

Influence of the Taxicab Transportation Business on Drivers' Economic Empowerment in Lesotho, Maseru: A Case Study

By

Mohapi Peter Mokoatsi (2013179508)

A mini-dissertation submitted in partial fulfilment of the
Master's degree in Development Studies
in the Faculty of Economic and Management Sciences
at the University of the Free State

BLOEMFONTEIN

June 2024

Supervisor: Prof. Lochner Marais

Co-Supervisor: Ms Kolisa Rani

DECLARATION

I hereby declare that this dissertation is my original work submitted for the Master's of Development Studies programme. To the best of my knowledge and understanding, it contains no material previously published by another person or that has been recognised for the award of any degree at the university, except where acknowledgement has been made in the text.

June 2024

Mohapi Peter Mokoatsi

Date

(2013179508)

DEDICATION

I want to thank God for his blessings and for giving me the strength to complete this endeavour. I dedicate this dissertation to my family for their unfailing support throughout this educational experience. It is additionally devoted to my late father, Thene Niccodemus Mokoatsi. I want to express my gratitude for the opportunity you provided; you gave me everything, and I want to be resilient and make you proud.

ACKNOWLEDGEMENTS

I am grateful to our supportive and caring supervisors, Prof. Lochner Marais and co-supervisor Ms Kolisa Rani, for their patience, understanding, valuable contributions, and guidance throughout this remarkable project, "The Influence of Taxicab Transportation Business on Drivers' Economic Empowerment in Lesotho, Maseru case study." Their confidence in my abilities has allowed me to apply the immense knowledge I have obtained via studies to various practical areas of life.

I would also like to thank my lecturers and the entire Free State University's Centre for Development Support team for their constant dedication and assistance throughout my studies. Mr Mohlophehi Mmgomezulu, Coordinator at the Centre for Development Support, deserves recognition for his never-ending commitment and assistance. Your constant support throughout difficult times has been wonderful.

I am incredibly thankful to my beloved wife, Matjeko Lenka-Mokoatsi, and our two gracious kids, Kananelo and Tsepiso, and friends for their constant support, sacrifices, assistance, words of encouragement, and motivation. Finally, thank you to the taxicab operators who sacrificed their time to provide critical information for this research.

ABSTRACT

This study examined the economic empowerment of taxicab drivers with performance-based contracts in Maseru, Lesotho. The study used qualitative research methodologies; specifically, purposive sampling and semi-structured interviews were conducted in Sesotho to interview Maseru Mall Taxi Rank operators. Thematic analysis was performed on the data collected while adhering to confidentiality and ethical guidelines.

The study drew on empirical evidence and literature, revealing noteworthy findings in several critical areas. First, the study found a significant increase in economic empowerment among drivers, consistent with global trends in similar industries. Performance-based contracts are a stimulant, providing drivers with job security and a clear path to successful entrepreneurship via cab ownership. This transformation improves individual economic position and helps to drive general economic growth, as indicated by increasing cab owner turnover and returns.

Furthermore, performance contracts provide drivers with significant financial insights, allowing them to make informed decisions and pursue various savings and investing strategies. This newfound financial knowledge promotes personal well-being and encourages a culture of responsible financial management within the taxicab industry.

However, issues such as inadequate leave entitlements, lengthy licencing processes, a need for clearly defined bus stops, and illegal activities remain, posing significant barriers to drivers' economic prospects and safety. Therefore, to improve the taxicab industry's integrity, efficiency, and economic contributions, recommendations include cooperative ownership, contract alignment with labour regulations, financial support for maintenance, strategic bus stop establishment, transparent licencing procedures, strict enforcement of the law, and anti-corruption measures.

Table of Contents

DECLARATION.....	i
DEDICATION.....	ii
ACKNOWLEDGEMENTS.....	iii
ABSTRACT.....	i
LIST OF TABLES.....	vi
LIST OF ANNEXURES.....	vii
ACRONYMS.....	viii
CHAPTER 1: STUDY OVERVIEW.....	1
1.1 Introduction.....	1
1.2 Background to the study.....	1
1.2.1 Overview of the taxi transportation business.....	1
1.2.2 Overview of local drivers' economic empowerment.....	2
1.3 Problem statement.....	3
1.4 Research questions.....	5
1.5 Aim of the study.....	6
1.5.1 Objectives of the study.....	6
1.7 Methodological summary.....	6
CHAPTER 2: LITERATURE REVIEW.....	10
2.1 Introduction.....	10
2.2 Definition of taxi industry.....	10
2.3 The economic contribution of taxi transportation.....	11
2.4 Social advantages of the taxi industry.....	14
2.5 Transport Industry in Africa.....	15
2.5.1 Employment opportunities.....	16
2.5.2 Local economic benefits.....	17
2.5.3 Social values.....	18
2.6 Aspects important for entrepreneurial success.....	19
2.6.1 Definition and role of entrepreneurship.....	19
2.6.2 Characteristics of entrepreneurs.....	20
2.6.2.1 Disciplined and principled attributes.....	20

2.6.2.2	Effects of experience, education, and training.....	21
2.6.2.3	Socioeconomic values	22
2.6.2.4	Creativity and knowledge	22
CHAPTER 3:	RESEARCH DESIGN AND METHODOLOGY	25
3.1	Introduction.....	25
3.2	Research approach.....	25
3.3	Research design.....	26
3.4	Research site	26
3.5	Population and sample	27
3.5.1	Sample frame.....	28
3.5.2	Sample size.....	28
3.5.3	Recruitment (selection) of participants	29
3.6	Research tool.....	30
3.6.1	Interview procedure.....	31
3.7	Data Analysis	32
3.7.1	Data Transcription and Verification	32
3.7.2	Thematic Analysis	32
3.7.3	Familiarisation with data.....	33
3.7.4	Generating initial codes	33
3.7.5	Searching for themes.....	33
3.7.6	Reviewing themes	33
3.7.7	Defining and naming themes	33
3.7.8	Writing the report.....	33
3.7.9	Reliability and validity.....	34
3.7.10	Key findings.....	34
3.7.11	Conclusion.....	34
3.8	Limitation of the qualitative method.....	35
3.9	Ethical considerations and ethical clearance.....	35
3.9.1	Informed consent.....	36
3.10	Confidentiality and anonymity	37
3.11	Chapter summary.....	38

CHAPTER 4: RESULTS.....	39
4.1 Introduction.....	39
4.2. Demographic profile of participants.....	40
4.3 Economic and financial issues	40
4.3.1 Income for Households.....	40
4.3.2 Improved financial management and literacy	41
4.3.3. Source of business opportunity through being entrepreneurs	43
4.3.4. Employment opportunities.....	43
4.3.5. Challenges faced by the participants.....	44
4.3.5.1 Vehicle maintenance.....	44
4.1.5.2 Operating licences: D-permits' challenges.....	45
4.4 Social factors.....	47
4.4.1 Standard of living improved.....	47
4.4.2 Accumulation of property.....	48
4.4.3 Access to basic needs	48
4.4.3.1 Access to food.....	48
4.4.3.2 Access to clothing.....	49
4.2.4 Access to education	50
4.4.5 Access to health services.....	50
4.4.6 Agriculture	51
4.4.7 The social challenges when working on a performance contract	52
4.4.7.1 Inadequate leave grant.....	52
4.4.7.2 Inadequate financial support.....	53
4.4.7.3 Dishonesty.....	54
4.2.7.4 Harassment by the police	55
4.5. Working conditions.....	57
4.5.1 Fixed taxicab rank	57
4.5.2 The working condition challenges that are faced by the participants	57
4.5.2.1 Inadequate bus stops.....	57
4.5.2.2 Road traffic signs.....	58
4.5.2.3 Taxicab signage.....	59

4.5.2.4	Inadequate safety measure.....	61
4.6	Conclusion.....	62
CHAPTER 5: CONCLUSION, MAIN FINDINGS AND RECOMMENDATIONS		64
5.1	Overview of the study chapters	64
5.2	Summary of the main findings	65
5.2.1	Enhanced drivers' economic empowerment.....	65
5.2.2	Provision of substantial turnover/returns to the owner	65
5.2.3	Improved financial household welfare (financial literacy and well-being)	66
5.2.4	Business establishment (entrepreneurship) as a source of creating employment opportunities	66
5.2.5	The delay in issuing an operating licence results in a deterrent to economic prospects	67
5.2.6	Navigating financial uncertainties.....	67
5.2.7	Leave entitlements	68
5.2.8	Roadblocks.....	69
5.3	Recommendations	69
Table 5.1: Summary of the research findings and recommendations.....		72
5.4	Contribution of the study.....	72
5.4.1	Contribution to the empirical literature	73
5.4.2	Contribution to the practical taxicab business	73
5.5	Limitations of the study.....	73
6.	REFERENCES.....	75

LIST OF TABLES

Table 4.1: Themes and sub-categories

Table 5.1: Summary of the research findings and recommendations

LIST OF ANNEXURES

Annexure A: Semi-structured interview guide

Annexure B: Interview consent form

Annexure C: Letter: Ethical clearance from the University of the Free State Ethics Committee

Annexure D: Letter: The Lesotho Ministry of Transport

Annexure E: Letter: Maseru Mall Taxi Rank Association

ACRONYMS

BTI:	Bertelsmann Transformation Index
CIPS:	Chartered Institute of Procurement Supply
GDP:	Gross Domestic Product
KSTDA:	Kano State Taxi Drivers Association
NIGP:	National Institute of Governmental Purchasing
OECD:	Organisation for Economic Co-operation and Development
PIN:	Personal Identification Number
UNICEF:	United Nations International Children's Emergency Fund
USA:	United States of America
USNRC:	United States Nuclear Regulatory Commission
WFP:	World Food Programme

CHAPTER 1: STUDY OVERVIEW

1.1 Introduction

Travelling is an essential and inevitable part of every person's everyday routine. However, not all people prefer using transport modes such as coaches and minibuses. Subsequently, taxicabs and ride-hailing services have become popular and competitive modes for ferry commuters in many urban areas in African countries (Kute, 2017; Sukesu *et al.*, 2020). Many people who regularly use buses and minibuses have switched to taxicabs or ride-hailing services (Liu, 2017). For Kute (2017), this has created employment opportunities for semi-skilled and unskilled local communities. In economies of the Global South, the taxi sub-sector provides employment opportunities for people who take driving as a profession to earn income and for another group who see this niche as an opportunity for investment to grow their wealth, (Salau, 2015)

1.2 Background to the study

1.2.1 Overview of the taxi transportation business

According to Stjernborg and Mattisson (2016), public passenger transport addresses transportation disadvantages. It resolves transit barriers such as social exclusion in low-income neighbourhoods. For Senamolele (2020), taxicabs are the solution to the increased need for connectivity due to rising urbanisation.

This study explored the taxicab transportation business, focusing on the operational dynamics of the 4+1 model and their influence on the economic empowerment of drivers in Maseru, Lesotho. The 4+1 model, organised by several taxi associations and granted operating licences by the government, has formed an organised structure with defined operation routes, termini and control systems (Ramolise, 2011). The Road Transport Act of 1981, revised in 2001, and the Road Transport Regulations of 2004 (Ramolise, 2011; World Bank Group, 2020) define the regulatory framework. According to Ramolise (2011), operating a motor vehicle for business without proper documents is unlawful in Lesotho. Ramolise (2011) and Senamolele (2020) added that these taxicabs mainly function within a 10-kilometre radius of town centres, although they may also be chartered for special services beyond their regular routes. Entry into this industry is

generally simple, subject to obtaining permits and the availability of routes (Ramolise, 2011; Senamolele, 2020).

The rank system has authorised pick-up sites. However, taxis can pick up and drop off people throughout their routes (Ramolise, 2011; Senamolele, 2020). Ramolise (2011) identified challenges in this transport business, including entrance hurdles existing operators create and anti-competitive actions. In order to prevent new competitors from entering the transport business, existing operators frequently utilise strategies such as market allocation of pick-up zones or forced exclusion from taxi ranks.

1.2.2 Overview of local drivers' economic empowerment

This study investigated the influence of the taxi transport business on local drivers' economic empowerment in Maseru, Lesotho. The performance-based contract is a unique employment agreement utilised in the taxicab transport business in Lesotho. The performance-based contracts in the context of this study are defined as contractual arrangements wherein drivers are incentivised based on their performance metrics, such as revenue targets. This framework sets the stage for drivers to achieve economic empowerment by providing them with the opportunity to own and operate taxicabs by through achieving revenue targets. This type of contract is created between the taxi operator and the taxicab driver. It is very informal in nature and not well structured, however, it has become a normal practice to employ cab drivers using this kind of contract. In accordance with this contract, the taxi operator pledges to give the driver ownership of the vehicle when the driver satisfies predetermined performance standards. These requirements normally entail making a specific amount of money in a predetermined time frame, which is frequently between 12 or 18 or 24 months. After the completion of the performance contract, the concerned taxicab drivers transition from mere cab drivers to owners through an informal and non-structured programme facilitated by the individual taxicab operators (employers) initiatives based on the terms of employment between the taxicab operator and the concerned cab driver.

The contract is frequently extended if the taxi driver is unable to reach the predetermined revenue targets within the allotted time frame. This extension provides

the driver with additional time to meet the necessary performance metrics. The principal objective is to provide the driver with sufficient chance to fulfil the requirements of the contract and eventually gain the ownership of the cab. This arrangement is not covered by typical employment contracts, which pay their employees on a monthly basis; instead, they are in charge of their own living expenses for the duration of the contract. This implies that the driver will need to find other sources of income until they complete the terms of the contract and obtain ownership of the taxi.

The performance-based contract aims to incentivise drivers to work diligently towards meeting their revenue targets, thereby fostering a sense of ownership and entrepreneurial spirit. It also serves as a pathway for drivers to transition from being employees to becoming independent cab owners. This transition is expected to contribute to their economic empowerment and financial stability in the long run. As a result, the taxicab industry has developed as a significant source of employment for semi-skilled and unskilled workers in diverse local regions. Employment created for drivers and operators contributes significantly to job development and economic well-being. Hence, the concept of performance-based contracts forms a pivotal aspect of understanding the economic empowerment of taxicab drivers in Lesotho

1.3 Problem statement

In the last two decades, the Lesotho government has employed various economic plans towards economic growth, improved the standard of living, and reduced the unemployment rate. These economic plans include the National Strategic Development Plan II 2018/19-2022/23 and the United Nations Development Assistance Framework for Lesotho 2019-2023. The various strategic plans of the government of Lesotho have played a significant role in economic growth. The strategic plans of the government of Lesotho have significantly contributed to the country's economic growth. In 2023, the economy grew by 2%, driven mainly by public sector initiatives and construction

projects, such as the Lesotho Highlands Water Project-II, which positively impacted the transportation, logistics, and financial services sectors (World Bank Group, no date).

