and comes with problems affecting them. In his study, marketing, finance, expansion and diversification were some of the problems of small businesses. But Dalton perceived information needs of small businesses as business problems rather than information related. His claim was that a small business owner may not even be aware of the *appropriate information sources or how to get information about the right sources*. Interestingly, Wilson (1997:552) sees barriers from the situation point of view. He equates such barriers to the dimensions of the situation in which a person finds him/herself. He classifies them from the personal, social economic and environmental point of view.

Looking at Wilson's (1997) view, there can be no denying that barriers to information can arise from a person him/herself. They can come from norms of society. They can be imposed by the economic situation in a given place or caused by environmental restrictions under which the information seeker finds him/herself. For example, illiteracy, an attitude that I know enough about, limited the capacity to absorb information, caused lack of motivation, cognitive and emotional characteristics, and intent to access information, which are all personal problems that can stifle information access. Social factors such as risks involved in accessing information, uncertainty avoidance, power distance or social positioning could create impediments to information access. Economic factors such as poor road infrastructure, uneven distribution of electricity and telephone services and poor transportation, costs involved in obtaining information, the value of time are no easy problems in information access. Lack of information, absence of

information institutions, and past experience in information searching were some of the environmental barriers to accessing of information. This study therefore comes to the conclusion that information problems affecting small businesses are similar.

How would information be given to the entrepreneurs? On this point, entrepreneurs made a series of recommendations. Some were informational in nature and others were not. For those directly linked with information, they suggested that organising training, seminars, broadcasting information on radio and television, providing transport to facilitate movement to information centres, encouraging group formation, opening an information centres and extending telephone services to all areas including rural areas were crucial. From what they recommended, there can be no denying that these were real issues. They were things they had been experienced and some of them had been found to be working and needed formalising.

However, two issues require some explanation, that is, transport, and group formation. Transport's claim as a problem area is appropriate because development information is concentrated in urban areas where information institutions and educated information disseminators are mostly located. As regards group formation, it is their opinion that since they, the informal entrepreneurs, were too numerous and widely dispersed, the logical arrangement would be to create larger groups that would be easy to serve. It would be much easier to deal with groups than individuals. Their argument is plausible.

The most significant suggestion from the informational viewpoint was the request to open an *information centre*. The implication of this suggestion is that there is a gap in the information provision in the country. There is no information institution that adequately serves the informal sector. One of the aims of the study was precisely to identify such gaps. Another implication is that the existing public library services do not meet the information needs of the entrepreneurs. The failure of Public Libraries to serve is empirically established and explained in Chapter Seven. Perhaps, it can be asked that: how can Public Libraries of Uganda be made more responsive to entrepreneurs bearing in mind that they have a political support and a legal backing?

Other suggestions that were made directly relate to the development of the informal sector and entrepreneurs specifically. They suggested that government should help the informal sector in providing cheaper and reliable raw materials or at least identify for them where such inputs can be accessed a little more easily and cheaply. Government should ensure that security is maintained in the country as a whole. It was commented that waves of insecurity keep daunting Uganda up to now. More to that Government should help in marketing or establishing markets for their products within the country, and it should protect home industries from such foreign goods that are already being made in the country. Government was also asked to recognise and help the cottage industry in funding and research, and that it should take it as a matter of policy that small industrial estates are established in every district so that essentials like electricity, roads, water and security are provided.

In view of the expressed suggestions, the study sought for the forms of packaging of information. This is in consideration of the diverse characteristics of entrepreneurs. In their strong opinion, entrepreneurs suggested that presenting information in factual form would be the most ideal position. Secondly, information should also be packed in the forms of pieces of advice. Thirdly, any information that is meant for them should have all the necessary technical details and be as complete as possible at the time of delivery. For information of the general nature, it should be presented as news. The implication of these needs is that entrepreneurs need information but the information services in the country especially the Public Library and other stakeholders (government, and NGOs) do not meet the information needs of these clients. This is the gap that becomes apparent.

As reflected in Chapter Seven, it is not difficult to see arguments about these choices. Most of the reasons are within this study. Foremost, it was established that entrepreneurs do experience difficulties in accessing information. Sometimes it was difficult to get the required information. Occasionally, the information some of them got was misleading and wrong. They also expressed the constraints like no place to go to look for information, people with information keep it to themselves, and not knowing who has the needed information. These are all expressions of problems of the information provision in

Uganda. Therefore, entrepreneurs were expectant of an information system that would as far as possible be a one-stop information centre that is reliable and responsive to their information needs. The benefits that such a system could yield would include reliable information, dependable services, and development of the culture of information use.

Given that the information for entrepreneurs should be factual, and advisory, they requested that information should be exhaustive in coverage but limited to what is needed only. The thinking behind this is that entrepreneurs were busy people. They want information at once and for a purpose. They do not have enough time to go looking for information everywhere. Besides, it costs money and time to do so. Sometimes they may be lacking skills for information searching. And out of experience they may have found out that information is presented in difficult mode that they do not understand. In other words, what entrepreneurs were looking for is that coverage of information that eliminates more information searches, saves time and money.

Mode of packaging and extent of coverage apart, delivery of that information was equally important to consider. The main findings showed strong preference for word of mouth (38.1%) as the most appropriate method for delivering information. Use of radio and TV (23.1 %) and printed media (18.8 %) were the next preferences. It was the feeling of the entrepreneurs that information materials wherever possible should be illustrated for easy visual interpretation. What message does one infer from these preferences? It can be opined that use of informal methods of information delivery and the growing use of the formal methods, does indicate a growing need to integrate both the informal and the formal systems together. The implications are that the information providers especially the Government of Uganda should continue encouraging investors to expand the information structures in the country so that it makes it easy to reach all citizens. The private sector investing in communication should be able to capture this opportunity and expand on their investment to untapped areas.

Studies in Uganda (1998:20); Sturges and Chimseu (1996); Menou (1995); Fairer-Wessels (1990:362), and Dalton (1989-90:33) talk about the prominence of the word of

mouth. Leach (1999:162-3) summarises this with an opening statement of his paper: 'The best thing is communicating verbally.' NGO information provision in rural KwaZulu Natal. This is not a sarcastic statement. It is an empirically proved finding that word of mouth is the most used system. Other things being equal, such a system cannot be blamed because it is the one everybody appears capable of using and free of charge.

From the above results, opinions of the entrepreneurs were sought about the kind of information system that would best serve entrepreneurs. Most interestingly there was not a single information system that they preferred. Three proposals were floated. One was to use the existing public information system (public library, telecentres). The second one was the need to create an entirely new system and lastly, integrating the public library with the new system.

However, the major findings showed that Radio and TV (69.6%) were the most preferred and followed by an Association (59.6%) of each of the trades. Colleagues/friends and neighbours (23.7%), small enterprise organisation (18.7%), and newspapers (18.1%) were rated next in importance. However, Resource Centres/Tele centers (11.1%), Government Ministry (10.1%), the public library (7%) and the postal service (3.8%) came lowest.

From these findings there is a mixed picture that tends to bring both the informal and the formal together. Information institutions such as resource centre/tele centre or public library are mixed up with channels such as newspapers as being appropriate for them. Preference for colleagues as the best information system was both amusing and real. It is amusing because people know that they obtain information from other people and therefore a human being can serve as the best system. It is real because human beings are themselves information systems. Notwithstanding its popularity, the weaknesses of the human system make this system a non-dependable proposition. It is an indication that entrepreneurs are not very conversant with the differences. This difficulty in pin-pointing quite well an information system is not something new.

These findings also show a dismally low rating of the public library system. This has also been noted in other studies before. For example, Apalayine and Ehikamenor (1996:367-373) while on a study of the information needs and sources of primary health care workers in the Upper East Region of Ghana found a low rating of libraries as a source of information. This was attributed to poor library facilities and services in the region resulting from under funding. Reflecting this into the Ugandan situation, the truth is the same as it has already been discussed in various parts of the study.

But considering their points from the system's development point of view, it can be expressed that entrepreneurs need an information system that comprises of an information institution into which there are sufficient information channels (information resources, and means) and information workers who know how to deal with information.

Assuming that what is expected in the last paragraph could be implemented, what services would they be expecting from it? In a descending order of importance, entrepreneurs revealed that they would require question and answer service, inquiry service, discussion group service, exposure visits, demonstration visits, access to training opportunities, information brokerage, trade information exchange service, referral services, lending services, exhibitions, packaging of information, film services, on-line information services, and photocopying services. These are the normal information services.

To be able to dispense those services who or what organisation would do it? The entrepreneurs came out with two options, Government and NGOs. They expressed their reasons to support each case. For example, they said that much as government is slow in getting projects off the ground, but it is perpetual. Those who preferred NGOs, said that these organisations have money and are quite quick to see projects off the ground. They however hastened to add that NGOs also 'die' or shift their priorities circumstantially thereby endangering the life of the project. The middle ground was found in the process. To ensure and insure longevity of the information system, both the Government and all

stakeholders share and put together resources to put it up and run the information system. Government was still considered as the principal stakeholders.

And once established, who and how would the information system be managed? Findings centred on individuals and committees. Interestingly, the respondents found that information was not as easy as was expected it to be. It meant that its management was also likely to be a job requiring special skills. Because of that 95% stated that since information appears to involve a lot of knowledge and skills in organising it, it was most appropriate that an information professional is appointed to run it. This person would be reporting to a committee or the appointing authority. This professional would be the person charged with looking for information, processing it, filtering it and disseminating it correctly to those who may need it. This is crystal clear and correct.

What type of the information system would this be? To them it came out clearly that each trade wanted its own information system. Woodworkers wanted a carpenters technical information system. Likewise food processors wanted an information system that deals with foods. In the end it was found that the information systems would be too many and there would most likely be no support to run any of them. At this point it was suggested to each of the respondents whether it would be a wise idea to create one information system that would integrate all trades under one roof. And in this arrangement, each trade would be represented as a subject. The respondents bought this idea as workable and sensible.

From the side of organisations wide-ranging measures were suggested. They recommended that regular contact with the entrepreneurs is important in solving the information problem. Through regular contacts, they believed that information could be disseminated easily to the entrepreneurs. They considered field trips as a way entrepreneurs could see what their peers do in other places and copy or learn from was considered necessary. Organisations were not shy to say that the informal sector at its present state was disorganised. They recommended that entrepreneurs should be

encouraged to get organised into groups so that through such groups or associations, it would be easier to package and channel information to them through these organisations.

Radio has been noted by organisations as an effective channel through which information can be brought to entrepreneurs easily. Their thinking was that stakeholders with interest in the informal sector should exploit the power of radio as much as possible to air information to a diversity of entrepreneurs. At the same time, organisations made an outright plea that entrepreneurs should develop the habit of owning and using this facility to obtain information. They should develop the habit of buying and reading including the newspapers. Through this way, organisations hope that information would move faster to the entrepreneurs. From these findings, it can be stated that these are short term measures which when implemented can become a regular feature of information dissemination to the sector. In fact they could be integrated as part of the activities of the information centre.

Other ideas that organisations had included were the widening knowledge of entrepreneurs on institutions dealing with the sector and those dealing with information. Apparently, it was their considered opinion that entrepreneurs are less informed about these organisations. As a result ignorance of their existence prevailed. It was a probability that if entrepreneurs came to know about these organisations, this would make it easy for them to go there. In other words, some form of directory was needed. A central organisation such business advisory, training and information centre could shoulder such responsibility. In addition, organisations called for the development of user friendly ICT. Already cellphones appeared to have solved for some of them one of their communication problems. Perhaps what was needed more was increased use of technology such as Internet, e-mail facilities, and a network of postal service for fax services. In this case it was an opinion that something like tele centres was what was being advocated for.

Organisations indicated interest that Government should take a lead in helping information to diffuse to the public including the informal sector. Already it was known

that Government was the biggest producer, processor and disseminator of information. Therefore, what this would imply was that under the Uganda liberalised information environment, government should work closely with say private radio and television stations. The Government's involvement would include providing these stations with information on a broadcasting fee basis just like it paid for its advertisements in the newspapers. Organisations also acknowledged that the task of diffusing information to the informal sector required concerted efforts of all stakeholders. They encouraged partnerships in information provision between government, NGOs and the private sector. In so doing, gaps existing in the information structures would be closed and a concrete system would emerge. On the other hand, organisations felt that information brokerage should be developed so that tailor-made information services are made available all the time it was required. The advantage of such business would be that the broker would be shouldering the responsibility of looking for and repackaging information. The consumer (entrepreneur) would only be responsible for paying for what he/she wants. Also in view of the fact that many entrepreneurs were not competent in English language, the broker would do repackaging of information.

Further to that organisations felt that library and information services should be promoted wherever they are not available. Prioritising information was an important consideration for all stakeholders especially the Government.

From the side of the informants, information provision to the informal sector would require addressing symptoms to information access. They said that since some of the major problems were illiteracy, attitudes, language barriers etc., they recommended that most entrepreneurs should attain literacy skills through functional adult literacy classes. To attain this goal, the Institute of Adult and Continuing Education (IACE), in collaboration with the Ministry of Gender and Labour and Social Affairs and other stakeholders should continue implementing functional adult literacy programmes throughout the country.

The informants felt that information could also go out to the entrepreneurs through meetings, seminars and workshops. Government departments as a whole should continue organising seminars and workshops that are relevant to their sectors so that important information is disseminated to those attending. It would be in such workshops that participants are implored to spread what they learnt to others as well.

It was also the view of informants that government should invest in publishing in more local languages than it does at the moment. It was an anachronism to put responsibility to government to publish newspapers when the private sector could do it. But the case is justified that local language publishing in Uganda is an area where private publishers can not tread safely. It was only in books that very few private publishers had attempted to do something with little success. It was this lack of information in local languages from private publishers that the onus was placed on government. It was expected that as more local languages get published and priced modestly, newspapers would serve as effective sources of information for Ugandans including entrepreneurs in the informal sector.

Informants reiterated the need for research on the information needs of particular trades or enterprises. The reasoning was that little was known about what types of information were needed by different trades. According to them, it was just an impression that the information needs were known. And they were right because activities that entrepreneurs perform can give an overview of what the information needs is of different trades. But the point was that documenting and implementing measures that met the information needs of particular trades was what mattered. This study was the first to do that in Uganda and therefore provides the foundation for such studies.

Furthermore, it was recommended and rightly so that failure of information absorption sometimes arose from wrong repackaging of information. It was the considered view of the informants that however relevant the information might be, provided it was carried in an inappropriate channels or formats, it would never be used. If it were used then it would not be understood properly. Information scientists know the dangers of sending information improperly. It can lead to wrong way of doing work, it can lead to major

problems, it can also lead to miss advice etc. Therefore, by seeking for appropriate information packaging, the informants were raising an important issue in information transfer process. In this context information packaging should take into account the user characteristics such as educational background, of those who are supposed to be the beneficiaries of information, languages they know and are proficient in, medium of transfer of information, time of sending information, appropriateness to the environment of application. And for the purpose of this study, these were the issues to be addressed in modelling an information system for the sector.

Also, the informants had experience of entrepreneurs not knowing how to look for information or that the information skills were not developed. If it were taken that skills are underdeveloped, it would mean that the information-seeking methods are few. Relying on only few methods could miss a lot of information. In this case observation from informants presents a strong case to take into account when planning information system for the informal sector.

Finally on this aspect, it was a considered view of the informants that more methods of information transfer are used in the communication of information. Already, contact by word of mouth was well entrenched. Postal services were present but many people were not able to use them because they are far. The same case applied to fixed place telephones. In so far as they have been able to progress, cellular phones appeared to have brought a tremendous relief to those who are able to afford them. In addition, Radio stations and sets are increasing. All these are welcome developments. Briefly, informants were looking for a developed information infrastructure capable of meeting the information communication needs of entrepreneurs at the least cost.

9.8 Summary

This chapter dealt with data from all the instruments. Major findings are discussed. Personal characteristics of entrepreneurs, nature of work environment, tasks and problems arising from specific jobs have significant influence on the way that information is sought, accessed and used. The informal sector has information needs to

be planned for and satisfied. It is the belief of the entrepreneurs that information has value to them. Those who use it wisely recognise positive change in most of the activities and income they get. The informal methods of accessing information have a stronger bearing on the informal sector than the formal information systems. There is a tendency for entrepreneurs to prefer informal information transaction methods to the formal. Evidently, the formal information systems do not adequately address the information needs of the entrepreneurs. This does not suggest that they have failed but that they had not been adequately planned, established, organised and exploited within an environment of poverty, illiteracy and poor infrastructure. Entrepreneurs, organisations, informants and observations revealed that there was a need for an information system that brought together all the requirements of the sector. Information provision for the sake of it was not expected to produce effective results but that tailored to the expressed needs would be beneficial. It was also the belief of the respondents that to develop the informal sector formally, support was required from government in a multiplicity of ways including marketing, storage of raw materials, increased lines of credit and recognition.

The next chapter provides the summary, conclusions and recommendations.

CHAPTER TEN

SUMMARY, CONCLUSIONS, AND POLICY RECOMMENDATIONS

10.1 Introduction

The Government of Uganda's strategy for poverty eradication places emphasis on increasing incomes at household level through the development of micro and small enterprises. The informal sector largely fits in the micro enterprises and to some extent in the small enterprises. These sectors employ about 90 % of the total labour force that is not directly involved in agricultural activities. The available data estimates that there are about 800,000 such enterprises employing 1.5 million people, most of who are poor and economically and socially marginalized. With an annual growth of about 25 % the sector has the potential for providing employment and spur overall economic growth as well as take a leading role in poverty eradication (MFPED, 1999).

One of the most important resources to help the sector improve the plight of the poor and the economically and socially marginalized groups is through the provision of information. Recent study by the World Bank has highlighted that the most effective way to alleviate poverty is through effective acquisition and dissemination of knowledge (MPCC'98) because once obtained and used correctly, information supports decision making and problem solving.

Broadly, the aim of the study was to identify the information needs and uses of the informal sector in Uganda. Its objectives were to: establish, categorise and document the informal sector activities in Uganda with particular interest on information services; determine the business characteristics of the sector; and find out the beliefs, customs, opinions and the influence of the sector on the lives of the Ugandans who live by it. Further, the study was to establish how the sector acquires information; identify and document types, sources and channels of information used by the entrepreneurs. It was

also to establish the methods used by entrepreneurs to obtain information; identify information systems and services used by them; and establish the role information plays in the activities of the informal sector in the country. Furthermore, the study was to determine the impact of information access, exploitation and use in the growth and development of the informal sector in the country. It would find out the problems the entrepreneurs faced in accessing information; explore factors affecting the information flow and exploitation in the informal sector in Uganda, and suggest theoretical and practical models to fill the information gap. And finally, it was to compile data on the information needs and uses of the informal sector in Uganda for future reference, research, teaching and professional services.

Data was gathered from the entrepreneurs, organisations, informants, and observations. And the findings from them produced data sets that are represented in chapters seven and eight. Both qualitative and quantitative approaches and methods were used for primary data collection and analysis as discussed in chapter six.

Analysis of quantitative data was done using the Statistical Product for Service Solutions (formerly Statistical Package for Social Scientists, SPSS) and Excel as represented in Chapters Seven and Eight. Chapter Nine consolidates the findings from different instruments and from the two chapters.

The purpose of this chapter is to summarise, conclude and make recommendations on the study. The chapter comprises three major sections namely: the summary, conclusions, and recommendations.

10.2 Summary of the findings

This section is organised by the research objectives. The study was about the “Information needs and uses of the informal sector of Uganda.” It was undertaken because very little of this subject was known and that there appeared to be an information gap in the country to support the informal sector. Given the lack of that understanding of the information needs and uses, and the problems entrepreneurs face in seeking,

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accessing and using information, the study was motivated by the desire to unearth issues hampering the information flow into and within the sector. Grounding itself on the important role information plays in development including business development, the main assumptions were that there are institutions within the country that are providing information to the informal sector. This assumption was based on the seemingly obvious assertion that entrepreneurs used the Public Libraries. Secondly, it was assumed that a larger part of the informal sector requires technical knowledge. It was, therefore, probable that there were government departments that also provided information to the entrepreneurs. Thirdly, establishing businesses required information about funding, markets, raw materials among others. It was also assumed that the sector accesses information from government departments, and associations. Further, it was assumed that since it had been established in other studies that entrepreneurs in the informal sector have low education, it followed that their most important information system is informal.

To achieve the objectives, the historical, the survey, the critical incident and observation methods were applied from which research instruments were constructed and used. These included three interview schedules for main respondents, representatives of organisations, and informants; an observation guide; selected tape recordings of few respondents and photography of the activities carried out by different entrepreneurs.

The development of a conceptual model for the information needs, seeking and information use has been attempted in Chapter Eleven and recommendations for further research are included towards the end of this chapter.

10.2.1 The Informal Sector

Objectives: To establish, categorise and document the informal sector activities in Uganda with particular attention to information services; and to determine the business characteristics of the sector.

The informal sector is vibrant and is ever expanding. It is thought that the government figure of 800,000 jobs and the 1.5 million people employed have been superseded. The

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sector is an employer of the last resort for a majority of entrepreneurs most of whom are young people in the age range of between 21-50. Many of them have attained basic education although extreme cases of illiterate people and university graduates are recognised. The incomes from the informal sector are generally low; and not very surprising. The informal sector is heterogeneous. It has several trades within trades than previously expected and known before this study was conducted. The skills are mostly acquired by experience and by apprenticeship. It is one reason why training is one of the information needs of the entrepreneurs.

Uganda is a country of 56 constitutionally recognised languages. All these languages are spoken in the informal sector including English, Kiswahili and other foreign languages from neighbouring countries.

Most entrepreneurs are full time employees in their businesses and there are a few part time employees and casual labourers. This signifies the low level of investments such that the paying of wages is not pronounced. It confirms the notion that most businesses are run with family help.

The number of years in the informal employment coincides precisely with the time when the mismanagement of the country began in Uganda, that is, from 1972 onwards and the effects of changes that have taken place up to the present times. (see Chapters Two and Nine). Before joining the informal sector, most of the entrepreneurs were either in school, in the civil service, or in the private sector. This is proof of structural changes that have taken place in Uganda as a result of civil service reforms.

Almost two thirds (64.5%) did not have alternative employment. More than half (54%) of the entrepreneurs were involved in the informal sector for income generation and profit. Others sought gainful employment, training opportunities and others got into it by peer influence, curiosity and ambition.

The majority (87.2%) regards their trades as major sources of income; others had other

businesses from which to supplement their incomes. The income and profit motive and existence of the market for their products were the principle factor for the continued stay in the informal sector. Other factors, albeit important, were the availability of inputs, and the employment opportunities that was keeping them there.

The lack of market, difficulties in getting inputs, poor health, and heavy tax burden were the major factors demotivating the entrepreneurs. Other factors included: better employment opportunities elsewhere, insecurity, poor working conditions, high transportation costs, high overheads, poor supervision, debtors, seasonal harvest, high interest rates on loans, natural hazards, thieves and pirates and poor public opinions about being informal entrepreneurs were major demotivators towards staying in the sector.

The government was involved (73.9%) in the informal sector in many ways that can be seen directly or indirectly. Her involvement was in the area of extension services, taxation and licensing, offering tenders/contracts to entrepreneurs, looking for markets for products like fish especially abroad in places like the European Union. Further, the government was involved in the constructing and maintaining of roads to fishing sites, the development of landing sites, and the buying of products and services from entrepreneurs. It was also providing protection, denying herbalists from destroying trees in the gazetted forests for herbal medicine, arresting people with charcoal as they destroy the environment, and capturing illegal fishnets from fishermen. This is contrary to other studies that claim that government has no dealings with this sector.

The informal sector enterprises last longer (91.4%) than reported in other studies. Those who say they close quickly (7.6%) enumerate issues like the exhaustion of inputs, poor health of operators or even death, insecurity, high taxes, stiff competition, natural hazards, better alternatives, changes in government policies etc. Again this finding gives a contradictory picture from other studies which consider enterprises in the informal sector to be fragile because they die as soon as they are formed. Perhaps the reason is that Uganda's structural adjustment and public service sector review have played a big role in stabilising the informal sector.

Objective : Find out the beliefs, customs, opinions and the influence of the sector on the lives of Ugandans who rely on it.

A larger number, (40.7%), did not observe any customs to interfere with the trade and 39.5% did not have any idea at all about them. It can be suggested that there is no relation between customs and the success or failure of the informal sector in the country.

The informal sector had a lot of influence on the lives of those involved. The majority 76.5% recognised the sector as an entrepreneurial sector for self-sustenance. Others received satisfaction out of it, got employment, became independent, improved their living standards and gained training and experience. Further, some gained popularity, and secured formal employment,

Comparing with the formal sector, 92.2% knew the informal sector as important to their lives.

Regarding the business characteristics, the majority (65.1%) were sole proprietors and almost three-quarters, 74.9% were male-headed businesses.. Two-thirds (66.3%) of the owners ran businesses.

Products of the informal sector are as diverse as the needs of the people and inferior in quality. This could be one reason entrepreneurs seek training and quality control information. However, it is observed that there is a lot of duplication of effort within the same trades and same products thus causing serious complaints of lack of market.

Almost all (94.6%) the inputs needed by the informal sector is available locally within the country. Local materials include clay for bricks, palms for mats, wood for cane chairs, charcoal, shrubs, birds, animals for herbalists, fruits for juice makers, scrap for blacksmith, rocks for stone crushers, bees for farmers, millet and sorghum for local alcohol etc. Imported materials include boat engines, fuel, fishnets, general hardwares etc.

Employment in the informal sector is increasing. Most enterprises (78.2%) employed up to 6 persons. 13.2% employed ten persons and above. This pattern is generalisable for the entire sector in the country.

Customers are found to be in all categories and this is consistent with published literature that individuals are the biggest customers of the informal products and services. The primary and traditional market remains to be the individuals (95.8%), 28.5% were private organisations and government (22.9%) while companies 20.4%. The working times of the entrepreneurs are flexible. There are no fixed hours of work. The location of informal businesses is dictated by the availability of the raw material and market for the product or service. The infrastructure for business is inadequate in the majority of cases. Hygiene conditions in the work places for the majority of cases are bad although there were those with all the required facilities. Educated entrepreneurs had better facilities than the less and non-educated. As far as licensing is concerned, two thirds (64%) had them while 31.6% did not. Closely related to licences was the record keeping. More than half (57%) kept records, and an equally bigger number of 41.4% did not keep them. For those who kept records, this contradicted the Sierra Leone (1998) study that the entrepreneurs do not keep records at all. And if they did, they do it in their heads. Those who did not keep records trusted their memories, some did not just bother, others stated that they did not have time to write and keep them. They were illiterate, or earned little so they did not see any need for it.

The initial capital was from personal savings (83 %). The use of Bank loans (3 %) to secure money was insignificant. These findings confirm that personal savings were by far the biggest source of funds for entrepreneurs and, that Banks had little influence of the performance of the informal sector. Earnings from the informal activities in general remains low with 68% reporting to getting less than up to US\$10 per day, 15% getting up to US\$30 per day, 4.7% getting up to US\$50. Those better than this were fewer. From observations, it was noted that these were entrepreneurs who are well educated, run larger businesses and deal in high value products and services such as metal work. Considered from the monthly earnings, there was a little shift towards the better with those earning

up to US\$100 per month being 58.9%, and 27.4% were getting US\$200-500. Very few, that is, 4.5% were receiving between US\$500-1,000 and the super class of the informal sector which was getting above that was 5.5%.

10.3 The information behaviour of the entrepreneurs

Objective: To establish how the sector acquires information

The informal sector entrepreneurs experience need for information. The need was felt in the following main areas information about training, market information, capital and credit facilities. Other needs included sources of inputs, new areas of investment, appropriate technology, skills development, information about cheaper sources of tools and equipment, quality improvement, new areas of investment, lobbying and advocacy skills, advice centres, book keeping knowledge, etc;

The information seeking behaviour of the entrepreneurs was essentially informal and oral. Listening and talking, contacting other people who may know and using personal experience were found to be most predominant. The routine of asking a friend/relative/neighbour, visiting friends or relatives and asking customers, use of social networks, asking supervisors, asking extension agents, inquiring from educated people who visited them, asking role models in their areas and seeking assistance from councillors were other methods used by the entrepreneurs.

In spite of the preponderance of the informal methods of information seeking among the entrepreneurs, the formal methods (41.8%) of seeking information were also used. These included: listening to radio and TV, reading newspapers/manual/books, and using the library nearest to them.

Objective: To identify types, sources and methods of accessing information used by the informal sector.

The most reliable methods that the entrepreneurs prefer for obtaining information, were: verbal/oral/word of mouth, the friends/relatives and neighbours, radio and TV, cultural ceremonies, and local councillors, and personal experience. This pattern confirms the

strength of the informal methods and therefore provides for an important consideration in developing an information system for the entrepreneurs.

The lowest rated sources of information were newspapers, letters, workshops/seminars, telephones, visits, library etc. Newspapers are published only in five languages, and yet the country has fifty six languages. Workshops and seminars are tailor-made. Not every one goes when they are conducted. There is the problem of inflexibility of attitudes created by illiteracy. Telephones were expensive, and were not widespread in the country. The public libraries were few. Some entrepreneurs did not know that they existed. Information materials were largely irrelevant and mostly in English that brought about 'wrong' packaging of information in the context of the majority of entrepreneurs. This is because librarians had not marketed them.

Objective: To identify channels of information used by the sector.

The information reception channels into the sector and within the sector were principally through the verbal channel, the radio and television, and to a lesser extent in written form, and in printed forms. For example, the verbal form was preferred by 50%, the radio and TV 20%, the written form by 10% and another 10% received it from print while 8% were securing information through seminars and workshops. It can be said that seminars and workshops use multiple channels like verbal, charts, demonstrations, group discussions, etc. These findings give a contrary view of what happens in developed countries where formal systems are persistently echoed as the most used methods of information sharing.

Looking at this from the economics of information angle, it can be expressed that in Uganda, like in developing countries as a whole, the volume of information transacted [shared or transported] orally by far outweighs that which goes through the technologically used channels. Following this with approximates of investments in information, where a lot of information is transacted orally, there is less investment in terms of technology of information or there is heavy use of the human medium. This is the inverse of the developed world that heavily invests in information technology and software.

In any business situation, very often there is information that an entrepreneur would like as a matter of routine and there is that sought only occasionally. These were: marketing, sources of raw materials/suppliers, training. For those areas that information was sought occasionally, once again marketing, training, and supplies dominated. The information sought sometimes is health information, transport, loans, Government regulations, storage facilities, and security.

The movement of information into and within the informal sector is done through different ways. The most prominent methods were oral/verbally, that is, by word of mouth, or through friends/relatives and neighbours, radio/TV and cultural ceremonies. Others in their order of importance were local council members, opinion leaders, personal experience, newspapers, letters and seminars and workshops, and demonstrations. Assumingly, word of mouth was preferred because the bulk of entrepreneurs interact with fellow entrepreneurs at the workplace day by day and hour after hour. Also, customers and other people come and the information is transacted in the same way. In that way they get information rather easily and cheaply. Secondly, entrepreneurs do not have enough time to go and look for information from other sources. And bearing in mind that most of these are one person businesses, there would be nobody to run the shop which in most cases had no infrastructure. So, the best option was to stay and wait for someone to come and ask, or use alternatives that would be available. They would not even know the sources. Therefore, they preferred to converse as they work and the process of information transfer or sharing followed the same pattern automatically and thereby cutting out the need to move about looking for information. To their benefit, through the word of mouth, the information was delivered in a language that was understandable immediately to those communicating. In other words, the “wave band”, and the “wave length” were similar. In cases where the other(s) did not understand, clarification could be sought there and then.

Languages in use included mainly indigenous languages while English and Kiswahili, the indigenous related language, as well as other foreign languages were also used for

communication. This sounds an obvious situation because local languages are culturally intertwined with the ways societies develop and relate each other.

Objective : To establish the role information plays in the activities of the informal sector.

Information use transcended all activities in the sector. Information was used in personal development as well as for being knowledgeable about current issues in society. For example, 22% said information use was greatest in training, 14% mentioned that information helped them to become self reliant. There were other benefits as well. Those are discussed in Chapter Nine. Regarding the role of information on the sector, a variety of viewpoints were expressed. For example, some (21%) stated that their businesses improved, 16% said that it became easy to co-ordinate business activities, 11% mentioned that their skills improved, 10% experienced their businesses existing longer. Some of them, 10% said they opened new and better markets, another 9% realised increased sales and more profits, 5% found new and better opportunities while 4% gained popularity and publicity. Further, 2% were able to meet tax obligations more easily than before and boldly 1% did not see any change.

Objective: To determine the impact of information access, exploitation and use in the growth and development of the informal sector.

On the contribution of information to the growth of the sector in general, several benefits were noted such as skills development, business improvement and sustainability. Further, it helped in marketing, increased awareness of business issues and general issues such as government policies. Information opened the way to locating the required inputs rather cheaply. It reduced buying inputs or supplies expensively and diminished buying of the wrong types of inputs. It boosted the morale of some of them. Information helped the sector to gain some recognition since it was used in publicity activities and it promoted attitudinal change from being rather ignorant to being fairly well informed and knowledgeable. The context was that information as a resource was but one input to the sector.

Objective: To find out the problems the sector faces in accessing information it requires

Leaving the goodness side, accessing information was found to be problematic to the entrepreneurs. The government of Uganda (MSEPU, 1998) found that accessing information by the informal entrepreneurs was one of the constraints inhibiting the development of this rather burgeoning sector. The findings of this study reaffirmed that position. The constraints experienced by entrepreneurs included the inability to get the required information, the absence of a specific place to get information, and the ignorance of information facilities. The unreliability of information one got access to, the habit of not sharing information, not knowing who had information, or where that particular information could be located. Further, the lack of time to look for information, the packaging of information in other languages than those known by entrepreneurs were impacting negatively on information absorption and, of course, the problem of illiteracy *was/is an enemy to information, if it is written*. Also, what would not go unnoticed was the weakness of the word of mouth. In many ways, information delivered by different people tended to change meaning. By the time it went through the third person, it would have watered down to “hearsay” than the actual correct information. In other words, the message was distorted and the essential facts got muddled or misrepresented. Then there was the problem of trust. There were many situations when people did not believe that it was correct information if it was stated by by who they believed was unreliable. By the very fact that it came from specific persons whom society considered less reliable, or shallow in mind, it was not likely to be taken seriously. This is how people miss important information. Can the radio and print media address this anomaly because before information is made public, it is filtered, shaped before circulating it?