According to Lesotho Chamber of Mines (2022) report, the Lesotho government revenue from taxes and levies increased from M940 million in 2021 to M1.1 billion in 2022. In 2022, four commercial mining operations employed 2,997 people, 98% of whom were Lesotho nationals, highlighting successful skills localization and career development efforts (Lesotho Chamber of Mines, 2022). The mining industry's contribution is expected to grow further in 2023 with the full operation of Liqhobong Mine, depending on diamond market prices and exceptional stone recovery. The diamond mining industry remains a key contributor to Lesotho's GDP and economic growth (Lesotho Chamber of Mines, 2022). Additionally, the tourism sector has seen progress, with Lesotho welcoming nearly 1.2 million tourists in 2016, a 10% increase from 2015 (United Nations, 2019). However, political uncertainty and the need for better infrastructure and services pose challenges.

The diamond sector has also played a significant role in the economy since 2004, with its share in GDP growing from 0.9% in 2004 to about 4.5% in 2011 (Central Bank of Lesotho, 2012; Maluti Community Development Forum (MCDF), 2021). The mining industry has boosted employment, household incomes, export earnings, and gross foreign reserves, reducing poverty in some areas (Central Bank of Lesotho, 2012; Maluti Community Development Forum (MCDF), 2021). These examples demonstrate how strategic government initiatives in tourism and diamond mining have effectively driven economic growth and development in Lesotho. Nonetheless, such growth has been scant in empowering semi-skilled drivers to own vehicles for transportation. This study asserts that empowering professional drivers is essential for improving transport service delivery and enhancing accessibility to citizens, as suggested by Kute (2017).

Henama and Sifolo (2017) emphasised the importance of enabling resources for professional drivers and their efficacy in providing transportation. Their research highlighted a noteworthy advantage of ride-sourcing: the significant decrease in waiting times compared to conventional taxi services. This improvement is attributable to the effective supply and demand made possible by smartphone apps. Henama and Sifolo (2017) found that the increased productivity of UberX drivers is that they have passengers in their cars for about half the time their app is open. It has also been found that Uber drivers are 30% more productive than their counterparts in traditional taxi services (Henama and Sifolo, 2017).

Despite the widespread practice of performance contracts in the taxicab transport business, which aims to realise the economic empowerment of drivers, there is a significant gap in the literature exploring this subject. This study seeks to address this gap by investigating the impact of these performance contracts on drivers' economic empowerment in Lesotho who have transitioned to taxicab ownership. Specifically, it will assess how these contracts influence drivers' financial stability and growth, examine the effects of taxicab fares, and analyse the urban transport network in Maseru to understand its impact on drivers' economic opportunities. Findings will illuminate strategic transportation empowerment literature for policymakers and transport professionals on transportation management.

1.4 Research questions

The main research questions were:

- What factors influence drivers to work under performance-based contracts in the taxicab transport business?
- What challenges do drivers under performance-based contracts face?
- How do the taxicab fares affect the economic empowerment of drivers in Lesotho?
- In what ways does the urban transport network in Maseru impact drivers' economic opportunities?

1.5 Aim of the study

This study examined the influence of the taxi transportation business on (local) drivers' economic empowerment working under performance-based contracts in Maseru, Lesotho.

1.5.1 Objectives of the study

Considering the aim of the study, the following objectives were applied:

- To assess the effect of taxicab contract performance on drivers' economic empowerment in Lesotho.
- To examine the direct effects of taxicab fares and economic empowerment among the taxicab drivers in Maseru, lesotho.
- To analyse the urban transport network in Maseru, focusing on its impact on drivers' economic opportunities.

1.6 Significance of the study

In realising the economic empowerment of drivers through the performance contracts practised in the taxicab transport business. Consequently, this research will contribute to the body of entrepreneurial knowledge to benefit both current and future taxicab operators. More so, this study will enable taxicab operators to attain justifiable long-term growth, create jobs, reduce poverty, and enhance local communities' economic well-being. The study's findings might provide policymakers with useful insights for developing and implementing taxicab policies.

1.7 Methodological summary

The study used an inductive qualitative method to elicit ideas directly from individuals' experiences. The researcher used purposive sampling through pamphlets and semi-structured interviews with 17 cab owners who benefited from the performance-based contract. The research site was in the Maseru Mall Taxi area, where taxicabs operated

within a lawful range of Maseru. The research followed ethical guidelines such as informed consent, confidentiality, and data processing through thematic coding to protect participants' identities and maintain the study's integrity.

1.8 Main concepts

This study used several main terms, which are defined below.

Public transport: In transportation research, phrases such as mass transit, public transit and public transport are interchangeably used to describe systems where passengers do not utilise their vehicles (Fitzgerald, 2012; Vilakazi and Govender, 2013).

Taxicab transport business: The taxicab transport in this study is defined as the '4+1' taxi model. For Senamolele (2020), the '4+1' model refers to taxis' capacity to accommodate four persons besides the driver.

Economic Empowerment: This refers to the process by which individuals and organisations employ economic behaviour to accomplish desired economic outcomes (Fox and Romero, 2017). According to Fox and Romero (2017), economic empowerment encompasses a variety of factors, including property ownership, investments, financial ownership, and educational options. Professional development, financial awareness, and consistent incomes all contribute to economic empowerment (Melander *et al.*, 2023). Another facet of economic empowerment, according to Fox and Romero (2017) and Melander *et al.* (2023), is deciding on financial resources and opportunities.

Performance-based contract: According to CIPS and NGIP (2012), a performance-based contract is a results-oriented contracting approach concentrating on the outputs that link the contractor's payment to achieving specific, measurable performance standards and requirements. The contract might be monetary or non-monetary inducements (CIPS and NIGP, 2012). The U.S. Nuclear Regulatory Commission (2002) defined performance-based contracting as structuring all aspects of an acquisition

around the work's purpose with the contract requirements outlined in clear, specific and objective terms with measurable outcomes. Thus, this approach ensures that productivity is accomplished and that the entire payment is linked to the extent to which services fulfil contract standards (U.S. Nuclear Regulatory Commission, 2002).

1.9 Outline of the study chapters

This section provides a brief overview of the remaining chapters.

Chapter 2 is a literature study on taxi transport business activities, particularly emphasising their economic contributions and social benefits. It also discusses the fundamental characteristics of entrepreneurial success, considering both global viewpoints and the African setting as a whole.

Chapter 3 discusses the research design and methodology used in this study.

Chapter 4 analyses the research findings, emphasising the impact of taxicab transportation on drivers' economic empowerment, specifically performance-based contracts that lead to cab ownership. It also presents the identified themes, including enhancing household financial well-being, financial management and literacy, turnover, and taxicab drivers and operators' challenges.

Chapter 5 encompasses the research study's conclusion, findings, suggestions, and limitations.

CHAPTER 2: LITERATURE REVIEW

2.1 Introduction

The transport industry is instrumental in economic growth, with numerous studies highlighting its pivotal role in job creation and economic development (Hine and Starkey, 2014; Berg *et al.*, 2017; Fearnley and Aarhaug, 2019). Taxicabs, as an integral part of the transportation network, have been acknowledged for their contribution to employment opportunities and the economy's gross domestic product (GDP) through various channels such as job creation, training, and logistical services (Appah, 2018). Despite the extensive recognition of taxicabs' economic significance, there remains a notable gap in understanding how this sector specifically empowers its operators, particularly in the context of developing economies like Lesotho.

This chapter is therefore structured as follows: first, it reviews the economic contribution of taxicab transportation to job creation and GDP growth, drawing on global and regional perspectives. Next, it discusses the social advantages of the taxi industry, particularly in providing affordable transportation alternatives and enhancing urban mobility. The chapter then explores the employment opportunities generated by the taxicab sector, highlighting the potential for economic ventures and investment growth. Finally, it identifies the gaps in the existing literature and outlines the specific focus of this study on performance-based contracts and driver empowerment in Lesotho.

2.2 Definition of taxi industry

Strategic transportation literature revealed more than one definition of a taxi. According to Aarhaug and Skollerud (2014), a taxi is a vehicle with a driver available for hire by the general public at schedules most suitable to the client. Such vehicles are typically registered for nine or fewer passengers and are smaller than buses or coaches (Aarhaug and Skollerud, 2014). However, these authors also found that the term "taxi" has other meanings. It can be defined based on the region of a country (Aarhaug, 2015; Leiren and Aarhaug, 2016; Fearnley and Aarhaug, 2019).

Taxi transport in this study was based and measured on the '4+1' taxi model, also known as yellow belted taxis for business purposes. According to Senamolele (2020), '4+1' refers to a vehicle's capacity to accommodate four persons in addition to the driver, making them an economically viable and trustworthy mode of transportation. For Ramolise (2011) and Senamolele (2020), these taxicabs are known for their lack of timetables or formal stops, providing a flexible and convenient mode of transportation. The '4+1' taxi model operates in Maseru and other towns throughout Lesotho. Despite their informal structure, they are known for offering affordable fares while maintaining high reliability.

The regulatory framework for this sub-sector is defined by the Road Transport Act of 1981, revised in 2001, and the Road Transport Regulations of 2004 (Ramolise, 2011; World Bank Group, 2020). Operating a motor vehicle for a business without proper documents is a violation of the law in Lesotho. Taxicab operators typically retain their operating licenses while processing a change of ownership with their employees after the performance contract. The taxicab is transferred to the recipient without the business permit, necessitating the novice taxicab operator to apply for an operating license.

2.3 The economic contribution of taxi transportation

The transport industry is instrumental in economic growth (Berg *et al.*, 2017). Hine and Starkey (2014) reported that taxicabs are important pillars of the transportation network due to public transport's influence on the creation of jobs. In 2014, the study indicated that globally, approximately 7.3 million jobs were created (Hine and Starkey, 2014).

Clearly, more employment opportunities would be created if more funding was invested in the transport infrastructure (Wachs, 2011; Dutta and Henze, 2015). Employment opportunities are one example of the economic opportunities that taxicab operators have created (Hine and Starkey, 2014; Appah, 2018). Appah (2018) found that the public transit system depends on taxis in the USA, with the taxicab business supporting about 233,700 jobs in 2014 in the USA. The growth of the taxicab industry was made

possible by changes in urban life and the ongoing development of mass transit vehicles during the 20th century (Posen, 2015). Appah (2018) predicted that by 2024, the number of taxi chauffeurs would have increased by 13% in the USA. Furthermore, almost 25% of daily trips in a city such as New York are facilitated by taxis, emphasising their important role in public transport (Zahiri, Liu and Chen, 2019). However, the emergence of technology start-ups challenges many taxicab operators (Posen, 2015; Zahiri, Liu and Chen, 2019).

According to Hine and Starkey (2014), the transportation industry continues to grow. For every US\$1 billion spent on transportation infrastructure, 110,000 job opportunities are created. Furthermore, taxicab operators contribute to the economy's gross domestic product (GDP) in several ways, such as creating jobs, training, and facilitating logistical services (Appah, 2018). Thus, promoting taxicab services could increase GDP, reduce poverty, and improve the well-being of the citizens. Improved taxi transportation services can also stimulate entrepreneurial activities, such as transport operators investing more in the transport sectors, creating job opportunities and subsequently minimising poverty.

Appah (2018) found that taxicab business development facilitates affordable transportation alternatives for people. Also, taxicab operations play a significant role in the ease of transportation in the USA, with taxicab transportation providing Americans with a feasible mode of transportation.

According to Aarhaug (2015), Norway's taxi business offers door-to-door services as a direct response to customer demand. Vehicles and normal passenger flows are smaller than in other modes of public transportation. Therefore, economies of scale can be ascribed to fluctuating taxi demands, with returns sometimes being low. Nevertheless, the taxi industry's economic growth results from strategic convenience (Aarhaug, 2016). Taxis operate in different market segments at different times. Consequently, the operator will be active in different market segments to utilise his vehicle efficiently with lower unit costs and higher profits for the owner. As a result, that flexibility becomes favourable for taxi operators because incumbent dispatchers can offer more pre-booked

trips from their enlarged network. The taxi industry faces a series of challenges, such as restricted licensing requirements, especially taximeters and taxicab operators required to provide 24-hour services at regulated prices. However, in 2013, the total revenue generated by Norway's taxi sector was estimated to be €1.1 billion (Aarhaug, 2015).

Aarhaug (2015) reported that the taxi industry's revenue amounted to more than 50% of other transport modes, indicating the significant effect the taxi industry has on the local economy. However, despite the taxi business being characterised by dynamic turnover, it could be due to the varying traffic loads of different cities (Aarhaug, 2015). Thus, the variation of turnover earned could challenge the driver's operational capability.

The requirement by law for a driver's license to operate a taxicab in most developing economies may generally be less cumbersome, provided the person observes road rules. One explanation for the disparity in effort is the number of hours the vehicle is in use, the extent to which the owner employs hired drivers, and the driver's capacity to have the vehicle accessible in the appropriate locations at the appropriate times (Aarhaug, 2016).

Although introducing taxicabs may have created several difficulties for the conventional operation of taxis, including fierce competition and price wars (Hu *et al.*, 2018), the proliferation of private vehicles converted to taxis amounts to a heavy blow to the market for traditional taxis, with the interests of traditional taxis and ride-hailing vehicles increasingly at odds. Furthermore, the conventional taxi market has shrunk in China, taxi drivers' revenue has decreased, and there have been numerous violent incidents due to their discontent (Hu *et al.*, 2018). The taxicab business is crucial to cities' transportation (Appah, 2018). For example, in China, the taxi industry flourished in the 1980s. According to Hu *et al.* (2018), strategic convenience was the cause of the economic growth of the taxi business. In China, the demand for taxicabs grew by 40.6% in 2017 compared to previous years (Hu *et al.*, 2018), ascribing it to the fact that taxicabs typically travel short distances, which results in higher profit margins than long distances. Profit decreases more rapidly the longer the journey. For example, on weekends, the typical hourly profit margins for taxis for trips of 0-3 km and 3-6 km are

1.88 Japanese Yuan, which is 0.88 Yuan higher on non-work days than on work days, respectively (Hu *et al.*, 2018). Therefore, taxicabs have become a suitable means of getting to one's destination in the urban areas of China. However, taxi operations have several shortcomings, such as being more expensive than buses and trains, although they could add an untapped opportunity to the local economy (Hu *et al.*, 2018).

2.4 Social advantages of the taxi industry

Public transportation is used by a greater percentage of urban residents to physically reach or transport the goods, services, and activities necessary for their livelihood (Salau, 2015). Salau (2015) emphasised that public transportation is crucial for establishing and developing global cities. Thus, by offering an affordable alternative for city commuters, taxicab transportation lessens reliance on private vehicle ownership (Salau, 2015). The demand for public transportation directly results from the quality of the metropolitan living environment and the networks of homes, communities, and social groups. Therefore, it is important to understand that taxicab transportation provides social value. People in the developed world use taxicabs as a travelling alternative to privately owned cars (Nélson *et al.*, 2011; Salau, 2015). Some studies found that though many people use public transport, such as taxicabs in developing nations, to address their public transport shortages, it complements the options of trains and buses to meet their daily needs (Nélson *et al.*, 2011; Salau, 2015).