According to organisations, entrepreneurs had difficulties in securing information. This was because of the lack of suitable information materials in libraries; the illiteracy of the majority of entrepreneurs, and the difficulties in mobilising (attitudinal problems) entrepreneurs to come for seminars or workshops. It was also because of the low absorption of information by the entrepreneurs, a factor that required demystifying what information was and how to package it. Other difficulties included inadequate

communication channels especially telephones and libraries in the rural areas, language barriers, costly information materials, and the low priority given to information in budgets. Further still were the inadequate funding of information services, the low capacity among organisations to develop responsive information collections and services, and the high costs of accessing foreign information were expressed as bottlenecks to information access by the entrepreneurs.

Interestingly the informants had an analytical version that stated that problems of information for the informal sector emanated from different angles. These were from the internal and external. The internal factors inherent in the entrepreneurs as human beings are the low absorption and the adoption of information, the ignorance of some entrepreneurs about the significance of information in life, and the illiteracy including information illiteracy. The negative attitudes towards anything that interferes with their routines, the selfishness among some of them to share information, the inferiority complex and lack of exposure were other factors. The low education was the main internal factor that acted negatively on information access. External inhibitors included the wrong timing of information delivery, the inappropriate languages of information delivery, and the lack of regular transport for extension agents to keep entrepreneurs who are far posted with information. In addition, it was expressed that the information infrastructure in Uganda is very weak and underdeveloped. Telephones had not permeated rural areas although the government (Uganda Communication Commission 2001) had finalised a policy for taking telephone facilities to every sub county in Uganda by 2005. This will only be possible when the current policies remain a priority and the political atmosphere remains stable. It was also expressed that there was no one stop centres for information which entrepreneurs could rely on. This factor correlates with the findings from the entrepreneurs that there were no places where they could get information they wanted. Furthermore, it was voiced that there are few information workers in the country, whom informants could not see.

In addition, the complete lack of information created more problems for entrepreneurs. The main findings were that entrepreneurs experienced loss of competitiveness in the

market. The absence of relevant information lowered progress while they experienced difficulties in marketing. To some entrepreneurs, lower sales were the experience they got. Others unfortunately lost out in business altogether and closed. A small percentage, 3% felt the difficulty in securing the inputs that were required in production.

Objective: To suggest theoretical and practical solutions to fill the information gap in the informal sector.

The entrepreneurs (95%) wanted something to be done to provide them with information. They want information about markets, reliable sources of inputs/supplies and on how to conduct viable businesses. In addition, entrepreneurs needed information about lines of credit and grants, training, government policies and viable businesses and business trends. They want an information centre that can serve them as a one stop centre for information.

As a result of those needs, suggestions about the information system that could help entrepreneurs were sought. Radio received the highest rating (69.4%) followed by an association of a particular trade (59.6%). Friends/colleagues (23.7) and a small enterprise organisation (18.7%) and newspapers (18.1%) took up the third. Resource centres/telecentres rated 11.1%, government ministry (10.1%), the public library (7%) and the postal service (1.5%).

The expectations about the information services to be provided brought out the following functions question and answer service, discussion groups, exposure visits, demonstration of activities, and access to training facilities. Information brokerage, trade information exchange, exhibitions, packaging of information to cater for all entrepreneurs irrespective of level of education or no education at all, film services, on-line information services, lending services, photocopying services, referral services were others. From this list, it is stated that the entrepreneurs knew what they want and, therefore, their ideas were useful for an information system model. To run these services, entrepreneurs suggested that the government was most suited for the task but involving all other stakeholders would

strengthen the case for information provision to the sector. To manage the information services, and system, it was settled on one that should incorporate all information requirements of the sector. People knowledgeable in information organisation should be its organisers.

10.4 Conclusions

The main aim of the study was to identify the information needs and use of the informal sector in Uganda. The purpose of this section is to make conclusions resulting from the study. These are:

1. The informal sector is very important in employment then creation and stability of the country where unemployment is high. The growth in the number of entrepreneurs could help the economy in a number of ways. For example it could help in a meaningful drop in unemployment figures. This could bring about the reduction of poverty in society. It could also bring about prosperity, development of new products and technology. This would create more job opportunities with a stronger and more stable economy and above all, lessen crime and welfare problems. These were important considerations when the topic for study was chosen.
2. The informal sector entrepreneurs know the information they want. They are willing to learn and use information. They need information about markets and marketing techniques, training possibilities, sources of raw materials and supplies. Capital (appropriate tools and equipment and funds) to inject into their businesses, new areas of investment, quality improvement knowledge, advocacy and lobbying skills, business skills, knowledge of book keeping, and how to deal with hazards in their jobs were also needed. The major problem is that there is lack of an information system with adequate resources and services to provide that information. The entrepreneurs need one stop information, education and training, and an advisory centre capable of performing those functions. The bottom line is empowering the powerless.

3. The informal sector in Uganda, relies mostly for its information needs on the informal sources. This is because of their characteristics and characteristics of their trades. It is also because the existing information institutions were inadequate and/or were not known to exist. The major means of information access is by word of mouth, through asking, listening, visiting, inquiring and participating in activities.
4. The government is the biggest provider of information to the people in the informal sector as part of the national population.
5. Information is a resource with great potential to develop the informal sector.
6. The radio and TV are the most used formal systems for information provision.
7. There is no formal information system in Uganda that adequately addresses the information needs of the informal sector. Consequently, there is a gap in the knowledge of planners, information services, systems and sources. Secondly, entrepreneurs are at a disadvantage.
8. There are many organisations providing information services to the informal sector but their efforts are obscure and uncoordinated. This leads to a lot of duplication of efforts, and wastage of resources. This lack of co-ordination of the whole information delivery systems in the country leads to the 'stand alone' stations of information systems in different locations corresponding to the locations of institutions which deliver information. It also stems from the lack of a national information policy (NIP) which could legally provide mechanisms for networking and resource sharing directly or indirectly in a way that could be beneficial to the entrepreneurs in the informal sector. It is possible that all organisations providing information including the government are not short of information that is required by the informal sector, but it is this lack of effective organisation and management for easy accessibility that is a problem.

9. The public library system does not meet the information needs of entrepreneurs in the informal sector. Besides failing to meet the information needs of entrepreneurs, these libraries are very few in relation to the population in general. Out of 56 districts, only 18 have a public library branch each and, one has a tele-centre. Where these libraries exist, they are not promoted to the knowledge of those who should use it. More importantly, even those existing store irrelevant information sources in irrelevant formats and language that could be of any use to the entrepreneurs.
10. There is no one stop centre from which entrepreneurs can seek and access information.
11. Very few, if any, informal sector support institutions have carried out information impact assessment studies to establish the information needs, information uses, the impact of information they give entrepreneurs, and the constraints that are felt.
12. At the same time, most of the entrepreneurs are not aware of what information institutions exist that could help them with information. Some of them do not even know that they need information for better performance. Other entrepreneurs who know the information they need, do not know where and how to access that information.
13. Information as a concept is not yet fully known and understood by most of the entrepreneurs. Consequently, there is a misunderstanding of what it is, from what is known as news, rumours or hearsay.
14. Commercial (information brokerage) dissemination of information is extremely weak in Uganda. The British Council library is the only library with a strong foundation on fee based information services.
15. Networking among information providers is very limited.

16. Information infrastructure is weak in Uganda.

17. Problems of information in Uganda emanate from the entrepreneurs, from information providers, and from the information sources, systems and services. It is a complex problem.

10.5. Recommendations

Taking into account what has been found, the following issues have been found to be unique: the strong reliance on the informal methods of giving and sharing information; the low use of the public library system; the faster adoption and use of cellular phones. This study has suggested that most formal information systems in Uganda, wherever they exist, have been established without serious in-depth studies on the actual needs of users.

Secondly, the informal methods of information giving and access were found widely used in the informal sector. It could be said that where a country is poor because it is poor in all basic necessities of life, it reflects that; even its provision of information is likely to be poor.

Thirdly, it has been established that information is central to any activity that entrepreneurs undertake because it leads to improved performance. There are many opportunities that new ICTs can offer such as increased productivity, improved competitiveness, 'energising every economic sector', time saving, quick action and the emergence of new products and services. The technological revolution sees the rapid and wide application of ICT that offers tools and services in the workplace. This potential benefit of the use of ICTs in accelerated socio-economic development is raising the need for quick investment and uptake of ICT in Uganda. Globalisation and international competition are making the production of goods for low cost market a reality. There is a danger that lagging behind in ICT and other appropriate technology would cost Uganda dearly when every product is imported into the country. The entrepreneurs would lose business to big investors. Unemployment would rise. Crime would equally rise. The

government spending on social services would not be effectively met because citizens would be too poor to afford the costs.

10.5.1 Policy Recommendations

It is modest thinking that a study of the informal sector would stop with collecting data for the sake of academics or research only. The preceding section has provided an indication that something must be done to the informal sector *per se* and its information requirements specifically. Therefore, policy recommendations are made. A policy is a plan of action, a scheme, a procedure, a strategy or statement of ideas proposed or adopted by government or another body as a principle or basis for action (Roget's *Thesaurus of English words and phrases*, 1987:303)

Prescribing policy is no simple task. Enos (1995:262) believed that there is no theory of policy prescription to guide anybody, nor are there a common set of procedures or rules of thumb. But experience is that what is often done by policy-makers is to establish a list of priorities, commencing with that aspect towards which most attention should be directed and ending with the least important. A list of priorities has the advantage that it is clear and precise for those who are responsible for the implementing of policy. They would know that their performance would be judged from enforcement of the list as ordered. Nonetheless, this study will follow that pattern by making prescriptions according to who the policy will be directed to or at, and the expected outcomes. Cut off times will be imagined.

10.5.2. The Aims of Policy Recommendations

The following recommendations are being introduced as they relate to the data analysed in the study. These recommendations are prescriptive in nature, but are intended to stimulate proactive steps so as to increase action into the informal sector through central planning, research and training for the informal sector, and implementing what is suggested. This is a proactive step in planning for the informal sector information provision.

On the informal sector, it is recommended that:

a) The Government of Uganda should integrate the informal sector with the national development plans.

The Micro and Small Scale Enterprise Policy Unit (MSEPU) at the Ministry of Finance should be upgraded into a full-fledged department. This is to allow its functions are expanded to include: providing the government with information to structure the informal sector formally, improving the informal sector by structural intent through financing, infrastructure and market development, and training in its accredited institutions or new ones be established. This policy recommendation should be in line with the present government intentions to build vocational institutes in every sub county in the country. The department would pursue a law establishing the informal sector as a recognised sector capable of helping in realising the government of Uganda policy of industrialisation. To do this, the department would by year 2005, produce a White Paper on **The National Strategy for the Development and Promotion of Small Business in Uganda.**

b) It is recommended that the government of Uganda be encouraged to continue pursuing Universal Primary Education (UPE) policy and quicken the process of introducing free Universal Secondary Education (USE).

This is intended to reduce the number of illiterate people in the country and those gaining opportunities in the informal sector. It would raise the level of entrepreneurs who have a higher sense of understanding and the significant role of information in entrepreneurship.

c) It is further recommended that the government integrates the informal sector into the mainstream of the economy.

By doing that, the informal sector would be in a position to benefit from all development programmes that may be devised. It would improve the image of this sector. Those who hate it would find it convenient to understand its important role in the economy.

Information provision

This study was intended to identify the information needs and the information uses in the informal sector. The study findings did establish that indeed the informal sector had needs and uses information within the frame of their daily business activities. It was also found out that no information system addressed these needs such that it generated a number of issues that need to be tackled at different levels. Therefore, for Uganda to succeed in developing the informal sector, specific recommendations are presented.

- Since there is no information system that addresses adequately the information requirements of the sector, there is a need for the short term action to redefine and transform the existing public sector information facilities to become responsive to the needs of information users especially the informal sector entrepreneurs. A lot of information is locked up in places that people do not know and yet it exists. The premise should be that all transformation hinges on service delivery because ultimately, the recipients of the service must feel the impact of such transformation. And these are the citizens of the country. To do this, the Ministry of Public Service should attempt to produce at least by year 2005, a **White Paper on the transformation of the Public Information Services**. This would be a guiding document in this regard. The document would provide for the rationalising and restructuring of the public sector information and services including libraries, institution building and management, representatives and affirmative action, transforming the service delivery, the human resources development and training, the employment conditions and the promotion of professional ethos.
- With the present characteristics of the informal entrepreneurs being persons with low educational backgrounds, low skills, rather poor, the up take of information would be

a Herculean task if they are not helped to become better and responsive to information. It is, therefore, recommended that **Small Enterprise Information and Development Centre** is planned for, developed and made functional. Its aim should be to provide an integrated support service to entrepreneurs, already established and emerging, thereby creating room for their development. It would assist with functional literacy, business plan development, accounting and management services, marketing, skills training and human resource development, financial management, business promotion through activities like exhibitions, product development and quality assurance through bringing in expertise to help entrepreneurs. An information support service would be its strongest component. The responsibility for this would lie with the Ministry of Trade and Industry in collaboration with the Ministry of Finance and Planning that currently has the informal sector portfolio. This should be achieved by the year 2007. By this time a survey of the size and complexity of the sector, its requirements, funding for it would have been found and the infrastructure will have been developed.

- Presently, there is no single national information policy (NIP) for Uganda. The absence of such policy means that efforts at information provision remain ad hoc. Some sections of society would remain un catered for because there is no binding regulation that spells out the mechanisms for information provision and how all communities will be served. It is, therefore, recommended that there is a need to bring together all sectoral information policies (e.g. media policy, telecommunication policy, information and communication policy etc.) to provide the background for developing a **National Information Policy within the context of the National Planning Commission**. The proposal that the NIP, the style and philosophy that underpins information objectives shall have the following characteristics:
 - Ownership (stakeholders)
 - Performance-driven indicators
 - Accountability
 - Development
 - Commitment.

It is proposed that this project be re-activated but be shifted to the Office of the Presidency, or the Prime Minister's Office as the national focal point to avoid bias as all past efforts have tended to be. The period allocated for this to be achieved should be, the year 2005. The justification for this period is that by that year, there would be enough awareness about information policy need through sporadic seminars and workshops. Within the NIP, there should be established a **National Council for Public Information Services**. And because of the decentralisation provisions in the Decentralisation Act 1997, there is need to include in the policy, the mechanisms for the relationship between the national PIS structures and the functions, and those within the districts including NGOs with resource centres. For this purpose, it would be necessary for the Council to take initiatives to develop **Public Information Services (PIS) Policy**. It is proposed that the Ministry of Public Service, houses the Secretariat of the National Council of the Public Information Services. Lessons from South Africa can be taken (Meta-info Bulletin 1996:1-9).

- The role of Information and Communication Technology at the national level to facilitate access to information is receiving attention from the Government and also an overwhelming support from the public that is increasingly getting connected by cellular phones. The IT policy has been submitted to Government by a specially appointed committee of Government in October 2001 for approval and adoption. The Uganda Communication Commission in 2001 completed its Rural Communication Policy. Expansion of the ICT network is going on in the country.

It is therefore recommended to **encourage informal entrepreneurs to equip themselves with these technologies (radio, and TV, cell phones etc.)**. The Private sector should promote this ideal in collaboration with the government. For radio programmes, the government would be encouraged to pay for the air time on the private radio and TV stations, or offset the cost from the licence fees it levies on those stations. On phones, the government should encourage its implementation of the rural communication policy so that telecommunications spread to all areas of the country. This would especially be the case on cell phones, as this has been an experience that when these came the first time

they were costing above US\$600 per set. But as of now one can acquire a set for as less as US\$ 75. It is therefore urged that government maintains peace to allow the investors to spread the service in the whole country and this would bring costs down dramatically. It is also recommended that because of its complexity, the **IT Policy stands alone** and have a strong representation in the National Information Policy.

- Also, the Government of Uganda has a small network of Public Library Services as established by law and enjoys the support of the law. The findings do indicate that they have not been useful to the majority of the would-be users, especially the informal entrepreneurs. It is therefore recommended that **the mandate of the Public Library Service is redefined for its relevance. The recommendation is to turn the Public Library Service into a multi-purpose community information system.** This would be done by providing or developing its capacity and the will among information providers (librarians) to facilitate access to information for all sectors of the society, and to examine the role of the information community in promoting economic growth through a multi purpose centre. An independent consultant, preferably from outside the country, is needed to carry out such a study and make recommendations for revitalising the Public Library Services and their expansion. It is also recommended that the **Government of Uganda should provide for a planned development of Public Libraries in the country.** This responsibility would lie with the ministry responsible for the Public Libraries from time to time as it changes.
- According to government policy (White Paper on Education 1992), rural communities are supposed to use school libraries nearest to their homes. However, this policy has problems. Many schools do not have libraries. Where there are libraries, the information materials are irrelevant to the needs of the community. They are very old textbooks with little information for the communities to benefit. In addition, schools use these libraries as classrooms too. Therefore, it is unlikely that these libraries would be opened to the public. It is therefore recommended that the

Government, through its Ministry of Education and Sports, should plan for school library development in the country. The aim is to avail services that enable students develop reading habits early as well as learn information skills they will need later as they progress in their lives.

- *There is need to continue efforts in literacy. What the government has achieved in pilot districts should now be expanded to cover the entire country. The evaluation of this project has revealed that people were enthusiastic about literacy. The modules that were used were written and published in local languages. It has been found that this project met its objectives. It is, therefore, recommended that the Ministry of Gender, Labour and Social Development that is currently holding the portfolio for this programme continue Functional Literacy Programmes.* Liaison with other stakeholders is encouraged.

10.5.2.1. Policy implications of providing information services to the Informal Sector

It is not enough to recommend policy without making a statement about how to meet the requirements for such a policy. To achieve these policies, it is hoped that the existing political atmosphere remains conducive. Uganda has a history of political turbulence especially in government. This wish is based on the plan of the government to industrialise the country. Since an important section in the informal sector deals with industrial work, this policy recommendation would tie in well with what government is planning and therefore that section of the informal sector would be absorbed in the plans. If this would happen, the informal sector would become part of the mainstream formal sector so that it occupies the lower side.

Secondly, in its Vision 2025, the Government of Uganda is determined to see that an information society is developed in Uganda. It is particularly stated that information institutions will be improved, expanded and equipped to take advantage of the existing and in coming technologies. Training in information management would be made one of the priorities in the development plans. Already investment in information infrastructure is going on well in the country especially in the telecommunication and the broadcasting

sectors. Cellular phone technology is increasing rapidly and the Radio and TV stations are increasing steadily. The implication of this is that there will be a developed information infrastructure in the country. The onus will be for the entrepreneurs to take advantage of those possibilities for their own development.

Thirdly, the Government of Uganda is successfully implementing free Universal Primary Education (UPE), free Teacher Education at a lower TTC level. The Government has promised to start free Universal Secondary Education (USE) in the year 2003. It has drawn plans for building vocational institutes for every sub county in the country. These plans have implications for the informal sector, as the study has established that, limited education and skills are one of the problems in the informal sector. Therefore, as more and more people get into education, the incidence of illiteracy among entrepreneurs would decline with time as the old ones phase out. The number of people with better education background would be produced. And with a good educational background, the right attitudes and capacity could be nurtured towards absorption of information. The implications are that there would be more educated people entering the informal sector. The issue then to be dealt with is the creative human resources development and training strategies that focus on a rapid transfer of skills for quality production.

Fourthly, establishing a Small Enterprise Information and Development Centre would have financial implications to run it. This implication would require the government to include the informal sector into its development plans or take steps to make it a funded project that should be built on the principle of self-sustenance.

10.5.3 Recommendations for further Research

As a result of this study, a number of related issues have arisen for which there is need for further investigation in order to improve the informal sector and the information provision to the informal sector entrepreneurs in Uganda.

1. First and based on the findings of the study, the Public Libraries as the only institution meant for use freely or at subsidised cost by the public, has been found to be less used. Further research should address how the Public Libraries of Uganda can become more relevant to the informal sector entrepreneurs.
2. In a society where the informal methods of information provision are extremely important and sometimes the only means available for providing information to people, what methodologies could be used to conserve and disseminate the best practices from them? Research into the various methodologies that would give rise to how information could be disseminated would need to be carried out.
3. To serve communities that are essentially oral, what type of information worker is needed? What form of training and skills should such workers possess? Further research to answer these questions would need to be carried out.
4. How best could the existing information communication technologies be utilised to enable the informal sector entrepreneurs access information and for stakeholder institutions to acquire and deliver information to the sector rapidly? Research into the utilization of current communication technology leading to its development needs to be carried out so that the public has more access to information acquisition.
5. How could the existing information delivery systems be improved and sustained so that they in the long run exert the desired impact on the informal sector growth? This is another area for research in an attempt to find answers in regard to the delivery of information systems.
6. There is a need for research on what a national information policy should be, its components, responsibility, funding as a means towards identifying and making a National Information Legislation. The starting point is research on information legislation.

7. Uganda has fragmented and uncoordinated information policies. Mapping and auditing of the information policies is essential to identify, describe and evaluate their existence in preparation for a National Information Policy. Further research into this situation would be required for the country to strategize its information policies accordingly.

CHAPTER ELEVEN

TOWARDS AN INFORMATION SYSTEM AND SERVICES FOR THE INFORMAL SECTOR IN UGANDA: A CONCEPTUAL MODEL

11.1 Introduction

This chapter aims to propose a model for providing information to the entrepreneurs of the informal sector in Uganda. The suggested model is based on the findings that there is no information system and service in Uganda that addresses the information needs of the informal sector. Similarly, the model answers part of the research objective that suggests theoretical and practical solutions to fill the information gap.

The chapter covers three interrelated issues. As a framework for suggesting a new information system, it reviews information models that are existing in Uganda and states why these are unsuitable. Secondly, it describes the theoretical considerations that should be born in mind in creating the new information system. And finally, it describes the abstract model of the proposed system from the initiation to implementation stage.

11.2 Review of existing models

In social science research, a model is a tentative description of what a social process, say the communication process, or system might be like. It is a tool of explanation and analysis - very often in diagrammatic form - which attempts to show how the various elements of a situation being studied relate to each other. Models result from thorough testing after which they become theory (Watson & Hill, 1996:119). Depending on the context used, models are real objects such as a person whose behaviour is being studied or symbolic representation of intended product (Lucey, 1987:126). A simple definition of a model is a description of reality (Swanepoel, 2000:178). Modelling is the practice that people do, to produce a plan that may meet the particular needs. Nonaka (in Swanepoel 2000:178) asserts that modelling is the last step in the knowledge process. Models are the basis for product development in architecture, science, engineering and industry. In social science research, a model is a tentative description of a process, for example a

communication process. In this study, modelling involves showing that the model will provide the sort of enhanced, cost effective information service which the entrepreneurs require (Rice, 1995:142).

11.2.1 Variables of a model

The first step in any model building process is to identify the key variables.

The second step is establishing the relationships between the variables. It stands to reason that the variables in a specific model relate to one another. However, Hardisty, Taylor and Metcalf (in Swanepoel 2000:178), raise the question of the basis on which various components of a model relate to each other. Kwak & Delurgio, Rowley (in Swanepoel 2000:178) provide some suggestions. The same writers quoted by Swanepoel state that, relationships exist between models, imagination and theory. They, in addition suggest that the most productive links between a theory and a model should be mediated through imagination. Therefore, there are uncontrollable variables that are not under the control of the model maker, and controllable variables that represent the choices of the model maker.

The third step is identifying the criteria for the evaluation of the model, which involves key evaluation, questions such as: should this criterion be accommodated in the model? Would the model be weakened if it did not comply with a specific criterion? These are design considerations. These considerations are carried forward to discussion, adaptation and formulation levels (Swanepoel, 2000:179).

The fourth step is the discussion, adaptation and formulation of model. This concerns purging of the variables (what to include and what to exclude) to arrive at the net list. Very important to bear in mind at this point is that it is impossible to accommodate all variables in a model. This may lead to an overly complex model. On the other hand, it is advised that a model should not be over simplified (Swanepoel, 2000:179) but simple enough initially (Oakshott, 1997). A good model is accurate enough to show the important details, but simple enough to avoid confusion Benyon (in Swanepoel 2000:179). For example, some models show only three aspects such as in the case of

Saracevic and Kantor's model of information *acquisition, cognition and application* (Saracevic & Kantor, 1997:533-541).

Bringing these ideas to the information world, several attempts have been made to produce models that serve a variety of needs. Some are purely conceptual while others are practical. For example, one considered the earliest of such models is the Shannon and Weaver model (1949) that led to the development of the *Communication theory*. This model was used to assist in the construction of a mathematical theory of communication, which could be applied to a variety of information transfer situations, whether by humans, machines or other systems. It was essentially a linear, process-centred model (Watson & Hill, 1996:171). In this model, provision has not been made for feedback and the fact that feedback modifies both the message and the communication situation; nor is there any acknowledgement of the importance of context - social, political, and cultural - in influencing all stages of the communication process. Without such a mechanism it is difficult to know whether the system is working properly or not. In the case of the informal sector of Uganda, there is the need for feedback because it would be the only way to establish whether information is absorbed and used or not. In the area of information needs and uses, there are a multiplicity of them (Wilson, 1981; 1997; 1999:249-270) on the relationship between communication and the information behaviour. The emergence of Wilson's model is based on two facts that is, exclusion of information science from studies of information behaviour in other fields of knowledge, and drawing attention to some similarities between information science approaches and those in other disciplines. The model is revised and takes into account all aspects of information behaviour of an individual. While this study relied much on the information science side, it was not specific in its approach to a defined field. It is a general model. The informal sector is a field specific and therefore requires a specific model. Burnett and McKinley, in (Ocholla 1999) propose three interrelated models to aid in the understanding of information seeking. They include the post-modern model of identity, the rhizomorphic model of information contexts, and the hypertextual model of technology interaction. The two authors view the information seeking problem as an individual's negotiation of identity through the exploration of the interaction of private

ignorance with public knowledge. These models compliment Wilson's model by justifying association foci on the interactive process of communication studies with an approach to modelling information seeking. This model deals with only one aspect of information behaviour, that is, information seeking. The study needs a comprehensive model tailored to commercial information need, information seeking and use of information by entrepreneurs of the informal sector. In this model knowledge about contexts of information need, activating mechanism, intervening variables, information seeking, processing and use are considered but it does not satisfy all the requirement of this study. Ingwersen's (1992) model on the information seeking detail steps an individual undertakes in securing information. This serves very well on only one aspect of the study, that is, information seeking. It leaves out the information needs and information use, which this study is also concerned with. Consequently, only knowledge about the steps is used from it for the purpose of this study. Belew and Holland through user modelling in Hewins (1990:155) suggest a model of the user at the centre of an expanding circle of available information sources. This concept is based on the idea that the criterion of ease of accessibility and use is paramount in source selection. Other contributions have come from Belkin (1982) in the famous ASK model which is based on interface design. Together with Brooks and Daniels (1986), he proposed an interface based on a triad model of the user, knowledge base and the interface. Knowledge base and the interface comprise the mechanism by which information is provided to the user. Belkin (1982) is of the opinion that an intelligent interface could be designed that is based on a model of human user-human intermediary interaction, which has evolved from his ASK research. In relation to this study, the model leaves out other sources. It concentrates on human user-human intermediary interaction. In real terms entrepreneurs could rely only in their experience, and could help themselves in a non-human information source if they are capable. Some of the entrepreneurs sought for computers. This means that they can navigate their way through the technology unaided and secures information. While it is true that entrepreneurs can access information through other human beings, it is not the only way. Therefore there is a gap. Knowledge about it is however essential. Van Lill (2000:38-49) has provided a provisional model for studying users' information needs and use arguing that users are the *raison d'être* of information

services. Thus, services exist by virtue of information users and potential users. An overview of these models shows a great trend towards understanding the human being in an information-seeking episode. For this study, this would have been the most ideal model because it deals with all three aspects of information behaviour i.e. information needs, information-seeking and information use but its context is on information provision and retrieval using the formal information system, the library. This study found that the *informal (oral) information system* is overwhelmingly used than formal. Since there are literate entrepreneurs, and since *within the policy recommendations*, education is highlighted, this model is adopted to take into account those entrepreneurs who are able to benefit by library services.

In Africa, there is a dominant model, the indigenous (traditional) information communication model. The largest part of this model relies on the human beings using traditional methods such as story telling, conversing, listening, music and songs, dance and drama, most of which rely on the mouth, eyes and the ears as channels. The rest of the models are exotic, transplanted and applied without serious adjustments or they are modified.

In the category of those that are exotic, transplanted and applied are the radio, telephone and the library model. The library model is one that has wrought hybrids in the forms of academic, special, national, private, and public libraries. For the purpose of this study, the Public Library model is one that was studied and will be the model described in more detail.

Beyond the libraries are the models that are slants of the library models. These include resource centres and tele centres. They are hybrid because their activities retain the traditional aspect of a library but go beyond them in those clients who are involved in discussing and planning what they want. Training is offered to clients at the same place. Information sources include the multi-media type and some of it is recorded knowledge of people within the area itself. Uganda has a growing number of resource centre and telecentres.

Most notables of the modified forms are those found in most parts of Africa. They are modified in the sense that they use formal techniques and channels to receive information. Some examples are:

- the rural Audio libraries of Mali which use cassettes to distribute information to villages (Diakite, 1995);
- the camel library of north eastern Kenya that takes books to the pastoralists in the informal settlements of Garissa and these books are read under tents erected by the librarians (Atuti & Ikoja-Odongo, 1999),
- the mobile library in Bulawayo, Zimbabwe, which visits primary schools; the Rural Libraries and Resources Development Programme in Zimbabwe that incorporates drama, song and dance as part of the information transfer process juxtaposed with reading, lending and literacy support and radio listeners clubs formed by women of Zimbabwe (Maveneka, 1991) and;
- the community theatre used in Zimbabwe and South Africa as a means of disseminating information (Katere, 1995);
- in South Africa, Wakelin and Simelane (1995) describe a Rural Consultative Forum in which Radio Zulu provides information for development for people living in KwaZulu Natal;
- the village reading rooms in Botswana that act as centres for storing Setswana literature and promoting the Setswana language and culture and where discussion groups, traditional songs, dances and meetings are organised (IFLA/UNESCO 1997:1-111);
- the initiative videos (advertisements, movies etc) targeted at rural adults which are televised in KwaZulu-Natal are described by Burton (1994).

All these are major projects that must be evaluated for their impact before other countries with similar characteristics can try them. It can not be said at this time that they are successful. However, one thing that could be deduced from them is that they are largely oral.

11.2.2 The Indigenous (Traditional) Information system

The traditional/oral information system is the most significant method by which people including the informal entrepreneurs conduct business. The roots of this system are anchored in the culture and social development of the Ugandan society. It is a system of information transfer whereby a substantial body of indigenous knowledge (IK) is transmitted and shared orally. Its use in Uganda and by the informal sector entrepreneurs specifically is based on the following significant observations:

- Modern formal systems have largely failed to satisfy the information needs of the entrepreneurs of the informal sector of Uganda. They are inadequate, contain irrelevant information to the entrepreneurs, insensitive to the local languages while mostly use English, which most entrepreneurs cannot understand, and they have not been marketed effectively.
- As a result of illiteracy, low education, scattered information services, irrelevant materials in content, form, and purpose, use of library is minimal. Access to newspapers that are widely distributed countrywide, is limited for economic reasons, and reading them appears a waste of money and time to a community that is battling with poverty and ignorance.

11.2.3 Exotic information system

The Public Library is the major public information system identified. As the situation stands and considered against this study, the following are basic facts:

- public libraries are few. They are only in 18 districts. The country has 56 districts. This means the entrepreneurs in the informal sector do not in most places know what a Public Library is and where it can be found. And therefore do not benefit by it.
- information materials in the existing libraries are in English only. Most entrepreneurs are not proficient in English language. Even books in local languages are not available in the Public Libraries. Therefore, entrepreneurs do not benefit from the Public Libraries;
- all Public Libraries are open at the time when entrepreneurs are also busy making money. Coming to the library to sit and access information is considered a huge waste of time;

- most entrepreneurs are poor. Poverty is a stigma that has no relation with reading immediately;
- public librarians have done little to popularise innovatively what they can do for their clients. Consequently, entrepreneurs will not know whether they exist and if they know, information in them is for use of school going populations who frequent these libraries;
- alternative modes of presenting information such as radio, TV, films, video, story telling, lectures and talks, poetry recitals, drama that could attract entrepreneurs are not available in the Public Libraries of Uganda. Public Libraries have become mere warehouses for goods with no value to entrepreneurs;
- there is the question of attitudes. Those who failed in school view books and reading offensive. Adults see that libraries are for children that fortunately, use the library resources for school assignments (Sturges, 2001:43);
- public library buildings in Uganda consist of tiny rooms, bigger ones are not effectively managed as required. This makes outside impact as one of the contributory laziness to enter any of them.

Evidently, it does seem that the Ugandan informal sector entrepreneurs have not been able to benefit from a public library service. An alternative or supplementary information system or service is therefore essential.

11.2.4 Other information systems

Other information systems include telephones, both static and mobile; postal services, the places of prayer; organisations; institutions which individuals use to obtain information; individuals, local councils, press, radio and TV broadcasts. Most of these are discussed in Chapter 3. Empirically, the study has proved that these subsystems are sources as well as channels that have different degrees of success to entrepreneurs. Kaniki (1992:85) refers to them collectively as the information providers that people use to resolve their information needs.

One weakness about them all is that, none of them is peculiarly outstanding for the

entrepreneurs of the informal sector although they are useful. This shortcoming also invites one stop centre for information as proposed by the entrepreneurs themselves.

11.3 A proposed model for information provision

In proposing a model for developing an information system for the entrepreneurs of the informal sector in Uganda, a theoretical framework, the concept in the form of abstract model, the prototype model, and the proposed model are discussed. The aim is to provide a methodical approach to developing of the intended model.

11.3.1 Theoretical considerations

An information model for the informal sector entrepreneurs takes into account all variables or factors that in one way or another affect the proposed information system. For example, many entrepreneurs have low education. Therefore the sort of information packaging suitable for them need consideration. A few are well educated. The system would have to cater for them too. There are many trades in the informal sector. This means all of them would be included. It would also consider all factors that featured prominently as acceptable to the entrepreneurs. For example, most information should go through radio. These factors have been established in the study. However, these factors are both internal and external to the sector. In the internal idea space, the usual formula is the SWOT analysis and the external is the PEST. SWOT represents the strengths, weaknesses, opportunities and threats to the informal sector. PEST is the political, economic, science and technology situation in the country.

Beginning with the external environment, the informal sector enjoys and suffers from PEST. Politically, it enjoys an enabling political environment as the government of Uganda recognises the important role of the informal sector in employment creation. It recognises that given the past trend of job creation in the economy, the modern formal sector cannot be expected to absorb into the productive employment more than a small fraction of the number of new entrants into the urban labour market. With the Government decision to reform and streamline the civil service, it was highly unlikely that many entrants would be absorbed into this sector either. Therefore, many new

entrants into the labour market estimated at 115,000 to 120,000 annually, would have to find employment in the informal sector. This need to deploy the retrenched persons from the public service, and taking into consideration the normal increase in employment requirements, the informal sector has an increasing role in providing gainful work opportunities to a large number of new entrants to the labour market. For example, the Government of Uganda has deliberate policies for modernising agriculture and industrialising the country. The informal sector is the reserve force for the industrialisation process. The PSRRC (1990) made a strong recommendation to Government that the National Manpower Council should provide policy guidelines for the development and integration of the informal sector employment programmes with the overall national development plans. The Government is also encouraging all people, including entrepreneurs in the informal sector to use their brains and hands to rise above poverty. However, there are problems as well. The informal sector is operating largely outside the law and in the absence of an enabling legal and regulatory environment.

In the economic sphere, the informal sector is enjoying as well as suffering from a number of hardships. For example, it is enjoying economic liberalisation because the *informal entrepreneurs have a chance to excel and compete for the market for their goods*. It suffers from poverty, shortages of raw materials and/or supplies, lack of markets resulting in low sales, inferior goods, capital, tools and equipment, no collateral, a multiplicity of licences etc.

In Science and Technology, the informal sector has not benefited much. It is that entrepreneurs are poor, they cannot buy the technology and tools. Illiteracy and low education has also meant that the sector has insufficient technical skills to use the equipment. They also have poor infrastructure to keep the equipment safely and well. The sector relies on imported equipment which some of them are not able to put to full use. The available equipment is under-utilised. Appropriate technology wherever it exists in fabricated type, which makes it rather risky to use.

Coming to the internal environment, the SWOT analysis carried out in this study and

other literature reveals that the informal sector has strengths, weaknesses, opportunities and threats to itself. It is noted that strengths and weaknesses are internal to organisations while opportunities and threats are external to it.

The strengths of the informal sector come from the following: Uganda has a very active informal sector, predominantly an urban phenomenon and for a large proportion of the urban labour force, it constitutes the principle occupation and a significant source of income. The informal sector is everywhere in the country and its associated mainly with the poor who constitute 46% of the population. It is the intention of Government to reduce the incidence of poverty in Uganda to 17% by year 2030. This means addressing the informal sector problems will be one of the ways of reducing poverty. It has a large population taking into account that half of the country's population is below eighteen years of age. It is estimated that there are 1.5 million persons working in the informal sector and this number will continue rising as the population rises at an average rate of 2.5 %. The sector has demonstrated its resilience even as the formal sector is growing. This is contrary to the expectation that as the formal sector grows; the informal sector will reduce. This thinking is reflected from the idea that the informal sector is an enclave of the formal system. *Enclave status refers to three different things:* - it is part of the formal system, it is produced by it, and accepts a dependent structural position in the formal system. Most of the entrepreneurs are young. The informal sector entrepreneurs have through this study voiced the need for support to make the informal sector develop. At least there is the will among the entrepreneurs.

This study found out that the informal sector has weaknesses that have to be considered while designing an information system for it. There are no specific institutions geared to the development of the informal sector activities in Uganda. The sector is largely disorganised. It is not fully covered in the legal requirements of the country. Gaining skills through experience and apprenticeship constitute the major source of training and the sole means of acquiring skills. For a number of reasons, training institutions tend to overlook the human resource needs of the informal sector operators. However, even if the entry requirements were met, the training institutions fail to take into account the fact that

entrepreneurs find it difficult to participate in full time programmes. The majority of entrepreneurs have a low education background. Seventy eight percent are within the range of no education and secondary level of education.

In the area of opportunities available in the informal sector, it has been noted from this study that: entrepreneurs are willing to be provided with information. Ninety five percent have indicated this. The entrepreneurs have identified the information channels they prefer most and these can be used to their advantage. They have also identified institutions that usually give them information. Most enlightening is the fact that there is a strong entrepreneurial spirit, which is something that could be exploited to the fullest advantage. There is a diversity of talent in the informal sector and perhaps more than any other sector of the economy. This gives a challenge as well as a sufficient ground for implementing programmes to harness the different talents. And the informal sector is expanding.

Whereas opportunities give a warm picture, threats provide a cold one. These include the fact that the sector is not fully within the accounting framework of the Government. Operating largely outside the law means that it is difficult to pin responsibility on any department. The absence of an enabling legal and regulatory environment means it will take a long time to provide the sector with its most urgent requirements. Globalisation of markets is a very serious threat to the informal sector. This is because as cheaper goods come from outside the country into the market, and bearing in mind that informal sector products tend to be rather inferior, the survival of the sector is at stake.

11.3.2 The Abstract model of an information centre and service

It is recognised that even the smallest organisations face a gigantic task when creating or refining an information system. In this study, the task is creating the concept of a new information system. The proposed system would not replicate failures of the others systems but select aspects that would support the new one. This is based on King & Waterfield (1995:1-35) five critical stages:

- definition

- research
- design
- development, and
- integration

Stage 1: Definition.

The Concept: Small Enterprise Information and Development Centre (SEIDC).

Vision: A dynamic informal sector capable of contributing to national development

Mission: Empowering entrepreneurs to empower themselves.

Goal: Creating a development information institution capable of meeting the information, education and skills needs of entrepreneurs irrespective of their characteristics. The underlying philosophy of SEIDC would be, “information is the heart of business.” Therefore, the people involved in the process would agree on the purpose of creating an information system. Because different users have different needs, perceptions about the goal of the process also can vary. Some would view information as a means of power and control; others will see it as a nuisance; many may see only specific issues related to the information based on their particular needs. At a minimum, entrepreneurs must be made aware that the goal is an information system that would serve everyone and be relevant to all. And that by using the information system, they will achieve maximum productivity because the system they helped create suits the tasks they have.

Aims of SEIDC

- To provide an integrated support service to existing and emerging entrepreneurs, thereby contributing directly to the success of the small and micro enterprise (SME) sector.
- To provide SMEs with information support service they require participating effectively in different aspects of entrepreneurship.

- To locate, and invite experts who would assist the SMEs with business plan development, accounting and management services, marketing, skills training and human resource development, tender advice, offering insights to business types, selecting the appropriate entities, technology support, product development and quality assurance.
- To work together with stakeholders in promoting entrepreneurship in the country.
- To liaise with other information providers in accessing information required by entrepreneurs in their business activities.
- To commission and conduct research from time to time on the information requirements of entrepreneurs and package the information appropriately.

Specific objective

- To establish enterprise information centres that will improve delivery of information and allied services and enhance the rollout of business competence and entrepreneurial spirit among entrepreneurs.

Stage 2: Research. This is the most crucial step in the process of creating a Small Enterprise Information and Development Centre. The purpose of research is to establish needs of the SMEs. Information derived from this source finds use in establishing priorities and designing of plans or programmes. It is a participatory method of planning with stakeholders. It involves asking people what information they need, which areas of training need to be considered, what skills are badly needed, what type of entrepreneurs are most affected and what are their characteristics and how this can be met.

Stage 3: Design. Analysis and consolidation of the needs of entrepreneurs would bring to light the information needs, training needs, skills needs, other needs etc. These will form the basis of planning and designing of programmes. The logical framework is established around one objective: “endowing the recipient with enough skills to become self reliant.” The system’s actual components should include the following facilities, component of stakeholders and the target group.

Controllable variables for the model include main and auxiliary facilities:

Main facilities:

- The Information Centre (library/resource centre) equipped with different types of information resources and technologies.
- Exhibition-cum-conference facility.
- Training-cum-demonstration unit.
- Workshop.

Auxiliary Facilities

Overnight accommodation, restaurant, and a shop.

Uncontrollable (external) variables include stakeholders and target groups.

Stakeholders

At the same time, it must be clear at the design stage who the stakeholders are. They would include the Government of Uganda, entrepreneurs, the Private Sector, and other interested parties such as NGOs. It will be a partnership with a major stake from the Government as a guarantor.

Target Group

It must also be clear at the design stage who the beneficiaries would be. In this proposal, all entrepreneurs from the informal sector would benefit from the facility.

Stage 4: Development.

The following steps would be followed in establishing the facility.

The Proposal

Writing a project proposal that would indicate the intent to establish the Small Enterprise Development Centre. The objective would be explained namely, a facility for providing

small entrepreneurs with information and related skills. A background that fits the sector through history and its economic importance would be given. This would refer to past and existing efforts to help the sector and what those efforts have achieved. It would also refer to past studies to reflect on the importance of the proposal.

The proposal would indicate the beneficiaries as the informal sector entrepreneurs or small-scale entrepreneurs in general for wider acceptability. It would include all trades to provide an indicator of complexity and scope. It would also indicate the sector is a countrywide phenomenon. It would further emphasise specifically the marginalised e.g. women, the school dropouts who are in the sector, street children, the disabled etc.

In addition, it would also indicate benefits such as information provision, skill development through training, and enhancing visibility of entrepreneurs through product development and exhibition.

It would essentially need to indicate why it is a unique proposal as it deals with those not catered so far in any way in the country but very important in employment creation and capital development. It would indicate this by summarising the characteristics of entrepreneurs as people with low education or non-at all but people in need of help. It would in addition highlight inferiority of products, which could improve through improved skills. Besides, it would indicate size of constituency and why it is important to help them. Included would be policies of Government (modernisation of agriculture and industrialisation of the country) to justify that this group has not yet been tapped. However, it will include the benefit that once this group is supported, it would improve them and would lead to Government's effort of reducing incidence of poverty and raising income levels in society as well as bringing into the taxable net, an increased number of tax payers.

The proposal would further need to state the nature of manpower required to run the project and its parts e.g. an information officer, and assistant, projects officer and assistant, the warden and security staff. It would also indicate critical inputs to be

acquired without which it should not take off e.g. suitable manpower, computers, overhead projector and accessories, database programmes, telephone for internet and administration. The proposal would suggest a suitable location of institution where facilities are available.

Tentative programmes to be run would be indicated and how flexible they have to be in relation with the characteristics of the entrepreneurs. For example, training women in spinning or cookery should last three or four days.

The proposal would indicate (a) funds for renting a building (b) funds for furnishings (c) funds for salaries and wages (d) funds for equipment (computer set or two, radio, overhead projector and screen, TV, film projector) and supplies or consumables like paper, toner, transparencies, markers, flip charts, etc. (e) funds for electricity charges, internet searchers, telephone lines. (f) funds for database programmes and information materials and in a variety of formats like manuals, charts, models, etc.

The proposal would show methods of evaluation and how often and to whom the report is sent to. In this case it should be to a Government Ministry and preferably the Permanent Secretary.

Government supports for the project and/or use Government to shop bodies like UNDP or UNIDO to fund the project or part of it would be lobbied.

A proposal would in this case need to be submitted detailing all requirements for at least 3 years indicating annual breakdown. Commitment for funds would be sought for a three-year period by which time the project should come under evaluation. The proposal would then be transmitted with a forwarding letter with support from a high-ranking person.

NB: Normally it takes time to get a project approved if it does not fall within the Government priority list. It is advisable to remember that the best thing to do is to pass

the project to Government and/or via Government so that it could receive the attention it deserves.

Project Approval

It would be assumed at this stage that the proposal has been approved and that funds have been made available. The next step would be the project implementation.

Project Implementation

In the project implementation, the following would be done. (a) The authority under which the project falls would designate or appoint skeletal staff to start implementing the project. (b) The locating of the premises follows this, and if it is somebody's property, entering into contractual agreement for use of premises (c) Furnishing the institution follows. (d) The next step is the procurement of inputs. (e) This would be followed by the development of a tentative or short-term programme detailing the work plan for the period. This plan would be discussed with leaders of entrepreneurs for approval and adoption. (f) The sending out invitation letters to leading personalities in the sector asking them to come down for a planning meeting is done next. (g) It would also include a meeting to detail the groups and the type of programmes to plan for them. The importance of planning together (bottom up approach) is to get exactly what the entrepreneurs want. This eliminates planning imaginatively for them by deciding what they want without them knowing. At most times such planning has ended in designing programmes that do not tally with the needs of the people and therefore never used. (h) Drawing of plans and approval follows.

Meanwhile, the library/resource centre development builds up at the same time. Initial information resources are acquired, processed and arranged. What is important at this stage is to remember that the sector has many trades. These trades should make up the schedule of subjects (classification scheme) to be covered. In addition, items of general importance like newspapers; those who are literate should seek for, magazines for leisure reading. Models showing the best practices would be acquired and displayed in the resource centre as a visual resource. Processing information materials should follow a

pattern that would be easy for the users to understand and use. The library/resource centre would establish connections with related information institutions by which it would share its resources. It would compile a directory of institutions and experts that it thinks would be of interest to the entrepreneurs and establish links with them. It would produce a brochure of the centre for information of the stakeholders to know what are going on, what is being done and the intentions. It would relate with the training sub-division to plan information requirements of the participants and package wallets of information for the benefit of the entrepreneurs. On a specific day it would invite stakeholders for the opening of the Centre and announce its plan for the year. The plan would include details of programmes, target groups, duration, timing etc. It would give a brief about the information facility and its resources and how to use it. It would also give the rights of users of such facility.

Programmes

The umbrella organisation would be the Enterprise Development Programme that would implement programmes or projects within programmes as a series of tailor-made projects. Projects would be programmed according to target groups. Methods of training would be uniquely informal, lasting not more than a week in each case.

For example, the Entrepreneurial Skills Training Project, the Financial Management Project would cut across all entrepreneurs. Welding Project or Woodwork Project would be client specific. The Project could be gender specific. For example, the Women Enterprise Project that would run weaving, sewing, knitting, cooking or restaurant, hair dressing, etc.

As stated earlier, information for its sake would not work. Information has to be tied to activities of the entrepreneurs. But the main activity would be information services. It would not be its responsibility to get involved in giving specialist advice such as drawing up business plans but to invite, or link the specialists with the entrepreneurs. As far as possible, the Information Centre role would be to develop the facilities and facilitate the carrying out of the different activities on one site. For example, it is known that many

entrepreneurs lack requisite skills. The Information Centre would engage in comprehensive skill audits and determine skill levels and then design programmes for skilling, reskilling and upskilling. The entrepreneurs would be identified and called in for training. The Centre would then locate experts to come to the Centre to conduct the training.

To translate theory into practice, the participating entrepreneurs would be taken to the workshop for practice in tasks such as welding, woodwork. It would be remembered that entrepreneurs are people with low educational background, a variety of study methods would need to be used. For example, field trips, study circle, modelling, attachment for a day or so etc. At specific times of the year, they would be encouraged to develop products and an exhibition is arranged from this site or other site. It would be the responsibility of the information centre to do this. Entrepreneurs from far off districts would be assisted to bring in their products for the exhibition. So at best, it could be said that it would be the information facility with a collection of development initiatives.

Stage 5: Integration

The facility would have units, that is, information unit, training and demonstration unit, exhibition unit, and welfare unit. To administer these units there would be an apex body called policy organ, and operationally, a full time staff.

Management of the Programme

As suggested by entrepreneurs themselves, there would be a Board of Trustees for policy matters. And for the operational aspects there would be need for skilled person in information management. This person would be assisted by someone with experience in entrepreneurship or commerce knowledge (Projects Officer). There would also be need for a warden for managing of the institution and welfare staff.

Establishment and sustenance

The state would have to play a facilitative role through the provision of favourable and preferential funding mechanisms and information, support and independent advisory

capacity. It would invite other stakeholders to put in their effort too. In the long run the programme will run on cost benefit factor with beneficiaries meeting some of the costs.

11.3.3 The Prototype model

Initially, it is proposed to start such novel idea (Enterprise Information and Development Centre) on an experimental basis as a programme in Kampala. After one year of operation, it would be evaluated for impact. If it were found useful, the programme would expand its resource base and make modification as where it is necessary. If it were not feasible, the areas where that are so, would need re examination and a redesign done.

The design parameter is:

Information needs--information-seeking-- information use putting together the following:

- the informal sector comprising entrepreneurs with differing educational backgrounds, trades, information needs and interests;
- the formal information providers;
- the informal information providers;
- the Small Enterprise Information and Development Centre with components including an information centre, training and demonstration unit, exhibition-cum-conference facility, workshop, overnight accommodation unit, restaurant and shop.

In the model the entrepreneur seeks for information from friends, neighbours and relatives, and from experience. Secondly, the entrepreneurs would seek for information from the Information centre of SEIDC. Thirdly, they would also seek for information from other sources, mostly formal sources without going through the SEIDC Information Centre. On accessing that information, entrepreneur(s) would evaluate information and when found useful, it is absorbed, and used.

The Information Centre would collect information of different types and as would be required by the sector. It would access that information from the sector, formal sources, other information institutions, organisations locally as well as abroad. It would package

this information and proactively market it to the sector. It would produce information aids to support and promote Centre use. It would encourage and supply information to the entrepreneurs upon request. It would conduct information user studies within the sector as a means of keeping up to date with the requirements of the entrepreneurs. It would provide a mechanism by which to receive feedback from entrepreneurs on information supplied and used. It would connect entrepreneurs to organisations that could provide other information or advice. It would be responsible for supplying information to the training, demonstration units. It would be a major conduit of information.

The formal sources would be contacted from time to time by the Information Centre for their expertise, advice, and information as may be required from time to time by the informal sector. The purpose of doing this would be the re-package information appropriately before sending it to the entrepreneurs. In particular, the Centre would work very closely with Government departments, NGOs and other informal networks. This means that the proposed information system would be one that works in the form of hybrid information system. It would pick essential elements from the informal, and from the formal information systems.

11.3.4 The Model

Although many models exist and are functioning as formal institutions such as the public libraries, telecentre, resource centres, radio and TV, telephones, the press, postal services; non formal systems like churches, organisations, the public itself etc., the need for another model is based on their shortcomings to the informal sector entrepreneurs, and/or weaknesses of entrepreneurs such that they can not use them well. The new model would be one that is flexible to its users, educated or not, and adaptive to the changing circumstances. It would be absorbed into itself, only the best practices of the other systems, and promote them within its fold. It would be an hybrid information system that works synergistically with existing information systems taking into account that those systems have their own strengths and weaknesses, and networks. It would require librarians of vision and creativity. Much as this appears too idealistic, but that is what development is about, trying out ideas until those that work appear.

11.4 Conclusion

Providing an information system to entrepreneurs of the informal sector is one but a small step towards creating an information society in Uganda. It is one of the ways of fulfilling the fundamental rights of individuals. This chapter has attempted to give a descriptive model for such an information system. It is hoped that ideas expressed would give a broad understanding of how to go about the proposed development of the system. The chapter has made a justification for the new information system by discussing the weaknesses from the existing systems. It has also reviewed the existing models albeit briefly, and described what has to be considered in designing new information system.

But one thing that should not go unnoticed is “ the existing information systems and services especially public libraries in Uganda have failed to address the information needs of both active and potential users. Yet these institutions enjoy the support of the law, and the funding from government.

Two very serious traps could easily derail the proposed information system. Modelling of an information system along the lines of failed western/modern models, and running short of ideas as to how to understand and serve those whom are meant to benefit by the information facility. In this context, this study incorporates strong messages of caution from a few eminent writers on the subject of information services for underdeveloped nations such as Mchombu (1982) and Sturges (2001).

Mchombu (1982:241-250) outlined the main characteristics of librarianship under conditions of poverty. In his paper, Mchombu highlights the characteristics of a poor country namely; the common man being in a state of perpetual poverty, is illiterate and concerned with the basics of survival, undernourished, hungry most of the time, sickly, etc. All these conditions are still applicable to Uganda. He mentions how information work in developed countries differs markedly from developing countries. He uses an example of information workers from developing countries that use standards of information provision from developed countries as yardstick for their work and consequently deprive a majority of people with information. He argues that it is possible

to collect a body of knowledge on how best to meet the challenges of providing information services to the poor nations and urges the information workers to be proactive in the process of social development. He laments very correctly and painfully how blindly, western or modern models have been copied and followed in developing countries. Librarians of developing nations need to be open minded and objective in their minds so that appropriate information are created or adapted to the local settings. He challenges the information workers of developing countries to look for solutions to their problems within their own societies rather than depending on foreign aid.

Sturges (2001:38-48) in his historical critique of public librarianship in Anglophone Africa complements Mchombu's concern suggesting that librarianship when practised in Africa needed to be adapted to the poverty that was the most influential under the prevailing circumstances. He warns against the repeat of what happened to public library services in Anglophone Africa which were based on an almost complete poverty of fresh ideas, rendering the services thoroughly ineffective.

However, later on, Mchombu's message had been re-echoed in 1990 by Sturges who suggested that in a largely illiterate environment, a suitable model is one that is less formal, less book oriented, more locally rooted and is aimed specifically at real and potential users (Ntsala: 2000:174).

In her paper on information delivery systems for small business, Ntsala (2000:174) argues along the same lines but advises from the business information angle that, in an environment where libraries are not well established and not known, librarians need to be proactive information mediators who should inform people about what kind of information is useful to small businesses and where they can get the information. Libraries need to overcome the traditional stereotypes of being information providers for educated people only whom Mchombu (1982) pointed out rightly to be a tiny minority who are already privileged.

Wormell (in Ntsala 2000:174) advises that the services that are offered by the library should be predicated on local needs. For instance, where printed matter cannot be consumed, information must be packaged in a form that is easy to read, easy to understand and finally easy to adopt. Therefore, in planning the SEIDC, a fresh start is needed, characteristics of entrepreneurs are very important consideration. The environment in which entrepreneurs operates, and the entrepreneur's diversity are key elements in the planning process. The planners are therefore urged very strongly to constantly reflect on ideas expressed by these writers.

While those ideas provide the background for planning, there must be policy back up. The role of policy is to create a legal existence, establish and distribute responsibility, ensure mechanisms for funding and continuity. These policies have been mentioned in chapter 10. Policies therefore are one aspect towards creating an information system for the informal sector. Policy provides the theoretical framework on which the model depends.

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APPENDIX A

TRANSCRIPTION OF RECORDED INTERVIEWS

A1: Vice chairperson, Informal Sector Association

A2: Chairman, *Jua Kali* Association

A3: Fishermen

A4: Chairman, Owino Miller's Association

Appendix A

TRANSCRIPTIONS OF INTERVIEWS RECORDED ON TAPE

The purpose of supplementing interview with voice recording was to capture verbatim the accounts of respondents. The technique enabled to capture important pieces of information such as exclamations, anecdotes, and comments that would otherwise be difficult to get through writing at the hour the interviews were being conducted. This section provides an opportunity to state what four of the leaders of informal entrepreneurs representing four major categories of Informal Sector talk about themselves. It transpired that once one question was asked, the respondent would talk so many issues at once. The role on the interviewer was to keep interjecting for clarifications and /or bringing back the respondents to track. Included here therefore are excerpts of salient issues raised by them. Minor editing has been done to keep information as much as possible in the respondent tone and language.

Transcribed here are four categories of interviewees that were found representative of other respondents. These are, the chairperson of the Informal Sector, the Chairman of the *Jua Kali* Association, a group of fishermen and chairman of Millers Association. It is added that choice of these categories was not accidental. First the chairperson represented the entire sector and her ability to eloquently state issues about the Sector made it easy to include her statements. Secondly, the choice of the chairman of the *Jua Kali* Association resulted from the fact that he is the leader and an investor belonging to a very big group of informal entrepreneurs in one area. This area is the biggest centre for *jua kali* in Uganda and it is located in the City of Kampala. The fishermen were considered precisely because they happen to be found in large numbers in specific landing sites such that they have wider understanding of what goes on in fishing. Fishermen contribute about 2-3% to the GDP. As for the miller, it is recognised that eating constitutes the largest aspect of peoples effort to work. Therefore by covering a large subsector within food processing, the study would build a strong case for understanding it much better. It is for these reasons why the four categories were considered representative samples. Other trades were found to have entrepreneurs scattered and most likely not in a defensible position to talk much about others elsewhere.

1. Transcription 1: Interview with Hajat Ndugwa, Chairperson of a branch of the Informal Sector. It represents a broader view of the feelings of informal workers.

I: Madam, I am sure you are meeting me for the first time but I have already been told about you by the Secretary to the Director, Uganda Small Scale Industries Association. She told me to come today. She also had given me your Cell phone number but I could not make a call because, as you know these days, people tend to fear talking to strangers. See the point! This morning I came and was told you were in a meeting with a Tanzanian delegation. The lady told me to wait for you since she had alerted you about me.

N: Ooh you are Mr. Odongo?

I: Yes madam.

N: How are you? And what exactly is your problem?

I: Well I am carrying out some research on the Informal Sector and specifically on the information needs of the Sector. I am told you are very well placed on this topic.

N: Yes Of course. Are you from Makerere [University]?

I: Yes I am.

N: O.K. then. You know many people come from Makerere to us to fill their questionnaires and we give them information. So for you I shall give you also and my members will also give you. I am the Boss you know!. We in the Informal Sector know each and everything about our sector. So no problem.

I: Do you mind if I took some of your precious time, about 30 minutes and asked you some questions about the Sector?

N: By all means go ahead, its my honour and duty to see that people come to know more about us. May be one day something will come out of it.

I: Thank you. First of all tell me about yourself and how you are associated with the Informal Sector?

N: You want to know something about myself!

I: Yes as a business lady in the Informal Sector.

N: O.K. I am Hajat Ndugwa, a small entrepreneur dealing in tailoring. I have a workshop in Luwum Street. I am the Vice Chairperson of the Informal Sector Association.

I: Right then, tell me about Informal Sector generally.

N: In the first world, people work in their homes. In China there are 150* million small scale industrialists. China has grown because of small scale industry. All of their industries are registered. It is the population to develop the country. When they are producing the country must develop.

Another example I can give you is India. India has 14** million small entrepreneurs. Government of India guarantees them to get money about 30 million Rupees*** annually from Banks. They have Entrepreneurship Training Institute that is for everybody interested. Commonwealth pays tuition fees.

But come to Uganda, Government does not know where we are. When support comes they don't know where to locate us. Instead Uganda Revenue Authority (URA) harasses us. My very serious view is that informal industrialists are the right people to get *Entandikwa*. [*Entandikwa* is money Government gives people as start up loans for small businesses]. Government does not send its representatives to discuss with us. They don't know what's on the ground. Big bosses may think we are benefiting. No. Not at all. What we are doing is basically survival work. To keep our families going. The best way is to carry out a national census of Informal Sector including other small scale industries. A Desk should be established for small scale industries and Informal Sector at the Prime Minister's Office or the Ministry of Trade and Industry. Its purpose will be keeping both Government and the entrepreneurs informed of the developments in the Sector.

I: What constraints do the informal entrepreneurs face?

N: A nation cannot grow unless we (producers) are tapped very carefully. Once registered, there should be a grace period before we begin paying taxes. If the big ones (industrialists) are given, what about us the small ones? This is a policy issue to be resolved. There are now many Village Banks. Interest rates from them are very high. [The rate is estimated at 70% by members of Parliament as at Sept 2001. They complain that it is the wananchi. A law is coming about it]. It is not worth at all to go to them. Entrepreneurs should be trained free of charge. It should be a national rule that every body (entrepreneurs) is trained. You see *Chakamchaka*, a paramilitary training for Government servants and politicians. To me this training is totally unproductive economically but only politically. There should be one for informal and small scale

industrialists as well. This would make the country very productive. This would enable people to pay taxes willingly. Small people fear banking in Uganda. Why? Policies of banking are unfriendly to low-income entrepreneurs. Much money is required to sustain an Account. A good guarantor is required. And no body likes to be associated with people of this category. Suitable policy is required to help informal entrepreneurs.

I: What recommendations do you make to improve the Sector?

N: If the President wants us to grow, he should direct the Finance Ministry to channel money and assistance through Associations. I suggest that any support including financial support should be channeled through our Association and NOT Prime Minister's Office. This Office is political. The President should come down to the grass roots to see how we are working.

We need an Industrial Estate to be created in every district for the informal and small scale industrialists. It would be easy to provide things like electricity, water, security, and storage facilities. Customers would find it easy to go to one place. Industrialists would find it easy to share experiences and information.

Government should help us with machinery. It should explore cheaper sources to get machines and encourage their importation. Government should intervene. Machines for informal and small scale industrialists should be tax free. Importers of such equipment should be given Golden Cards so that whenever a person delivers that card to the Revenue Authority, it is recognized as one dealing with essential machinery.

Government should strictly protect home industries. For example bicycle tyres are manufactured in Uganda. There is no need to import the same things from other countries again.

If growth is our responsibility, then Government should recognize our presence. *Jua Kalis* have a big problem. The Kampala City Council harasses, chases them. Urban Enforcement Officers hijack cooking utensils with food and other items from vendors. This takes us back to square one. Government should come up with pro sector policies to make it grow. It should encourage *Jua Kali* to develop. Look! Makerere University is producing too many educated people but there are no jobs for these people. Public service has already filled jobs numbering to 300,000 persons. What about children? Informal Sector and small scale industries is where all will go to or else they become bad citizens. So help *Jua Kali* and small scale industries. Youth will join us automatically. This Sector has a big capacity of devising means of making jobs. It reduces unemployment. There should therefore be constant interaction between Government officials and Small Scale Industries. **Our call** is "*Wake up. Use your brain. Use your hands. The burden of making money lies there!*"

I: How do we provide information to the Informal Sector workers if there was a way?

N: Entrepreneurs don't have time to read books. Time is very precious for my people. Many don't know how to read at all. They are illiterate but very practical indeed. Practical training is most ideal. For obvious reasons very few entrepreneurs use libraries. Repackaging of information in local languages is very important.. They need information but information is also in other languages.

And there is no library for small scale industrialists. In the United Kingdom, they have one, the Intermediate Technology (IT) as their Resource Centre. In Uganda libraries are established along the lines of a school library.

I: What else?

N: Government should explore markets for us in all districts. We have a marketing centre in Kampala.

I: *Thank you very much for accepting to be interviewed and taking me around your project areas. They are really wonderful. I have learnt a lot within this short time.*

N: Thank you for persisting but will you come again?

I: *Hope so.*

2. Transcription II: Interview with Mr Kakooza Richard, Chairman Jua Kali Metal Fabricators Association, Owino Market. The transcription below represents a broader view of metal workers in Uganda.

Ikoja: Hullo sir, my name is Ikoja Robert. I am teaching at Makerere University. But currently I am carrying out research on Information needs and uses in the Informal Sector in Uganda. I was given your name by L.C 1 chairperson of Kisenyi. He told me that you have a lot of information about the Jua Kalis. I am definitely interested in this information. I will be very grateful if you very kindly obliged to interviewed.

Kakooza: Sure by all means.

I: Thank you very much. Now can you tell me roughly something about Jua Kali in Kisenyi and how it has grown.

K: First of all you are welcome to Kisenyi to visit us. I will tell you what I know. The story is like this: If you visited Kisenyi 30 years ago and you came to visit it now you will find that there is a very, very big improvement in terms of development.

I, the Chairman, initiated the idea of the Association. I happened to organise people especially the youth, in this locality, especially those who were technically fit, to come to understand what was existing in terms of small-scale industrialisation. These people I am talking about are the young people who have got an idea of making small things like watering cans, suitcases and other things of that nature. But now they have come out to be trainers instead of trainees.

I: They have specialised?

K: Yeah, they have now specialised. They are very well known people in terms of black smith and tinsmiths.

I: That's interesting!

K: Yaa! So this Association of ours was opened last year, the launching ceremony was officiated by the special Presidential Advisor on Political Affairs, that is his deputy, called Mr Sabile Salimo. On the same occasion we had another official, she was Mrs Gatrude Njuba, she also comes from the same office, President's Office. After launching we automatically sprung up the duties of the organisation. The Association as per now has got a very big number, something like 400 people.

I: Four hundred!

K: Four hundred black smiths! So all these people whom I am talking about are well known in terms of making these appropriate technological products like these you can see.

I: What are they, can you mention the names of these things?

K: We make ...eeh. I will now take the best known, suitcases, these are the metal boxes children take to boarding schools, *sigiris*, these are the local cooking utensils. They are

the ones, which use charcoal. We also make watering cans especially for agricultural people in the rural areas. We make water gutters for collecting water from the roofs.

I: Water harvesting?

K: Water harvesting! We make saucepans. These are especially used in boarding schools, hospitals, police and army barracks, we make dust bins, small saucepans. We also do aluminium casting as well. You see that is also an improvement in what we are doing. We do iron casting and other ore casting. So you see that we have really improved so many things, in fact, almost $\frac{3}{4}$ of domestic utensils that are locally being used in Uganda are made by us.

One of the problems is that although we have been in service for more than 30 years, there has been no change whatsoever, the government has not come in to solve our problems. I have managed to at least mobilise these people, they are more than 400. I have mobilised them and now they are in one united Association. Yeah!

I: What problems are you facing really?

K: We are facing a number of problems but most are, lack of money. I am assuring you that although this Association was launched, even as per now the office is being closed due to financial strain. We are renting a house.

I: At how much?

K: We are renting at 60,000/= (US\$35) per month. So if you have an Association which cannot have a general income daily, you will find a problem of getting money. And especially as this Association is still in its infancy, you see that the members think that if they contribute money towards the rent charges they do not know how much they will benefit from it. So I and other executive members have to get from our own pockets and pay for the rent. And you see some of us are renting so you find that you have to pay for the house you are renting and this office.

I: So, it is very expensive?

K: It is very expensive.

I: How many trainers do you have?

K: As per now we could be having something like 600 trainers.

I: If the members are 400, how come you have more trainers?

K: Yeah, definitely because some have not registered with the Association but we are using them as our trainers.

I: All the manpower for making these things come to how many?

K: They could total to 1,000 people.

I: One thousand!

K: Definitely.

I: So, how do you get information?

K: Most of the information is got from our customers. If the customer comes and says I want this thing, then you do what they want. At the end of the day, you end up doing something good for the customer.

I: And what difficulty do you find in getting the information you need for business?

K: The difficulty is that some people when asked about what they want, they feel shy. Another thing Government should come in at least to assist the Association members and trainers and even the people who are selling. Because most of the information we have comes from the customers, the customers are being attended to by the sellers of the articles. So you find that some of the information could readily be got if at all there was

say sponsorship, seminars and things of that nature. If we were to be sponsored in that aspect, definitely we could be getting more information flow.

I: Do you think the Government of Uganda could make a project to train you people here with skills like that?

K: Definitely, we need so much training. In fact, it is just that I have been caught off-guard, otherwise, if I had organised myself, I would have shown you the many things we have put into consideration. Definitely, we need too much training. These people you see here, some have got diplomas, some ordinary level certificates, some have even gone to the extent ... you see one funny thing is we are even forced to train people who are coming from the University. Because they are being trained to get theory, but cannot practice what they have been taught in the lectures. So they come down at the lower level of our standard, then we teach them practically what they have been taught theoretically at the campus.

I: What would you recommend to improve University Education?

K: If at all some of the members we have among ourselves could be taken to institutions of higher learning to teach them, we would end up having a very big high skilled labour force.

I: What about the University bringing the students here? As some form of collaboration?