However, the characteristics of the trip maker, such as the availability of or ownership of a vehicle, the possession of a driver's license, household structure, income, and residential density, are among the variables influencing the method of transportation. Some prefer to use taxicabs to commute to work, while others use them to attend to their daily engagements (Hlabana and Visser, 2007). Taxicabs accommodate public transport users' needs differently than other public transport facilities like trains and buses. Taxicabs function more flexibly and quickly, adjusting to changes in demand due to not being restricted to set routes or pre-established access points (Zahiri, Liu and Chen, 2019). Such flexibility enables taxicab operations to include special trips without prolonged traffic protocols.

According to Stjernborg and Mattisson (2016:1), the taxi transport service contributes significantly to the welfare of the Swedish people. Some of the welfare gains include transporting people to their workplaces, shopping centres and schools. Stjernborg and Mattisson (2016) added that the welfare gains aim to establish a proper public transport industry. Therefore, the transport industry's value should be to create fair and easy accessibility (Stjernborg and Mattisson, 2016). They also found that taxicabs transportation is convenient, people feel safer, and the means are readily accessible in many developed and developing cities worldwide (Stjernborg and Mattisson, 2016).

For Li (2016), taxi transportation is critical in providing basic services to various communities in the United Kingdom. Although the taxicab transport business contributes 2% to the transport industry in the United Kingdom, its services in the transport system are indispensable (Li, 2016). The sub-sector transport business' clients value the strategic delivery of transport services. In Singapore, due to the convenience and other social amenities available in the taxicab transport business, this sub-sector encompasses approximately 15% of people who travel daily to attend to the day-to-day demands of their personal lives (Li, 2016).

2.5 Transport Industry in Africa

The transport market is often unregulated in many developing country cities in sub-Saharan Africa; this is typically not the situation in developed countries such as Denmark (Almyroudi *et al.*, 2016). According to Nelson *et al.* (2011), some unregulated transport markets lead to an oversupply of services, intense rivalry among drivers, and, as a result, low prices and poor earnings for taxi drivers. However, taxi transport is a critical driver of economic growth in Africa (Hine and Starkey, 2014). The transport sector employs many people, positively influencing their living standards (Spooner and Mwanika, 2017; Luthuli, 2020). Thus, transport plays a significant role in many households' living standards. Developing nations generally rely on taxis to supplement ineffective bus- and train-based public transportation networks. Nelson *et al.* (2011) found that taxi fees are comparatively fair compared to other modes of transport when convenience and time management are factored in. Upper-middle-class consumers who do not own a vehicle prefer such services (Yuana *et al.*, 2019).

2.5.1 Employment opportunities

The taxi transport sub-sector provides drivers with employment opportunities and a niche in which to develop various economic ventures (Salau, 2015; Madugu, 2018). In Uganda, a limited workforce is qualified to be employed in the formal sector, leaving the larger population unemployed. The taxi transport business allows this large population to find jobs, boosting their living standard and family welfare (Spooner and Mwanika, 2017; Ndibatya and Booysen, 2020).

Salau (2015) found that the employment opportunity in the transport industry had increased. In Nigeria, of the 20 million residents of Lagos, 10 million use public road transport daily (Salau, 2015). Salau (2015) also found that the growth in daily transport trips for people who use public transport in Lagos is estimated at 95% of the total transport means during peak hours. Therefore, the increasing demand and use of public transport by the Nigerian communities in Lagos, Nigeria, shows the extent of road transport in people's daily activities and, by extension, the impact on employment opportunities that the taxi industry has created. Empirical evidence from Meagher (2018) revealed that approximately 21,000 jobs have been created by taxicabs within four years in the two main cities of Abuja and Lagos in Nigeria. Thus, other states in Nigeria could be experiencing a similar scenario based on their population size (Meagher, 2018).

The entire shared taxi service in many urban areas, such as Kano in Nigeria's taxicab transport business, has contributed to the social well-being of local people by creating employment for semi-skilled and unskilled labour. Most taxi drivers driving a motor vehicle owned by a third party reported an equivalent average daily income of \$3 after settling expenses and outstanding fees with the vehicle owner. Such revenue is regarded as desirable by taxi drivers in Kano, Nigeria, as it contributes to the expansion of the transportation business (Madugu, 2018). Madugu (2018) added that a taxi drivers' association, the Kano State Taxi Drivers' Association (KSTDA), was formed to address the socioeconomic challenges the Kano taxi drivers faced. According to Madugu (2018), the shared taxi sector grew; it drove transportation innovation in which the running of the taxi business allowed drivers to pursue their dreams of vehicle ownership and

financial stability. Madugu (2018) stated that the union created a microcredit programme using member contributions, effectively turning KSTDA from a professional association into a lender. As a result, by raising the money required, taxi drivers could acquire their vehicles.

In Kenya, a report revealed that public transport serves 43% of people in the country's urban areas (Maina, 2016). Ayaga (2019) illustrated that people working in the public transport sector work in a risky environment. According to Maina (2016), an estimated 160,000 people work as taxi drivers and driver assistants in Kenya; the conditions should be more conducive due to regulations placed by the owners of the taxis. This could explain why many taxi drivers find it difficult to own their own taxis (Ayaga, 2019). Many drivers in the taxi transport business are constrained to own their taxis for business (Maina, 2016).

In South Africa, Transaction Capital (2018) reported that over 960,000 direct and indirect jobs are created in the taxi transport business. About 200,000 employees receive direct employment from the taxi business (Nipha, 2016; Transaction Capital, 2018). For Nipha (2016), the taxi transport business is critical in influencing local economic growth in South Africa. This is because the industry contributes around 65% of the total transport in the country. Several South Africans use taxis for shopping, work, school, and clinics (Nipha, 2016; Nkwinika and Munzhedzi, 2016). This study thus argued that the taxi transport business significantly influences the provision of employment; the taxi provides the taxi driver with an opportunity to grow the business and make returns as agreed in the contract between them and the taxi owner and could have the opportunity to own their taxi through the process.

2.5.2 Local economic benefits

Tax payments generate substantial income and revenue for governments, contributing to economic growth (Anaman and Ahmed, 2021). The taxi industry also contributes to the national pooling of revenue (Meagher, 2018). In Nigeria, revenue has been generated through the transport industry; such money was used to upgrade the transport systems in Lagos and Abuja (World Bank, 2016; Meagher, 2018).

The transport industry contributes to Kenya's tax pool (Maina, 2016). Revenue from transport accounts for almost 6% of Kenya's Gross Domestic Product (GDP), highlighting the significant contribution of taxi transport to Kenya's GDP (Maina, 2016). In South Africa, the taxi industry contributes a total revenue of R16.5 billion per annum to the GDP (Chiloane-Tsoka, 2016). Therefore, such a vast revenue collection indicates a considerable contribution from the taxi industry to local economic development. Also, the taxi industry's operation significantly influences people's means of living.

2.5.3 Social values

Although the shared taxi services followed the main bus routes, charging a higher price, it also provided door-to-door services and more flexibility. Taxi services sought to grow and attract more clients by offering extra amenities and aggressively luring commuters (Madugu, 2018). However, customers have their own expectations of taxicab services. Therefore, this system's increasingly flexible shared service partially satisfies the demands for urban mobility.

The taxi business is critical in Nigeria's transportation system and contributes to economic growth (Madugu, 2018). Salau (2015) found that taxi transport operations directly impact the community's welfare and social networks. Taxi transport provides the most reasonable means of travelling, thus diminishing commuters' dependence on the alternative of private vehicles. Salau (2015) added that in large cities worldwide, taxi transportation is essential for guaranteeing the mobility of a greater percentage of households. Over 80% of everyday passenger trips in Lagos, a city with a population of over 20 million, depend on taxi transportation.

In a study conducted in Gauteng Province, South Africa, exploring the efficacy of the taxi transport business, Nkambule and Govender (2014:187) found that 82.19% of the respondents used taxi transport. The study included a sample of 73 commuters and taxi operators. The respondents indicated using taxi transport because it is the most convenient, flexible, accessible, and affordable means of transport for the poor majority. The findings also indicated that taxi transport is found in areas where regulated and formalised public transport is out of reach.

Nipha (2016:61) reported that taxi transportation is essential for people who reside on the outskirts of cities. The effects of taxi transportation services are also seen in the spatial layout of Cape Town. In the Western Cape Province, 52% of households use unscheduled minibus taxis for travelling (Helfier, 2019). Low-income people use taxi transport as their only means of transport to work, school, and shopping in the Western Cape Province (Helfier, 2019).

In South Africa, 17.5 million learners attend learning institutions, of which 21.3% use public transport, and 69.4% (2.6 million learners) use taxis (Nipha, 2016). Nipha's (2016) study was conducted in uMhlathuze Local Municipality, highlighting that the taxi division's presence enables communities that cannot afford to own private cars to attend to their daily errands without disruption.

The taxi transport network is a major means of transportation for informal workers (Antrobus and Kerr, 2019). Taxi transport plays a significant role in addressing commuters' social welfare; taxi business employees can have a decent living with the remuneration earned (Antrobus and Kerr, 2019; Beigi, Nayyeri and Shirmohammadi, 2022).

2.6 Aspects important for entrepreneurial success

2.6.1 Definition and role of entrepreneurship

Increased entrepreneurship leads to better job possibilities, increased government tax collections, and higher personal incomes (Kwabena, 2014). Entrepreneurship is a process of value creation and appropriation led by entrepreneurs in an uncertain environment (Mishra and Zachary, 2015). The entrepreneurial process of value formation depends on the entrepreneur and their entrepreneurial intention (Mishra and Zachary, 2015). According to Selig (2014), Mishra and Zachary (2015), and Windapo (2018), entrepreneurship involves the entrepreneur identifying an external opportunity, matching the entrepreneurial possessions at hand with the opportunity to effectuate an

entrepreneurial competence, acquiring external resources, if necessary, creating sustained value, and appropriating the entrepreneurial reward.

For Huan (2016), entrepreneurship is a process of determining a potential venture with the limited resources available by an individual. Entrepreneurial initiatives are instrumental to economic growth, productivity, innovation, and employment provision (Huan, 2016; Meyer and Hamilton, 2020). It is evident that a link exists between entrepreneurship and economic growth (Meyer and Hamilton, 2020). According to Al-kadasi (2019), entrepreneurs change how we live and work. If successful, their innovations will improve our standard of living (Al-kadasi, 2019). Apart from creating wealth from their entrepreneurial ventures, they also create jobs and set the conditions for a society to flourish (Al-kadasi, 2019; Meyer and Hamilton, 2020). Therefore, entrepreneurship is considered a critical component of economic progress (Meyer and Hamilton, 2020). This is especially true for emerging countries such as Lesotho, which have high levels of unemployment and poverty.

2.6.2 Characteristics of entrepreneurs

An entrepreneur is an individual or team that notices a business opportunity, gathers the relevant and necessary properties, and generates money from the idea (Mishra, Mishra, and Mishra, 2018). As a result, the entrepreneur is responsible for ensuring satisfactory performance of the generated business. Entrepreneurs are usually considered to be management change agents. Thus, entrepreneurs are assumed to be individuals facing uncertainty and exhibiting a particular risk tendency. Entrepreneurs prefer to start a new business venture and choose an alternate career path over conventional employment (Ward and Hern, 2019; Rozsa *et al.*, 2023). According to Rozsa *et al.* (2023), this tendency is characteristic of entrepreneurial behaviour; those with a strong propensity for entrepreneurship benefit greatly from this trait in their subsequent ventures (Li *et al.*, 2020).

2.6.2.1 Disciplined and principled attributes

The outstanding characteristics of entrepreneurs in America include a strong work ethic, being highly motivated and passionate, and a drive to succeed (Selig, 2014). According

to Selig (2014) and Huan (2016), the main characteristics of successful entrepreneurs are as follows: customer-oriented individuals, risk-takers (in possession of a gambling mentality), principled, limited to distractions, willing to guarantee debts or sell their ideas to the already existing entrepreneurs, preparedness to work long hours and weeks, and very well organised. Entrepreneurs are also passionate about their work and innovative thinkers, and their approach to handling issues is pragmatic and realistic.

In Malaysia, gender, age, a desire for independence, and experience are determinants of entrepreneurs' success (Alom *et al.*, 2016). However, young entrepreneurs are unsure about their capabilities (Alom *et al.*, 2016) because the entrepreneurial approach requires risk-taking for businesses to grow and succeed. Thus, young entrepreneurs tend not to manage their businesses successfully. Therefore, it is assumed that a positive relationship exists between business growth and the entrepreneur's age (Alom *et al.*, 2016).

2.6.2.2 Effects of experience, education, and training

A study in Malaysia among small and medium enterprise (SME) entrepreneurs revealed that training positively impacts business success (Alom *et al.*, 2016; Ahmad *et al.*, 2019). Alom *et al.* (2016) found that 68.4% of the participants did not have formal training, while 31.4% had embarked on formal training. Also, the results indicated that 51.4% of the participants had a post-primary or lower educational qualification. Only 5.1% had a postgraduate qualification. Low or moderately-educated entrepreneurs manage most small and medium enterprises (Alom *et al.*, 2016).

According to Baporikar, Nambira, and Gomxos (2016), knowledge and experience play a critical role in an organisation's success. A study conducted in the Khamas region of Namibia revealed that entrepreneurs' knowledge and experience positively impact small and medium businesses' performance. Thus, sound entrepreneurial knowledge of internal and external markets aids organisational growth and success (Baporikar, Nambira, and Gomxos, 2016). Baporikar *et al.* (2016) maintained that a higher level of entrepreneur education has a progressive effect on productivity, leading to higher

profitability. This study argued that knowledge and experience gained from the taxicab transport business influenced the economic empowerment of local drivers.

2.6.2.3 Socioeconomic values

Mishra et al. (2018) found that family background, entrepreneurial support, risk-taking ability, and social recognition contribute to building a successful enterprise in the Indian nation. Mishra et al. (2018) added that psychological features such as risk-taking, the desire to be successful, and leadership skills are strongly associated with entrepreneurial success. Furthermore, Mishra et al. (2018) revealed that socioeconomic structures such as social group, parental background, technical and professional education, financial backup, locational advantage, and easy market access strongly correlate with entrepreneurial success in the Indian nation (Mishra, Mishra and Mishra, 2018).

In Thailand, for an entrepreneur to be successful, the entrepreneur's strategic management needs to concentrate on a faster, better, and more affordable management model (Ha *et al.*, 2014). Ha et al. (2014) added that entrepreneurial success depends on four perspectives: financial, customer, internal process, and learning and growth perspectives. A study conducted by participants from different production sectors in Thailand found that an entrepreneur's family background, experience, better business management skills, problem-solving skills, and creativity determine business success.