K: We appreciate that. We need it so much because definitely if at all some of the things we make for example if you go to such industrialised countries like *uuu!* India. That one is not highly industrialised but at least the modest industrialized countries they make something but they get a pattern out of it. They get a theory because if I am meant, lets say to do something but I don't record it somewhere, you will find that those people who will be coming after us will not get anything to learn from. It will be something so practical. If at all assisted to get something from a written theoretical form like this designs here we could be teaching so many people in our area.

I: Is establishing a Vocational Institute for Jua Kali a good idea?

K: Very much I appreciate that. That is why I have organised these people but the problem we have is that I have written many documents to the President. I myself as you see here I'm a Senior Cadre and a Mobilizer I have done much to write to the President but all my documents are not forwarded to His Excellency the President. I have even tried to report to the media like the *Monitor*, and the *New Vision* but nothing is coming up!

I: What in your view is the best way forward?

K: The best way forward is, if there are many NGOs which can come into collaboration with our organisation down here, we shall put up with them definitely. There will be a way forward because number one as I told you we are lacking finance. The second point is we need training, you get my point? So if we can get training plus finance and government could come up and set up a small cottage industry for us you will find that we could be training so many people. The more people come to know that there is a training college somewhere for "*Jua Kali*", automatically you will find that we shall be increasing numbers. And another thing is we are also assisting street kids. There are so many street kids whom we have trained in our association and now they are here. They are very productive people. They have left the streets. Some of them were pick pockets. They are now improved citizens. In fact I have a very big number of street kids.

I: About how many?

K: They total to about, something like eighty (80) and they are now productive. They have not gone back to streets. Never again.

I: So helping you will be for the better?

K: Yes for the better because I have a very big plan. For example if at all the Government could come in to assist in our problems, we could set up some big institutions for our people. Not only the street kids there are some school drop-outs who do not have a possibility of joining higher institutions of learning. And they don't have those qualifications to get jobs in some big firms. So you will find that instead of, lets say, somebody with an ordinary level certificate you could find him in Owino market trying to get a place where he can sell clothes. Now those jobs of selling *mandazi*, selling clothes are left aside for women. So you find a man who is twenty-eight years of age is a very strong citizen, you find he is still selling clothes on the streets yet if he would be turned into a productive man, the country would benefit more out of him.

I: Where do you get your raw materials?

K: Oooh! Now this is another problem. Getting raw materials is one of the worst problems we have here. I have even taken a chance of getting friends in Tanzania. They told me that there are some aluminium deposits in Tanzania. That scrap if they were to be given to us because our dear President told us that there is business in COMESA countries. If we could go into COMESA barter trade type of trading the Tanzanians would give us these scraps of aluminium then we would utilise that but now we don't have them. We only get scrap from garages, factories, parts of broken vehicles that get accidents. So you see we are finding problems.

I: So as a cadre you are actually a double worker working for government and also as a Jua Kali. Since elections are near can't you talk to Babu so that he goes to the President?

K: Babu was and still is a minister and MP for the City seat that includes the *Jua Kalis*. The problem let me tell you brother. All those people whom you see want to talk to Babu. You make an application to go and see him, you go to his Secretary, the Secretary does not take what you are telling him. I myself have ever tried to go to Rwakitura. [Village home of the President]. I was made to sleep out of the Quarter Guard for three days. The guard who was there Lt. I told him I wanted to see His Excellency because I have worked with His Excellency for the last twenty years. I want to see him and narrate my problems and the Association's problems but they refused me inside. I have worked. I'm a guerilla by profession so I fought dangerous wars in Luwero. I decided to settle down as a good citizen, train my fellow other people. But I am telling you I have not been given an opportunity to talk to His Excellency, the President. The problem is access to the President. That is one of the problems micro enterprises face. Seeing people who matter is as difficult as the jobs they do.

I: Some people here told me that you people are exporting scrap to Kenya? Why?

K: It is because here in Uganda we have got about three scrap dealers. I mean those people who utilize scrap into finished goods. We have Shumuk Industries for saucepans, Masese Steel Rolling Mills for building materials. But once you give them your scrap, you are not paid immediately. They tell you "you drop your scrap there". You are made to wait for almost a full month. Now you imagine! So instead they sell to Kenya. But for us we have not gone into selling because we don't have that money.

I: So to make the Informal Sector to develop into an industry, what do you think is most needed, capital?

K: Capital number one, training number two, raw materials...

I: *What else?*

K: Permanent place for business. This place should be developed without displacing us.

I: *You want to stay here?*

K: We want the government. If government came in to construct Owino market for Vendors, what about people like we who are manufacturers? Why can't government set aside a place especially here in Kisenyi because there are so many places which have prostitutes here, why can't government come in and construct a very big industry here for the youth in Kampala. It would be easy to put power and everything. You could find that we could end up taking a big number of people who are skilled in making these things and the country would develop.

I: *Thank you very much Mr. Kakooza*

K: *Kale ssebo* [Thank you very much].

Emerging needs out of the *Jua Kali* interview:

Information needs

Information needs of Informal Sector are: capital or financial support or credit lines, training, raw materials, tools and machinery, registration (census) protection from imported goods, representation in government, markets, industrial estate, collaboration with Government and NGOs.

Sources of information

- Customers are key people in giving them information. Association members, workmates and experience were indirectly implied in information provision.

Problems of information access

- Problems of entrepreneurs include — shyness, illiteracy, street kids, costs involved in getting information, and accessing people with information are major problem in information provision.

3. Transcription III: Interview with the fisherfolks. The following transcription represents a broader view of fisherfolks.

Interview with fishermen beginning with Mr. Akugizibwa of L. Albert

Eregu. *Hullo Sir, How are you? How is business moving here? Any way I am Mr. Thomas Eregu. As you can see a team of us. That person you see is Mr. Ikoja and Betty Amony. Mr Ikoja has come to make a study of the information needs of fisherfolks. He is a lecturer at Makerere University, a school we send our children to complete their studies. Betty and myself, are assisting him. Before we came to you we got permission from the Resident District Commissioner of this District (RDC), Masindi We have also got permission from Fisheries Officer incharge of Wanseko, Mr. Philip Ngongaha. He is the one who gave us your name. We have a letter of introduction from the National Council of Science and Technology to this effect and it is copied to the RDC. The RDC has authorised our being here. We need your kind support to be interviewed for less than one hour. Thank you.*

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Akugizibwa. First of all you are all wellcome to this place. As you see we are struggling with life but what to do. We have to go it that way. Don't mind about the letters of introduction. Your explanation is enough. The only thing I want first of all to tell you is that so many people come here doing research but we don't see the results. What happens to information we give? Is government going to do something this time? I hope you don't mind having other people here because I might not have some answers. Where I fail they will help.

E. Sure! I am going to ask you few general questions because Mr Ikoja has a questionnaire he will use with the fishermen.

A. Then that makes my work easy and quicker. I thought after me then I will be calling others one by one. This arrangement is o.k.

E. Mr Akugizibwa, what are the problems you are facing as a fisherman in Wanseko?

A. The problem we have been facing is the problem of floating islands. This is one of the major problems on Lake Albert here, just like in Lake Kyoga. When we put in our nets, the floating island comes and takes them all and you can even fail to trace them or even recover them. This has made us fail, and that is why some people prefer to use the bad methods of catching fish. They are using some nets which are not recommended by the fisheries department – they are using what we call *kokota*. The reason why they are using it is not to break the laws, but when you compare buying official nets, it is very expensive. To fill the boat, you need 40 nets, and each net is around US \$30-50. This makes it 1.2million (US\$800) shillings excluding other materials, and again putting it all and yet this island comes and takes it all and you lose. It is risking. You imagine that you use this amount of money, and when you compare someone using *kokota*, he uses about 25,000 shillings (US\$15) only to catch small fish that fill boat. Sometimes these fellows boast alot. You hear them say, “When I go within, I throw to any corner and catch the fish and get the same amount or more than the person using official nets.” So that is why, fishing here has not improved. The second problem is marketing our fish. If the catch becomes okay, because I try to remember sometime back when the catch increased. The only market are neighbouring towns. When the tonnage enters into the market the remaining ones, you have nowhere to put them. Sometimes you find us giving them for free or just throw them away. Another thing is that we smoke it and when you smoke it, you may not recover all the costs because if they stay more than one week, they get rotten and you lose. That is another problem.

E: What beliefs do people from this area have as regards Jua kali business?

A: Okay about *Jua Kali*, You know this is an informal business. Although people are doing this business however, it is difficult here. They are using all the strength because they have to make some money from it.

E: So, they are involved because there is no other way they have to make money?

A: Yes, at the landing site, there is no other work apart from fishing and smoking fish as fishmongers.

E: What do you perceive about fishing business?

A: On my side, this is a good business and that is what people are interested in. People come from different places to do this business. For example, there is a gentleman I came with in the car. He was from Gweri [over 200 km away] and he came for a similar business. Actually, this man was stranded, until he stopped me and asked whether I could help him. I said, “Why not? Where are you going?” So, people do this business as

the source of their income, and do many things. People buy fish here, they carry it as far as Moroto. Moroto is 373 km. There is no lake in this district. People are pastoralists. They are very much interested because the business is important, good and more profitable.

W: [Mr. John Michael Walyombe, another fisherman who was around during interview time] According to Walyombe fishing is another easiest way school drop-outs earn their money. *Jua Kali* business can be done by people without education.

E: *About how many people are not educated in this landing site?*

W: About 80. They could be about 80 people.

E: *That is quite a number.*

A: Yes, *Jua Kali* business can be done by people who are not educated. They use their strength.

E: *Thank you. Do you think you need some information to help you improve on marketing your fish?*

A: Yes, very much. That is what we need for marketing our fish. If that is done, fishing will develop. Because after production, you need to sell, to market so that you get what is good and then the work continues.

E: *What kind of specific information do you need?*

A: I think in most cases we need the information on how we can keep our fish well, how we can use different methods of handling them. We also need refrigerators so that fish can be well kept, the assistance on how or who will help us to go through all the procedures that are needed.

E: *How can information help fisherfolks?*

A: What I see being relevant on the side of information is like the example when I was in Moroto. I met with my friend Mr Amaitum the Deputy RDC and the Assistant RDC Mrs Okwir. When we discussed about selling fish, I saw that it could be very important. However, it is very difficult. In Moroto, eating fish is a very expensive thing, it is like obtaining gold, yet in our place it is very cheap. And even marketing is very difficult.

I looked for places where we can get the market and sell our products to these people so that fish does not rot and prevent it from getting spoilt. We failed to get how we could start. For them, they fail to buy because it is very expensive because they buy from middlemen. I suppose these people would buy directly from the landing site so that we can improve our business here. If we could get information, the business would be profitable. Market information is very important. That information is critical especially to increase our sales. It is also important because we can reach distant places like Panyemur, Congo and sell our products.

Mr. Gwayambadde [fisherman from another landing site, Kabasasa, Bukakata, Masaka District]

Nanono: *Sir, my name is Miss Nanono. I am with Mr Ikoja. We are carrying out research on the information needs of fisherfolks and we are happy to meet you. We are told that you are an LC, a cattle keeper, chairman Bukakata Landing site, and a fisherman too? Is this correct?*

Gwayambadde: Yes, it is correct.

N: *First of all we are reporting as an LC that we are strangers in this area although for me I am born from Masaka and Mr Ikoja is from Soroti.*

G: You are welcome and feel comfortable.

N: *We would like to ask you some questions as a fisherman. Is that O.K.?*

G: It is O.K.

N: *What is your name?*

G: *My name is Mukasa Gwayambade. I do all those things you have mentioned.*

N: *What is your education level?*

G: *I am a Senior Six leaver.*

N: *Great. Who supplies you and the fishermen here with information? And what is the effect of this information on your work?*

G: The Fisheries Officer brings information to us. As a result of information, I have improved. The Fisheries Officer tells us to use sine nets, bigger nets. Because of taking his advice we are now getting big fish, selling and getting a lot of money, and have no problem with fisheries department any more.

N: *In what form does he give you information?*

G: Through discussion at the landing site. You know most of my people have little education. Talking direct with them is the best way.

N: *So you realize that information is a key component in your work. What would you now say about the nature of the information system best suited for fisher folks?*

G: On this the best thing is, the office dealing with information should be nearer to us and particularly at the landing sites. Regular advice on modern/new methods of fishing would be given from this office. For example, there was an experience that the lake is running out of fish. We have either over fished or we have used poor methods of fishing. This information could be easily available to us if the information office was located particularly at the landing sites.

N: *Thank you very much, thank you for sparing your valuable time for us.*

G: Thank you

The Emerging Issues Are:

Importance of information

- Information is key to development.

Information needs

- Marketing information; whereabouts of information researchers take from them and its effect, information about better fish handling methods and preservation; improved transportation of fish, and advisory information.

Information provision

- Information should be provided as near to the fisherfolks as possible. There should be discussion groups at the landing sites. Radio programmes focussing on fishing should be aired frequently. Local languages should be used as much as possible because of the prevailing illiteracy, and attitude problems. Repackaging of information is important.

4. Transcription IV: An interview with Mr. Kabogoza a grain miller, and Chairperson, Kampala (Owino) Millers Association, Kampala. This one's views are representative of the the millers.

Ikoja: Hullo Sir, how are you?

Kabogoza: Fine, what brings you to Kisenyi? You don't look someone who can be working in this environment?!

I: You are right. I am called Ikoja, teaching at Makerere University. I am doing advanced studies in Information Science outside the country. I have come to do research among Informal Sector workers. I thought Kisenyi would be one of the areas I come to in Kampala. I was introduced to you by the Millers at the University. This is their letter to you. He reads it.

K: O.K. these are my members. Well you are not the first person to come here for research. So far in one month you are the fifth. So what exactly do you want. I am a busy man, you know.

I: Thank you. I am carrying research on information needs of people and groups like your(s). First of all may you kindly tell me who you are and how you came to be here and for how long.

K: Oh! many questions. First of all I am a Musoga from Eastern Uganda. I left school after senior four. I am a miller, a farmer, a trader in produce and Chairman Kampala (Owino) Millers Association. Before I came to this business, I was a soldier and you know what happened in the eighties? After the fall of Government, I found myself jobless. A friend of mine (miller) brought me here as a worker.

I: Precisely, I understand the story now. What factors motivated you to stick to milling?

K: Milling is all year round business. People need food all the time. Somehow it is profitable.

I: I see. What problems do you experience in it?

K: The price of flour keeps going down all the time. Accessibility to milling area like this one is becoming a problem. The place is congested and they are constructing a big water channel through here because the place is prone to flooding. Electricity charges are so high.

I: How many millers do you have here?

K: My own employees are twenty. But in the Association they about one hundred twenty plus in Owino area alone. I would not tell you the exact figures but above one hundred and more. And mind you not all of them are registered and some are shifting because of stiff competition.

I: Do you have any beliefs about milling business?

K: Like what?

I: For example making a cultural ceremony before machines begin regular work?

K: Ha ha! Even at the University you talk about those things! Well there two ways of seeing them. I, personally I am a christian. God gives me and can decide to fail me. That's the belief I follow. But in Owino here we have all sorts of people. For example the man you found talking to me. He is an educated man with a degree. He was retrenched from the Bank. He could not go back to Kabale (South western Uganda) where he comes from. So he used his money wisely and bought milling machines and brought them here. Do you know what he did?

I: No.

K: My friend, before machines started running, he slaughtered a white sheep to appease the spirits. Many of his kind did this.

I: Did you eat the meat?

K: Yes of course as Chairman, I am on top of the list.

I: Ha ha ha ha! In other words you also agree with spirits. Now tell me one thing. You said milling is profitable, How much have you achieved out of it?

K: I have built a bungalow; houses for rent. I have bought a vehicle, a pick up infact and I am able to sustain my family well. What else do I want?

I: O.K. Where do you get grain?

K: Mostly central and western Uganda that is Kamwege, Kiboga, Iganga, Masindi, Nakasongola, and Fort Portal Districts.

I: And products?

K: Here we produce posho of different grades and maize brand. You know maize brand is sold to poultry keepers for chicken feed.

I: Do you keep records?

K: Naturally. How will I know the difference. I mean profit from gross sales, salaries of my workers, electricity and so on. I keep them. Don't you see these books here on the table?

I: I can see. I thought those are registers for members and cases of problems here.

K: Even those I keep in the safe here.

I: I want to turn to information. Do you or have you felt a need for information for your work and if so what type of information was it?

K: Yes of course. Information I need mostly is about seasons of growing maize, where alot of it is being grown, and current prices in the market. All this information is for planning ahead.

I: How do you get that information?

K: Ooh! I send feelers out through friends. I go to the field myself. I ask customers. I use my experience also. Sometimes I use my cell phones to contact those who are connected.

I: How do you receive that information?

K: Huh! Seeing what's happening in the field. Phoning from those who know me in some places. Receiving or conversing with customers here.

I: Are you aware of a PublicLibray?

K: No

I: What about Uganda Manufacturers Association?

K: Yes I am aware but I don't have any dealings with it.

I: What about Uganda Small Scale Industries Association?

K: That one is ours. I am a member. We normally get information about markets outside Uganda. We even get money I mean information about loans etc. We get training from it as well.

I: What about Uganda Informal Sector Association?

K: I hear about it only.

I: Which other Association do you get information from?

K: Gatsby Club at Makerere University.

I: I want to turn to information use. Does information help you in your work?

K: Iiiih! I have just told you. I use information for looking for grains, knowing and maintaining quality, marketing, looking for spares for machines and knowing generally what is going in milling business. Information is important because I get new ideas, and I use it for comparing things. I end up buying maize a little cheaply.

I: What impact can you claim on information use?

K: I have been able to progress as a business man. Don't you remember things I have achieved in life?

I: Yaaa! What about difficulties in getting information. Do you have or have you experienced a problem?

K: Sometimes.

I: What kinds of problems?

K: It is very easy to get wrong information if one is not careful. Sometimes competitors don't tell you anything even if you ask. They keep saying aaha I dont know. I have no idea. Things like that.

I: So what do you do?

K: I ring the farmers to confirm availability of grains and the going rates. This situation sometimes leads me and others to buy grains more expensively.

I: What comments can you give, if any, about providing Informal Sector with information.

K: Through advertising in papers, Radio and TV programmes, meetings called for the purpose. In Owino here we wear white overcoats with labels at the back and pockets telling people that we are millers belonging to a recognized association, Owino Millers Association (OMA).

I: How should information be presented and by which organisation?

K: That's for you who are researching to answer. How do I know. But if I was the one I would say, give us information directly by talking to us or in printed form or radio. Information should be the type people can understand easily. And any organization capable of doing it should be allowed provided it does not look for money from us. No. We are already hard up.

I: Lastly to develop the Informal Sector, what ideas do you have?

K: Well. First there is need for gazetting land and then the development on an industrial estate, permanent facilities. Where we are here now, it is a mailo land. It belongs to the Kabaka (King) of Buganda. Anytime he can say leave. Secondly reduction of electricity tariffs. They are so high..

I: Oooh! Thank you very much for your time and all views expressed.

K: Thank you for coming. But one question. How shall we know whether information you take like all other people will bring results. How shall we know?

I: This is a difficult question to answer right now. But what I can tell you is that I will use that information in teaching.

K: O.K. Best of luck, bye.

Conclusions

People in the Informal Sector are aware of their problems. Despite all difficulties, they continue working hard for their survival. Mr. Kabogoza certainly articulates issues that the milling sub sector of the Informal Sector experiences.

Information needs

These are clearly expressed. That is information is needed for locating supplies or grains, marketing, maintenance of quality of posho.

Information gathering

From customers, field visits, ringing to specific people in the field and interacting with millers.

Information sources

Personal experience, friends, customers, field visits, and Grain Millers Association,

Constraints to information access

Non cooperation by fellow millers in information sharing, unreliability of information sometimes, difficulty of knowing who has the required information.

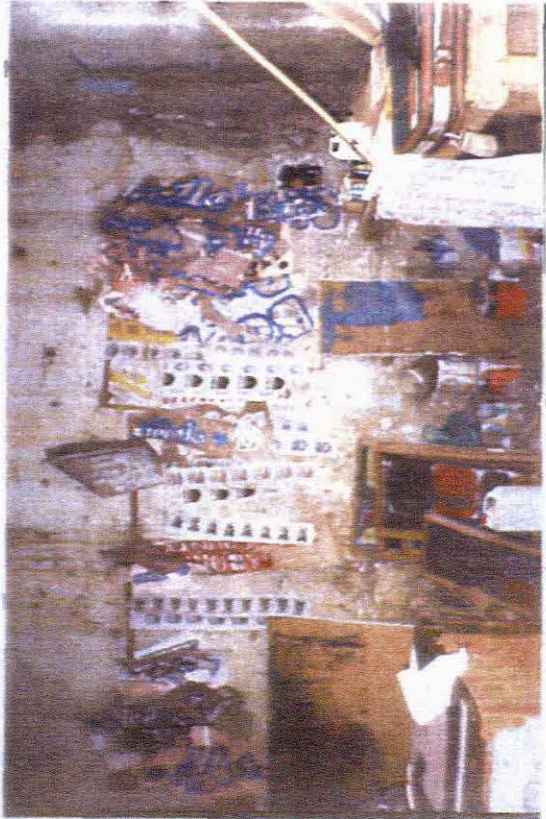
Suggestions for development of Informal Sector

Opinions were thought about how best the Informal Sector can be developed. Entrepreneurs made the following suggestions. Gazetting industrial land so that the entrepreneurs can have a permanent place to work without further dislocation. They floated an idea that once land were gazetted, the development of an Industrial Estate was the next important things to do. But in the present times, entrepreneurs using electricity in production were concerned about the rise of electricity charges. They appealed for the reduction of charges. It must be mentioned here that these are the needs besides those already mentioned. These include markets, sources of cheaper raw materials, training etc.

APPENDIX B

PHOTO EXHIBITS

ART & CRAFTS



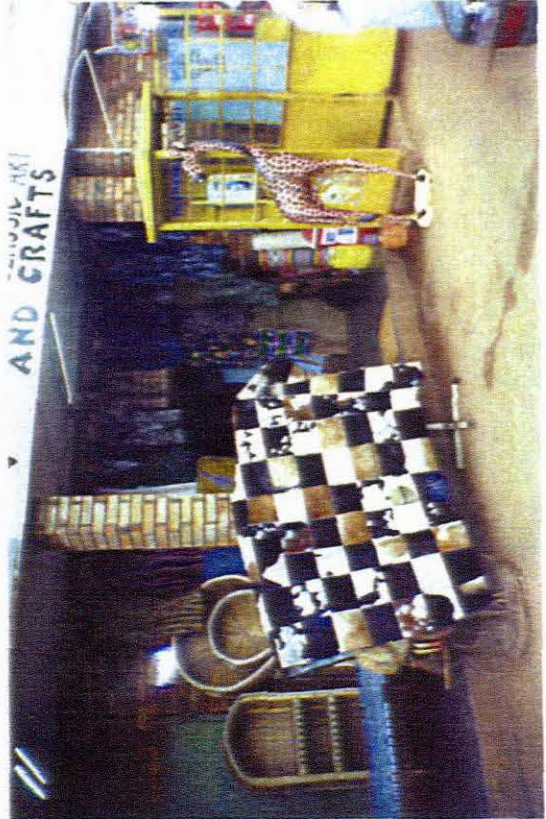
Fine Art (Screen Printing)

Exh.1



Sign Posts →

Exh.2



Marketing

Exh.3



Marketing

Exh.4

CRATIS & HERBS



Exh.5

Crafts
and
associated
products



Exh.7



Exh.6

Indigenous
pharmacies



Exh.8

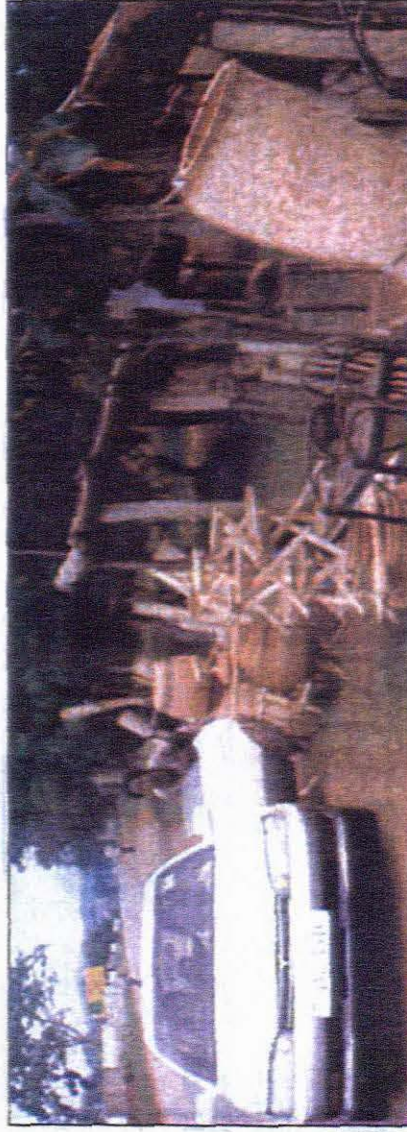


Exh.9 Mat making



Mat product

Exh.11



Mat weaving

Exh.10



Marking (courtesy of NewVision newspaper)



Crafts in a shop

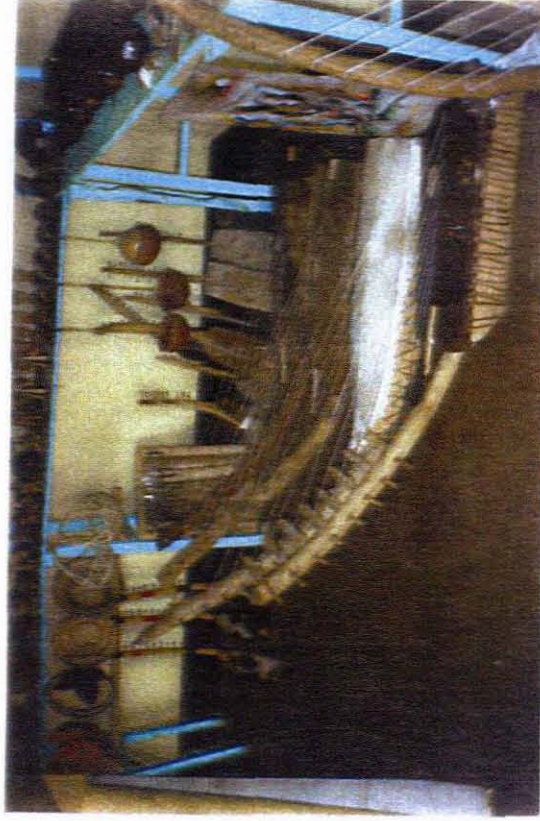
Exh.12

MUSIC



Music tapes Marketing

Exh.13



Musical instruments (northern Uganda)

Exh.14

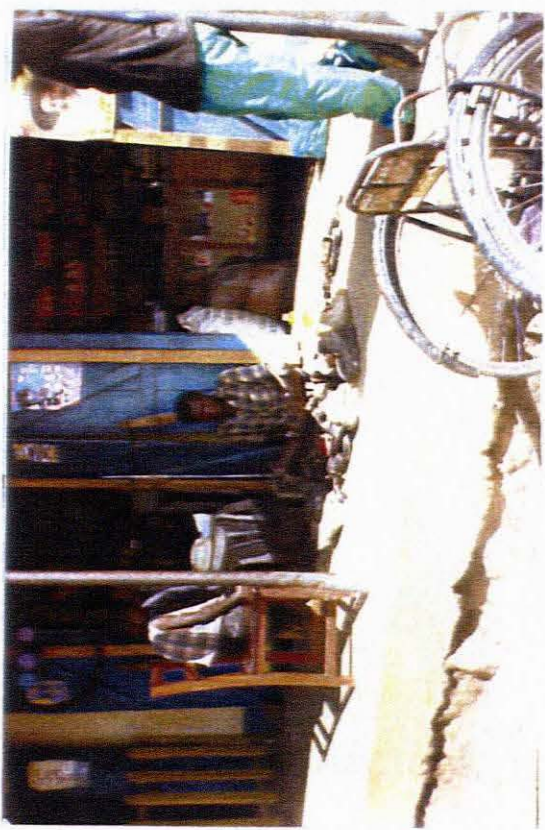
SHOEMAKING



ENOCH KAVANDE

Exh.15

Shoe making
(Courtesy of
NewVision Newspaper)



Cobbler

Exh.17



Exh.16

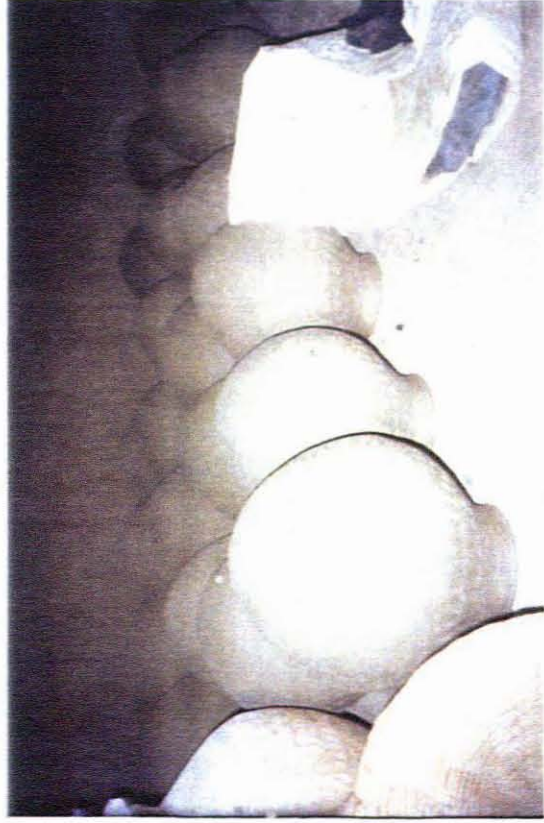
POTTERY



Clay excavation
Exh.18



Manufacture
Exh.19



Exh.20 *Drying*

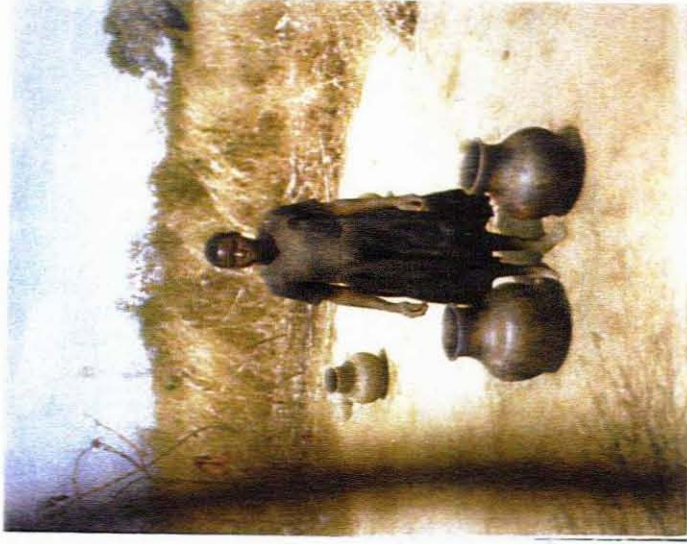


Exh.21 *Ready for firing*

POT MAKING



Exh.22 Pot Clay



Product →

Exh.24



Exh.23 Burning (firing pots)



Exh.25 Product

CARPENTRY



Workshop

Exh.26



Workshop

Exh.27



Products

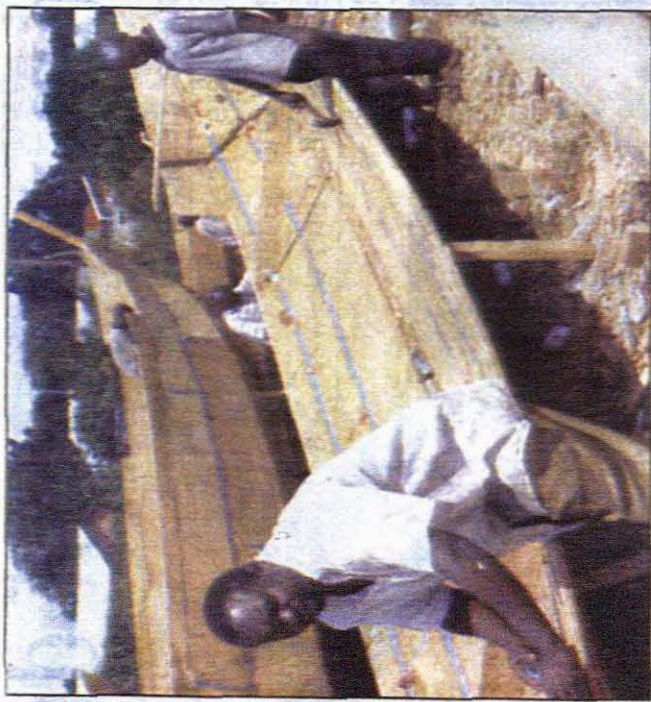
Exh.28



Products

Exh.29

BOAT BUILDING



Exh.30

← Boat Building →



Exh.31



Exh.32 Boats



Exh.33 Boats

BRICK MAKING



Exh.34 *Fermenting of clay*



Exh.35 *Brick Making*

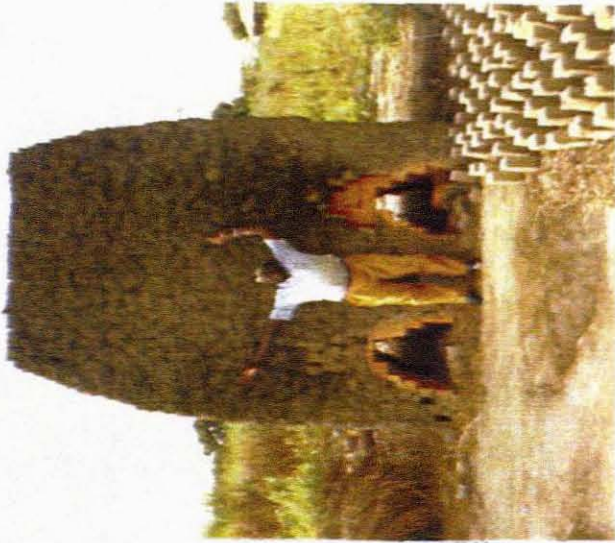


Exh.36 *Covering against rain*



Exh.37 *Drying*

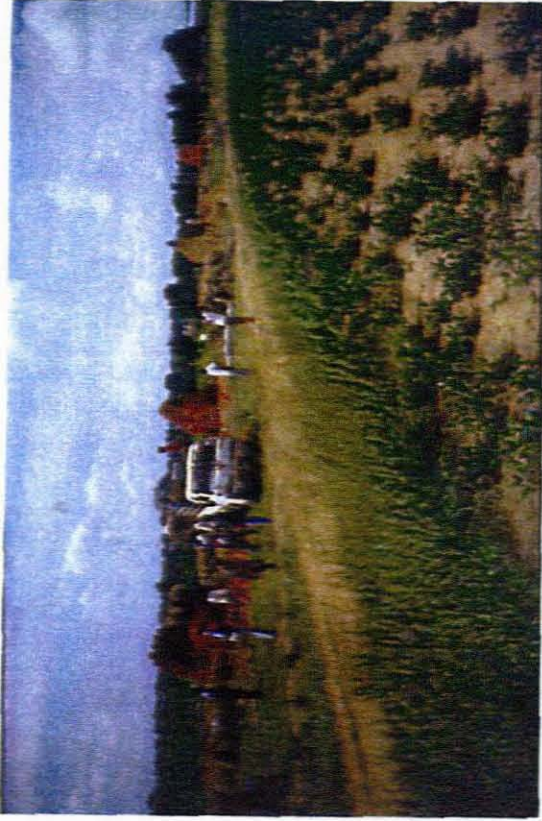
BRICK WORK



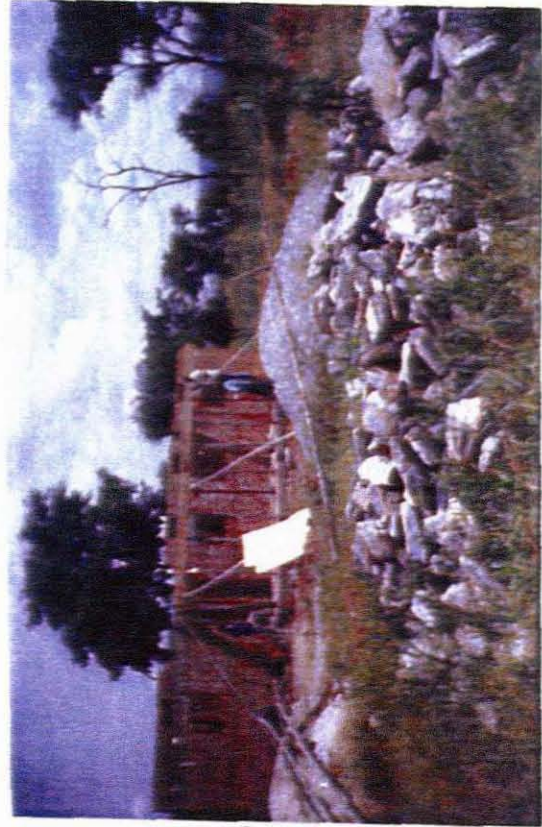
Bricks after firing



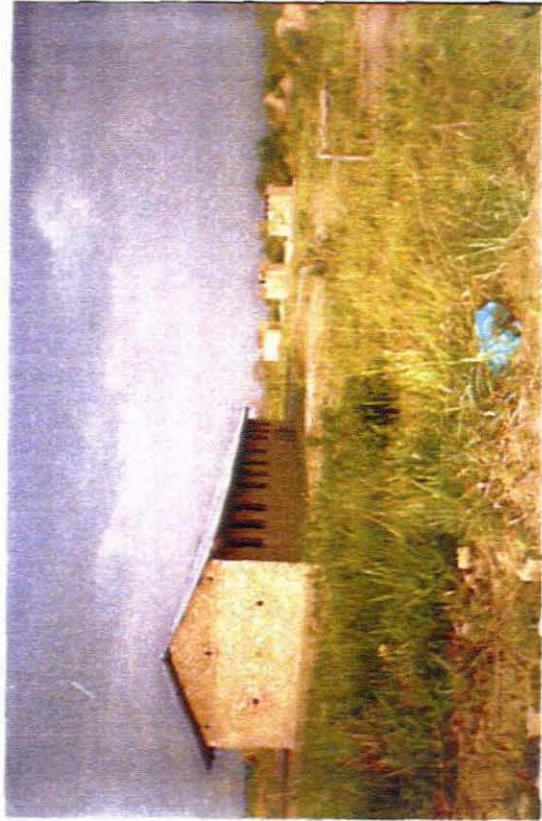
Exh.38



Exh.39 *Marketing*



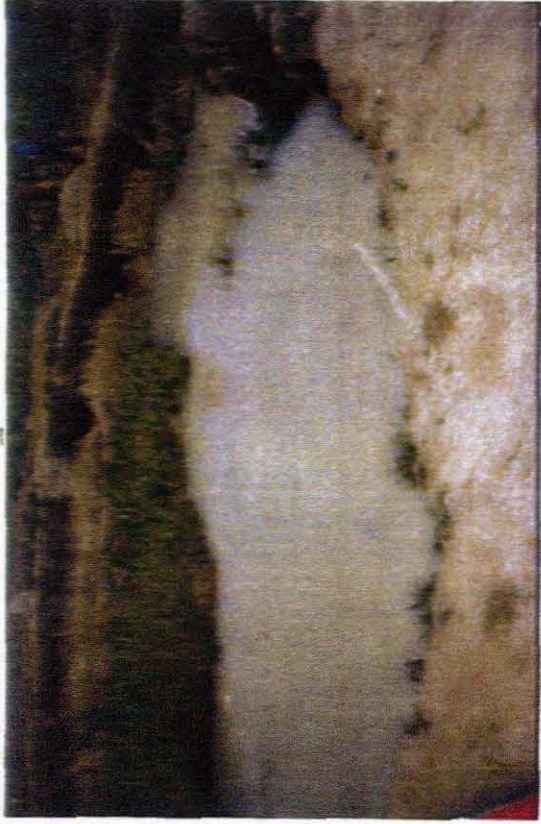
Building



Exh.40 *School as a product*

ENVIRONMENTAL

EFFECTS



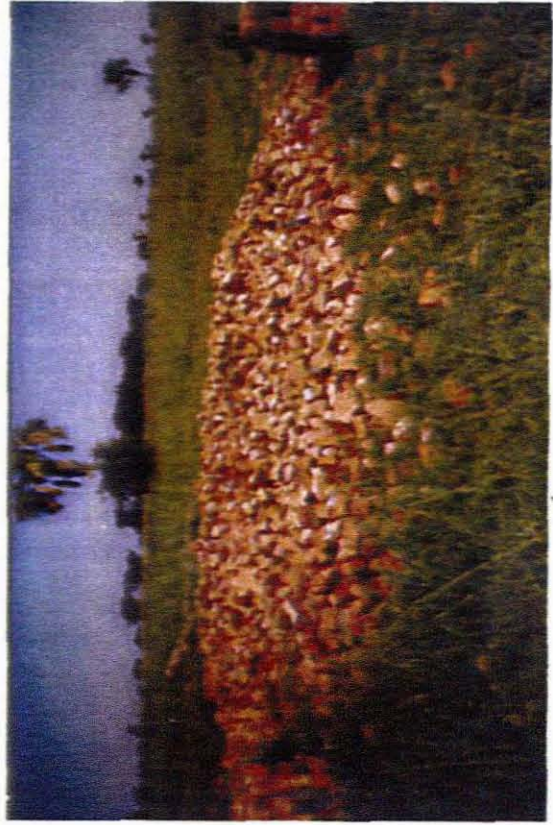
Effects: pond for mosquitoes

Exh.41.

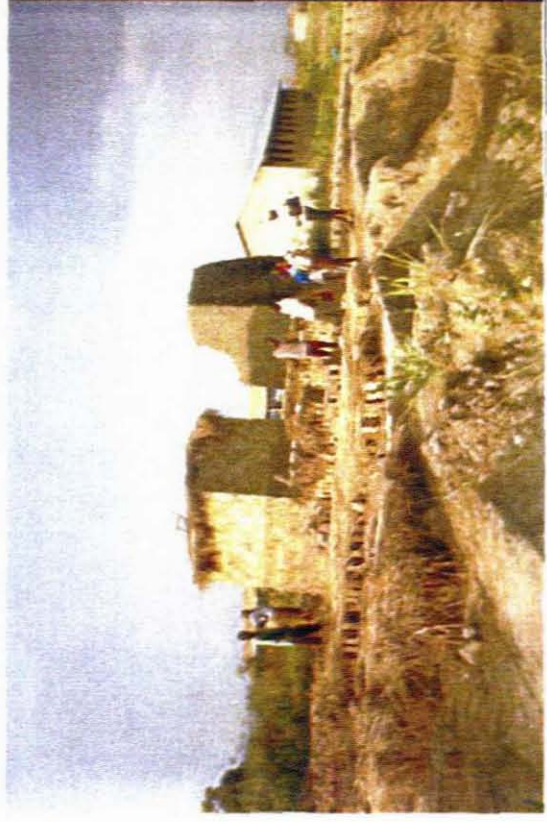


Effects: Deforestation

Exh.42



Exh.43 *Artifacts*



Raws bricks ready for burning

Exh.44

BLACKSMITHS



Raw material for blacksmith

Exh.45



Heat blower

Exh.46



Mould

Exh.47



Products

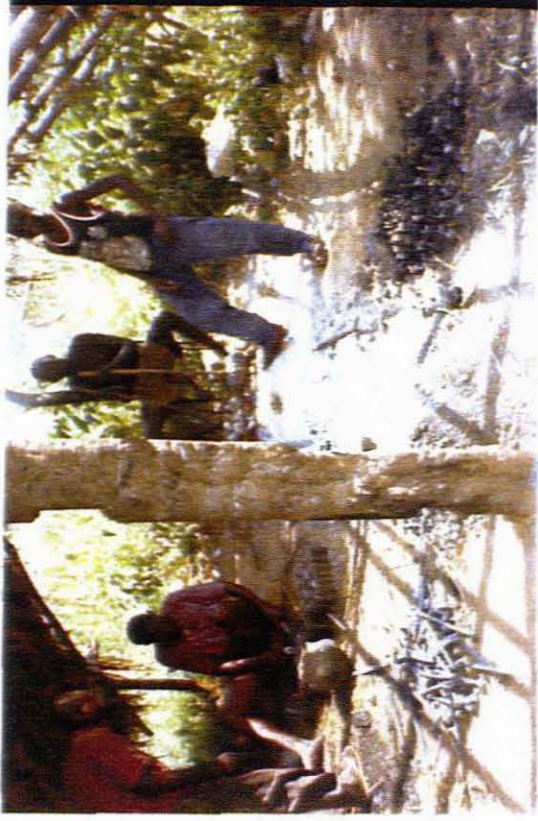
Exh.48

BLACKSMITHS



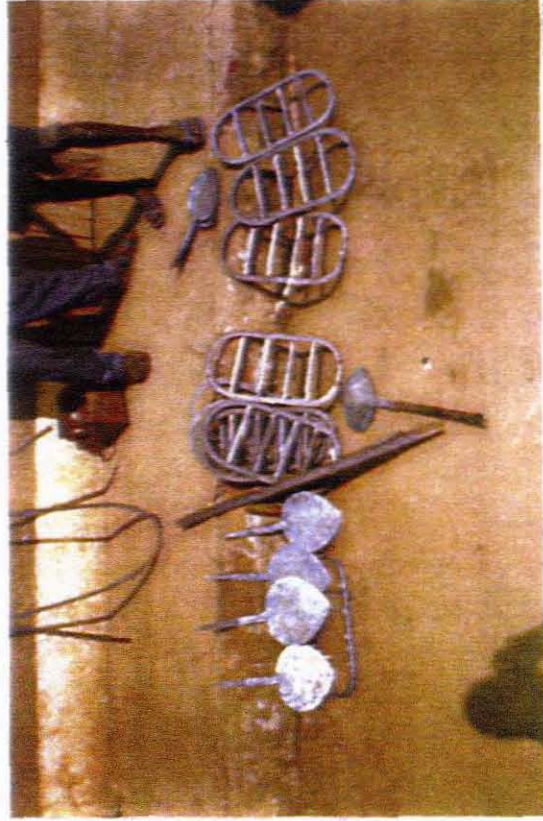
Workshop for blacksmith

Exh.49



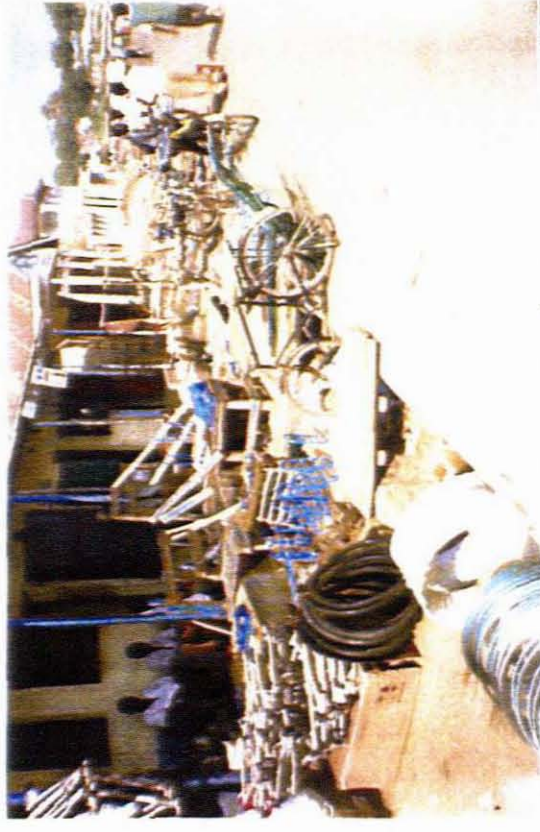
Making of products

Exh.50



Blacksmith products

Exh.51



Formal & informal products in market

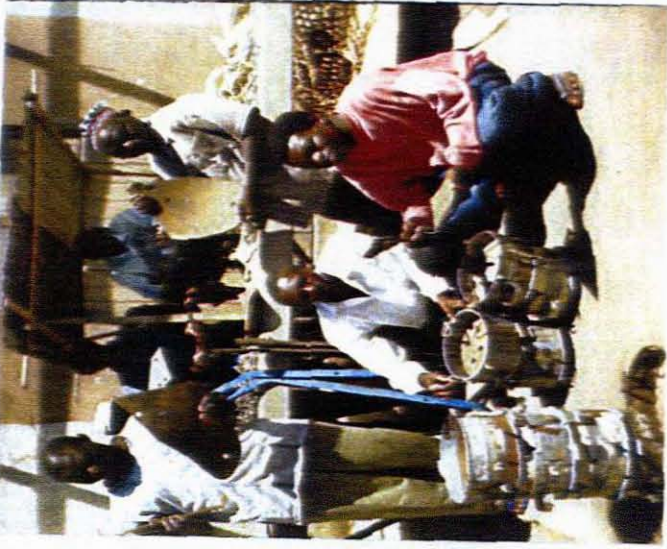
Exh.52

BLACKSMITHS



Exh.53

Manufacture



Marketing →

Exh.55



Exh.54

Products



Exh.56

Scrap

JUA KALI PRODUCTS



Exh.57



Exh.58

Blacksmith products



Exh.59



Exh.60

FISH HANDLING



Exh.61 *Handling of fish*



Handling of fish. (Malabar eel catfish)
Exh.62

Exh.64



Exh.63 *Mukene harvest*



Appetising fish
(Tilapia)

Exh. 65

(Courtesy of NewVision Newspaper)

FISH HANDLING



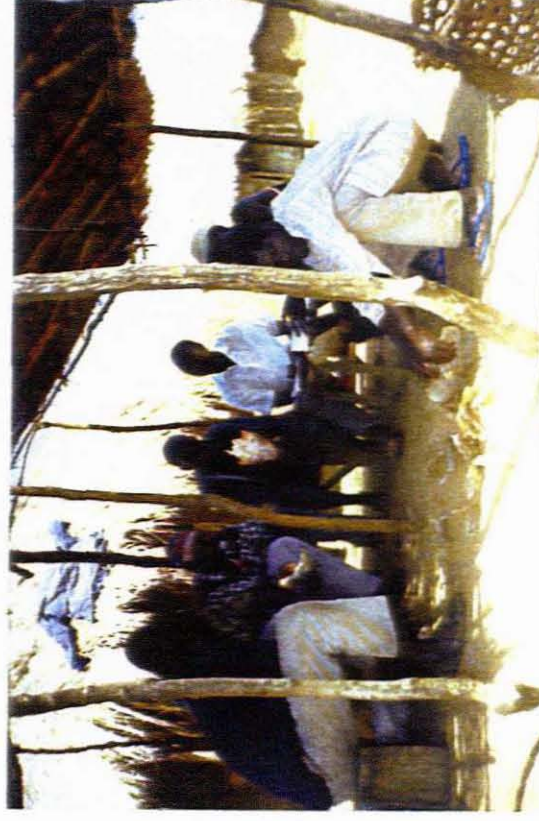
Exh.66 *Salt drying*



Exh.68 *Sun drying on fishnet*



Exh.67 *Sun drying on Slab*



Exh.69 *Air saes in foreground*

FISH PROCESSING



Exh.70 *Fishing village*



Smoking fish

Exh.72



Smoking facilities

Exh.71



Exh.73 *Smoking & Storage facilities*

GARAGE WORK



Exh.74

Garages



Exh.76



Exh.75



Exh.77

GARAGE ACTIVITIES



Exh.78 Battery charging



Exh.79 Panel beating



Exh.80 Spraying

METAL FABRICATION



Exh.81



Exh.83

Metal Fabrication products



Exh.82



Exh.84

METAL FABRICATION



Exh.85 *Metal fabrication*



Exh.87 *Metal fabrication*



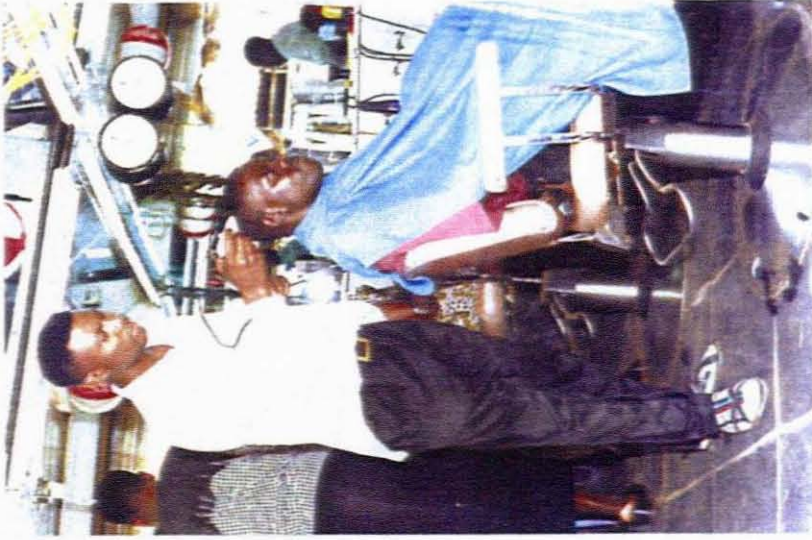
Products (Metal fabrication)

Exh.86



Exh.88 *Foundary for railway brakes*

HAIR DRESSING



Male Saloon

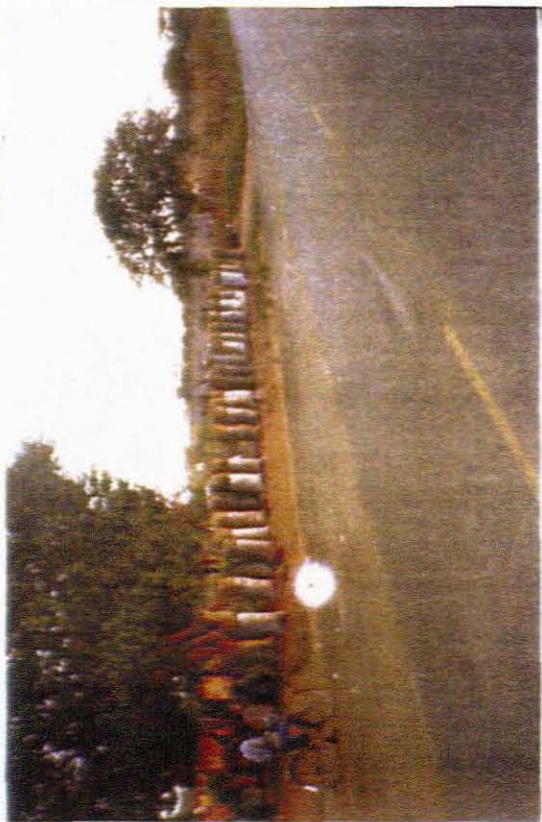
Exh.89



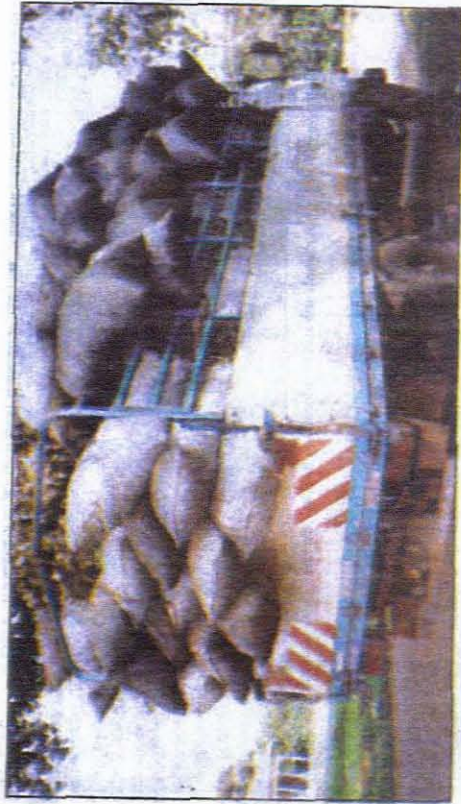
Female Saloon

Exh.90

CHARCOAL



Charcoal waiting buyers Exh.91



Exh.92 Charcoal transporting
(Courtesy of Etop Newspaper)



Exh.93 Charcoal Marketing

LAKE TRANSPORT



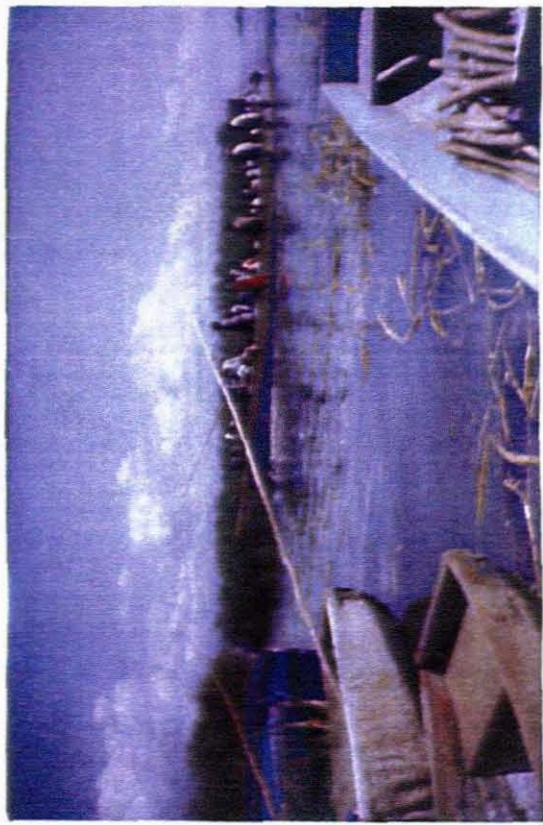
Exh. 94 *Fishermen docking*



Exh.95 *Lake transport (ferry)*



Exh.96 *Lake transport*



Exh.97 *Lake transport*

TRANSPORT



Exh.98 *Boda Boda (Bicycle)*

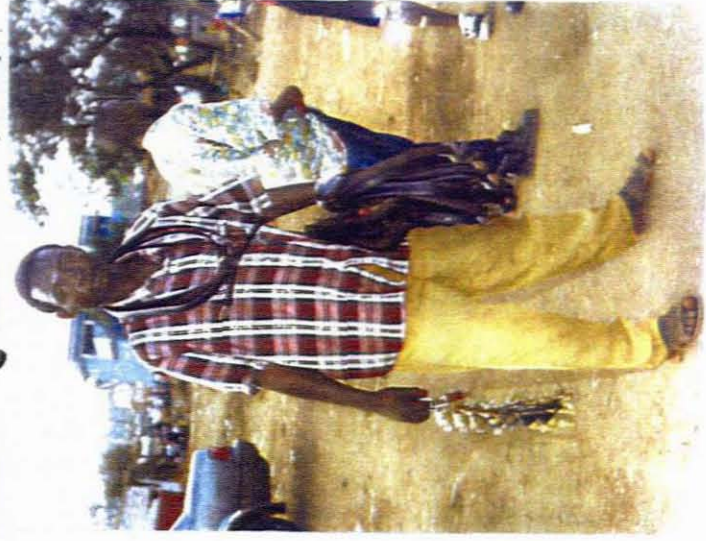


Exh.99 *Matatus (Taxi Transport)*



Boda Boda (motor cycle)

Exh.100

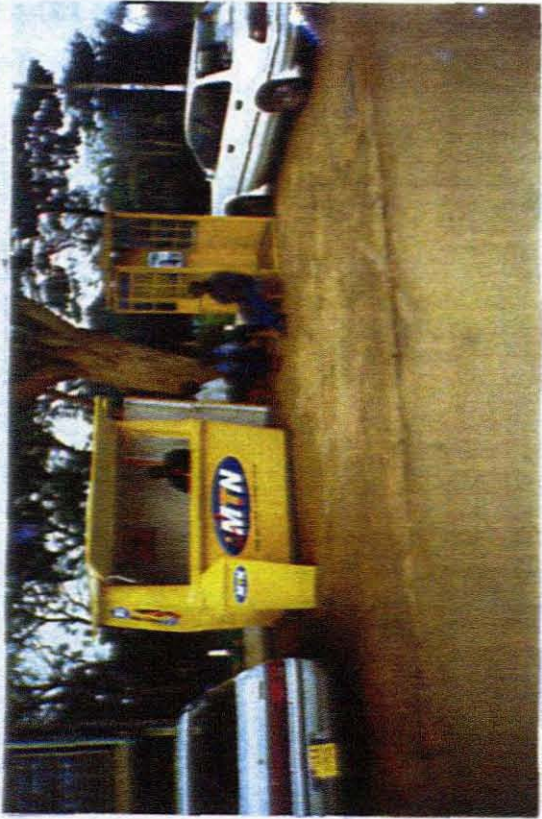


*Footing
poor man's
transport*



Exh.101

COMMUNICATION



Exh.102



Modern Communication in Uganda

Exh.104



Exh.103



Exh.105

WATER HARVESTING



Exh.106

Water harvesting (Ideal)
(Courtesy of NewVision newspaper)



Exh.108

Water harvesting



Exh.107

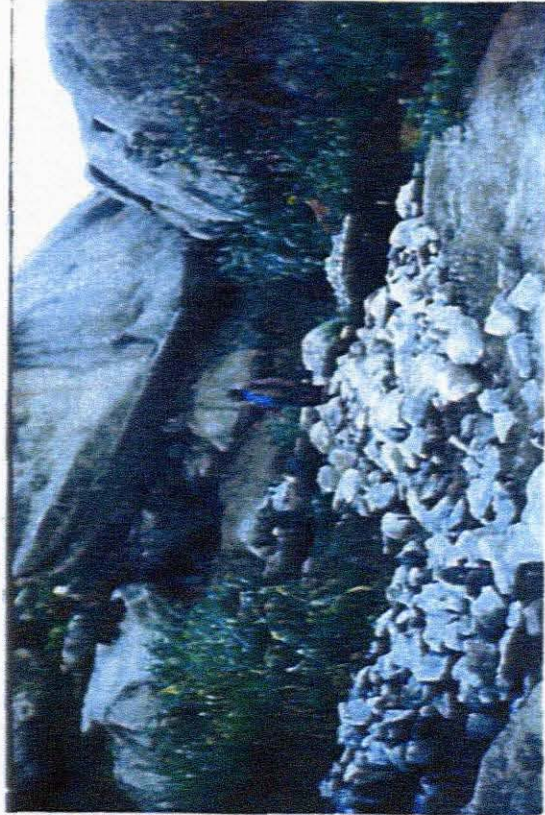
Water harvesting



Exh.109

Water harvesting

STONE CRASHING



Rock - the resource

Exh. 110



*Man
breaking
stone* →

Exh. 112



Woman breaking Stones

Exh. 111



*Left to right
Child
breaking
stones &
Child
carrying
heavy load* →

Exh. 113



AGRICULTURAL PRODUCE



Exh.114



Exh.116

Uganda Agro products



Exh.115



Exh.117

MARKETING

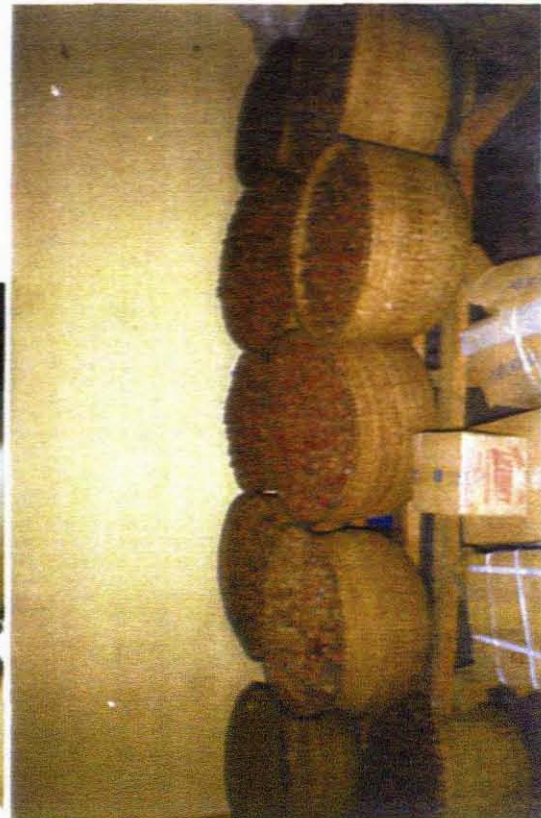


Marketing

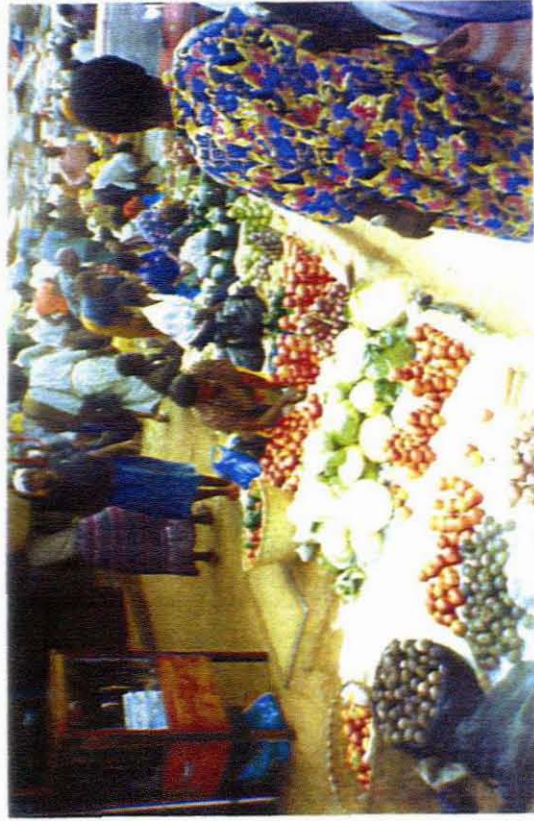
Exh.118



Traditional Pharmacy Exh.120



Shea nuts for oil extraction Exh.119



Road side Marketing Exh.121

HAWKERS



Exh.122



Exh.123



Exh.124

OTHERS



Meat selling Exh.125

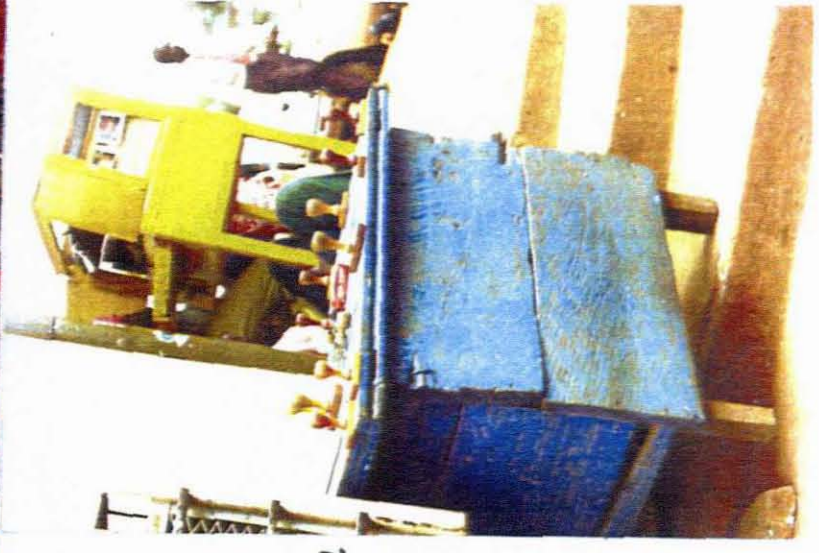


Tailoring →

Exh.127



maize roasting Exh.126



Rubber stamp making →

Exh.128

OTHERS



*Roasting meat
(muchomo)*



Exh.129



Sisal and products

Exh.130.