2.6.2.4 Creativity and knowledge

Entrepreneurial creativity and knowledge are considered to influence growth (Wang, 2019). Creativity and knowledge have enabled China to grow tremendously in the taxicab transport business. This includes the inception of a special Internet application (Wang, 2019). The adoption of Internet apps strengthens business relationships and enhances customer personal contact. Wang (2019) stated that using a particular Internet app has a significant impact on taxicab turnover. In China, it has resulted in a sales volume of 7.43 billion in a year. Therefore, if such revenue is broken down into smaller sales units, that turns out to be an average of 15 million sales orders received

for each day in a given year (Wang, 2019).

On the other hand, Windapo (2018) reported that for growth and profitability, the predominant characteristics that enable an entrepreneur to succeed in South Africa include innovative behaviour and strategic management practices. Knowledge is a significant factor that determines the success of entrepreneurs (Meyer and Hamilton, 2020). Knowledge is regarded as a toolbox for imagination (Windapo, 2018). In other words, imagination transforms knowledge into fresh ideas. In this regard, Windapo (2018) suggested that entrepreneurial success depends on resources, environment, culture, upbringing, and life experiences. Windapo (2018) added that knowledge is intangible and is not restricted within certain boundaries. Knowledge assists a person in their ability to seize business opportunities (Windapo, 2018; Meyer and Hamilton, 2020).

Summary of the chapter

To sum up, Taxicabs play a vital role in public transport, offering flexible and affordable alternatives to private vehicles. They support economic growth by providing jobs and generating tax revenue, as evidenced by studies in Nigeria, South Africa, and the USA as well contributing to GDP. The taxicab industry, while facing challenges from emerging technologies and fluctuating demands, continues to play a vital role in urban transportation, providing flexibility and convenience that benefit both drivers and passengers. Additionally, the social advantages of taxicabs, such as improved accessibility and reduced dependency on private vehicles, underscore their importance in public transport systems, particularly in developing regions (Salau, 2015).

However, empowering professional drivers is crucial for enhancing transport service delivery and accessibility, as emphasised by Kute (2017). Henama and Sifolo (2017) highlighted the significance of enabling resources for drivers and the efficiency improvements from ride-sourcing, which significantly reduces waiting times and increases driver productivity. The literature revealed a notable gap regarding the influence of the performance contracts on drivers' economic empowerment in the taxi business, which this study aims to address. This research focuses on the economic

empowerment of taxicab drivers who transition to ownership through performance contracts in Lesotho, exploring the impact of the performance contracts on their financial stability and growth, fare impacts, and urban transport networks. This study's findings will inform strategic transportation policies to enhance drivers' economic empowerment and overall transport efficiency.

CHAPTER 3: RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter describes the methods used to determine the impact of the taxi transportation business on local drivers' economic empowerment in Maseru, Lesotho, specifically emphasising those who worked under performance-based contracts. This study specifically investigated the influence of the informal performance contract practice that has become widespread in Lesotho's taxicab business. This contract, signed by the taxicab owner and driver, transfers taxicab ownership to the driver. By exploring the research questions below, the study aimed to uncover the dynamics of economic empowerment within the context of the taxicab industry in Maseru. This exploration was vital for understanding the drivers' motivations, the challenges they encounter, and, ultimately, the implications for their economic status. The study aimed to address the following research questions:

- 1) What factors influence drivers to work under performance-based contracts in the taxicab transport business?
- 2) What challenges do drivers under performance-based contracts face?
- 3) How do the taxicab fares affect the economic empowerment of drivers in Lesotho?
- 4) In what ways does the urban transport network in Maseru impact drivers' economic opportunities?

The following sections will outline the research approach, research design, population and sample selection, data collection methods, and ethical considerations, providing a comprehensive framework of how this study was effectively conducted.

3.2 Research approach

Johnson and Christensen (2014) maintained that there are two research approaches: inductive and deductive. In this study, the researcher used an inductive approach to explore and understand the influence of the taxicab transportation business on drivers' economic empowerment in Maseru, Lesotho. The researcher used this approach to ensure that several themes and theories emerged from the data collected. In addition

inductive has been used because it accommodates flexibility. This is because it makes the research processable to respond to new knowledge by allowing modifications and alterations as new insights are discovered. More so, based on the research findings of this study, inductive approach would assist in the creation of fresh hypotheses and models based on factual information and empirical findings within the context of transportation especially the economic empowerment of taxicab drivers. Again, inductive approach produces insights unique to the situation under investigation, enhancing the relevance and applicability of the results. Lastly, inductive approach is respondent-centered. Hence, in this study inductive approach would assist to provide a greater understanding of participants' perspectives and realities by highlighting their own experiences and opinions.

3.3 Research design

The research design encompasses the strategic plan and procedure for conducting research, ranging from broad philosophical ideas to intricate data collection and analysis approaches. This paradigm requires combining philosophical foundations, investigative methodologies, and exact research methods (Creswell, 2013; Creswell & Creswell, 2018). For Creswell and Creswell (2018), research designs are types of inquiry within qualitative, quantitative, and mixed methodologies techniques that provide particular guidance for procedures in a research study.

This study adopted the qualitative approach. Bryman (2012:380) described the qualitative research approach as emphasising words rather than quantifying data. The researcher chose a qualitative research approach because it allows one to view events from others' perspectives (Bryman, 2012:399). Bryman (2012:399) emphasised that the social world needs to be interpreted from people's viewpoints.

3.4 Research site

The research study was conducted at the Maseru Mall taxi rank in Maseru, Lesotho. Invitations were sent to three taxicab transport business groups operating in Maseru, the capital city of Lesotho. However, only the Maseru Mall Taxicab Association agreed

to participate. The other associations promised participation, but despite repeated follow-ups by the researcher, they only delayed the study's approval.

3.5 Population and sample

According to Johnson and Christensen (2014), a population represents the large group a researcher wants to generalise the sample results. The population under study consists of taxicab drivers in the Maseru region of Lesotho who transitioned to become taxicab operators through performance-based contracts. These operators specifically operate their taxicabs within the approved radius of Maseru taxicabs, which spans up to 10 kilometers from the town centre of Maseru, the capital city of Lesotho. This defined geographical boundary ensures that the study focuses on drivers within a specific operational context relevant to Maseru's urban transport dynamics.

According to Johnson and Christensen (2014), the sample refers to a subset of individuals, cases, or elements selected from a larger population for study purposes. The process of sampling involves choosing this subset in a systematic or random manner to ensure it is representative of the population characteristics relevant to the research objectives. Samples are essential for drawing conclusions and generalising findings from the study to the broader population. The size and composition of the sample are crucial considerations that influence the validity and reliability of research outcomes. Therefore, in this qualitative research study, the sample consists of taxicab drivers operating within a 10 km radius of Maseru's town center, who transitioned to become taxicab operators through performance-based contracts. Sampling was conducted to ensure representation of taxicab drivers within this specific operational boundary, aiming to explore their experiences and perspectives related to the transition and operational aspects within Maseru's urban transport environment. Therefore, the selection of this sample is critical for understanding the dynamics and implications of performance-based contracts on taxicab operators in the region.

3.5.1 Sample frame

According to Johnson and Christensen (2014), a sampling frame refers to a list of all the elements in a population, In this study, therefore the sample frame comprised a list of the taxicab operators who benefited from the performance-based contract and whose cabs operate within the lawful range of Maseru, the capital city of Lesotho. According to Johnson and Christensen (2014), a sampling frame refers to a list of all the elements in a population, In this study, the sampling frame consisted of a list of taxicab operators who taxicab operators who had transitioned from drivers to owners through the performance-based contract programme and whose cabs operated within the lawful range of Maseru, the capital city of Lesotho. Those excluded from the sampling frame were taxicab drivers whose vehicles were not operating within the lawful range required for a Maseru taxicab and those who had not benefited from the performance contract service.

3.5.2 Sample size

According to Johnson and Christensen (2014), a sample size refers to the number of people or elements in a sample. This research study targeted a sample size of 15-20 participants, a range informed by guidelines from qualitative research literature and the specific research objectives. However, data saturation was achieved with 17 participants, meaning that no new information was emerging from the interviews. Creswell (2013) indicates that for phenomenological studies, which typically use in-depth interviews to examine participants' lived experiences, a sample size of 5-25 participants is generally adequate. This recommendation aligns with advice from other qualitative research experts who propose similar sample sizes for studies aimed at understanding specific phenomena. In addition to that, the main goal of this study was to investigate the economic empowerment of taxicab drivers who transitioned to taxicab ownership through performance-based contracts. Given the detailed and rich information required, a sample size of 15-20 participants was considered suitable to capture a wide range of perspectives through semi-structured interviews. Lastly, practical factors such as time, resources, and participant accessibility also influenced the determination of the sample size. Considering the study's scope and the intensive

nature of qualitative interviews, a sample size of 15-20 participants was both manageable and achievable within the available research timeline and resources.

3.5.3 Recruitment (selection) of participants

According to Leavy (2017:47), distributing pamphlets in relevant community spaces is practical once the researcher has identified the study's target population. Pamphlets could assist in raising awareness in relevant community spaces. Therefore, this study's participants were recruited using pamphlets displayed within and closer to the Maseru Mall taxi rank and given to taxicab drivers and owners to distribute the invitations. The main purpose was to reach out to potential participants who had benefited from the performance contract within the taxicabs that operated within a lawful range of the Maseru taxicabs. According to Leavy (2017:43), the study's format to select potential participants inevitably impacts who has access to the invitation. In this the recruitment process targeted taxicab operators who had transitioned from drivers to owners through the performance-based contract programme and whose cabs operated within the lawful range of Maseru, the capital city of Lesotho. Those excluded from the recruitment process, were taxicab drivers whose vehicles were not operating within the lawful range required for a Maseru taxicab and those who had not benefited from the performance contract service.

This study used a semi-structured interview schedule with taxicab owners who benefited from the performance-based contract which is initiated and facilitated by individual taxicab operators. The researcher used purposive sampling through pamphlets and conducted 17 interviews in the Maseru Mall taxi rank area for the taxicabs that operated within a lawful range of Maseru. Purposive sampling enabled the researcher to be selective when sampling the population, considering those relevant to the proposed questions (Bryman, 2012).

Data collection for this study was conducted in June 2023 over a period of five days. The principle of data saturation guided the researcher to end the interviews when reaching a redundancy of information elicited from the interviews. The interview process

continued until a saturation point was reached where each respondent no longer provided new information on the open-ended questions. A total of 17 taxicab owners aged 18 and above were interviewed. Lesotho law stipulates that 18 is the minimum age at which a person can legally attain a driver's licence and be employed. In this study, all the participants were above the age of 18 years and taxicab owners who had benefited from the performance contract service. Their taxicabs operated in the Maseru region, within the lawful range required for Maseru cabs. According to Bryman (2012), semi-structured interviews allow a researcher to be open-minded about concepts and theories that emerge from the data. In this study, the researcher did not have any predetermined set of acceptable responses during interviews. Instead, the researcher asked open-ended questions using the interview schedule, allowing the participants to express themselves freely in their language (Sesotho) and provide detailed responses.

3.6 Research tool

According to Vanderstoep and Johnston (2009), a research tool is any device or technique researchers use to gather, measure, analyse, or interpret data for their studies. Research instruments can vary significantly based on the nature of the study, the data being collected, and the study's objectives (Vanderstoep and Johnston, 2009). Several tools were used to gather data for this study: a notebook, laptop, interview schedule guide and consent forms. The use of each of these is briefly explained below.

Notebook: This was used to take notes and write down significant information provided during the interview session. It served as a backup in case the audio-recording device did not work.

A password- or PIN-code-protected laptop was used for audio recording and transcription of the interviews.

Interview schedule guide: This guide outlined the topic, questions, and prompts the researcher used during the interviews. In addition, the interview guide was designed to

ensure consistency and relevance in the information gathered during participant interviews.

Consent forms acknowledged and ensured participants' rights were protected during data collection.

3.6.1 Interview procedure

In this study, the researcher collected the data through individual face-to-face interviews. The researcher developed semi-structured interview questions in a language spoken by all the participants, namely Sesotho. This enabled the researcher to have in-depth stimulated discussions about the taxi operators' experiences. A convenient place and time were arranged based on each participant's preference. Confidentiality was maintained throughout the interviews. Responses were recorded using the researcher's laptop audio recording mode. The researcher also took field notes.

The researcher transcribed the audio recordings and notes. All the transcriptions were saved on the researcher's password-/PIN-code-protected laptop at the end of every interview session. The researcher also made notes during the interview to ensure that no information was omitted. According to Bryman (2012:486), transcribing ensures that the researcher is deeply invested in the data, encouraging them to identify key themes and recognise the similarities and differences between different accounts.

The researcher used thematic analysis to analyse data. Bryman (2012:568) described coding as the primary process in which data is broken down into parts and given names, similar to a shorthand strategy to label, separate, assemble, and organise data. Coding entails reviewing field notes and assigning names to components with possible theoretical importance within the participants' social worlds (Bryman, 2012; Neuman, 2014). Data analysis in the study entailed perceiving, interacting, verifying, recording, and listening to the recorded interviews several times. The primary purpose was to elicit economic empowerment from the taxi transport business in the lives of taxicab drivers who worked on a performance contract basis. Thus, coding was done to categorise words with similar meanings and develop themes. The interview process was

considered reliable, enabling the researcher to code the participants' exact words (Bryman, 2012). For example:

“Cab assisted me as a cab driver in changing my socioeconomic status and starting a new life as a business person.” (Interviewee 3, 2023)

3.7 Data Analysis

In this study, thematic analysis was employed to analyse qualitative data collected from interviews with taxicab drivers working on a contract basis. The primary aim was to understand the taxi industry's influence on their lives. The process of data analysis involved several key steps, including transcribing interviews, coding the data, and developing themes.

3.7.1 Data Transcription and Verification

The interview recordings were played multiple times to ensure accurate transcription. This meticulous process was essential for capturing the exact words of the participants, which were then consolidated with field notes to ensure consistency and reliability. Transcribing the data allowed for a thorough examination of the content, which is crucial for identifying key themes and understanding the nuances in the participants' responses.

3.7.2 Thematic Analysis

Thematic analysis, as described by Bryman (2012), involves breaking down data into manageable themes, patterns, trends, and relationships. This method was chosen because it allows for a detailed and nuanced understanding of the qualitative data. Thematic analysis involves the following steps:

3.7.3 Familiarisation with data

All transcripts were read thoroughly to understand the content and context of the interviews. This step was crucial for identifying preliminary themes and patterns.

3.7.4 Generating initial codes

Coding was used to categorise words and phrases with similar meanings. Codes are shorthand labels that help organise the data into meaningful groups. The exact words used by the participants were coded to maintain the authenticity and reliability of the data.

3.7.5 Searching for themes

The codes were reviewed to identify patterns and themes. Themes are broader categories that capture the essence of multiple codes. Similar messages from the recordings and field notes were grouped together to build comprehensive themes.

3.7.6 Reviewing themes

The themes were reviewed and refined to ensure they accurately represent the data. This step involved checking the themes against the original data to verify their validity.