Fishnet making

Exh.131



Exh.132 *Grain milling*

OTHERS



Refrigerator repair

Exh.133



Photo Scanning



Exh.134



Shoe cleaning

Exh.136

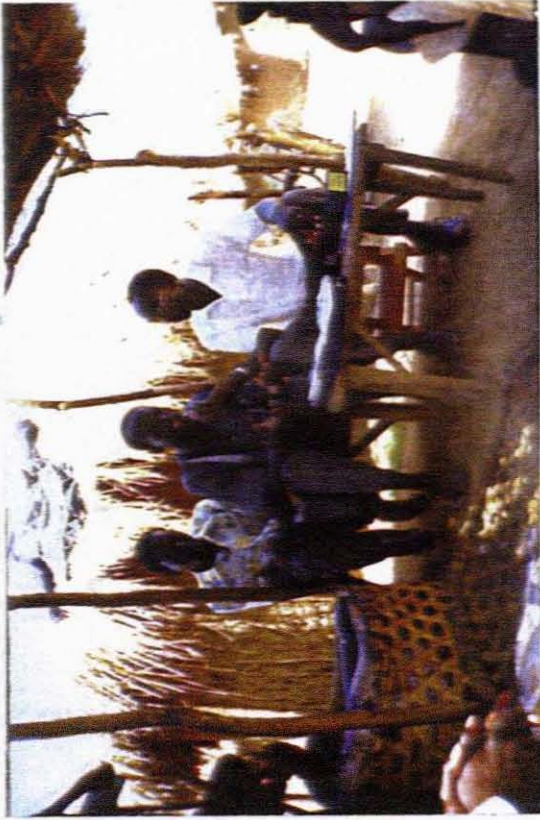


Watch Repairs

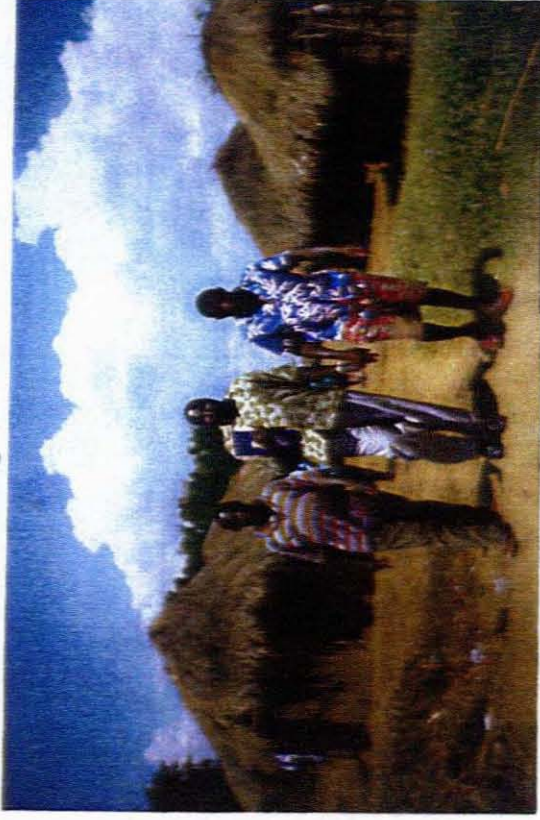


Exh.135

FIELD WORK

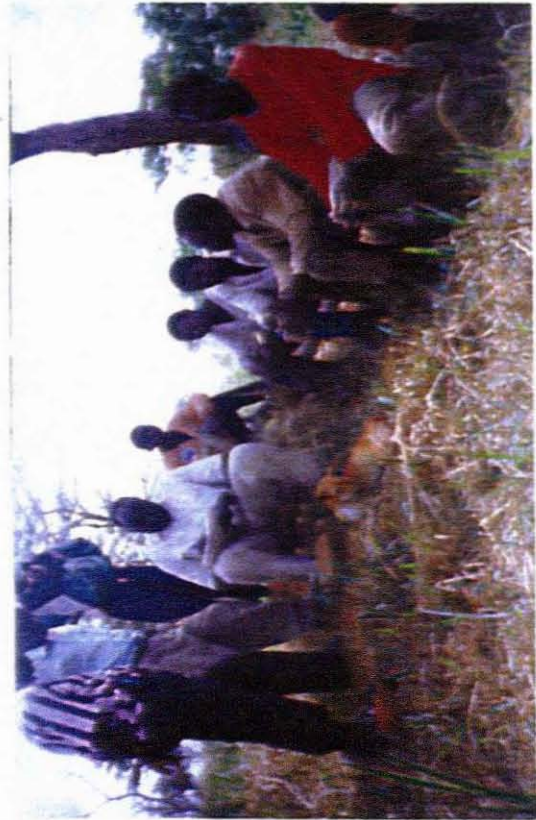


Exh.137

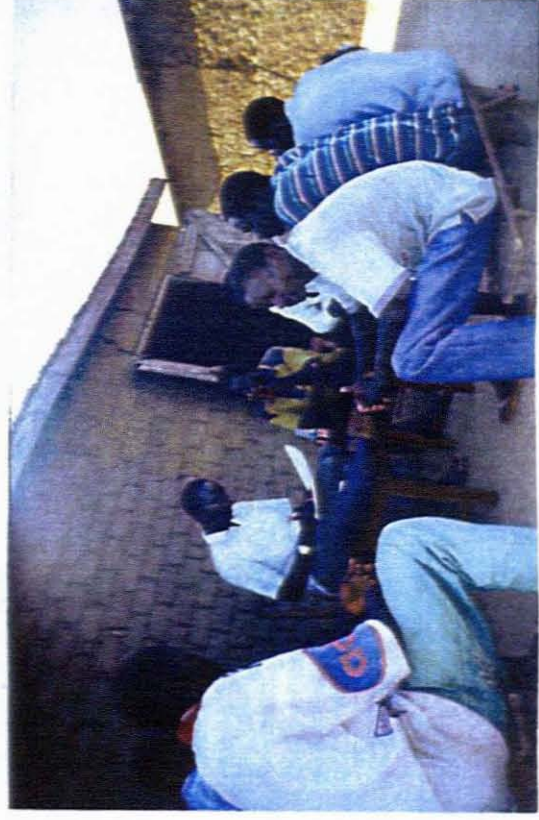


Exh.138

Field work scenes (Rapport)



Exh.139



Exh.140

APPENDIX C

LETTERS TO RESIDENT DISTRICT COMMISSIONERS



Uganda National Council for Science and Technology

(Established by Act of Parliament of the Republic of Uganda)

Your Ref:.....

Our Ref:..... **SS 1262**.....

Date:.....**10 July 2000**.....

The Resident District Commissioner
Kampala District
KAMPALA

Dear Sir/Madam,

RE: RESEARCH APPROVAL

~~This is to introduce Ikoja-Odongo J.R. who would like to undertake a study on Information Needs and Uses in Informal Sector in Uganda.~~

The study has been approved by the Uganda National Council for Science and Technology. It awaits clearance from the Office of the President, this being in the final stages.

The purpose of this letter is to request you to allow the researcher to conduct the preliminary study which will facilitate the main research methodology.

Your cooperation in this matter is much appreciated.

Yours faithfully,

Ismail N. Barugahara

for: Executive Secretary

UGANDA NATIONAL COUNCIL FOR SCIENCE AND TECHNOLOGY

c.c. Ikoja-Odongo J.R.

No objection to this research.

[Signature]
- DISTRICT COMMISSIONER
- KAMPALA



Uganda National Council for Science and Technology

(Established by Act of Parliament of the Republic of Uganda)

our Ref:

our Ref: SS 1262

Date: 10 July 2000

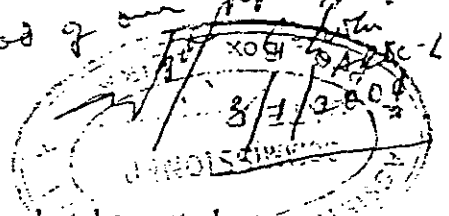
Law enforcement officer - here

The Resident District Commissioner
Lira District
LIRA

*This is a genuine researcher
that deserves maximum assistance
at all levels. Ple work with
him for the good of our people.*

Dear Sir/Madam,

RE: RESEARCH APPROVAL



This is to introduce **Ikoja-Odongo J.R.** who would like to undertake a study on **Information Needs and Uses in Informal Sector in Uganda.**

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Ismail N. Barugahara

for: Executive Secretary

UGANDA NATIONAL COUNCIL FOR SCIENCE AND TECHNOLOGY

c.c. Ikoja-Odongo J.R.

Uganda National Council for Science and Technology

(Established by Act of Parliament of the Republic of Uganda)

SS 1262


Date: 10 July 2000

The Resident District Commissioner
Masaka District
MASAKA

Dear Sir/Madam,

RE: RESEARCH APPROVAL

17-05-01
Com in to
be done in
District
Commissioner's Office
Masaka



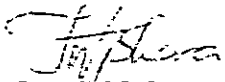
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for: Executive Secretary

UGANDA NATIONAL COUNCIL FOR SCIENCE AND TECHNOLOGY

c.c. Ikoja-Odongo J.R.



Uganda National Council for Science and Technology

(Established by Act of Parliament of the Republic of Uganda)

our Ref:.....

our Ref: **SS 1262**

Received
 Date: 10 July 2000
 Commissioner
 Masindi District
 Please advise
 31/7/2000

The Resident District Commissioner
Masindi District
MASINDI

Dear Sir/Madam,

RE: RESEARCH APPROVAL

This is to introduce **Ikoja-Odongo J.R.** who would like to undertake a study on **Information Needs and Uses in Informal Sector in Uganda.**

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Ismail N. Barugahara

for: Executive Secretary

UGANDA NATIONAL COUNCIL FOR SCIENCE AND TECHNOLOGY

c.c. **Ikoja-Odongo J.R.**



Uganda National Council for Science and Technology

(Established by Act of Parliament of the Republic of Uganda)

Your Ref:.....

Our Ref:..... **SS 1262**.....

Date:.....**10 July 2000**.....

The Resident District Commissioner
Mbarara District
MBARARA

Handwritten: This is to receive
Stamp: RESIDENT DISTRICT COMMISSIONER
Mbarara District
A/RDC Mbar

Dear Sir/Madam,

RE: RESEARCH APPROVAL

This is to introduce **Ikoja-Odongo J.R.** who would like to undertake a study on **Information Needs and Uses in Informal Sector in Uganda.**

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Yours faithfully,

Ismail N. Barugahara
for: Executive Secretary

UGANDA NATIONAL COUNCIL FOR SCIENCE AND TECHNOLOGY

c.c. **Ikoja-Odongo J.R.**

APPENDIX D

RESEARCH INSTRUMENTS

D1: INTERVIEW SCHEDULE IN ENGLISH LANGUAGE

**D2-4 INTERVIEW SCHEDULES (BILINGUAL: LUO, LUGANDA,
RUNYANKOLE, & LUCHOPE)**

**E: INTERVIEW SCHEDULE ORGANISATION
REPRESENTATIVES,**

F: INTERVIEW SCHEDULE, INFORMANTS

G: THE OBSERVATION GUIDE

H: THE WORK PLAN

**APPENDIX D1
ENGLISH**

INTERVIEW SCHEDULE FOR INFORMATION SECTOR ENTREPRENEURS

University of Zululand, KwaZulu Natal, South Africa
Dept. of Library and Information Science

A study of the Information Needs and Uses of the Informal Sector in Uganda.

Interviewer.....

Observer.....

Community/Geographical Area of Study.....

Date of Interview.....

Introduction:

Hello, how are you? My name is

I am postgraduate student at the University of Zululand. I am carrying out a study of the **Information Needs and Uses of the Informal Sector in Uganda**. I have chosen District as the area for carrying out the study. I would like to ask you some questions regarding your work. The interview will last about one hour. Your assistance will be highly appreciated. Any information you are about to give will be used for this purpose only, and will be kept confidential and anonymous. (Reassure the interviewee that you are neither going to indicate his/her name nor address on this form)

If respondent inquiries about the study, say:

It is hoped that the results of the study will assist in teaching and research at Makerere University. In addition, it will assist government and other agencies to develop information services will benefit the people in the country.

I: DEMOGRAPHIC FACTORS

I would like to ask you a few questions about yourself, if you don't mind.

1. Age :

- 1... Between 10-20 years
- 2... 21-30
- 3... 31-40
- 4... 41-50
- 5... 50-60
- 6... 61 +

In which district were you born?.....

What is your tribe/ethnic group?.....

What is your highest educational attainment?

1.. Never went to school

2... Primary

3.. Secondary

4. Commercial/Busines College

4. Technical college

5. University

6. Other (specify).....

5. What is your occupation?

6. How did you acquire skills for doing this job?

1. Through experience

2. Apprenticeship

3. Formal training

4. Apprenticeship & Formal Training

5. Other (State).....

7. What language(s) do you read and write well?.....
If respondent is illiterate do not ask this question. Instead ask the next question)

8. What language(s) do you speak and understand well when someone is speaking?
.....

II: GENERAL GHARACTERISTICS OF THE SECTOR

9. What type of employee/worker are you?

1.. Full time employee/worker

2.. Part time

3.. Casual

10. For how long have you been employed?

1.. 0-5

2.. 6-10

3.. 11-15

4.. 16-20

5.. 21+

11. What were you doing before you joined, or started this business?
.....

12. (a) Do you have some other business besides this one?

1... Yes

2... No

(b) If yes, which business, or work?
.....

13. What were the major reasons for joining or working in this trade?
.....

14. (a) What are your sources of income?
.....

Is this trade the major source of income to you?

- 1.. Yes 2.. No

(b) If no, what are your other sources of income?

.....

15. (a) What factors motivate you to continue with this trade?

.....

(b) What factor could demote you from continuing with this trade?

16. (a) Does government involve itself in your business.

- 1... Yes 2.. No

(b) If yes, in what ways does it get involved?

.....

(c) How does this affect your activities/business?

17. (a) From your experience do types of your business last for many years?

- 1... Yes 2... No

(b) If no what factors cause them to close down quickly?
(Question is seeking factors preventing growth and development of
business)

.....

III: VIEWS OF THE COMMUNITY ON JUA KALI/INFORMAL SECTOR

18. (a) What are your belief about Jua Kali/Informal sector businesses?

.....

(b) How important are those beliefs to you and your community? (Tick only
one)

- 3... Family-owned
- 4.. Limited company
- 5.. Co-operative society
- 6.. Other (specify)

23. Gender of person operating the business:-

- 1.. Male
- 2.. Female

24. What is your position in the business?

- | | |
|---------------------|----------|
| Owner | Employee |
| Manager | Director |
| Partner/Shareholder | |

25. Type of Business activity. E.g. brick making.....

26. Products/Processes.....

27. Types of raw materials/inputs.....
(e.g. scrap, clay, timber, fishnets, metal bars)

28. Sources of raw materials/inputs

.....

29. (a) How many people are employed/are workers in this enterprise?

(b) How many are men?.... women?.... youth?..... children?.... disabled?.....

30. (a) Who are customer? (Tick as appropriate)

- 1.. Individuals
- 2.. Private organisations
- 3.. Government departments
- 4.. Companies

(b) Hours of operations per day --

- 1... 1-8 hours
- 2... 9-12 hours

3... 12-18 hours

(c) Days of operation per week

1.. 7 days a week

2... 5 days a week

3.. Other (state)

31. Geographical location of business unit..... Site.....
(If it is urban, write U and if rural, indicate it with letter R)

32. Infrastructure of the business (Tick as you see)

1. Permanent premises

2. Semi permanent premises

3. Temporary structure

4.. Mobile

5.. Under tree shade

6.. Open air

7.. Has electricity

8.. Has running water

9.. Accessible to transport services

10.. Other (State).....

32. Hygiene conditions of the business site (Describe briefly)

1... Good

2... Fairly Good

3... Bad

4... Very bad

33. For how many years have you been operating this business? (tick one)

1... 0-5 2... 6-10 3... 11 - 15

4... 16-20 5.... 21

34. Do you have a business licence?

36. (a) Do you keep any business records?

(1) Yes

(2) No

(b) If yes, which type of records do you keep?

1..Purchases records

2..Sales records

3..Banking records

4..Debtors records

- 5..Business activity records
- 6..Customer records
- 7..Expenditure records
- 8..Business associates records
- 9..Inventory records
- 10..Labour records
- 11..payments records
- 12..Other (state).....

(c) If no, why don't you keep records?

- 1..Not necessary
- 2..I don't know how to write
- 3..I don't have time
- 4..I don't bother
- 5.. I don't want URA to know how much I earn
- 6..I trust my head
- 7..I earn little money
- 8..Oher (state).....

37. Where did you get the initial capital to start this business?

- 1.. Personal savings
- 2.. Borrowed from a friend(s)
- 3.. Borrowed from a relatives(s)
- 4.. Secured Bank loan
- 5.. Secured a grant from NGO
6. Securengo a loan from Gove't Credit Scheme
7. Credit purchase
8. Partneship savings
9. Other (state)

38. (a) Approximately how much do you earn per month?

1. Between 1500--- 15000 /=
2. " 15000--- 45000 /=
3. " 45000--- 75000 /=
4. " 75000--- 150000 /=
5. " 150000--- 300000 /=
6. " above 3000000 /=

(b) Approximately how much do you earn per month?

1. Between 15000--- 45000 /=
2. " 45000--- 75000 /=
3. " 75000--- 150000 /=

- 4. " 150000--- 300000 /=
- 5. " 300000--- 750000 /=
- 6. " 750000--- 1.500.000 /=
- 7. " 1.500.000--- 3.000.000 /=
- 8. " 3.000.000--- 6.000.000 /=
- 9. " 6.000.000--- 15.000.000 /=

1 US \$ = U shs 1,500 /=

V. INFORMATION NEEDS AND INFORMATION SEEKING BEHAVIOUR

39. (a) Have you in your working life, experienced the need for information for your work?

1. Yes 2. Sometimes 3. No

(b) Could you please tell me of such times/situations when you needed information?

.....

(c) What kind of information did you need?

.....

(d) For what purpose did you need that information?

.....

(e) Did you succeed in getting that information?

- 1.. Yes 2. Sometimes 3. No

(f) If yes or sometimes, how did you look for that information?

.....

(g) Were you satisfied with the information you got?

.....

(h) If no, why were you not satisfied?

.....

(i) What did you seek for information to solve the problem?

.....

40. How did you seek for information to solve the problem?

- 1) Listening to radio/TV
- 2) Listening and talking to people
- 3) Reading newspapers, manuals/books
- 4) Contacting people who know
- 5) Using social networks
- 6) Asking supervisor
- 7) Using past/personal experience
- 8) Asking Extension (Gov't workers) agents
- 9) Asking Extension (Gov't workers) Agents
- 10) Asking and listening to politicians
- 11) Asking role models in my area
- 12) Inquiring from educated people who stay or come to my area
- 13) Visiting a library nearest to me
- 14) Visiting/asking customers
- 15) Seeking assistance from Area councillors
- 16) Other (state)

41. Rank the following type of information from the most important to the least important for your work with

1. Market information
2. Taxation
3. District tenders/contracts
4. advisory information
5. Appropriate technology
6. Sources of raw materials/supplies
7. Government regulations
8. Security of the country/area
9. Advertising
10. Seasons
11. Sources of Equipment
12. Sources of Credit facilities/Loans
13. Training opportunities

VI. INFORMATION ACCESS AND FLOW

42. (a) Referring to the incidents you have mentioned above what sources (avenues) did you use to get information. (Tick as found appropriate)

- 1) Word of mouth
- 2) Radio/TV
- 3) Local councils
- 4) Library -
- 5) Work supervisor -
- 6) Personal experience
- 7) Got from cultural ceremonies
- 8) Friend/relative
- 9) Area leaders (opinion leaders, politicians, etc)
- 10) Orientation tours
- 11) Print media (newspapers & newsletters)
- 12) Workshops/seminars
- 13) Trade Fair (exhibitions)
- 14) Church/mosque meetings
- 15) NGO specify
- 16) Business Association (specify)
- 17) Business promotion centres (specify)
- 18) Educational institutions (specify)
- 19) Signposts
- 20) Other (state)

(If it were radio and TV programme, ask for type of programme)

(b) How did you receive that information?

- 1) Verbally
- 2) Written form
- 3) Printed form
- 4) Radio broadcast
- 5) TV programme
- 6) Through seminar/lecture
- 7) Through public show/demonstration
- 8) Other (state)

(c) How did you use the channels?

1. directly

2. Indirectly

(b) If yes, do you use it?

1. Yes 2. Sometimes 3. No

(c) If yes or sometimes, what information do you seek from it?

.....

(d) What services do you get from the library?

.....

46. (a) Are you aware of Uganda Manufactures's Association?

- 1.. Yes 2... No

(b) If yes, do you use it to get information?

- 1.. Yes 2... No

(c) If yes, what information do you seek from it?

.....

(d) If yes, what services do you receive from it?

.....

47. (a) Are you aware of Uganda Small Scale Industries Association?

- 1.. Yes 2. No

(b) If yes, are you a member?

1. Yes 2. No

(c) If you are a members, what information do you seek from it?

.....

(d) What services do you get from it?

.....

48. (a) Are you aware of the Uganda Informal Sector Association?

- 1.. Yes 2. No

(b) If yes, do you use its information services?

- 1.. Yes 2. No

(c) If yes, what types of information do you get from it?

.....

49. (a) Are you aware of Private Sector Development Foundation?

- 1. Yes 2. No

(b) If yes, do you use its information services?

- 1. Yes 2. No

(c) If yes, what type of information do you get from it?

(d) What information services does it offer?

50. (a) Are you are aware of Uganda (or District) Chamber of Commerce?

- 1.. Yes 2.. No

(b) If yes, do you use its information services?

- 1... Yes 2. No

(c) If yes, what type of information do you get from it?

51. (a) Which organisations do you get information from that we have not mentioned?

.....

(b) What type of information do you get from them?

.....

52. (a) Which departments of government do you get information for your work?

.....

(c) What aspects of work did not require use of information?
.....

56. (a) What was the contribution of information to problem solving?
.....

(b) What was/were the immediate benefits to problems-solving?
.....

(c) What was/were the long term benefits to problem-solving?
.....

57. As a result of using that information, what impact did it make on your business?
Give reasons –
.....

58. In your opinion, how does information contribute to the growth and development
on informal sector/Small businesses?
.....

VIII CONSTRAINTS OF ACCESSING INFORMATION

59 (a) Have you ever felt difficulties in getting information you require for your
work?

1. Yes 2. Sometimes 3. No

(b) How often have you felt those difficulties?

1. Always
2. Sometimes
3. Uncertain
4. Never

(c) If yes, what sort of difficulties did you face in getting that information?

- 1.. Inability to get the required information
2.. Not knowing where to get information I needed

- 3.. Takes time to get information
- 4.. Sometime information I got was unreliable
- 5.. No specific place to get required information
- 6.. Most information I need is written.
7. People with information didn't want to release it so easily
- 8.. I didn't have time to look for information
- 9.. Information was given in languages I don't understand
10. I didn't know where to get information.
11. Other (state)

60 How did you go about solving those difficulties?

61. What impact did complete lack of information sometimes have on your business?

.....

IX SUGGESTIONS TO SOLVE INFORMATION GAP AND DEVELOP AN INFORMATION MODEL

62. (a) Do you think that something can be done to provide your business with information services?

- 1.. Yes 2. No

(b) If yes, what types of information would you require most?

1. Information about viable businesses
2. News about business trends
3. Gov't Information business development
4. Information about markets
5. Information about money to start and sustain my business
6. Information about suppliers of materials
7. Information about training
8. Information about how other countries with similar businesses have developed
9. Information about centres for information
10. Information about how to start viable businesses
11. Other (state)

63. Make some general comments, if you have any, on how you could be assisted by government or other organisations to access the necessary information for operating your business.

.....

64. What form of presentation would you want that information?

- 1) Factual information
- 2) In the form of opinions
- 3) In the form of pieces of advice
- 4) In the form of technical details
- 5) In the form of news
- 6) Other (specify)

65. To what extent of coverage would you want that information ?

- 1... Exhaustive
- 2... Selective
- 3... Limited to use
- 4...Other (specify)

66. In what languages would you want that information ?

(See attached list of languages).....

67. How often would you require information ?

- 1.... Daily
- 2... Weekly
- 3... Monthly
- 4... As often as I require

68 (a). How should that information be presented ?

- 1... By word of mouth (orally)
- 2... Printed
- 3... Illustrated
- 4... Radio/TV broadcast
- 5.... In a letter form
- 6.... Other (state)

(b) In what media should information be presented ?

- 1... Face to face presentation (e.g. orally, demonstration, artefact)
- 2... Written or print form (e.g. Newspaper, chart, pamphlet, manual)
- 3...Electronic form (e.g. Radio, TV, Film)
- 4...Other (state).....

69. What information system would best handle your information requirements ?

- | | |
|---|------------------------|
| 1.... Public library | 6. Radio |
| 2... An association dealing with my trade | 7. TV |
| 3... Small enterprises organisation | 8. Newspaper |
| 4... Gov't Ministry | 9. Colleagues/friends |
| 5... Resource Centre/telecentre | 10. Other (state)..... |

70. What services would you want introduced ?

- 1... Question and answer service
- 2.... Referral (information brokering) services
- 3.... Inquiry (including current awareness) service
- 4.... Discussion group service
- 5.... Demonstration service
- 6.... Photocopy service
- 7.... Online information service
- 8.... Lending service
- 9.... Film shows
- 10... Trade information exchange service
- 11... Exposure visits
- 12... Public shows
- 13... Theatre service
- 14... Buying and selling information service
- 15... Packaging of information
- 16... Training on information access
- 17... Other (state).....

71. Whom or which organization do you suggest could introduce it ?

.....

72. If it was introduced, how should it be managed ?

.....

73. Where could it be located ?

74. Suppose you were given an opportunity to structure Informal Sector to make it develop, what suggestions would you give ?

.....
.....

75. Following ideas you have just given, we realise that information is a key component of the Informal Sector development, what would you say about the nature of the appropriate information system that could serve the Sector very well ?

.....

I thank you in advance for your valuable contribution.

**APPENDIX D2
LUO**

INTERVIEW SCHEDULE FOR INFORMATION SECTOR ENTREPRENEURS

University of Zululand, KwaZulu Natal, South Africa
Dept. of Library and Information Science

A study of the Information Needs and Uses of the Informal Sector in Uganda.

Interviewer.....

Observer.....

Community/Geographical Area of Study.....

Date of Interview.....

Introduction:

Hello, how are you? My name is

I am postgraduate student at the University of Zululand. I am carrying out a study of the **Information Needs and Uses of the Informal Sector in Uganda**. I have chosen District as the area for carrying out the study. I would like to ask you some questions regarding your work. The interview will last about one hour. Your assistance will be highly appreciated. Any information you are about to give will be used for this purpose only, and will be kept confidential and anonymous. (Reassure the interviewee that you are neither going to indicate his/her name nor address on this form)

If respondent inquiries about the study, say:

It is hoped that the results of the study will assist in teaching and research at Makerere University. In addition, it will assist government and other agencies to develop information services will benefit the people in the country.

I: DEMOGRAPHIC FACTORS

I would like to ask you a few questions about yourself, if you don't mind.

Amito penyi apeny anonok, ka pe iparo

1. Age : Mwaki ni tia adi

- 1... Between 10-20 years
- 2... 21-30
- 3... 31-40
- 4... 41-50
- 5... 50-60
- 6... 61 +

In which district were you born? Onwali kwene

.....

What is your tribe/ethnic group? Roki ngo onyo kaka nini ngo

.....

What is your highest educational attainment? Ikwano aromene onyo naka iclaci adi

.....

- 1.. Never went to school
- 2... Primary
- 3.. Secondary
- 4. Commercial/Busines College
- 4. Technical college
- 5. University
- 6. Other (specify) en okene (dobi)

5. What is your occupation?
Itio tio ango

6. How did you acquire skills for doing this job?
Inwongo diro me tio tici ni ningo/ikwene

25. Type of Business activity. E.g. brick making.....
Tice me cato wil apor goyo birik/ lobo
26. Products/Processes.....
Yore me tiyo nyo yiko
27. Types of raw materials/inputs.....
(e.g. scrap, clay, timber, fishnets, metal bars)
ngo itiyó kede me yiko apor lobo kulu, bao, boo
28. Sources of raw materials/inputs
Kwene ame inwngo onyo iomo jami itiyó / yiko jami ni iye
.....
29. (a) How many people are employed/are workers in this enterprise?
Jo adi ame tiyo onyo obedo otic me dul cato wili
- (b) How many are men?.... women?.... youth?.... children?.... disabled?.....
30. (a) Who are customer? (Tick as appropriate)
Owili obedo jo ango/mene
- 1.. Individuals
 - 2.. Private organisations
 - 3.. Governmen departments
 - 4.. Companies
- (b) Hours of operations per day --
Cawa me tic pi nino acel-acel/me nino-inino
- 1... 1-8 hours
 - 2... 9-12 hours
 - 3... 12-18 hours
- (c) Days of operation per week
nine me tic pi cabit/ me cabit
- 1.. 7 days a week
 - 2... 5 days a week
 - 3.. Other (state)
31. Geographical location of business unit..... Site.....
(If it is urban, wite U and if rural, indicate it with letter R)
Ka cato wili ni tye ka kwene

- 5..Business activity records
- 6..Customer records
- 7..Expenditure records
- 8..Business associates records
- 9..Inventory records
- 10..Labour records
- 11..payments records
- 12..Other (state).....

(c) If no, why don't you keep records?

Kape pingo omiyo pe igwoko rekod me cati

- 1..Not necessary
- 2..I don't know how to write
- 3..I don't have time
- 4..I don't bother
- 5.. I don't want URA to know how much I earn
- 6..I trust my head
- 7..I earn little money
- 8..Oher (state).....

37. Where did you get the initial capital to start this business?
I nwongo cente me cako cato wili ni ikwene

- 1.. Personal savings
- 2.. Borrowed from a friend(s)
- 3.. Borrowed from a relatives(s)
- 4.. Secured Bank loan
- 5.. Secured a grant from NGO
6. Securengo a loan from Gove't Credit Scheme
7. Credit purchase
8. Partneship savings
9. Other (state)

38. (a) Approximately how much do you earn per month?
Ka igeco I nwongo cente aromene onyo ciling adi nino inino

1. Between 1500— 15000 /=
2. “ 15000— 45000 /=
3. “ 45000— 75000 /=
4. “ 75000— 150000 /=
5. “ 150000— 300000 /=
6. “ above 3000000 /=

(b) Approximately how much do you earn per month?

Ke igeco I nwong cente aromene

Onyo cilin adi dwe-dwe

1. Between 15000--- 45000 /=
2. " 45000--- 75000 /=
3. " 75000--- 150000 /=
4. " 150000--- 300000 /=
5. " 300000--- 750000 /=
6. " 750000--- 1.500.000 /=
7. " 1.500.000--- 3.000.000 /=
8. " 3.000.000--- 6.000.000 /=
9. " 6.000.000--- 15.000.000 /=

1 US \$ = U shs 1,500 /=

V. INFORMATION NEEDS AND INFORMATION SEEKING BEHAVIOUR

39. (a) Have you in your working life, experienced the need for information for your work?

Anaka I kwo ni me tic, inwongo peko acalo onyo amako ngec pi tici

1. Yes 2. Sometimes 3. No

(b) Could you please tell me of such times/situations when you needed information?

I twero koba kodi kare kede cawa ame nwongo imito kede ngec

.....

(c) What kind of information did you need?

Kodi ngec ango onwongo imito

.....

(d) For what purpose did you need that information?

Pi tye kop ango omio nwongo imito ngec

.....

(e) Did you succeed in getting that information?

Ibin inwongo ngec onwongo imito onyo ngec onwongo imoyo nono

- 1.. Yes 2. Sometimes 3. No

(f) If yes or sometimes, how did you look for that information?
Ka inwongo onyo inwong icel-icel, iyenyo/ imo ngeco ni ngo/ ninig

.....

(g) Were you satisfied with the information you got?
Ibin I yeng kede ngec ame ibin inwongo

.....

(h) If no, why were you not satisfied?
Ka pe pingo pe ibin iyeng kede

.....

(i) What did you seek for information to solve the problem?
Itimo ngo me cobo onyo tieko peko ni me ngec

.....

40. How did you seek for information to solve the problem?
Iyenyo ngec me cobo peko ni ngo

- 1) Listening to raido/TV
- 2) Listening and talking to people
- 3) Reading newspapers, manuals/books
- 4) Contacting people who know
- 5) Using social networks
- 6) Asking supervisor
- 7) Using past/personal experience
- 8) Asking a friend/relative/work neighbour
- 9) Asking Extention (Gov't workers) Agents
- 10) Asking and listening to politicians
- 11) Asking role models in my area
- 12) Inquiring from educated people who stay or come to my area
- 13) Visiting a library nearest to me
- 14) Visiting/asking customers
- 15) Seeking assistance from Area councillors
- 16) Other (state)

41. Rank the following type of information from the most important to the least important for your work with
Can ngeci ipingo alubere kede en abire tek atek ite giko kede en apire tek anonok pi tici

1. Market information
2. Taxation
3. District tenders/contracts
4. advisory information
5. Appropriate technology
6. Sources of raw materials/supplies
7. Government regulations
8. Security of the country/area
9. Advertising
10. Seasons
11. Sources of Equipment
12. Sources of Credit facilities/Loans
13. Training opportunities

VI. INFORMATION ACCESS AND FLOW

42. (a) Referring to the incidents you have mentioned above what sources (avenues) did you use to get information. (Tick as found appropriate)
Alubu leb ityo kede imalo nu yore mene itiyu kede me nwongo ngece

- 1) Word of mouth
- 2) Radio/TV
- 3) Local councils
- 4) Library -
- 5) Work supervisor -
- 6) Personal experience
- 7) Got from cultural ceremonies
- 8) Friend/relative
- 9) Area leaders (opinion leaders, politicians, etc)
- 10) Orientation tours
- 11) Print media (newspapers & newsletters)
- 12) Workshops/seminars
- 13) Trade Fair (exhibitions)
- 14) Church/mosque meetings
- 15) NGO specify
- 16) Business Association (specify)
- 17) Business promotion centres (specify)
- 18) Educational institutions (specify)
- 19) Signposts
- 20) Other (state)
(If it were radio and TV programme, ask for type of programme)

- (b) How did you receive that information?

- 1) Verbally
- 2) Written form

- 3) Printed form
- 4) Radio broadcast
- 5) TV programme
- 6) Through seminar/lecture
- 7) Through public show/demonstration
- 8) Other (state)

(c) How did you use the channels?

Ityo kede yore no ni ngo onyo itiyu kede yore mene me nwongo ngeco

1. directly
2. Indirectly

(d) From your experience of looking for information tell me in the order or importance the following channels of delivering information to you.

Ingeci acon me yenyo, koba alubere kede yore apire tek me miyo ngec boti

Radio

Television

Workshops

Word of mouth

Business Assocs & NGOs

Educational institutions

Government depts

Churches/mosques

Signposts

Local councils

Library

Personal experience

Cultural ceremonies

Friends/relatives/neighbours

Work supervisor

Tours

Area leaders

Others (specify)

(e) Which channels do you use regularly?

Yore mene itiyo kede kare ikare

44. (a) What themes do you seek information regularly for your work?
Tyen kop ango omio imito ngec kare ikare pi tici

(b) What themes do you seek information occasionally?
Tyen kop ango omio imoo onyo imito ngec icel-icel

.....

45. (a) Are you aware of Public Library?
Itye ingec amoko ka gwoko kede kwano buke alwak

1...Yes 2. No

(b) If yes, do you use it?
Ka ingo itiyo kede

1 Yes 2. Sometimes 3. No

(c) If yes or sometimes, what information do you seek from it?
Ka itio kede onyo itio kede icel-icel ngec ango iyenyo onyo imo iye

.....

(d) What services do you get from the library?
Kony ango inwongo ika gwoko kede kwano buk onyo buke

.....

46. (a) Are you aware of Uganda Manufactures's Association?
Itye ingec ikom dul ocat wil ame yiko jami me uganda ame opako ni uganda
manufacture's association

1.. Yes 2... No

(b) If yes, do you use it to get information?
Ka ingc itiyo kede me nwongo ngec

1.. Yes 2... No

(c) If yes, what information do you seek from it?

Ka inge, ngec ango iyenyo onyo imito iye

.....