3.7.7 Defining and naming themes

Each theme was clearly defined and named to reflect the underlying patterns and relationships within the data. Sub-themes were also developed to capture more specific aspects of the main themes.

3.7.8 Writing the report

The final step involved writing the report, which includes a detailed description of each theme and how it relates to the research questions.

3.7.9 Reliability and validity

The interview process adopted in this study is considered reliable because it encouraged the researcher to code the exact words used by the participants. This approach helps ensure that the findings accurately reflect the participants' perspectives. To maintain the confidentiality of the participants, all transcripts were clearly labeled, marked, and kept safely.

3.7.10 Key findings

Through thematic analysis, three key themes and sub-themes emerged, reflecting the taxi industry's influence on the lives of the taxicab drivers: Economic factors, Social factors and Working conditions as well the challenges and opportunities.

Economic factors: the participants drivers reported increased financial stability and improved household welfare due to their work in the taxi industry and highlighted the importance of performance contracts in providing job security and potential pathways to cab ownership.

Social factors: The drivers also emphasised the social benefits of their work, such as accumulation of property, access to health services, education and basic needs.

Challenges and opportunities: Participants discussed various operational challenges and opportunities within the taxi industry, including issues related to traffic, regulations, and market demand such as operating licenses (D-Permits), inadequate leave grant, inadequate financial support, harassment by the police, taxicab signage, etc.

3.7.11 Conclusion

Thematic analysis provided a structured and detailed approach to understanding the qualitative data collected in this study. By categorising similar messages and developing themes, the researcher was able to gain a comprehensive understanding of the taxicab

transport business influence on driver's performance-based contracts. The findings highlight the importance of economic empowerment, job security, and the social impact of the taxicab of transport business which will provide valuable insights for policymakers and stakeholders in the transportation sector.

However, Bryman (2012:258) also noted some criticisms of the coding approach in a qualitative data analysis, such as losing the context of what was said. Therefore, the researcher preferred to use direct quotes to overcome this challenge.

3.8 Limitation of the qualitative method

A disadvantage of employing qualitative approaches for corpus analysis is that the conclusions cannot be generalised to larger populations. This approach rarely uses statistical testing to establish the importance of findings or distinguish them from chance occurrences (Atieno, 2009). Qualitative research is also criticised for neglecting contextual hints and focusing on interpretations of meanings and experiences (Rahman, 2016).

3.9 Ethical considerations and ethical clearance

For Leavy (2017:24), ethics involves standards, integrity, fairness, and truthfulness. Ethics considers mutual respect, dignity, and connectedness between the researcher and participants. According to Bryman (2012:134), ethical guidelines and ethics committees must be considered and adhered to when conducting research. Research ethics encourages acceptable behaviour from researchers. Also, research ethics ensures that research participants and institutions are protected against unacceptable conduct that might negatively affect institutions (Bryman, 2012). Unethical conduct might cause serious harm to institutions, such as legal action against them or adverse publicity.

Consequently, ethics committees and their guidelines assist and protect investigators. Research ethics have lessened conduct that could potentially damage the researcher's reputation. Thus, ethics are critical elements that a researcher has to consider seriously. This study fully adhered to all the required ethical issues. Also, ethical clearance was obtained from the appropriate authorities before the data collection process:

- The University of the Free State's Ethics Committee
- Lesotho Government: Ministry of Transport
- The taxicab industry association, whose taxicabs operated in Maseru Mall taxi rank.

3.9.1 Informed consent

Creswell (2013:94) explained that participants must sign a consent form before participating in a research study, ensuring their rights are protected during data collection. Thus, researchers must recognise research participants as independent agents that need to be respected (Vanderstoep and Johnston, 2009; Bryman, 2012; Creswell, 2013). Bryman (2012:140,142) highlighted the benefits of consent forms, indicating that they allow participants to be entirely informed of the nature of the research. These forms ensure that participants are aware of the potential risks they might face in their research study participation. Also, they become aware of the steps that would be considered to safeguard their identities. Furthermore, it eliminates the complications or misunderstandings that might arise later between the researcher and participants or others. However, the main disadvantage of consent forms is that they might discourage prospective participants from participating in the study instead of alleviating their fears (Bryman, 2012).

Permission was sought from the individual participants through a written consent form, informing them of their rights. The participants were also informed about the aim of their participation in the interviews. The researcher ensured that all participants signed the consent form. Vanderstoep and Johnson (2009:14) acknowledged that a consent form stipulates participants' rights, including the right to withdraw from the study without negative consequences. This study's participants voluntarily participated in the interviews. They were aware that they were free to withdraw from participating at any time when they felt any form of discomfort.

Furthermore, privacy was ensured by informing and reassuring participants that the information collected from this study would only be used for educational purposes. All

the collected information was treated as confidential. Thus, participants received all the necessary information to make informed decisions regarding whether or not to participate in this study. No interview was conducted if the participant did not sign the informed consent form beforehand.

3.10 Confidentiality and anonymity

Confidentiality encompasses the safety measures researchers take to protect the information provided by their respondents (Bickford and Nisker, 2016). The researchers may not misuse or wrongfully disclose the information participants provide. Berg (2001:57) emphasised that active efforts must be made to eliminate any identifiable information from the research records that might reveal the participants' identities. Thus, the researcher clearly labelled, marked and kept transcripts safe to maintain the confidentiality of every participant. The researcher used thematic analysis to analyse data and took all the protective measures needed to ensure that participants' information was treated with confidentiality. Therefore, the researcher conducted closed interview sessions to maintain the highest level of confidentiality.

Berg (2001:58-59) and Leavy (2017:35) also highlighted the importance of keeping the information of study participants confidential. This requires the researcher to modify each participant's identity scientifically, changing it to a fictitious name or case number during data reporting to maintain confidentiality. This will ensure that people are willing and able to participate in other studies in the future (Berg, 2001).

Leavy (2017:35) emphasised the importance of destroying audiotapes after transcribing them. Furthermore, fictitious names should also be assigned in the interview transcripts to protect the participants from being identified or traced. This study upheld measures to protect participants' identities by assigning each participant a fictitious name. Creswell and Creswell (2018:177) added that researchers must take precautionary steps to avoid disclosing information that would harm participants. Therefore, the researcher treated this study's information, including the participants' identities, as confidential and anonymous without altering the participants' responses.

3.11 Chapter summary

This chapter described the study's approach, location, demographics, sample, research tool, interview techniques, data analysis, limits, and ethical considerations. It emphasised qualitative research, focusing on taxicab operators who benefited from the performance-based contract in Maseru, Lesotho. The research site was the Maseru Mall taxi rank in the Maseru district, and participants were chosen by purposive sampling. Interviews were performed in Sesotho using a semi-structured interview guide, which allowed for more in-depth discussions. Steps were taken to maintain confidentiality and anonymity, such as assigning fictitious names, and safekeeping of data like audio recording into a PIN coded laptop. Thematic analysis was used to identify themes within the collected data. The chapter also discussed ethical issues, such as obtaining informed consent and respecting participants' rights and privacy. Overall, the chapter emphasised the requirements of qualitative research methodologies, ethical conduct, and careful data analysis in analysing the experiences of taxicab operators in Lesotho.

CHAPTER 4: RESULTS

4.1 Introduction

This chapter presents the findings of the study. It explores the taxicab transport business's influence on the economic empowerment of individuals transitioning from taxicab drivers to taxicab operators in Maseru, Lesotho. The discussion uses themes and sub-themes to assess the various transitioning factors that affect drivers' economic empowerment. This analysis assesses the influence of taxicab transport business economic empowerment on drivers who became taxicab operators through the benefit of performance-based contracts.

Table 4.1: Themes and Sub-themes

Themes	Sub-themes
Economic factors	Benefits: <ul style="list-style-type: none"> ❖ Income for households ❖ Entrepreneurship (business opportunities) ❖ Financial literacy ❖ Employment opportunities
	Challenges: <ul style="list-style-type: none"> ❖ Vehicle maintenance ❖ Operating licences (D-permits)
Social factors	Benefits: <ul style="list-style-type: none"> ❖ Standard of living improved ❖ Accumulation of property ❖ Access to food ❖ Access to clothing ❖ Access to education ❖ Access to health services ❖ Agriculture
	Challenges: <ul style="list-style-type: none"> ❖ Inadequate leave grant ❖ Inadequate financial support ❖ Dishonesty ❖ Harassment by the police
Working conditions	Benefits: Fixed taxicab rank
	Challenges: <ul style="list-style-type: none"> ❖ Inadequate bus stops ❖ Road traffic signs ❖ Taxicab signage ❖ Inadequate safety measures

4.2. Demographic profile of participants

This section briefly explains the demographic profiles of the study participants.

Age: The participants in this study were all older than 18.

Gender: The study aimed to include both males and females. However, the participants recruited and interviewed were all males.

Occupation: The participants represented taxicab operators who once worked as taxicab drivers under a performance-based contract.

Income Level: Income levels varied among participants, with some owning more than one taxicab.

Ethnicity: The participants in this study were all Basothos.

Location: All the participants had taxicabs operating within 10 km of Maseru, an urban area.

4.3 Economic and financial issues

4.3.1 Income for Households

Generally, participants were very satisfied with the economic benefits of their lives. Firstly, participants emphasised that taxicab operations generate an income for their households. The participants strongly believe that the taxi industry, through the performance contract, has considerably improved their income. One participant stated the following:

“In terms of money, I can say that it helps a lot because people happen to be employed in different jobs, but here we generate money from self-employment business. So, it will then depend on an individual’s discretion whether he can save the money he has raised through the business or if the person is disciplined enough to reinvest the funds instead of misusing

them. Money is not a problem here. One can earn money at all times in this industry.” (Interviewee 10, 2023)

Thus, the financial benefits were significant, mainly due to the employment opportunities available through self-employment. Also, the participant emphasised that individuals have the potential to earn money consistently in various roles within this industry. Furthermore, the importance of personal discipline in managing and saving the income generated was highlighted. Overall, the participant had a positive outlook on the financial aspects of the industry, contingent upon an individual's discretion and financial discipline.

It is evident that most operators are satisfied with their income. Generally, a taxicab raises a daily net profit between M150-M250. In some cases, the daily net profit exceeds M250. The operator's net monthly profit ranges between M4 000 and M7 000.

4.3.2 Improved financial management and literacy

Financial management is vital in enhancing an individual's financial health and fostering a robust economy (Alshebami, Handhal and Marri, 2022). The findings showed a significant positive shift in participants' attitudes towards saving and spending money. Participants lacked adequate financial literacy skills before their performance contracts. Evidence shows that money management practices improved after entering the taxicab industry. One respondent highlighted this transformation by stating the following:

"Before I could work under the performance contract. I had never developed enough financial literacy skills. I used to spend money very recklessly. However, when working under the performance contract, I learned to save money to make deliverables per the terms of our performance contract services.” (Interviewee 13, 2023)

The performance contract and working environment were crucial in attaining financial literacy skills. The performance contract led the participant to spend money judiciously on essential commodities. Moreover, performance contracts fostered a sense of accountability and responsibility. For example, under the performance contract,

spending money requires reporting, preventing unnecessary expenditures and focusing on targets. These findings are consistent with Singla and Arja (2023), who found that financial literacy for small business owners enhances their ability to make informed decisions about their enterprises.

In addition, the results showed that financial literacy motivates participants to increase their savings, providing the means to initiate new enterprises or expand existing ones. With cab drivers' savings, such funds enable them to address liquidity challenges and provide them with the operational capital necessary to launch small businesses. Thus, the results inform the taxicab drivers that they could engage in other forms of raising and saving money from the performance contract, such as joining informal cooperative societies to increase their revenue.

Two of the participants explained:

“I can now embark on a series of strategies that could assist me in increasing my revenue. For example, I can invest in informal cooperative societies. Or I can trade or invest in other investment entities that could help to increase my revenue.” (Interviewee 3, 2023)

“I have joined one society, some sort of a stokvel-like. We are four members of this society. Every month, each member contributes five thousand rands (M5 000).....” (Interviewee 13, 2023)

The responses from the participants suggest that financial literacy is crucial in guiding operators to make informed financial decisions and find better sources of capital for their new businesses. The participants use the proceeds from funds contributed to the pool ‘stokvel’ to support each other in executing their family projects. Members receive this kind of support at least three times a year. It is evident that informal cooperative societies (‘stokvel’) and other savings plans have effectively influenced participants' ability to fulfil their family responsibilities.

Enhanced financial literacy increases the likelihood of individuals exercising caution before making risky investment decisions. Therefore, entrepreneurs must possess

strong financial literacy skills, as this contributes to the overall financial well-being of their business entities. The findings agree with the study of Alperovych et al.(2023), which indicated that the owner's competence in finances is a significant factor influencing small businesses' financial performance.

4.3.3. Source of business opportunity through being entrepreneurs

Entrepreneurship is crucial in providing employment opportunities and is essential for economic and social advancement (Ahmad et al., 2019). Entrepreneurial endeavours drive economic growth, enhance productivity, foster innovation and facilitate job creation (Huan, 2016). The research findings below highlight a shared aspiration to become entrepreneurs. Three participants explicitly expressed this common desire.

“Cab assisted me as a cab driver in changing my socioeconomic status and starting a new life as a business person.” (Interviewee 3, 2023)

“I wanted to own a cab. I could not afford to buy one for myself. So I saw the performance contract as the best option.” (Interviewee 7, 2023)

“I realised it is true that every month I earn remuneration. But those wages only managed to feed my family. I was unable to save it. My interest was to have my cab too.” (Interviewee 10, 2023)

The participants were motivated to pursue self-employment as taxi operators. They recognised the performance contract as a valuable opportunity to fulfil their entrepreneurial aspirations. Thus, they aligned becoming a taxi operator with their long-term goal of working as business operators rather than being employed. The participants found satisfaction in managing their businesses and generating income for themselves and their families. Ultimately, the participants believed that the earnings from their taxi operations would contribute to the growth of their wealth.

4.3.4. Employment opportunities

The role of public transport in providing employment opportunities for urban communities is widely acknowledged. This research, in particular, found that eight

participants had a work history in the industry spanning over a decade, six participants had five to eight years of experience, and the remaining three had been in the taxicab business for four years. Furthermore, before engaging in performance contracts, participants had previous employment experiences with various employers in the transport business, receiving monthly wages similar to other workers across different sectors in Lesotho.

Employment opportunities are a tangible outcome for the taxicab business. Before transitioning to self-employment, the participants accumulated several years of experience working as taxicab drivers in the industry. Consequently, the participants gained valuable experience that helped them advance their employment opportunities. In contrast to the monthly salaries earned by taxicab drivers under standard employment terms, the participants reported that a performance contract was a quick strategy for other taxicab drivers to transition to self-employment and own their taxicabs. This perspective stems from the participants' belief that the modest earnings received by taxicab drivers are insufficient to support the tangible establishment of a taxicab business. Participants stated as follows:

“Performance contract has created an employment opportunity for me because I am not educated. My family can earn a living out of this transport business.” (Interviewee 7, 2023)

Thus, performance contracts provide employment and a means for the individual and their family to sustain themselves economically.

4.3.5. Challenges faced by the participants

4.3.5.1 Vehicle maintenance

Participants reported that employers often make unfulfilled promises, mainly when covering repair and maintenance costs, especially towards the conclusion of contracts when repairs are most crucial. The operating principle that the operators mainly practice is profit maximisation and minimising costs. This approach frequently leads to disregarding road safety regulations, with many vehicles being inadequately maintained

and outdated, posing risks to both people and the environment (Cirella, Mtizi and Iyalomhe, 2018). Two participants highlighted the problem of maintenance:

“The owners whose taxicabs operate under performance contracts turn out to be stubborn, especially when it comes to the issues of repairs.”
(Interviewee 1, 2023)

“The cab maintenance cost had a huge financial cost on my income.”
(Interviewee 7, 2023)

Taxicab operators with performance contracts thus tend to prioritise income maximisation with minimal costs. Consequently, the taxi operator often needs to pay more attention to service and maintenance responsibilities, increasing long-term costs for taxicab drivers who work under performance contracts. This practice results in the driver owning an aged and poorly conditioned vehicle, posing risks to passenger safety. The results indicated that most of the cab drivers on the contract had similar experiences. Mtsi (2021) conducted a study in South Africa and found that minibus taxi operators routinely disregard traffic laws and neglect to service their vehicles according to car manufacturers’ recommendations.

4.1.5.2 Operating licences: D-permits’ challenges

The participants expressed significant concern over the delay in issuing operating licenses by the Road Traffic Board. Some of the participants stated as follows:

“Eish! The department of road processing time for the approval of D-permit is a huge constraint to my driving job, and such constraints my revenue on driving.” (Interviewee 2, 2023)

“Performance contract has brought a change. It’s just that I can’t get the documents. If we could access the documents (D-permit and fitness), I would be able to access opportunities.” (Interviewee 9, 2023)

The delays, uncertainties, and lack of consistency in processing operating licenses (D-permits) by the Road Traffic Board create uncertainty among participants. The lack of

registrations also discourages many from applying for permits. The absence of business permits hinders novice taxi operators from operating in the industry and poses an obstacle to new employment opportunities. Some individuals resort to incentivising officials to expedite their applications or access services more easily. This practice is motivated by a desire to ensure that their cabs are not listed as unauthorised due to a lack of proper documents. Dladla and Mbohwa (2009) found that delays in permit issuance could lead to civil servant bribery.

Some participants reported that the difficulties associated with obtaining operating permits led them to rent such permits from other taxi operators, describing it as costly and outrageous. This is ascribed to the fact that no fixed standards exist for these operators' charges; each determines charges at their own discretion. The participants reported as follows:

“Normally, after completing the performance contract, a D-permit remains with the employer. Therefore, I am working without owning a D-permit document. I have to use another owner’s D-permit.” (Interviewee 2, 2023)

“For me to continue operating as a taxi operator, my former employer offered to help me by renting out his D-permit for the cab I had been driving while I worked under the performance contract service.” (Interviewee 12, 2023)

The delay in releasing operating licenses can be seen as a significant factor in passenger transportation, preventing novice operators from entering the market due to limited permit access. Furthermore, constraints protecting taxi drivers' well-being could minimise fierce competition and risky behaviour among some taxi drivers (Mundy, 2018). Unfortunately, delays in releasing operating licenses overshadow the benefits of performance contracts for the novice taxicab operator. For Dladla and Mbohwa (2009), decentralising vehicle licensing and operating permit issuance could enhance accessibility and expedite the process. However, a shortage of licensing offices leads to excessive processing times for citizen applications.

4.4 Social factors

4.4.1 Standard of living improved

Participants conveyed a sense of contentment with their social accomplishments, expressing that now is their opportunity to relish and persistently work towards fulfilling their family needs. The participants reported as follows:

“After being a taxicab owner, my social welfare in life has improved. My socioeconomic status has improved.” (Interviewee 1, 2023)

“I observe a drastic socioeconomic improvement in my daily life compared to when I was still employed.” (Interviewee 17, 2023)

The responses from the participants suggested that the taxicab transportation business has brought about positive social development changes in the families of participants initially employed as taxicab drivers under the performance contract. Since becoming taxi operators, participants reported being able to plan and execute their projects within budget constraints. The finding is congruent with Al-kadasi's (2019) empirical study, emphasising that entrepreneurs act as catalysts for change, influencing communities and enhancing their living standards through creativity.

Furthermore, participants highlighted a newfound sense of autonomy in decision-making compared to when they had to consult their employers. Participants reported enjoying the freedom to make decisions independently. One participant stated:

“I feel at liberty to make my own decisions without explaining myself to someone. For example, if the business is not good today, I can go home without explaining myself to someone.” (Interviewee 4, 2023)

Thus, participants indicated they had the ability and freedom to decide on the best strategies and methods to run and manage their business. They can enter and leave their workplaces at their own convenience. This arrangement differs from when they felt pressured to adhere to fixed work hours. Previously, the participants had to be at work early in the morning until late in the evening, regardless of the circumstances. The

current social and behavioural change reflects a more flexible and independent approach to work, allowing participants to fulfil their social commitments without seeking endorsement. It is evident that the participants' socioeconomic status has substantially improved since becoming self-employed.

4.4.2 Accumulation of property

Several participants have accumulated property, with some acquiring additional cabs and building homes using the revenue generated from the taxicab industry. Of the seventeen participants, four owned more than one taxicab. Participants reported as follows:

“In 2016, I started to own my first cab; in 2018, I got another one and last year, 2022, I received another one.” (Interviewee 5, 2023)

“That strategy worked for me since I managed to purchase the second car, which was also converted into a cab. The two cabs helped to buy the third cab.” (Interviewee 14, 2023)

Thus, participants used the proceeds from their performance contracts to make meaningful investments. The virtues of patience and hard work, instilled through the performance contract, have played a crucial role in enabling participants to lead a progressively improving life. Some of the participants owned assets such as sites, homes, and animals, emphasising the positive outcomes of their investment decisions. They explained that the performance contract is more beneficial than driving without ownership for many years.

4.4.3 Access to basic needs

4.4.3.1 Access to food

The World Bank (2022) reported that in 2022, 32.4% of the population of Lesotho still fell below the \$2.15 poverty line. Food insecurity remains a formidable challenge to Lesotho, creating a substantial obstacle to the country's developmental objectives (Leduka *et al.*, 2015; WFP, 2023). However, this issue is not confined to a specific location; it affects both rural and urban areas. Despite the statistics reported by the

World Bank, participants stated that their lives have improved, indicating being able to meet their basic needs.

“Apart from owning the cab, life has improved after working on performance-based contracts. I can afford basic needs like clothing and food.” (Interviewee 6, 2023)

“With the money raised from the taxi cab business, I can meet my household’s needs.” (Interviewee 17, 2023)

According to Maslow's hierarchy of needs, food is a fundamental necessity for daily living and forms part of the essential commodities. Meeting these basic needs is crucial for a dignified life. Therefore, engaging in the taxicab business has become a means for individuals to address financial challenges and enhance their ability to provide for their families.

4.4.3.2 Access to clothing

The participants' livelihoods have significantly improved due to their income from the performance contract in the taxicab industry. This positive change has brought happiness to the participants' families. They reported as follows:

“I can now afford to buy the necessities of my family, like clothing for kids.”
(Interviewee 6, 2023)

“With the money raised by this cab, I can do many things, which include paying school fees for my children and buying food and clothes for my family.” (Interviewee 17, 2023)

The participants' reflections imply that they are now in a stronger financial position, enabling them to afford necessities for their families. Clothing, categorised as one of the basic needs, is no longer a concern for the participants. The income generated from the taxicab transport business is sufficient to sustain their families, signifying a substantial positive change in the participants' means of living.

4.2.4 Access to education

Article 28 of the United Nations emphasises the importance of providing accessible education for every child (UNICEF, 2019). In the context of Lesotho, the government prioritised universal basic education in 2000, introducing free primary education in all public schools, a policy officially legalised in the Education Act of 2010 (Chere-Masopha, 2021). Despite these efforts, challenges persist in Lesotho's education system, with 17.5% of children aged 13-17 not attending school and 53.4% falling behind by two or more years. The root cause is Lesotho's lack of compulsory and subsidised secondary education (UNICEF, 2018b).

Participants stated the following in this regard:

“One could easily enrol his children into any school without any struggle.”
(Interview 9, 2023)

“My children are now in post-primary schools, so it helps to pay their fees.”
(Interviewee 12, 2023)

“With the money raised by this cab, I can do many things. That includes paying school fees for my children...” (Interviewee 17, 2023)

The research findings revealed that post-primary education is not subsidised, contrary to basic education. However, the income earned from the taxi industry has enabled some participants to pay school fees for their children, allowing them to enrol in schools of their choice. The consistent income from their taxicab businesses provides a reliable source of funds almost every week or month. Consequently, beneficiaries of the performance-based contract can afford to pay the tuition fees for their children using the income generated from their own taxi business. Therefore, due to the economic empowerment of taxicab drivers through the performance-based contract, it is evident that the participants' socioeconomic status has improved.

4.4.5 Access to health services

Extreme poverty has multifaceted impacts on health, limiting a range of human capabilities, possibilities, and options (Murray, 2006). In addition to the demanding and

tight work schedules, the lack of funds for health services emerged as another significant concern for some participants.

The results indicated that taxicab drivers operating under performance contracts often find it challenging to fulfil social responsibilities due to financial constraints. Some of the participants stated as follows:

“No, access to health services is a great challenge. This is because when a driver works on a performance contract, such an individual does not earn any remuneration monthly.” (Interviewee 16, 2023)

“I can easily take my children to the health centres when they are sick, which I could not afford in the past.” (Interviewee 6, 2023)

Results indicated that in the past, the participants could not take their families to health centres when they were ill, which posed a significant challenge for them. It was only feasible if the taxicab driver received financial and non-financial support from the employer, allowing the driver to attend to family commitments, especially in cases of illness. However, since becoming self-employed as taxicab operators, participants can now afford to take their families to health centres when needed. The taxicab business has empowered them financially, enabling them to independently manage their families' health expenses.

4.4.6 Agriculture

Agriculture significantly impacts Basotho communities by sustaining livelihoods through food production and providing occupations. Approximately 71% of the population is involved in agricultural activities, emphasising its importance for Basotho work and livelihoods (World Bank Group, 2019).

This study found that implementing performance contracts has positively impacted the lives of previously disadvantaged groups. The participants reported as follows:

“It is time for farming winter crops; I can now afford to send money back home to my siblings to buy seeds.” (Interviewee 6, 2023)

The funds generated from the proceeds of the performance contract have supported participants in financing agricultural projects in the rural areas of Maseru. Participants have become economically empowered by owning a taxicab and can send money to their families to obtain the necessary resources for the family farm. This has enabled the participants to obtain the needed agricultural resources to feed their families and siblings.

4.4.7 The social challenges when working on a performance contract

4.4.7.1 Inadequate leave grant

The level of control over the employment process varies based on the industry and economic sector (Mmadi, 2012). Taxicab owners hold significant power over taxicab drivers. The results highlighted some of the challenges to drivers' livelihoods. While on contract, taxicab drivers hardly receive adequate employment benefits (e.g., annual leave), similar to other workers who work under the government and its parastatals. Participants stated as follows:

“Sometimes attending medical check-ups is also a challenge. Any day that I fail to report on duty irrespective of the compelling reasons, I will forfeit my pay.” (Interviewee 1, 2023)

“It is not easy to take one relative or family member to health centres or attend funerals. Every day is considered to be a working day. Absence from work duty affects the scoring on my performance contract.” (Interviewee 6, 2023)

Despite the participants having valid reasons for being absent from work, they were not compensated for these absent days. This illustrates that taxicab drivers face increased vulnerability to abuse and exploitation. The job uncertainty experienced by taxi drivers is a significant concern that extends into various aspects of their social lives (Mmadi, 2012; Antrobus and Kerr, 2019). Furthermore, these ongoing concerns disrupt other aspects of cab drivers' lives to the extent that some hesitate to take time off work, posing a threat to their health and increasing the risk of traffic accidents and subsequent

fatalities when employees are compelled to work while unwell (Mmadi, 2012). Moreover, such practices contradict the Labour Code Order of Lesotho (1992) Section 120 (1), which stipulates that every employee must receive a minimum of 12 days of leave with full pay per annum.

4.4.7.2 Inadequate financial support

Inadequate financial support forced the participants to work beyond working hours, which is against the Lesotho Labour Code Order 1992 Section 118 (1), which states that ordinary work hours are 45 hours per week. Section 118 (3) also states that regardless of the regulations, if the nature of the task requires continuity, an employer can ask or allow an employee to work overtime, extending beyond the usual hours specified in this section, for a maximum of 11 extra hours in a single week. However, due to inadequate financial support, some participants reported the financial challenges they continuously face while working on a performance contract.

“The taxicab driver who serves under a performance contract services does not earn an income.” (Interviewee 3, 2023)

“The driver is getting no financial remuneration at all.” (Interviewee 4, 2023)

Thus, inadequate financial support frequently compelled participants to be on duty even during unconventional hours. This enabled them to maximise their earnings by working extra hours and assisting them in purchasing essential items such as food and other material needs. Without earning an additional income beyond their daily targets, the participant's quality of life is grossly and negatively affected. Participants stated as follows:

“Servicing the taxicab has become your responsibility as a driver to ensure the cab is safe and in good condition. And when the tyres are worn out or involved in traffic offences, it is the drivers' responsibility to sort themselves out.” (Interviewee 6, 2023)

“Although the cab driver is not remunerated on a performance contract, the taxicab driver is responsible for maintaining the car. Sometimes, tyres are worn out and must be repaired or replaced.” (Interviewee 15, 2023)

It is evident that drivers were more responsible for caring for the cab when working on a performance contract to ensure the cab remained in good condition for daily operations. Subsequently, participants had to ensure that extra cash was always reserved to cover any repairs or services that might arise during the term of their performance contract. This responsibility added further pressure on taxicab drivers who worked on performance contracts.

4.4.7.3 Dishonesty

Several participants raised concerns about dishonesty, an issue experienced by some drivers during their performance contracts. The failure to fulfil the performance contract due to dishonesty appeared to be a significant problem in the taxicab transport business. Some participants reported issues related to the working relationships being disrupted at the beginning and towards the end of the performance contract.