(d) If yes, what services do you receive from it?

Ka ingeo kany ango inwongo iye

.....

47. (a) Are you aware of Uganda Small Scale Industries Association?

Itye ingc ikom dui ocat wil ame yiko jami atitino ame opako ni uganda small scale industries

1.. Yes 2. No

(b) If yes, are you a member?

Ka ingeyo II bedo dano acel iyia akino gi onyo ibedo amemba

1. Yes 2. No

(c) If you are a members, what information do you seek from it?

Ka I bedo amema onyo dano acel iyia akinagi, ngec ango iyenyo iye

.....

(d) What services do you get from it?

Kony ango inowongo iye/ibot gi

.....

48. (a) Are you aware of the Uganda Informal Sector Association?

Ingo dul ame opako ni uganda informal sector association?

1.. Yes 2. No

(b) If yes, do you use its information services?

Ka ingeo, itiyo kede kony me ngec ame gi omio

1.. Yes 2. No

(c) If yes, what types of information do you get from it?

Ka amanono kit ngec ango ame inwongo iye onyo ibot gi

.....

49. (a) Are you aware of Private Sector Development Foundation?

Itye ngec I kom dul ame dongo lwak acungu kengi onyo ame opako ni private

sector development foundation

1. Yes 2. No

(b) If yes, do you use its information services?
Ka ingo itio kede kony me ngec ame gin omio

1. Yes 2. No

(c) If yes, what type of information do you get from it?
Ka amanono kodi onyo kit ngec ango ame inwongo iye onyo I bot gi

.....

(d) What information services does it offer?
Kodi onyo kit kony ango ame gin omio

.....

50. (a) Are you are aware of Uganda (or District) Chamber of Commerce?
Itiye kede ngec I kom dul ame opako ni uganda chamber of commerce onyo
dul ame loyo dongo kede nyayo cato wil

- 1.. Yes 2.. No

(b) If yes, do you use its information services?
Ka ingo, itio kede kony me ngec ame gin omio

.....

- 1... Yes 2. No

(c) If yes, what type of information do you get from it?
Ka amanono kodi onyo kit ngecango ame iwongo iye onyo I bot gi

.....

51. (a) Which organisations do you get information from that we have not
mentioned?
Kit dul mene okene ame inwongo iye ngec ame wan pe otucu/okobo malu kanu

.....

(b) What type of information do you get from them?
Kodi onyo kit ngeo ango ame inwongo i bot gi

.....

52. (a) Which departments of government do you get information for your work?
Jang onyo dui gamente mene ame inwongo iye ngec pi/me tici

.....
(b) What type of information do you get from them?
Kodi onyo kit ngec ango ame inwongo ibot gi

.....
53. (a) What are your most reliable methods of getting information?
Ki yore ango adong aber atek ame inwong kede ngec

.....
(b) What are your most reliable times for getting information?
Cawa ni mene adong aber atek me nwong ngec onyo ame oromo miyi kede
ngec

(Morning Lunch time Evening time at night anytime)

VII USE AND IMPACT OF INFORMATION

54. (a) In your understanding, did the information you got help you in your work?
Inyangi keni, ngecame ibin inwongo obin okonyi idok tici

1.. Yes 2.. No

(b) Which kind of information was/is it?
Onwongo kodi onyo kit ngec ango no

.....
(c) To what use did/do you put that information?
Ngece ibin itio onyo itimo kede ngo.

.....
(d) To what extent did you use that information?
Inwom ango ame ibin itio kede ngeco

1. A lot 2. to some extent 3. Rarely

(e) To what extent did you depend on that information?

Irwom ango ibin ijengere kede ikom ngeco

1. slightly dependant 2. Dependant 3. Entirely dependant

(Listen to respondent and select the likely answer from those given above)

55. (a) What aspects of that work required having information but without using it?
Kit yore mene onyo ngo me tico onwongo mito ngec ento abongo tic kede

.....

(b) What aspects of that work required having information but without using it?
Kit yore ango me tic ame jengere I kom ngec me timo tic onyo me mio tic tiye

.....

(c) What aspects of work did not require use of information?
Yore mene me tico onwongo pe mito tic kede ngec

.....

56. (a) What was the contribution of information to problem solving?
Kony ango ame angec omio onyo omi me cobo peke

.....

(b) What was/were the immediate benefits to problems-solving?
Adwogi mene obedo me oyot-oyot pi cobo peko

.....

(c) What was/were the long term benefits to problem-solving?
Adwogi mene aber ame obin obedo iia nyim pi cobo peco

.....

57. As a result of using that information, what impact did it make on your business?

Give reasons –

Acalo adwogi me tic kede ngeco, aloka-loka ango obin otimere icata wili? Kob pingo

.....

58. In your opinion, how does information contribute to the growth and development on informal sector/Small businesses?
Itami keni, yore ango ame ngec konyo kede me dongo kede nyayo tic me yi kin paci/cto wil atitino onyo iyonget ame opakoni informal sector/small business.
-

VIII CONSTRAINTS OF ACCESSING INFORMATION

- 59 (a) Have you ever felt difficulties in getting information you require for your work?

Anaka inwongo peko imom yenyo/nwongo ngec ame mite pi tici

1. Yes 2. Sometimes 3. No

- (b) How often have you felt those difficulties?

Iyonge karee aromene ame iwongo kede kodi peki no

1. Always
2. Sometimes
3. Uncertain
4. Never

- (c) If yes, what sort of difficulties did you face in getting that information?

Ka timere kit peki ango ame inwongo pi yenyo/nwongo ngeco/ngeci

- 1.. Inability to get the required information
2.. Not knowing where to get information I needed
3.. Takes time to get information
4.. Sometime information I got was unreliable
5.. No specific place to get required information
6.. Most information I need is written.
7. People with information didn't want to release it so easily
8.. I didn't have time to look for information
9.. Information was given in languages I don't understand
10. I didn't know where to get information.
11. Other (state)

- 60 How did you go about solving those difficulties?

I yele ite cobo peki no nigo

.....

61. What impact did complete lack of information sometimes have on your business?
Adwogi ango ame bedo abongo ngec atwal icel-icel bedo kede ikmo cato wili

.....
.....

IX SUGGESTIONS TO SOLVE INFORMATION GAP AND DEVELOP AN INFORMATION MODEL

62. (a) Do you think that something can be done to provide your business with information services?

Itamo ni otwero timo ginoro me miyo cato wili kony me ngec

- 1.. Yes 2. No

(b) If yes, what types of information would you require most?

Ka twere kit ngec ango anwongo iromo mito onyo maro atek

1. Information about viable businesses
2. News about business trends
3. Gov't Information business development
4. Information about markets
5. Information about money to start and sustain my business
6. Information about suppliers of materials
7. Information about training
8. Information about how other countries with similar businesses have developed
9. Information about centres for information
10. Information about how to start viable businesses
11. Other (state)

63. Make some general comments, if you have any, on how you could be assisted by government or other organisations to access the necessary information for operating your business.

Mi tami imalu-malu, ka itiyee kede, ikom kite ame gamente onyo dule okene-okene twero onyo romo konyi kede me nwongi ngec amite me miyo cato wili wot amwonya/tiye abei

.....

64. What form of presentation would you want that information?
Kite angu ame itwero maro ni mi kede ngece

- 1) Factual information
- 2) In the form of opinions
- 3) In the form of pieces of advice
- 4) In the form of technical details
- 5) In the form of news
- 6) Other (specify)

65. To what extent of coverage would you want that information ?
Irwom angu ame imito ni mi kede ngeco onyo ngeco myero gwa gami aromene iye

- 1... Exhaustive
- 2... Selective
- 3... Limited to use
- 4...Other (specify)

66. In what languages would you want that information ?
I lebe angu ame itamo ni mi kede ngec attached list of languages)

(See attached list of langauges).....

67. How often would you require information ?
Iyunge karee aromene ame nwongo ngec abedo mite iye onyo kede

- 1.... Daily
- 2... Weekly
- 3... Monthly
- 4... As often as I require

68 (a). How should that information be presented ?
Ngeci onyo ngeco myero mi iyore/ni angu

- 1... By word of mouth (orally)
- 2... Printed
- 3... Illustrated
- 4... Radio/TV broadcast
- 5.... In a letter form
- 6... Other (state)

(b) In what media should information be presented ?

I kit/kodi ngo ame myero mi kede ingeco

- 1... Face to face presentation (e.g. orally, demonstration, artefact)
- 2... Written or print form (e.g. Newspaper, chart, pamphlet, manual)
- 3...Electronic form (e.g. Radio, TV, Film)
- 4...Other (state).....

69. What information system would best handle your information requirements ?
Yore me poko ngec ango ame twero cobo miti ni me ngec

- | | |
|---|------------------------|
| 1... Public library | 6. Radio |
| 2... An association dealing with my trade | 7. TV |
| 3... Small enterprises organisation | 8. Newspaper |
| 4... Gov't Ministry | 9. Colleagues/friends |
| 5... Resource Centre/telecentre | 10. Other (state)..... |

70. What services would you want introduced ?
Kony ango ame itwero maro ni cak

- 1... Question and answer service
- 2.... Referral (information brokering) services
- 3.... Inquiry (including current awareness) service
- 4.... Discussion group service
- 5.... Demonstration service
- 6.... Photocopy service
- 7.... Online information service
- 8.... Lending service
- 9.... Film shows
- 10... Trade information exchange service
- 11... Exposure visits
- 12... Public shows
- 13... Theatre service
- 14... Buying and selling information service
- 15... Packaging of information
- 16... Training on information access
- 17... Other (state).....

71. Whom or which organisation do you suggest could introduce it ?
Nga onyo dul ango/ mene itamo ni caki

.....

72. If it was introduced, how should it be managed ?
Ka nwongo ocako, kite ango ame myero ioo kede

.....

73. Where could it be located ?

Olwero onyo myero ket I ka kwene

.....

74. Suppose you were given an opportunity to structure Informal Sector to make it develop, what suggestions would you give ?

Ka onwongo omi gum me dongo onyo yiko tic me yi paco ame opako ni informal sector me miyo dongo, tam ango onwogo itwero miyo

.....

75. Following ideas you have just given, we realise that information is a key component of the *Informal Sector development*, what would you say about the nature of the appropriate information system that could serve the Sector very well ?
Alubere kede tam ame imiyo, onyang ni ngec obedo agony me dongo tic me yi paco ame opako ileb muno ni informal sector development, ngo iromo / itwero kobo amako kite opore me poko ngec ame nwongo romo konyo onyo tic iduli amwonya / aber

I thank you in advance for your valuable contribution.
Apwoyi pi tici
Ke de cawa ni ame imia

**APPENDIX D3
LUGANDA**

INTERVIEW SCHEDULE FOR INFORMATION SECTOR ENTREPRENEURS

University of Zululand, KwaZulu Natal, South Africa
Dept. of Library and Information Science

A study of the Information Needs and Uses of the Informal Sector in Uganda.

Interviewer.....

Observer.....

Community/Geographical Area of Study.....

Date of Interview.....

Introduction:

Hello, how are you? My name is

I am postgraduate student at the University of Zululand. I am carrying out a study of the **Information Needs and Uses of the Informal Sector in Uganda**. I have chosen District as the area for carrying out the study. I would like to ask you some questions regarding your work. The interview will last about one hour. Your assistance will be highly appreciated. Any information you are about to give will be used for this purpose only, and will be kept confidential and anonymous. (Reassure the interviewee that you are neither going to indicate his/her name nor address on this form)

If respondent inquiries about the study, say:

It is hoped that the results of the study will assist in teaching and research at Makerere University. In addition, it will assist government and other agencies to develop information services will benefit the people in the country.

I: DEMOGRAPHIC FACTORS

EBIKUKWATAKO

I would like to ask you a few questions about yourself, if you don't mind.
Ninyenda kukubuuza otubuuzo tukye turikukukwataho waba otarikufayo. Nkusaba okukubuuza ebiku kwatako

1. Age : Emyaka gyo

- 1... Between 10-20 years
- 2... 21-30
- 3... 31-40
- 4... 41-50
- 5... 50-60
- 6... 61 +

In which district were you born?.....
Ozalibwa mu District ki?

What is your tribe/ethnic group?.....
Oli wa gwanga ki?

What is your highest educational attainment?
Obuyigirize bwo bukoma wa?

- 1.. Never went to school
Signendako mu ssomero
- 2... Primary
Primary
- 3.. Secondary
Secondary
4. Commercial/Busines College
Ssomero ly e byo busubuzi
5. Technical college
Ssomero ly e bye mikono
6. University
University
7. Other (specify).....
Ebirara (nyonyola)

5. What is your occupation?
Okola mulimuu ki?
6. How did you acquire skills for doing this job?
Wakuguka otya mu mulimu guuo?
 1. Through experience
Obumanyirivu
 2. Apprenticeship
 3. Formal training
Nafuna okutendikebwa
 4. Apprenticeship & Formal Training
 5. Other (State).....
7. What language(s) do you read and write well?.....
If respondent is illiterate do not ask this question. Instead ask the next question)
Osobola okusoma nokuwandika ennimi mmeka?
(Bwaba nga teyasoma, mubuuze ekidirira)
8. What language(s) do you speak and understand well when someone is speaking?
.....
Nnimi mmeka zosobola okwogera nokutegeera obulungi?

II: GENERAL GHARACTERISTICS OF THE SECTOR

9. What type of employee/worker are you?
Emirimu ogiddukanya otya
 - 1.. Full time employee/worker
Nga mukozi ewenkalakkaira
 - 2.. Part time
Ngo omukozi owekiseera
 - 3.. Casual
Omupakasi
10. For how long have you been employed?
Omulumu ogukoledde bbanga ki?
 - 1.. 0-5
 - 2.. 6-10
 - 3.. 11-15
 - 4.. 16-20

5.. 21+

11. What were you doing before you joined, or started this business?

Wali okola ki nga tonnafuna oba okutandika umulimu

.....

12. (a) Do you have some other business besides this one?

Olinayo umulimu omulala gwoddukanya?

1... Yes – Ye

2... No - Nedda

- (b) If yes, which business, or work?

Bwekiba nti olina, mulimu ki omulala gwokola?

.....

13. What were the major reasons for joining or working in this trade?

Nsonga ki ezakuwaliriza okwenyigira mu mulimu guno?

.....

14. (a) What are your sources of income?

Ensimbi eziddukanya omulimu guno ozijja wa?

.....

- (b) Is this trade the major source of income to you?

Omulimu guno gwosinga okufunamu ensimbi?

1.. Yes – Ye

2.. No – Nedda

- (c) If no, what are your other sources of income?

Bwekiba nga sikituufu, makubo ki amalala mwofuna sente eziddukanya omulimu gwo guno?

.....

15. (a) What factors motivate you to continue with this trade?

Nsonga ki ezikuwaliriza okuddukanya omulimu guno?

.....

- (b) What factor could demotivate you from continuing with this trade?

Bizibu ki ebisobola okukuziyiza okuddukanya omulimu guno?

(b) If yes. What customs are these?
Oba ye, byabuwangwa ki ebyo

.....

(c) What do you achieve or get from this trade?
Mu ku ddukanya emirimu gino ofunamu ki?

.....

(d) For what purposes do you use Jua Kali artifacts
Ebintu ebiweesabwa abaweesi bano biko zesebwa ki?

.....

20. What influence, if any, has this trade (.....) on your life?
(Insert type of trade in space provided)
Omulumu guno gukyuusa gutya obulamu bwo?

.....

21. Compared with the formal sector, how important is the Jua Kali play in your community?
Nga ogerageranya nemirimu emirala, olowooza eminmi gya jua kali ginna kyegiyamba abantu?

(a) Not important b) Quite important c) important d) Very important e) Most important
a)Sigyetagisa b)Gyetagisaamu c)Gyetagisa d)Gyetagisa nnyo e)Gyegisinga kwelagibwa

IV CHARACTERISTICS OF BUSINESS UNITS

22. What is the status of this enterprise?
Omulumu guno guddu kanyizibwa gutaya

- | | |
|--------------------------|-------------------------------|
| 1.. Sole proprietor | Guddu kanyizibwa ommuntu omu |
| 2.. Partnership | Guddu kanyizibwa abantu banji |
| 3... Family-owned | Guddu kanyizibwa amaka |
| 4.. Limited company | |
| 5.. Co-operative society | Guddu kanyizibwa mu bwegassi |
| 6.. Other (specify) | Ebirala (nnyonyola)..... |

23... Gender of person operating the business:- Addukanya emirimu

- | | |
|--------------------|------------------|
| 1.. Male - Musajja | Female - Mukyala |
|--------------------|------------------|

24. What is your position in the business? Mu mulimu guno oli mu kifo ki
- | | |
|---------------------|-------------------|
| Owner – Nannyini | Employee - Mukozi |
| Manager | Director |
| Partner/Shareholder | |
25. Type of Business activity. E.g. brick making.....
Ekika kuyomulimu ikukuba amatafaali
26. Products/Processes.....
Biki ebifulumizibwa mu mulimu guno
27. Types of raw materials/inputs.....
(e.g. scrap, clay, timber, fishnets, metal bars)
Biki ebyelagasa okusobola okuddukanya omulimu guno
(Ebyuma ebikadde, ebbumba, mbaawo, Butimba bwo byemmiyanja,.....)
28. Sources of raw materials/inputs – eby etagisa mu mulimu gunu ebifuna wa?
.....
29. (a) How many people are employed/are workers in this enterprise?
Okozesa abantu bameka mu mulimu guno?
- (b) How many are men?.... women?.... youth?.... children?.... disabled?.....
Olina abasajja abakazi? Abavubuka? Abaana? Bakateyamba?
Ba meka?
30. (a) Who are customer? (Tick as appropriate)
Bani abagula ebintu byo.
- | | |
|---------------------------|--------------------------|
| 1.. Individuals | Bantu kinnoomu |
| 2.. Private organisations | Bantu kinnoomu |
| 3.. Governmen departments | Ebitongole bya gavumenti |
| 4.. Companies | Amakampuni |
- (b) Hours of operations per day -- Essawa z'oddukanyizaamu emirimu gyo
- | |
|------------------|
| 1... 1-8 hours |
| 2... 9-12 hours |
| 3... 12-18 hours |
- (c) Days of operation per week - Ennaku zoddukanyizaamu emirimu gyo.
- | | |
|--------------------|-------------------------|
| 1.. 7 days a week | Ennaku mu sanvu mu weki |
| 2... 5 days a week | Ennaku mu taano mu weki |
| 3.. Other (state) | Ebirala binyonyole..... |

31. Emirimu gyo ogiddukanyiza ma kitundu ki
 Geographical location of business unit..... Site.....
 (If it is urban, wite U and if rural, indicate it with letter R)

U – mu kibuga R – mu kyaalo

32. Ebyetagisa mu kuddukanya omulimu gwo.
 Infrastructure of the business (Tick as you see)

1. Permanent premises	Ebizimbe ebiwangaazi
2. Semi permanent premises	Ebizimbe ebitali biwangaazi
3. Temporary structure	Ebizimbe ebiteekebwawo ekiseera kyonna
4.. Mobile	Ebizimbe ebitambuzibwa
5.. Under tree shade	Mu biskirize bya miti
6.. Open air	Mu bbanga wonna
7.. Has electricity	Awali amasanyaize
8.. Has running water	Awali amazi
9.. Accessible to transport services	Awali entambula
10.. Other (State).....	Ebilara (nnyonyola).....

33. Hygiene conditions of the business site (Describe briefly (Nnyonyla)
 Embeera yobulamu mu kitundu wokolera emirimu gyo

1... Good	Nnungi
2... Fairly Good	Nnungi ko
3... Bad	Mbi
4... Very bad	Mbi nnyo

34. For how many years have you been operating this business? (tick one)
 Wakamala emyaka emeka mu mulimu guno?

1... 0-5 myaka	2... 6-10 myaka	3... 11 – 15 myaka
4... 16-20 myaka	5.... 21 nokweyogerayo	

35. Do you have a business licence? Olina licence yomulimu guno?

36. (a) Do you keep any business records? Olina ebiwandiiko ebiraga enziukanya
 yemirimu gyo?

(1) Yes - Ye (2) No – Nedda

(b) If yes, which type of records do you keep?
 Oba ye, biwandiiko ki byolina?

1..Purchases records	Ebiwandiiko ebikwata kukugula ebintu
2..Sales records	Ebiwandiiko ebikwata ku kulunda ebintu
3..Banking records	Ebiwandiiko ebikwata ku ntereka ya ssente
4..Debtors records	Ebyamabanja
5..Business activity records	Ebikwata ku baguzi
6..Customer records	Ebikwata ku nzirukanya y'omulimu

- | | |
|--------------------------------|----------------------------------|
| 7..Expenditure records | Ebikwata ku nsansaanya |
| 8..Business associates records | Ebikwa ku bemukolagana nabo |
| 9..Inventory records | Ebiwandiiko ebikwata ku bakozesa |
| 10..Labour records | ebikwata ku bokizesa |
| 11..payments records | Ebiwandiiko ku nsasula |
| 12..Other (state)..... | Ebirala (nnyonyola)..... |

(c) If no, why don't you keep records? Oba nedda, lwaki tokuuma biwandiiko?

- | | |
|--|-----------------------|
| 1..Not necessary | Tekyetagisa |
| 2..I don't know how to write | Simanyi kuwandiika |
| 3..I don't have time | Sirina budde |
| 4..I don't bother | sifaayo |
| 5.. I don't want URA to know how much I earn | sagala ba URA kumanya |
| 6..I trust my head | nesiga mutwe gwange |
| 7..I earn little money | nifuna ssente ntono |
| 8..Oher (state)..... | ebirala (Nnyonyola) |

37. Where did you get the initial capital to start this business?
Ensimbi zewatandika omulimu guno wazifuna otya?

- | | |
|---|----------------------------------|
| 1.. Personal savings | - Naterekanga ssente zange |
| 2.. Borrowed from a friend(s) | - Nnewola ku mikwan gyange |
| 3.. Borrowed from a relatives(s) | - nnewola ku benganda zange |
| 4.. Secured Bank loan | - Nnewola mu banka |
| 5.. Secured a grant from NGO | - Nnafuna buyambi mu NGO |
| 6. Securengo a loan from Gove't Credit Scheme | - Nnewola mu Gov't credit Scheme |
| 7. Credit purchase | - Ngulira ku mabanja |
| 8. Partneship savings | - Twasonda ne bannange |
| 9. Other (state) | - Ebirala (nnyonyola) |

38. (a) Approximately how much do you earn per month?
Muntebereza yo ofuna sente meka olunaku?

1. Between 1500— 15000 /=
2. “ 15000— 45000 /=
3. “ 45000— 75000 /=
4. “ 75000— 150000 /=
5. “ 150000— 300000 /=
6. “ above 3000000 /=

(b) Approximately how much do you earn per month?
Muntebereza yo ofuna sente meka omwezi?

1. Between 15000— 45000 /=
2. “ 45000— 75000 /=
3. “ 75000— 150000 /=

4. “ 150000--- 300000 /=
5. “ 300000--- 750000 /=
6. “ 750000--- 1.500.000 /=
7. “ 1.500.000--- 3.000.000 /=
8. “ 3.000.000--- 6.000.000 /=
9. “ 6.000.000--- 15.000.000 /=

1 US \$ = U shs 1,500 /=

**V. INFORMATION NEEDS AND INFORMATION SEEKING BEHAVIOUR
AMAGEZI AGETAGISA NENGERI GYEGAFUNIBWA**

39. (a) Have you in your working life, experienced the need for information for your work?

Wali ononyezako ku magezi agakwata ku mirimugyo

1. Yes – Ye 2. Sometimes – Oluusi 3. No – Nedda

- (b) Could you please tell me of such times/situations when you needed information?
Oyinza okmbulirako iwewali wetaaze amagezi gano?

.....

- (c) What kind of information did you need?
Magezi ki gewali wetaaga?

.....

- (d) For what purpose did you need that information?
Wali ogetaaga kugakozesa ki?

.....

- (e) Did you succeed in getting that information?
Amagezi ago wagafuna?

- 1.. Yes – Ye 2. Sometimes - Oluusi 3. No – Nedda

- (f) If yes or sometimes, how did you look for that information?
Oba ye, amagezi ago waganonya wa?

.....

- (g) Were you satisfied with the information you got?
Oba ye, amagezi ago waganonya wa?

.....

- (h) If no, why were you not satisfied?
Oba nedda, Iwaki tewamatizibwa?

-
- (i) What did you seek for information to solve the problem?
Wakola ki okufuna amagezi gewali wetaaga?
-

40. How did you seek for information to solve the problem?
Wasobola otya okufuna amagezi gewali wetaaga?

- 1) Listening to raido/TV - Kuwuliriza Radia/TV?
- 2) Listening and talking to people - Kuwuliriza nokwogera nabantu
- 3) Reading newspapers, manuals/books - Kusoma mawulire, bitabo etc
- 4) Contacting people who know - Okutukirira abantu abalina kyebanyi
- 5) Usinga social networks nga nkozesa
- 6) Asking supervisor - Nga mbuuzza abakulembeze
- 7) Using past/personal experience - Nga nkozesa obumanyirivu bwe nnina
- 8) Asking Extention (Gov't workers) agents - Nga mbuuzza, mikwano gyange, ab'enganda zange/nebenkola nabo.
- 9) Asking Extention (Gov't workers) Agents - Nga mbuuzza abakozi ba Gavumenti
- 10) Asking and listening to politicians - Nga mbuuzza nokuwuliriza ba nabyabufuzi
- 11) Asking role models in my area - Nga mbuuzza abalina ebyokulabirako
- 12) Inquiring from educated people who stay or come to my area
Nga mbuuzza abayivu abali mukitundu kino
- 13) Visiting a library nearest to me - Nga nneyambisa Library endi okumpi
- 14) Visiting/asking customers - Nga nkyaiira nokubuuza abaguzi bange
- 15) Seeking assistance from Area councillors - Nga nneyambisa kansala wekitundi kyange
- 16) Other (state) - Ebirala (Nnyonyola).....

41. Rank the following type of information from the most important to the least important
for your work with ~~ndage ebyamagezi byewetaaga okuva ku gasinga okukuyamba~~

1. Market information - Amagezi ku butale
2. Taxation - Amagezi ku byemisoro
3. District tenders/contracts - Amagezi ku ngeri district gyezigabamu emirimu gyazo
4. advisory information - Amagezi agabulirira
5. Appropriate technology - amagezi agakwata ku technology wubulijjo
6. Sources of raw materials/supplies - Amagezi agalaga ebintu ebye'tagisa mu kuddukanya emirimu gyo.
7. Government regulatins - Amateeka ga Government
8. Security of the country/area - Okwekuuma kweggwanga

9. Advertising - Ebirango
10. Seasons – Enkyuukakuyuuka yembeera yensi
11. Sources of Equipment - Emikutu awava ebyuuma ebyetagisa mu mulimu gwo
12. Sources of Credit facilities/Loans – Amagezi agakuwa emikutu egiwola sente.
13. Training opportunities - Amagezi agakwata ku misomo gyewandyetaaze

VI. INFORMATION ACCESS AND FLOW

42. (a) Referring to the incidents you have mentioned above what sources (avenues) did you use to get information. (Tick as found appropriate)
Nga asinziira kwebyo byolonze waggula, mikulu ki gyewakozesa okufuna amagezi ago
- 1) Word of mouth - Nga twogera
 - 2) Radio/TV - Okuwuliriza Radio/TV
 - 3) Local councils - Mubobukiiko (LC)
 - 4) Library - Makumiro gebitabo (Library)
 - 5) Work supervisor - Abalabirira emirimu
 - 6) Personal experience - Obumanyirivu bwe nnina
 - 7) Got from cultural ceremonies – Ku mikolo gyebiyobuwangwa
 - 8) Friend/relative/neighbour - Mikwano/gyange/Abenganda/Baliranwa bange
 - 9) Area leaders (opinion leaders, politicians, etc) - Abafuzi be bitundu
 - 10) Orientation tours - Mu kulambula ebitundu
 - 11) Print media (newspapers & newsletters) - Amawulire g'empapula
 - 12) Workshops/seminars - mu misomo
 - 13) Trade Fair (exhibitions) - Mu myoloso gyebikolebwa abamakolero
 - 14) Church/mosque meetings - Mu masinzizo
 - 15) NGO specify - Ebitongole ebitali bya Govumenti
 - 16) Business Association (specify) - Mu bibiina bye byobusubuzi.....
 - 17) Business promotion centres (specify) Mu bibiina ebikulakulanya emirimu.....
 - 18) Educational institutions (specify) - Mu matendekaro.....
 - 19) Signposts - Ku Ndagiriro
 - 20) Other (state) - Ebirala (Nnyonyola).....
- (If it were radio and TV programme, ask for type of programme)
- (b) How did you receive that information? - Amagezi ago wagafuna mungeriki?
- 1) Verbally - Nomumwa
 - 2) Written form - mu buwandiike
 - 3) Printed form - Mu kyapa
 - 4) Radio broadcast - Mu mikutu gya Radio
 - 5) TV programme - Mu programme ku TV
 - 6) Through seminar/lecture - mu misomo emimpi
 - 7) Through public show/demonstration - Mu myoleso

8) Other (state) - Ebirala (nnyonyola)

(c) How did you use the channels? - Emikutu gino ogikozesa otya?

1. directly – Burerrevu 2. Indirectly - Sibutereevu

(d) From your experience of looking for information tell me in the order or importance the following channels of delivering information to you.

Okuva ku bumanyirivu bwolina nga ononya amagezi gano, mbulira emikutu. Egikuyamba. Laga nga ova ku mikutu kyosinga okukozesa okutuuka kwegyo gyotokozesa nnyo.

Radio - Radio

Television - TV

Workshops - Emisomo

Word of mouth - mu kwogera

Business Assocs & NGOs
bya Government

Ebibina byebyobusubuzi nebitongole ebitali

Educational institutions - Mu matendekero

Government depts

Ebitongole bya Govumenti

Churches/mosques

Mu masinzizo

Signposts

Ku ndagiriro

Local councils

Mu local council

Library

Amakumiro gebitabo

Personal experience

Obumanyirivu bwange

Cultural ceremonies

Emikolo gyebuyobuwanga

Friends/relatives/neighbours

Mu mikwano, abenganda nebalilwana

Work supervisor

Abalabirira emirimu

Tours

Mubalabuzi

Area leaders

Abakulembeze bebitundu

Others (specify)

Ebirala (nnyonyola)

(e) Which channels do you use regularly? - Mikutu ki gyokozesa buli kaseera?

44. (a) What themes do you seek information regularly for your work?
Amagezi gotera okunoonya gaba gakwata ku ki?

(b) What themes do you seek information occasionally?
Magezi gotera okunoonya obwolumu?

.....

45. (a) Are you aware of Public Library?
Olina kuyomanyi ku materekero gebitabo aga buli muntu?
1... Yes – Ye 2. No - Nedda

(b) If yes, do you use it? Oba ye otera okugakozesa?
1 Yes – Ye 2. Sometimes - Oluusi 3. No – Nedda

(c) If yes or sometimes, what information do you seek from it?
Bwekiba nti ye oba oluusi, magezi ki g'onoonyayo?

.....

(d) What services do you get from the library? Oyambibwa otya mu library?

.....

46. (a) Are you aware of Uganda Manufactures's Association?
Olina kyomanyi ku kibiina kyabamakolero ekya Uganda Manufactures
Association

1.. Yes - Yes 2... No - Nedda

(b) If yes, do you use it to get information?
Oba ye, okikozesa okufuna amagezi aga kuyamba?

1.. Yes - Ye 2... No – Nedda

(c) If yes, what information do you seek from it?
Oba ye, magezi ki nononyaayo?

.....*

(d) If yes, what services do you receive from it?
Oba ye, ofunaya buyambi ki?

.....

47. (a) Are you aware of Uganda Small Scale Industries Association?
Olina kuyomanyi ku kibiina kya Uganda small scale industries Association?

- 1.. Yes - Ye 2. No - Nedda

(b) If yes, are you a member? Oba ye, oli omu kubannakibiina kino?

1. Yes - Ye 2. No - Nedda

(c) If you are a members, what information do you seek from it?
Bwoba nga oli munnakibiina, magezi ga ngeli ki gononyayo?

.....

(d) What services do you get from it? Buyambi ki bwofuna mu kibiina kino?

.....

48. (a) Are you aware of the Uganda Informal Sector Association?
Olina kyomanyi ku kibiina kyebayita Uganda Informal Sector Association?

- 1.. Yes - Ye 2. No - Nedda

(b) If yes, do you use its information services?
Oba ye, olina amagezi gokozeza nga ogajja mu kibiina

- 1.. Yes - Ye 2. No - Nedda

(c) If yes, what types of information do you get from it?
Oba ye, magezi gakika ki gofunayo?

.....

49. (a) Are you aware of Private Sector Development Foundation?
Olina kyomanyi ku kibiina kyebayita private sector development foundation.

1. Yes - Ye 2. No - Nedda

(b) If yes, do you use its information services?
Oba ye, magezi gakika ki gofunayo?

1. Yes - Ye 2. No - Nedda

(c) If yes, what type of information do you get from it?
Oba ye, magezi gakika ki gofunayo?

(d) What information services does it offer?
Magezi ga ngeri ki agaweebwa ekibiina kino?

50. (a) Are you are aware of Uganda (or District) Chamber of Commerce?
Olina kyomanyi ku kibiina kyebayata Uganda (District) Chamba of
Commerce?

.....
(c) To what use did/do you put that information?
Amagezi ago wagakozesa otya?

.....
(d) To what extent did you use that information?
Amagezi ago wagakozesa kukoma wa?

- | | | |
|-----------------|-------------------|--------------------------|
| 1. A lot | 2. to some extent | 3. Rarely |
| Nagakozesa nnyo | Nagakozessako | Nagakozesa luusi naluusi |

(e) To what extent did you depend on that information?
Amagezi gēwafuna wagesiga otya?

- | | | |
|-----------------------|-------------------|-----------------------|
| 1. slightly dependant | 2. Dependant | 3. Entirely dependant |
| Nagakozesa kitono | Nagakozesa kitono | nagakozesa gonna |

(Listen to respondent and select the likely answer from those given above)

55. (a) What aspects of that work required having information but without using it?
Mu mulimu gwo, biki ebyetagisa okufuna amagezi naye nga togakozesa?

.....
(b) What aspects of that work required having information but without using it?
Mu mulimu gwo biki ebyetagisa okufuna amagezi okusobola okuddukanya emirimu gyo?

.....
(c) What aspects of work did not require use of information?
Mu mulimu gwo biki ebitetagisa kufuna magezi kuva lwalala?

56. (a) What was the contribution of information to problem solving?
Amagezi gēwafuna ga kuyamba gatyā okumalawo ekizibu kyewalina

.....
(b) What was/were the immediate benefits to problems-solving?
Biki byewafunirawo nga omaze okugonjoora ekizibu kyo?