“I failed to get two cars on performance contracts because we had drawn the gentlemen’s agreement. In one instance, I had only five months when the cab owner played tricks on me due to the technicalities of our work. On the other one, the cab owner just cancelled the contract.” (Interviewee 5, 2023)

“I worked on three performance contracts but have benefited from two cabs.” (Interviewee 15, 2023)

The findings revealed that employees were vulnerable due to desperation for work. Based on the contract terms, the driver and taxicab operator had agreed to use a cab as payment at the end of their performance contracts. Thus, the taxicab drivers in these cases suffered from exploitation by their employers. When the contract was cancelled, the driver working under the performance contract lost all benefits, regardless of the duration of their employment. Furthermore, the contract sometimes is terminated at a

time when the ownership of the cab was supposed to transfer from the employer to the employee. This finding aligned with Mmadi's (2012) empirical study that revealed the lack of economic security in the public transport industry. It exposes taxi drivers to exploitation and keeps them permanently linked to the labour market, with negative repercussions for themselves and their families.

Furthermore, failing to address this dishonesty leads to a conflict of interests, potentially resulting in accidents or loss of lives for any party involved. Therefore, employers' inability to follow the provisions of the performance contract frequently results in participants losing hope, hindering their aspirations of owning a cab. Written contracts that can easily be enforced by the courts, as opposed to verbal agreements, are thus essential. Participants reported as follows:

“There are some ill-disciplined and dodge owners. Such owners deliberately offer unrealistic contracts. They aim to exploit drivers.”
(Interviewee 2, 2023)

“It is very important for the taxicab driver who might be willing to work for the performance contract to do his homework before committing to it.”
(Interviewee 10, 2023)

Employers who fail to fulfil the terms of the performance contract negatively impact the participants' hopes and aspirations of owning a cab. Consequently, participants advise other drivers to be aware of the specifications of the performance contracts they enter into due to the dishonesty displayed by some unscrupulous taxicab operators.

4.2.7.4 Harassment by the police

Government challenges include increasing traffic violators who can escape penalties by offering bribes (Cirella, Mtizi and Iyalomhe, 2018). Some participants felt vulnerable when confronted by the police. The results indicated the challenges of harassment that participants experienced with police officers during taxi operations. Participants stated the following:

"In certain instances, one might encounter a police officer who has just left their residence, only to be surprised by finding the same individual already stationed on the road, creating a blockade. And this situation begs questions about whether the officer is collecting funds for personal use or government revenue." (Interviewee 9, 2023)

"...most of the police are making roadblocks just to enrich themselves." (Interviewee 16, 2023)

Participants thus perceived police roadblocks as primarily conducted for self-enrichment by some disgruntled police officers. Additionally, participants indicated that some police officers misuse their authority by demanding bribes from traffic offenders. Failing to comply with these demands may lead to arrest and legal action. Law enforcement agencies must be more accountable at traffic stops to effectively uphold the law, as some police set up illegal roadblocks to extort money from drivers. This unauthorised enforcement of traffic laws and regulations is common in many southern African cities (Cirella, Mtizi and Iyalomhe, 2018). Contrary to what some participants experienced, others reported as follows:

"I think they are still doing their work. You find that some cabs do not have proper documents while others have proper traffic documentation." (Interviewee 4, 2023)

"if the traffic officer is satisfied with their inspection, that's fine. But if the officer finds out there are some faults or missing documents, the officer might caution me to attend to such faults or tell me that I am under arrest." (Interviewee 14, 2023)

The participants' responses show a divergence of opinions among participants regarding police enforcement. While some perceive the police as harsh, others believe that roadblock activities are conducted with good intentions. Participants acknowledged that these activities aim to rectify drivers' misbehaviour on the road, serve inspection purposes, and are part of the police's routine duty. However, suppose roadblocks fail to

serve their intended purpose: to ensure that public motor vehicles are roadworthy and meet the qualifications for transporting commuters on public roads. In that case, such practices are not accepted by the participants. Considering that taxicabs have a maximum capacity for transporting passengers, four passengers per trip, and minimal total earnings per trip, self-enrichment by some disgruntled police officers reduces revenue earnings generated by the taxicab operators. This situation also affects the operators' efforts toward the economic empowerment of drivers.

4.5. Working conditions

4.5.1 Fixed taxicab rank

Participants expressed satisfaction with the amenities and cleanliness at their main taxi rank, which includes toilets with running water and proximity to taxicabs for easy public access. However, they raised concerns about the Ka-Lepoqong taxi rank, which has been used for over ten years. Despite efforts by street market vendors, environmental sanitation challenges persist. Issues include a lack of water, distant public toilets, and the absence of paving, making it problematic during rainy weather. As a result, such conditions cause inconveniences to the taxicabs' passengers. Ultimately, the taxicab transport business is adversely affected due to the reigning conditions. The taxicab transport business loses customers and fails to make enough returns.

4.5.2 The working condition challenges that are faced by the participants

4.5.2.1 Inadequate bus stops

Inadequate designated bus stops in Maseru, the capital city of Lesotho, are a significant concern for taxicab operators. Participants attributed their conflicts with the police to the absence of marked areas for bus stops. Participants reported as follows:

“In our town, we cannot drop off passengers near their destinations because no such places are marked permanently as drop-off or pick-up areas. Every sitting city's mayor of the day comes up with one's change. As a result, we lose customers, which affects our revenue.” (Interviewee 10, 2023)

“The municipality has turned the bus stops into parking areas that generate money. As a result, there is no longer any space that could be catered for bus stops that affect our business.” (Interviewee 16, 2023)

The lack of bus stops has become a significant concern for participants, leading to frequent arrests. This issue has negatively impacted the daily income of taxicabs operating within the city of Maseru. Participants often paid bribes of approximately R20 to avoid the possibility of paying R500 to the court. The absence of designated bus stops also hinders taxicab drivers from picking up or dropping off commuters at their preferred destinations in Maseru. The urban council utilises potential drop-off/pick-up spaces to generate revenue through private vehicle parking areas. Participants suggested that establishing bus stops could help address the predicament of taxicab driver arrests initiated by police officers.

4.5.2.2 Road traffic signs

Several challenges hindering the smooth operation of the taxi industry in Maseru are attributed to the Maseru City Council's operational plans. Participants mentioned the following:

“We are concerned with the mounting number of road signs prohibiting us from using other routes. Sometimes, we are forced to use one route. So we could not drop off passengers at the places of their destinations.” (Interviewee 11, 2023)

“Our municipality services are very unpredictable, sir. I am saying it is unpredictable because mounting road signs that prohibit taxis from using certain routes is just being performed without any prior awareness by us as the taxi industry fraternity. We just come across such road signs out of the blue.” (Interviewee 14, 2023)

While the Maseru city council holds administrative powers to manage the city's affairs, participants recommended they involve stakeholders, particularly those affected by decisions such as the designation of bus stops and installation of road signs.

Participants emphasised that engaging the concerned stakeholders would secure the support of the affected parties and prevent dissatisfaction. Participants also expressed discontent with the city council's current approach to policy enactment, emphasising the importance of including the taxi industry in discussions about new developments. They particularly objected to installing traffic signs restricting taxi routes without engaging public transport operators or their associations in the decision-making process.

Road signs are allegedly installed in the evening, leaving participants unaware of the new signs until the morning. Some participants opined that the lack of awareness of taxicab drivers of the impromptu road signs makes them victims of arrests by the police for the newly installed road signs. They stated the following:

“After all, the road signs are erected at night, and the next thing in the morning, such signs become active.” (Interviewee 14, 2023)

“Municipality impedes us from doing business.” (Interviewee 17, 2023)

Participants believe certain traffic signs were unintentionally installed to hinder their business, negatively impacting their taxicab operations. The restrictions these signs impose sometimes hinder their ability to assist commuters with heavy luggage, leading to a loss of business when passengers are dropped off far from their destinations.

4.5.2.3 Taxicab signage

Entrance restrictions may be beneficial (Cairns and Liston-heyess, 2019). However, participants have expressed concerns about the growing number of taxicabs, with two participants stating the following:

“The challenge we are now having is that of pirating. It is not easy to differentiate a taxicab from other cars.” (Interviewee 9, 2023)

“The lack of releasing permits has promoted pirating of passengers, which is exercised by private cars.” (Interviewee 11, 2023)

The government's reluctance to issue permits has hindered the taxi sector's expansion, leading to the operation of many cabs being deemed unlawful and exposing operators

to legal consequences and potential vehicle forfeiture (Barrett, 2003; Sekhonyane and Dugard, 2016; Commission Competition, 2020). Piracy has surged significantly in the Maseru city taxicab transport business, and participants attributed this to the traffic board's failure to release operating licenses. Regulatory barriers, such as corruption and restricted permit supply, discourage competition (Ramolise, 2011; OECD, 2018; Senamolele, 2020). Unregulated markets, however, can result in an oversupply of public transport services, intense rivalry, low prices, and poor earnings for drivers (Nélson *et al.*, 2011; Almyroudi *et al.*, 2016). For Ramolise (2011), healthy competition ensures the efficient use of resources, encourages creativity, provides diverse options, reduces costs, improves quality, and enhances economic productivity, subsequently providing good returns to operators.

Participants have identified private cars engaged in pirating as belonging to the police force. Therefore, they have expressed dissatisfaction with the perceived lack of law enforcement during roadblocks, especially concerning illegal pirating activities. They stated as follows:

“Another challenge is that of private cars that pirate the passengers. Most of such cars are owned by police officers.” (Interviewee 14, 2023)

“Our taxicab sub-sector industry has just been devastated by the police, who purchased passenger cars despite such vehicles lacking the necessary traffic documents. No legal action is being done to prevent such activities from continuing.” (Interviewee 16, 2023)

The findings suggest that law enforcement privately owns vehicles allegedly involved in activities that disrupt the taxicab transport business. The police, thus, do not apprehend those involved in such illicit acts of transporting passengers without proper taxicab transport traffic documents, indicating negligence of duty. Based on empirical studies, scholars recommend eliminating illegal operators in the metered taxi industry (Dladla and Mbohwa, 2009; Mmadi, 2012; Yaraghi and Ravi, 2017; Cibi and Ndzambo, 2019; Cverlin, 2022). They emphasised the necessity of police upholding laws against illegal operators that engage in unfair competition and steal business from legitimate

operators, urging officials to refrain from accepting bribes. Illegal acts significantly negatively impact the turnover income generated by taxicab operators whose taxicabs operate legally.

In addition, the surge in the number of taxicabs, coupled with school vacations and the closure of factories leading to job losses among factory workers, has intensified competition in the taxicab transport sector in Maseru. Therefore, taxicab transport business revenue returns to the taxicab operators have been adversely affected. Participants stated as follows:

“Factory workers and students mostly support our business on this side of Thetsane route. When schools are closed like now, in addition to the loss of jobs by factory workers. Our business suffers.” (Interviewee 4, 2023)

“Our business performance has declined. Sometimes, some passengers would ask me to pay transport fares as low as R10 contrary to the local, which is R12.” (Interviewee 13, 2023)

This indicates that the closure of schools during winter and summer breaks, alongside the shutdown of textile manufacturing in Maseru, significantly impacts the taxicab business, leading to a sharp decline in turnover. This situation intensifies competition among taxicab operators, reducing fares as passengers negotiate for lower prices. Moreover, increased taxicab numbers along the Thetsane route and job losses among Maseru Mall taxicab users further reduce operator revenue returns. These challenges and heightened competition in the sector are the primary drivers of business decline.

4.5.2.4 Inadequate safety measure

Hijacking is a prevalent issue in the public transport business in Maseru. There have been many car hijacks, particularly in cars used for taxicab business. Participants reported the following:

“You just pick up people who might request to be transported somewhere on a special trip without noticing any criminal intention.” (Interviewee 4, 2023)

“Yes, we do experience hijacking cases, sir.” (Interviewee 15, 2023)

The hijacking threat poses a significant danger to taxicab drivers in Maseru, as the perpetrators are often unknown and not easily identifiable. This constant risk to participants' lives is compounded by the unpredictability of when such attacks might occur. The vulnerability is particularly heightened during unconventional working hours and ride-hailing situations. Participants expressed a lack of a clear strategy to combat this crime. Training taxicab drivers could mitigate risks by informing them of potential dangers and guiding them on preventive measures they might not otherwise consider (Khavarian-Garmsir, Sharifi and Hajian Hossein Abadi, 2021). One participant stated:

“Nowadays, there are many taxicabs. So, that stretches our working hours. In the end, we fall into the hands of hijackers.” (Interviewee 1, 2023)

Thus, the growing number of taxicabs in the public transport business and inadequate taxicab drivers' training contribute to increased incidents of hijacking of taxicab drivers. Therefore, these factors negatively affect drivers working under a performance contract, specifically their aspirations to own taxicabs in the future. Also, it becomes a challenge for drivers working under performance contracts to meet their daily targets.

4.6 Conclusion

Chapter 4 discussed the transformative implications of performance-based contracts in the taxicab transportation market, specifically in Maseru. Some of the findings included financial literacy and improvement in financial household welfare. These are critical in helping operators make informed business decisions. This empowerment has increased socioeconomic position, allowing members to afford education, healthcare, and agricultural investments for their families. However, the impact of issues such as licencing delays and signage on operations still needs to be addressed. The lack of defined bus stops also causes issues, resulting in arrests and revenue loss. Furthermore, seasonal changes and rising competition strain the sub-sector transport industry, reducing turnover and safety.

CHAPTER 5: CONCLUSION, MAIN FINDINGS AND RECOMMENDATIONS

5.1 Overview of the study chapters

Chapter 1 introduced the research problem, provided the study context, summarised the problem statement, explored specific research questions, emphasised the study's significance, presented a methodology summary, and clarified essential terminology.

Chapter 2 encompassed the literature review. The study explored several aspects of the taxi sector, such as societal values, employment and business opportunities, and entrepreneurial dynamics. The chapter also discussed the importance of the taxi industry in stimulating the economy and filling gaps in existing transportation networks. Furthermore, it highlighted taxicabs' social importance, particularly among excluded populations, contributing to a higher living standard for them. More importantly, effective taxi services were showcased as critical for stimulating entrepreneurship, creating jobs, boosting citizen well-being, economic growth, and poverty reduction.

Chapter 3 presented the study's methodology, including its strategy, location, demographics, sample selection, research tools, interview techniques, data processing procedures, limitations, and ethical considerations. The chapter focused on qualitative research methods, specifically taxicab operators in Maseru, the capital city of Lesotho, who have benefited from performance-based contracts. The chapter also emphasised the importance of using qualitative research approaches, adhering to ethical standards, and performing rigorous data analysis to fully investigate the experiences of taxicab operators in Lesotho.

Chapter 4 presented the research findings, emphasising the impact of the taxicab transportation business on drivers' economic empowerment, specifically those working under performance-based contracts that could lead to cab ownership. It also covered themes including enhancing household financial well-being, financial management and literacy, turnover, and taxicab drivers and operators' challenges.

Chapter 5 first provided an overview of the chapters. This will be followed by a summary of the study's main findings, recommendations, and limitations.