.....
(c) What was/were the long term benefits to problem-solving?
Biki byeweyongera okufuna okuvanyuma lwakumalawo ebizibu mu mulimu gwo.

57. As a result of using that information, what impact did it make on your business? Give reasons –

Nga akozesezza amagezi agakuweebwa emirimu gya gyakuyakukyuka gitya?
.....

58. In your opinion, how does information contribute to the growth and development on informal sector/Small businesses?

Mu ndowooza yo, amagezi gofuna gayamba gitya enkulakulana yemilimu gyabantu ba bulijjo.
.....

VIII CONSTRAINTS OF ACCESSING INFORMATION EBIZIBU EBISANGIBWA NGA ONOONYA AMAGEZI

59 (a) Have you ever felt difficulties in getting information you require for your work?

Wafunako ku buzibu nga onoonya amagezi agakwata ku mulimu gwo?

1. Yes - Ye 2. Sometimes – Oluusi 3. No - Nedda

(b) How often have you felt those difficulties?

Ebizibu bino otera kubisanga ddi?

1. Always - Buli kaseera
2. Sometimes - Oluusi noluusi
3. Uncertain - Simanyi
4. Never - Sifunangaka bizibu

(c) If yes, what sort of difficulties did you face in getting that information?

Bwoba nga wafuna ebizibu byaali bizibu ki?

- 1.. Inability to get the required information - Nga sifuna magezi gennetaaga
2.. Not knowing where to get information I needed – Obutamanya magezi wegali
3.. Takes time to get information - Kitwaala ekiseera okufuna amagezi ago.
4.. Sometime information I got was unreliable - Oluusi amagezi nga tegisigika
5.. No specific place to get required information – Tewawli kifo kyankakkalira wenfuna magezi ago
6.. Most information I need is written. I don't know how to read
7. People with information didn't want to releae it so easily
Aba abalina amagezi gennetaaga tebagala ku gampa
8.. I didn't have time to look for information
Silina budde bunoonya magezi ago
9.. Information was given in languages I don't understand
Amagezi gali mu lulimi iwositegeera
10. I didn't know where to get information.

Nali simanyi wensobola kufuna magezi

11. Other (state

60. How did you go about solving those difficulties?
Ebizibu byo wasobola otya okubivunuka?

61. What impact did complete lack of information sometimes have on your business?
Obutafuna magezi goyagala kyakosa kitya emirimu gyo?

.....

IX SUGGESTIONS TO SOLVE INFORMATION GAP AND DEVELOP AN INFORMATION MODEL

62. (a) Do you think that something can be done to provide your business with information services?

1.. Yes - Ye 2. No - Nedda

(b) If yes, what types of information would you require most?
Oba kituufu, magezi ki gosinga okwetaaga?

1. Information about viable businesses

Amagezi agakwata ku mirimu egisobola okukolebwa

2. News about business trends

Amawulire ku nkulakulana yomirimu egitali gimu

3. Gov't Informatinon business development

Amagezi Govt gewa abantu ku nkulakulanya yemirimu

4. Information about markets - Amagezi agakwata ku butale

5. Information about money to start and sustain my business

Amagezi agakwata ku ngeri abantu gyebasobola okufunamu ssente nokuyimirizaawo emirimu gyabwe.

6. Information about suppliers of materials – Amagezi ku butuuzi be bintu ebyetagibwa mu mirimu

7. Information about training - Amagezi ku kweyongera okutendekebwa

8. Information about how other countries with similar businesses have developed

Amagezi ku ngeri ensi endala ezifananya emirimu/amakolero gyezikula kulanyeemu.

9. Information about centres for information

Amagezi agakwaata ku bitongole ebirimu ebyamagezi

10. Information about how to start viable businesses.

Amagezi ku ntadika yemirimu/amakolero

11. Other (state) Ebirara (Nnyonyola).....

63. Make some general comments, if you have any, on how you could be assisted by government or other organisations to access the necessary information for operating your business.

Olowooza Govumenti oba ebitongole ebira biyinza bitya olukuyamba okukutunira

64. What form of presentation would you want that information?
Amagezi ago oyagala ogafune mungeri ki?
- 1) Factual information - Nga matuufu
 - 2) In the form of opinions - Mu bilowoozo
 - 3) In the form of pieces of advice - mu ngeri ya kuwabula
 - 4) In the form of technical details - Mu byamagezi agekikugu
 - 5) In the form of news - Mu mikutu gyamawulire
 - 6) Other (specify) Ebirala (Munyonyola).....
65. To what extent of coverage would you want that information ?
Amagezi ago oyagala nga galimu ki?
- 1... Exhaustive - Nga gamalayo buli kimu
 - 2... Selective - Nga galondamu
 - 3... Limited to use - Nga gakwata ku nkozesa
 - 4...Other (specify) - Ebirala (nnyonyola)
66. In what languages would you want that information ?
Amawulire ago oyagala ogafune mu nnimi ki?
(See attached list of langauges).....
67. How often would you require information ?
Amagezi gano ogetaaga mu biseera ki?
- 1... Daily - Buli lunaku
 - 2... Weekly - Buli wiki
 - 3... Monthly - Buli mwezi
 - 4... As often as I require - Buli lwengagala
- 68 (a). How should that information be presented ?
Nagenda mumiringo ki?
- 1... By word of mouth (orally) - Mukowgera
 - 2... Printed - Nga gakubiddwa mu kyapa
 - 3... Illustrated - Nga galimu ebifananyi
 - 4... Radio/TV broadcast - ku Radio/TV
 - 5.... In a letter form - Mu bbaluwa
 - 6.... Other (state) - Ebirala (nnyonyola)
- (b) In what media should information be presented ?
Amagezi gewetaaga oyagala kugafunira mu mikutu ki?
- 1... Face to face presentation (e.g. orally, demonstration, artefact)
Kunyumya
 - 2... Written or print form (e.g. Newspaper, chart, pamphlet, manual)
Mubiwandiiko
 - 3....Electronic form (e.g. Radio, TV, Film)
Mu mikulu egyebeympuriziganya (nga Radio, TV, Film)
 - 4...Other (state).....
Ebirala (nnyonyola)

69. What information system would best handle your information requirements ?

Mukutu gwoyagala okukutuusako amagezi gano

- | | |
|---|------------------------|
| 1... Public library | 6. Radio |
| 2... An association dealing with my trade | 7. TV |
| 3... Small enterprises organisation | 8. Newspaper |
| 4... Gov't Ministry | 9. Colleagues/friends |
| 5... Resource Centre/telecentre | 10. Other (state)..... |

70. What services would you want introduced ?

Ngeri ki gywanyagadde okuyambibwamu nga ofuna amagezi gano?

- 1... Question and answer service
- 2.... Referral (information brokering) sevices
- 3.... Inquiry (including current awareness) service
- 4.... Discussion group service
- 5.... Demonstration service
- 6.... Photocopy service
- 7.... Online information service
- 8.... Lending service
- 9.... Film shows
- 10... Trade information exchange service
- 11... Exposure visits
- 12... Public shows
- 13... Theatre service
- 14... Buying and selling information service
- 15... Packaging of information
- 16... Training on information access
- 17....Other (state).....

71. Whom or which organization do you suggest could introduce it ?

Ani oba bitongole ki byoyagala okukutuusako amagezi ago

.....

72. If it was introduced, how should it be managed ?

ebyamagezi bwebiba bitandikiddwawo, oyagala biddukanyizibwe bitya?

.....

73. Where could it be located ?

Oyagala ebyamage azi bino bikuumikwe wa?

74. Suppose you were given an opportunity to structure Informal Sector to make it develop, what suggestions would you give ?

Bwoba nga olunye omukisa okutekateeka abantu ba bulijjo okwekulakulanya, wandibawadde magezi ki?

.....
.....

75. Following ideas you have just given, we realise that information is a key component of the Informal Sector development, what would you say about the nature of the appropriate information system that could serve the Sector very well ?

Nga osinziira ku bilwoozo byompadde, fukizudde nti amagezi kikulu nnyo mu nkulakulana yabantu ba bulijjo, ki kyoyogera ku ngeri ebyamagezi amalungi gyebiyinza okuyamba abantu ba bulijjo?

I thank you in advance for your valuable contribution.
Nkwebazizza nnyo

APPENDIX D4

RUNYANKOLE

INTERVIEW SCHEDULE FOR INFORMAL SECTOR ENTREPRENEURS

University of Zululand, KwaZulu Natal, South Africa
Dept of Library and Information Science

A study of the Information Needs and Uses of the Informal Sector in Uganda.

Interviewer

Observer.....

Community/ Geographical Area of Study.....

Date of Interview.....

Introduction: Hello, how are you ? My name is I am a postgraduate student at the University of Zululand. I am carrying out a study of the **Information Needs and Uses of the Informal Sector in Uganda**. I have chosen District as the area for carrying out the study. I would like to ask you some questions regarding your work. The interview will last about one hour. Your assistance will be highly appreciated. Any information you are about to give will be used for this purpose only , and will be kept confidential and anonymous. (*Reassure the interviewee that you are neither going to indicate his/her name nor address on this form*)

If respondent inquires about the study, say:

It is hoped that the results of the study will assist in teaching and research at Makerere University. In addition, it will assist government and other agencies to develop information services which will benefit the people in the country.

I: DEMOGRAPHIC FACTORS

I would like to ask you a few questions about yourself, if you don't mind.
Ninyenda kukubuuza otubuuzo tukye turikukukwataho waba otarikufayo.

1. Age

Oine Emyaka engahi?

- 1.. Between 10-20 years
 - 2... 21-30 ..
 - 3... 31-40
 - 4... 41-50
 - 5... 51-60
 - 6... 61 +
2. In which district were you born?.....
Nozaamwa mu district ki?
 3. What is your tribe / ethnic group ?.....
Oruganda rwaawe nivuha?
 4. What is your highest educational attainment ?
Oine bwegyese ki?
 - 1... Never went to school
 - 2... Primary
 - 3... Secondary
 - 4... Commercial/Business College
 - 5... Technical College
 - 6... University
 - 7... Other (specify).....
 5. What is your occupation ?
Nookora murimo ki?
 6. How did you acquire skills for doing this job ?
Okatunga ota egyo mwoga/obwengeye bwokukora omurimo ogu?
 - 1... Through experience
 - 2... Apprenticeship
 - 3... Formal training
 - 4... Apprenticeship & Formal Training
 - 5... Other (State)
 7. What language(s) do you read and write well?
(If respondent is illiterate, do not ask this question. Instead ask the next question)
Nindimi ki ezi orikushoma kandi okahandiika gye?
 8. What language(s) do you speak and understand well when someone is speaking ?
Nindimi ki ezi orikugamba kandi okeetegyereza gye omutu yaaba nagamba?
.....

II: GENERAL CHARACTERISTICS OF THE SECTOR

.....
.....
(b) How important are those beliefs to you and your community? (*Tick only one*)
Enyikiriza ezo zine mugashoki ohaiwe, nabantu abandi?

(i) Not important. (ii) Important. (iii) Somehow important.

(iv) Very important

Biyine omugsho gwamanyi
tibyine mugasho Byineomugasho obumwe byine omugooho

(c) To what extent do you believe in them? (*Tick only one*)
Mumuringoki ogworiku bikirizamu?

1. I don't believe in them. 2. To some extent. 3. To a greater extent. 4. A lot.

19.(a) Are there some customs in your area that rely on the *Jua Kali* products?
Hariho ebintu bye mikino ebimukukoresa omukyanga kyanyu

1... Yes (Eego)

2... No (Ngahaa)

(b) If yes, what customs are these ?
Kukirabe kirikyo nimitwarize ki?

.....
.....
© What do you achieve or get from this trade ?
Notungamuki omubushubuzi obu?

.....
.....
(d) For what purposes do you use *Jua Kali* artifacts ?
Nimugashoki emirikutunga omurimo yemikono?

.....
.....
20. What influence, if any, has this trade (.....) on your life?
(insert type of trade in space provided)
Emirimo egi ekuhire mariki omubutura bwawe.

21. Compared with the Formal Sector, how important is the *Jua Kali* play in your community ?

Okugyerageraniga nemirimo erikukorwa ebyonna, nimugasho ki ogwemirimo yemikono gwine omukyanga.

(a) Not important (b) Quite important (c) Important (d) Very important (e) Most important

IV. CHARACTERISTICS OF BUSINESS UNITS

22. What is the status of this enterprise?

Ekitongore eki kirimumbera ki?

- 1.... Sole proprietor
- 2... Partnership
- 3 ... Family- owned
- 4... Limited company
- 5... Co-operative society
- 6 ... Other (specify).....

23. Gender of person operating the business:

1... Male

2... Female

24. What is your position in the business

Nokora Nakakii omu business

Owner

Employee

Manager

Director

Partner/Shareholder

25. Type of Business activity. e.g. brick making.....

Omuringo gwa'murimo gwa business. Nokuteera amatafari

26.Products/Processes.....

ebikunigamu niki

27. Types of raw materials/ inputs.....

(e.g. scrap, clay, timber, fishnets, metal bars)

ebyokozesa nikii

28.Sources of raw materials/ inputs

Obinigo bwebikozesa ninkahi

.....

29.(a) How many people are employed/ or are workers in this enterprise?.....

Nabantu bangahi abanikukora omu entaprise gi?

(b) How many are men?..... women?.....youth?..... Children?..... disabled?

Abashaija Abakazi Eminyeeto Abaana abeeremaa

30. (a) Who are your customers. (Tick as appropriate)

Aborikuguza ni baahi

- 1... Individuals
- 2... Private organisations
- 3... Government departments
- 4... Companies

(b) Hours of operation per day
Eshaaha zokukora burizooba nizi ha?

- 1... 1-- 8 hours
- 2... 9--12 hours
- 3... 12--18 hours

(c) Days of operation per week

Amazooba gokukoora omusande

1. ... 7 days a week
2. ... 5 days a week
3. ... Other (state)

31. Geographical location of business unit

.....Site.....

Business erimumwanyaki

Omwanya gweyombekireho

(If it is urban, write *U* and if rural, indicate it with letter, *R*)

32. Infrastructure for the business (Tick as you see)

Ebyombeko ahi business eri biri mumberaki?

- | | |
|------------------------------|------------------------------|
| 1.... Permanent premises | 6.... Open air |
| 2... Semi permanent premises | 7.. Has electricity |
| 3... Temporary structure | 8... Has running water |
| 4... Mobile | 9... Accessible to transport |

services

5...Under tree shade

10... Other

(State).....

business yawe)

6.... I trust my head (noyesiga omutwe

7.... I earn little money (nitunga esente enkye)

8.... Other (state).....

37. Where did you get the initial capital to start this business ?

Okiihaki ebikoresa kuza kwatandika business egi?

1... Personal savings

2... Borrowed from a friend(s)

3... Borrowed from a relative(s)

4... Secured Bank loan

5... Secured a grant from NGO

6... Secured a loan from Gov't Credit Scheme

7... Credit purchase

8... Partnership savings

9... Other (state).....

38. (a) Approximately how much do you earn per day ?.....

Ninka shiringi singahi ezorikutunga burizooba?

1.... Between 1500---15000 /=

2.... „ 15000--- 45000 /=

3.... „ 45000---75000 /=

4.... „ 75000---150000 /=

5.... „ 150000--- 300000 /=

6.... Above 300000 /=

(b) Approximately how much do you earn per month ?

Ninka shiringi zingahi ezorikutunga buri kwezie?

1.... Between 15000---30000 /=

2.... „ 30000--- 75000 /=

3... „ 75000---150000 /=

4... „ 150000---300000 /=

5... „ 300000---750000 /=

6... „ 750.000---1.500.000 /=

7... „ 1.500.000---3.000.000 /=

8... „ 3.000.000--- 6.000.000 /=

9... „ 6.000.000---15.000.000 /=

1 US \$ == U shs 1,500/=

V. INFORMATION NEEDS AND INFORMATION SEEKING BEHAVIOUR

39. (a) Have you in your working life, experienced the need for information for your work?.

Omukukora kwaawe, eratungireho ekyetengo kyamakuni gomurimo gwaawe

1...Yes

2... Sometimes

3... No

(b) Could you please tell me of such times/situations **when** you needed information ?

Nobaasa kungamibra ahabwire obuwayenzire emakuni?

.....

(c) What kind of information did you need ?

Nimakumu ki aguwaayenzire?

.....

(d) For what purpose did you need that information ?

ababwenki okagenda?

.....

(e) Did you succeed in getting that information ?

Amakumi aga okagatinga?

1... Yes

2... Sometimes

3...No

(f) If yes or sometimes, how did you look for that information ?.....
Karaabe waagahingire, okagarondo'ta?

.....

(g) Were you satisfied with the information you got ?

Okamanwa namakuni aguwantugire?

1... Yes

2... Sometimes

3... No

(h) If no, why were you not satisfied ?

Kukiraabe kitanikwe ahabwenki otaramazirwe?

.....

(i) What did you do to satisfy your information need ?

Okataho beyo ki kumara ekyentengo kyaawe?

.....

40. How did you seek for information to solve the problem?

Okaronda ota amakumi kumara ekizibu kyaawe?

1... Listening to radio/TV

2... Listening and talking to people

3... Reading newspapers, manuals/books

4... Contacting people who know

5... Using social networks

6... Asking supervisor

7... Using past /personal experience

- 8... Asking a friend/relative/work neighbour
- 9... Asking Extention (gov't workers) Agents
10. Asking and listening to politicians
- 11.. Asking role models in my area
- 12...Inquiring from educated people who stay or come to my area
- 13... Visiting a library nearest to me
- 14... Visiting/asking customers
- 15...Seeking assistance from Area councillors
- 16...Other (state).....

41. Rank the following type of information from the most important to the least important for your work with

Nitwenda ogyeragyeranise emiringo etyebyamahurire okuriga ahamurungi munonga kuhisya ahagukhererukayo

- 1... Market information (amahurire gebyobutare)
- 2... Taxation (amahurire gebyomishoro)
- 3... District tenders/contracts (okugaba kwemimo aha district)
- 4... Advisory information
- 5.... Appropriate technology
- 6... Sources of raw materials/supplies
- 7... Government regulations
- 8... Security of the country/area
- 9... Advertising
- 10.. Seasons
- 11... Sources of Equipment
- 12... Sources of Credit Facilities/Loans
- 13... Training opportunities

VI. INFORMATION ACCESS AND FLOW

42. (a) Referring to the incidents you have mentioned above, what sources (avenues) did you use to get information . (*Tick as found appropriate*)

Okurigira ahamihanda yebyamakuru eyahaniguru, nimuhandaki oguwakozize kutunga amahurire

- | | |
|---|-------------------------------|
| 1... Word of mouth
nesletters) | 11. Print media (newspapers & |
| 2... Radio/ TV | 12.Workshops/seminars |
| 3... Local councils | 13.Trade Fair (exhibitions) |
| 4... Library | 14.Church/mosque meetings |
| 5... Work supervisor
(Specify)..... | 15.NGOs |
| 6... Personal experience
(specify)..... | 16.Business Associations |
| 7... Got from cultural ceremonies
(specify)..... | 17.Business promotion centres |

- 8... Friend/relative/neighbour (specify)..... 18.Educational institutions
- 9... Area leaders (opinion leaders, politicians, etc)
- 10... Orientation tours 19. Signposts
- 20... Other (state).....
- (If it were radio and TV programme, ask for type of programme)*

(b) How did you receive that information ?

(amakumi okagaring ota?)

- 1.... Verbally
- 2... Written form
- 3... Printed form
- 4.... Radio broadcast
- 5.... TV programme
- 6.... Through seminar/ lecture
- 7.... Through public show/ demonstration
- 8... Other (state)

© How did you use the channels ?

Emihanda egi okagikozesa ota?

- 1... directly
- 2 ... indirectly

(d) From your experience of looking for information tell me in the order or importance of the following channels of delivering information to you

Okunugirira aha bumanyi obwoyine omukuronda amakumi, ngambira emigasho eyi emihanda egi erino omukuhereza amakuru.

- | | |
|------------------------|------------------------------|
| Radio | Television |
| Workshops | Word of mouth |
| Business Asoocs & NGOs | Educational institutions |
| Government depts | Churches/mosques |
| Signposts | Local councils |
| Library | Personal experience |
| Cultural ceremonies | Friends/relatives/neighbours |
| Work supervisor | Tours |
| Area leaders | Others (specify) |

(d) Which channels do you use regularly?

Nimihanda ki eyaikukozesa birijjo?

.....

44. (a) What themes do you seek information regularly for your work ?

Nimitwe ki eyokuronda amakuru burijjo?

.....

(b) What themes do you seek information occasionally ?

Nimihandaki eiorikukira kwetagiramu ebyamahurire/amakuru?

.....

45. (a) Are you aware of a Public Library ? (Namanya ahakibankweta public library?)

1.... slightly dependent 2.... dependent 3.... entirely dependent

(Listen to respondent and select the likely answer from those given above)

55 (a) What aspects of that work required having information but without using it ?
Niringo ki eya emerimo erikwenda amakuru kwonka ea bura kugikozesa?

.....

(b) What aspects of work were dependent on information in order to do the job ?
Niringo kiki eyemirimo erikulenda amakuru kwenda ngu emirimo egyande omumisho?

.....

(c) What aspects of work did not require use of information ?
Nimiringo ki, obu omurimo gutakwetaga bya mahurire.

.....

56 (a) What was the contribution of information to problem solving ?
Amakuru ga kongyeraho kiraha kuyamba ekizibu?

.....

(b) What was/were the immediate benefits to problem-solving ?
Nimagoba ki agaahonaho agiwahingire?

.....

(c) What was/were the long term benefits to problem-solving ?
Nimagoba ki gomwanya murangwa aguwatungire?

.....

57. As a result of using that information, what impact did it make on your business ? Give reasons.

Okukozasa amakuru aga kikaretano mpiduka ki?

.....

.....

58. In your opinion, how does information contribute to the growth and development on Informal Sector/ Small businesses ?

Ahabwawe noteekateka ngi amakuru nigongyehoki aha kutinguuka noku kura kwa business ekye?

.....

.....

62. (a) Do you think that something can be done to provide your business with information services ?

Noteekateka ngu hime ekyakubassa kukamwa kuhereze biziness yaawe amakuru?

1... Yes

2... No

(b) If yes, what types of information would you require most ?

Kukiraabe kirino, nimakuru ki aguwakwenda okukira?

1... Information about viable businesses

2... News about business trends

3... Gov't information on business development

4... Information about markets

5... Information about money to start and sustain my business

6... Information about suppliers of materials

7... Information about training

8... Information about how other countries with similar businesses have developed

9... Information about centres for information

10... Information about how to start viable businesses

11.. Other (state).....

63. Make some general comments, if you have any, on how you could be assisted by government or other organisations to access the necessary information for operating your business.

Gira abugambo buwagambaho, oku governemtn nangashi ezi organizations za ku baasa kukuyamba omikuhinga e amakuru agorikwetaaga kukora business yaawe

.....
.....
.....
.....
.....
.....

64. What form of presentation would you want that information ?

Amakuru aga noyenda gakuheebwe mungyeri ki?

1... Factual information

2... In the form of opinions

3... In the form of pieces of advice

- 4... In the form of technical details
- 5... In the form of news
- 6... Other (specify)

65. To what extent of coverage would you want that information ?
amakuru aga nogenda mubwingyi ki?

- 1... Exhaustive
- 2... Selective
- 3... Limited to use
- 4....Other (specify)

66. In what languages would you want that information ?
Nagenda mu ndimi ki?

(See attached list of langauges).....

67. How often would you require information ?

Noyenda kuguma nogatunga omubwire burikwinganaki?

- 1.... Daily
- 2... Weekly
- 3... Monthly
- 4... As often as I require

68 (a). How should that information be presented ?

Nagenda mumiringo ki?

- 1... By word of mouth (orally)
- 2... Printed
- 3... Illustrated
- 4... Radio/TV broadcast
- 5.... In a letter form
- 6.... Other (state)

(b) In what media should information be presented ?

Noyenda kakumikibwino mungyani ki?

- 1... Face to face presentation (e.g. orally, demonstration, artefact)
- 2... Written or print form (e.g. Newspaper, chart, pamphlet, manual)
- 3....Electronic form (e.g. Radio, TV, Film)
- 4...Other (state).....

69. What information system would best handle your information requirements ?

Nimkora ki.eyakukwasagye amakuru gaawe?

1.... Public library

6. Radio

- 2... An association dealing with my trade
- 3... Small enterprises organisation
- 4... Gov't Ministry
- 5... Resource Centre/telecentre

- 7. TV
- 8. Newspaper
- 9. Colleagues/friends
- 10. Other (state).....

70. What services would you want introduced ?

Nibikora ki ebiyi orikwenda bitandikweho?

- 1... Question and answer service
- 2.... Referral (information brokering) services
- 3.... Inquiry (including current awareness) service
- 4.... Discussion group service
- 5.... Demonstration service
- 6.... Photocopy service
- 7.... Online information service
- 8.... Lending service
- 9... Film shows
- 10... Trade information exchange service
- 11... Exposure visits
- 12... Public shows
- 13... Theatre service
- 14... Buying and selling information service
- 15... Packaging of information
- 16... Training on information access
- 17....Other (state).....

71. Whom or which organization do you suggest could introduce it ?

No'haninga nikitongoreki eki orikwenda kigitandikeho?

.....

72. If it was introduced, how should it be managed ?

Kukyakutandikwaho, kika kozisibwa kita?

.....

73. Where could it be located ?

Kuwakutunga omugisha gwokukora Informal Sector kugikukuza, akaaha bitenso ki?

74. Suppose you were given an opportunity to structure Informal Sector to make it develop, what suggestions would you give ?

.....

75. Following ideas you have just given, we realise that information is a key component of the Informal Sector development, what would you say about the nature of the appropriate information system that could serve the Sector very well ?

Okunigira ahabitekatekeo biwaheeza kutha, kyarebeka ngo amakuru nikyo kimu kikumi omu kukura kwa Informal Sector, okagamba ki aha muhingo gyamama kumi ogwakubaasa kuhereza gye sector?

I thank you in advance for your valuable contribution.

APPENDIX E

INTERVIEW SCHEDULE FOR ORGANIZATIONS REPRESENTATIVES

Expected Organizations are: Uganda Informal Sector Association, Uganda Manufacturer's Association, Uganda Small Scale Industries Association, Private Sector Development Foundation Uganda Chamber of Commerce, and others closely related to small businesses and Informal Sector.

University of Zululand, KwaZulu Natal, South Africa
Dept of Library and Information Science

A study of Information Needs and Uses of Informal Sector in Uganda

Location of the interview

Date of the interview.....

Introduction

How are you? My name is..... I am a postgraduate student at the University of Zululand in South Africa. Currently I am carrying out a study of **Information Needs and Uses of the Jua Kali/ Informal Sector and Small Businesses in Uganda**. I have some questions to ask you. Your assistance will be greatly appreciated. Any information you will give will be used for this purpose only, and will be kept strictly confidential.

It is hoped that the results of this study will assist in completing doctoral studies and later be used for teaching and research at Makerere University. In addition, it is assist government and other agencies to develop information services which will benefit the country.

I: SECTION ONE. BACKGROUND INFORMATION

1. What is the full name of this organisation
2. Is it national in character or is it local ?.....
3. Which year was it formed ?.....
4. What are its main objectives ?
.....
.....

SECTION TWO: INFORMATION CAPACITY ASSESSMENT

5. What support services does your organisation offer the Informal Sector?
6. (a) Does your organisation provide any essential information to the Informal Sector?

1.....Yes

2...Sometimes

3... No

(b) If so, what type of information?

.....

.....

(c) How is this information delivered/disseminated to the Informal Sector entrepreneurs?

.....
.....

(d) Where does your organisation get or acquire that information?

.....

7. What sources does your organisation rely for acquiring information ?

.....

8. What information services does your organisation find appropriate for serving those entrepreneurs ?
(e.g. referral services, lending service, etc)

.....

9. What information system and services does your organisation offer ? (e.g. small library, resource centre, information packaging and dissemination, broadcasting, question and answer service)

.....

10. What capacity does your organisation have for information services ? (e.g. information technology, publication unit, specialist in information management, budget for information work, communicating facilities etc)

.....

SECTION FOUR: INFORMATION NEEDS OF THE INFORMAL SECTOR

11.(a) What information do the entrepreneurs in the Informal Sector ask for regularly ?

.....

.....

(b) What information do they ask for occasionally ?

.....

12. In what languages do they seek information ?

.....

13. In what formats do you give information to them? (e.g. orally, written or print, video)

.....

14. In case your organisation does not have the required information, where do you refer them to?

.....

15. (a) What constraints does your organisation encounter in acquiring and delivering information to the Informal Sector entrepreneurs?

.....

(b) How has your organisation been trying to overcome these constraints?

.....

.....

(c) What solutions do you suggest in order to overcome those problems ?

.....

.....

16. In your opinion, what do you think could be done to ensure sustainable and efficient information delivery to the Informal Sector?

.....

17. What are the future plans of this organisation/institutions with regard to information delivery to the Micro and Small enterprises sector?

(a) major considerations?.....

.....

.....

(b) minor considerations ?

.....

.....

.....

I thank you very much for your valuable contribution..

APPENDIX F

INTERVIEW SCHEDULE FOR INFORMANTS

Anticipated respondents: Local area councilors, opinion leaders, Extension Agents, and Chiefs.

University of Zululand, KwaZulu Natal, South Africa
Dept of Library and Information Science

A study of Information Needs and Uses of the Informal Sector in Uganda

Community/Geographical Area of Study.....

Date of interview.....

Introduction: Hello, how are you ? My name is..... I am a postgraduate student of the University of Zululand, South Africa. I am carrying out a study on **Information Needs and Uses by the Informal Sector in Uganda**. I have some questions to ask you. Your assistance will be greatly appreciated. Any information given will be used for this purpose only and will be kept confidential.

It is hoped that the results of this study will assist in completing doctoral studies and later used in teaching and research at Makerere University. In addition, it will assist government and other agencies to develop information services which will benefit the people of the country.

Section I: Background Information.

1. First of all, what is your job or responsibility that might bring you into contact with people with inquiries or problems ?

.....

2. What institution/department are you affiliated with ?

3. Where do you normally encounter people who seek for information ?

- 1.... In their homes
- 2.... In your home
- 3.... In Local Council. meetings
- 4.... In the market
- 5.... During seminars
- 6.... In their places of work
- 7.... Other (specify).....

Section II: Information provision and utilisation

4. What types of small businesses and *Jua Kali* activities are found in your area ? (e.g pottery, rope-making, brick-making).

.....
.....

5. What kinds of questions do you often get asked by the clients?

.....
.....

6. What type of information do you normally give them ?

.....

7. In what format do you give them that information ?

- 1.... Oral
- 2.... Written
- 3.... Printed
- 4.... Taped
- 5... Other (specify).....

8. Where do you get information that you give them ?

.....

9. What sources do you rely on to get that information ?

.....

10. How do you get that information ?

.....

11. (a) Do you get questions from small business people and the *Jua Kali* ?

- 1... Yes
- 2.... No

(b) If yes, do you often get asked questions relating to those businesses ?

.....

(c) If so, what information about their businesses do they normally ask ?

.....
.....

(d) What kinds of questions do you normally find difficult to answer ?

.....
.....

12. If you don't have the information that is required, where do you send them ?

.....

13. What problems do you encounter in giving them information ?

.....
.....

Section III: Opinion about Informal Sector Information

14. What methods of information delivery do you think could help people in the Informal Sector ?

.....

15. What sources of information do you think can best help the Informal Sector ?

.....

16. What is your opinion about the role of information in the growth and development of the Informal Sector ?

.....

17. What constraints do you see as affecting information provision to the Informal Sector ?

.....
.....
.....

18. Give suggestions to improve information provision and dissemination to Informal Sector and small businesses ?

.....
.....

19. Suppose you were given a chance to structure the Jua Kali to make it economically viable sector of the economy what suggestions would you give ? e.g. Co-operatives, Associations etc

.....
.....
.....

20. Following ideas you have just given, we realise that information is an important component of that package. What would be your ideas about the nature of the information system and services that would be most appropriate for the small business groups and the *Jua Kali* ?

.....
.....
.....

21. Who or which organisation would form it ?.....

22. What considerations would be borne in mind during its formation ?

.....
.....

I thank you very much for your contribution.

APPENDIX G:

SELF PARTICIPATION OBSERVATION SCHEDULE

Purpose

Overall aim : Information gathering, communication and use.

- a) To discover recurring patterns of behaviour and relationships.
- b) To note events going on in the work environment.
- c) To use findings to cross check answers on interview schedules

Observer: Self

Name of observer..... Signature.....

Date of Observation.....

Location of Workplace (rural, urban).....

Geographical Area of Workplace.....

CHARACTERISTICS OF BUSINESS UNITS

- 1. Type of business activity.....
- 2. Infrastructure for the business.....
- 3. Tools for the trade.....
- 4. Artifacts in the social setting.....
- 5. Nature of activities going on in workplace.....
- 6. Nature of products/processes.....
-
- 7. Types of Inputs.....
- 8. Hygiene conditions in the workplace.....
- 9. Location of enterprise (e.g. mobile, roadside, verandah)

MANAGEMENT SYSTEM

- 10. Management styles (centralised, decentralized).....
- 11. Number of workers/employees.....
- 12. Average age.....
- 13. Work-related appearance of workers/employees.....
- 14. Person operating the business (male/female).....
- 15. Availability of operating licence.....
- 16. Record keeping practices.....

RELATIONS WITH EXTERNAL ENVIRONMENT

- 17. Nature of customers.....
- 18. Pricing of products/processes.....
- 19. Terms of trade.....
- 20. Product marketing strategies.....
- 21. Relations with peers.....

COMMUNICATIONS SYSTEMS

- 22. Information gathering techniques.....
- 23. Information searching techniques.....
- 24. Information communication channels.....
- 25. Languages spoken in workplace.....
- 26. Communication methods used.....
- 27. Communication patterns within workplace.....
- 28. Information use.....

OBERSEVED PROBLEMS IN WORKPLACE

- 29. Observed problems in work area.....

No	Activity	Time/Duration (Months)												Remarks	1	2	2	2
		J	F	M	A	M	J	J	A	S	O	N	D		9	0	0	0
21	Chap 11: Discussion of findings			■														
22	Chap 12: Conclusions and recommendations				■													
23	Chap 13: Recommendations for further research					■												
24	Draft report						■											
25	Submit Draft report							■										
26	Re-submission of corrected report	■	■	■	■													
27	Submission of final report for external examiner	■																
28	Review of Examiners remarks																	
29	Submission of bound thesis																	
30	Graduation					■												

Key recommendations for outcomes/remarks: Agreed, submitted, re-submitted, approved, suspended, completed