5.2 Summary of the main findings

5.2.1 Enhanced drivers' economic empowerment

There is a dearth of literature on taxicab drivers' economic empowerment. However, the results of this study are partially consistent with the empirical evidence of Madugu's (2018) study regarding the socioeconomic empowerment of taxi drivers in Kano, Nigeria. The interview process demonstrated how performance-based contracts have become a catalyst for good change, giving participants hope and value. These contracts address job security concerns and actively help taxicab drivers transition into successful businesses by owning cabs. This transition significantly impacts participants' economic empowerment, making performance-based contracts a critical tool. The revenue earned by the taxicab business aids in overall economic growth. Some participants have not only achieved success in the taxicab business but have also purchased several taxicabs and other assets, demonstrating the extensive benefits of this technique.

5.2.2 Provision of substantial turnover/returns to the owner

The research findings corroborate the literature reviewed in Chapter 2. The empirical studies revealed that taxicab operators enjoy large financial gains. Previous research indicated that the taxi transport sub-sector generates more income and increases its customer base because each trip earns cabs an income (Dao *et al.*, 2019). According to Dao *et al.* (2019), a portion of the income generated is paid to the driver. The financial gains are mostly due to the employment alternatives provided by self-employment. This example demonstrates the potential for consistent profits across diverse professions in the sector. Operators are generally pleased with their income levels, with daily net gains ranging between R150 and R250. Their net monthly profits range from R4,000 to R7,000, indicating significant turnover in the taxicab transport sub-sector. The ensuing economic and social benefits are evident after completing a performance contract. The entirety of the income generated by the cab is towards the new owner, marking a pivotal step toward improved economic and social prospects.

5.2.3 Improved financial household welfare (financial literacy and well-being)

This study's findings were consistent with Singla and Arja (2023), who found that financial literacy for small business owners enhances their ability to make informed decisions about their enterprises. The concept of performance contracts has proven exceptionally valuable, catalysing the development of crucial financial literacy skills among participants. This innovative approach has transformed their spending patterns and empowered them to embark on a journey of financial self-improvement. With a newfound understanding of financial principles, participants adopted various savings strategies, including participation in 'stokvels' or considering opportunities to trade and invest their revenue in diverse investment entities. In this context, the performance contract emerges not only as a contractual arrangement but as a vehicle for enhancing financial knowledge and fostering positive financial habits among those involved.

5.2.4 Business establishment (entrepreneurship) as a source of creating employment opportunities

The study findings support the literature reviewed in Chapter 2 that the taxicab transport business creates jobs for communities. The empirical studies suggest that entrepreneurship is crucial in providing employment opportunities and is essential for economic and social advancement (Ahmad et al., 2019). Entrepreneurial endeavours drive economic growth, enhance productivity, foster innovation and facilitate job creation (Huan, 2016). The taxicab industry, often characterised as a low-productivity service sector with a predominantly informal structure, plays a pivotal role in adding value and instilling hope within the communities it serves. Participants within this sector were motivated by various factors that led them to employment under performance contracts. However, a common thread united them: the aspiration to evolve into entrepreneurs. The taxicab industry catalyses entrepreneurship, offering individuals the inspiration and opportunity to embark on a journey toward becoming successful business owners.

5.2.5 The delay in issuing an operating licence results in a deterrent to economic prospects

The study findings support the literature reviewed in Chapter 2 that the failure of the government to give permits restricted the expansion of the taxi sector because it made the operation of most cabs unlawful and subjected its operators to indictment and the confiscation of their vehicles (Ramolise, 2011; Modipa, 2021). Consequently, the delayed issuance of D-permits has far-reaching adverse effects on the economic prospects of novice taxicab operators. This delay renders their cabs non-operational and forces them into a desperate situation, impeding their ability to earn a livelihood. Faced with the urgency to sustain their means of living, participants often resort to renting operating licenses from other taxi operators at exorbitant prices, leaving them vulnerable to financial strain. The excessive costs associated with renting operating licenses created a situation where participants were compelled to make financial sacrifices, exacerbating their economic challenges. Those unable to afford the high rental fees sometimes resorted to pirating passengers, leading to a cycle of uncertainty and financial instability. Therefore, participants attributed the surge in piracy within the Maseru taxicab transport business to the traffic board's failure to release operating licenses. Moreover, the lack of consistency and delays in the government's release of business permits instilled doubt among participants about the viability of applying for permits.

The ramifications extend beyond individual operators, affecting the Lesotho revenue service, which fails to collect the anticipated revenue due to the delayed issuance of operating licenses. This not only hampered the economic activities of the participants but also highlighted the need for a more streamlined and efficient process for issuing operating licenses to mitigate the negative impact on both operators and government revenue collection.

5.2.6 Navigating financial uncertainties

This research finding aligned with Mmadi's (2012) empirical study that found a lack of economic security, common in the public transport industry, exposing taxi drivers to exploitation and keeping them permanently linked to the labour market, with negative

repercussions for themselves and their families. The findings highlighted a significant challenge encountered by individuals working under performance contracts. Specifically, the absence of a fixed monthly salary creates financial uncertainties, particularly for those responsible for supporting their families consistently as breadwinners. The financial challenge and inability result in the uncertainty of providing for their families, which can be particularly burdensome for individuals working under performance contracts. Subsequently, the unstable nature of this situation can be strenuous for the driver and risk causing a total shutdown to deliver as per the performance contract agreement. Consequently, drivers' economic empowerment practises in the transport sub-sector could result in failure.

5.2.7 Leave entitlements

This finding aligns with what Mmandi (2012) and Antrobus and Kerr (2019) found in their empirical studies about the lack of protection of taxi drivers from exploitation by employers. Taxi drivers face a unique employment situation, devoid of traditional benefits such as annual leave with pay and lacking legislative protection (Mmadi, 2012; Antrobus and Kerr, 2019). Subsequently, drivers are exposed to the control of taxi owners, leading to potential abuse and exploitation. The lack of legal protections places drivers in a precarious position, endangering their well-being. Drivers who are required to work without the benefit of leave, especially when unwell, negatively impact their health and increase the risk of accidents and loss of life.

Uncertainty about job security intensifies these concerns, disrupting every aspect of drivers' social lives and creating pervasive apprehension. This threatens the performance contract signed between the operator and driver on owning the cab. Furthermore, the ongoing uncertainties about employment security could lead to a reluctance to take time off work, further impacting their overall well-being. Therefore, addressing these challenges requires a comprehensive approach that considers both immediate concerns and the implementation of regulatory measures to protect the rights and welfare of taxi drivers.

5.2.8 Roadblocks

Based on the empirical studies, illegal operators in the taxicab transport business need to be eliminated (Dladla and Mbohwa, 2009; Mmadi, 2012; Yaraghi and Ravi, 2017; Cibi and Ndzambo, 2019; Cverlin, 2022). Roadblocks are supposed to be viewed as a valuable mechanism that aids taxi operators in extending the lifespan of their vehicles, as their vehicles are checked for any mechanical failures during roadblocks. As a result, drivers are expected to address and rectify issues identified to avoid being issued a fine. This study's findings showed that government challenges related to law enforcement, particularly in traffic management, include the prevalence of traffic violators who exploit and participate in corruption by offering bribes to avoid being issued a fine. Participants in this study reported a sense of vulnerability in their encounters with police officers, citing instances of harassment instigated by the police. Participants indicated that police roadblocks are administered with the primary intention of self-enrichment, with questionable conduct in their execution. The participants also stated that some police officers misuse their authority by demanding bribes from traffic offenders to evade legal consequences. Non-compliance with these demands could lead to arrest and legal proceedings. These illicit practices by law enforcement agencies threaten the economic prospects of owning a cab under the auspices of the performance contract.

5.3 Recommendations

The study's findings led to several recommendations. These will be discussed below.

Encouraging taxicab operators to switch from individual to cooperative ownership encompasses significant potential rewards. This change will provide benefits such as access to collective professional assistance, including competence in legal and financial concerns. Combining resources through cooperative ownership will allow owners to benefit from collective knowledge and experience, improving their capacity to negotiate complex legal and financial landscapes. This collaborative strategy will strengthen individual taxicab enterprises' operational foundations while fostering industry solidarity. Furthermore, cooperative ownership will provide access to starting capital and financial aid that would otherwise be difficult to obtain as an individual operator. This financial support is critical for continuing operations and extending services. Overall, joining

cooperatives is a strategic decision that can improve collective power and resilience within taxicabs.

Another recommendation is to align performance contracts with Lesotho labour regulations to alleviate employment security concerns among disadvantaged groups (e.g., taxicab drivers). Hasty contract implementation has resulted in unfair dismissals without incentives during disputes, emphasising the importance of legal precision in contract drafting. Employers' inability to follow the performance contract conditions frequently hinders participants' aspirations of owning a cab. Therefore, government action is proposed to correct imbalanced contractual arrangements and promote a fair and legally compliant procedure.

The policy should be developed to encourage the performance contract in the taxicab transport business to promote and establish an ownership culture. This technique should involve allocating taxicabs to individual drivers under performance contracts, resulting in careful upkeep and preservation; this is viewed as an incentive for the driver. This concept emphasises that drivers who recognise the cab's significance as a reward under the performance contract treat it with extraordinary care. This meticulous attitude is rewarded with the retention of a fully operating taxicab, whereas neglect may result in the loss of this important asset.

Another recommendation involves providing financial assistance to drivers, assisting them with cab service and maintenance duties. Recognising drivers' financial concerns is critical as it directly influences their ability to keep their vehicles safe. Inadequate support may make it difficult to comply with vehicle servicing rules, negatively impacting passenger safety and the ability of the performance-based contract to be fulfilled. Therefore, a collaborative approach could be beneficial. The provision of financial assistance can benefit drivers working under performance contracts not only for vehicle longevity and efficiency but also for passenger safety and well-being. This strategy is consistent with the overall goal of creating a supportive environment in the taxi sector, where operators and drivers join forces to maintain high levels of service and safety.

Furthermore, the Maseru City Council can actively support taxicabs by establishing strategically placed bus stops. This initiative can assist in addressing issues experienced by taxi drivers, including unjustified police arrests. Designated bus stops not only provide a systematic system for taxi services, but they also significantly improve customer convenience. Allowing taxis to pick up and drop off commuters near their destinations increases transportation efficiency and customer satisfaction. This approach consistently encourages collaboration among taxi drivers, passengers, and municipal authorities.

It is critical to curb the spread of unauthorised taxicabs by effective law enforcement efforts. To successfully deter such activities, immediate and decisive action must be taken, supported by the full power of law. Continuous training programmes for enforcement personnel are also critically required, and they must be dynamically aligned with legislative changes and city regulations to address new taxi sector challenges. Maintaining a high level of knowledge among officers is critical for sustaining regulatory standards while improving the general integrity and safety of the taxi transport business. Furthermore, severe procedures must be introduced to prohibit bribery in the industry, particularly in encounters with law enforcement. Proactive efforts and accountability procedures are essential to discourage police from participating in unethical behaviour and maintain law enforcement's integrity.

Also, the Road Traffic Board needs to implement a transparent and consistent process for providing operating licences in the taxi business to combat piracy effectively. The proactive strategy can discourage unauthorised activity and establish a fair system for all parties. Transparent and frequent licence releases improve sector integrity, prevent illicit behaviour, and allow honest operators to access resources on time. The execution of a transparent system can promote compliance, lower piracy, and be consistent in building a well-regulated and transparent licencing structure that will improve confidence among operators and passengers alike.

Table 5.1: Summary of the research findings and recommendations

Findings	Recommendations
❖ Performance-based contracts have assisted drivers in becoming more economically empowered by providing them with an optimistic view, employment stability, and a route to lucrative enterprises.	❖ Encourage taxicab operators to shift from individual to cooperative ownership. ❖ Developing policies that encourage the performance contract in the taxicab transport business needs to be considered.
❖ Performance contracts provide substantial turnover/returns to the owner.	
❖ Participants' financial knowledge has increased due to performance contracts, improving household welfare.	
❖ Performance contracts help taxicab drivers become successful business owners, increasing job opportunities while adding to overall economic growth.	
❖ The absence of a fixed salary is a significant challenge encountered by individuals serving under performance contracts.	❖ Financial assistance is encouraged and aimed at helping drivers with cab service and maintenance duties.
❖ The delay in issuing operating licences is deterring economic prospects.	❖ The recommendation suggests uniform and transparent operating licence issuance procedures by the Road Traffic Board to discourage piracy and advance justice and integrity in the taxi sector.
❖ Inadequate leave entitlement threatens the performance contract signed between the operator and driver on owning the cab.	❖ Align performance contracts with Lesotho labour regulations to alleviate employment security concerns among disadvantaged groups, such as taxicab drivers.
❖ Government challenges related to law enforcement, particularly in traffic management, include the prevalence of traffic violators who exploit corruption by offering bribes to avoid penalties during roadblocks.	❖ Stringent measures must be implemented to combat bribery in the taxi sector, especially among law enforcement, mandating proactive steps to discourage such behaviour. ❖ The recommendation suggests that the Maseru City Council actively support taxicabs by establishing strategically placed bus stops. ❖ It is critical to curb the spread of unauthorised taxicabs by effective law enforcement efforts.

5.4 Contribution of the study

This study contributed to the following areas of transportation literature: contribution to the empirical literature and contribution to the practical taxicab business.

5.4.1 Contribution to the empirical literature

This study highlighted how the taxicab transport business can mitigate the unemployment rate in Lesotho. However, the researcher suggests more research on this topic to assist policymakers with developing and implementing taxicab policies that successfully address Lesotho's socioeconomic concerns. This is needed as the performance-based contract in the taxicab transport sub-sector has substantially impacted drivers' employment opportunities, enabling them to become taxicab operators after completing their contract service.

5.4.2 Contribution to the practical taxicab business

According to Damane and Sekantsi (2018), Lesotho has a high unemployment rate. Over the past ten years, this country has endured persistently high unemployment rates ranging between 23% and 28% (Damane and Sekantsi, 2018). The unemployment challenge is affecting all sectors of Lesotho's society (Lekunya and Oranje, 2017; BTI, 2018). Therefore, if the performance-based contract could be better adjusted and implemented, the transport business sub-sector role could address the challenge of unemployment prevailing in Lesotho and provide entrepreneurial education to the existing taxicab operators and future entrepreneurs.

5.5 Limitations of the study

The data collection occurred at taxi ranks while the taxi operators were still on duty. As a result, there were three incidences where time restrictions became a major factor during the interview discussion and prevented several questions from being examined in detail. Although there were follow-ups, there were issues with consistency in the content of the data received from some participants. Also, some were unable to align the data's contents due to several interruptions.

Furthermore, the research interviews were conducted at the taxi rank, an environment plagued with interruptions and outside noise. Suppose the interviews had been conducted at a place familiar to the participants. In that case, they might have felt more comfortable and at ease. Also, this could have led to some shared information being

explored in more detail. Furthermore, participants tend to feel more at ease in their usual environment, allowing the researcher to establish a stronger rapport with them.

In this study, the researcher played the dual roles of data gatherer and writer. The different interviewing tactics, such as probing, paraphrasing, and non-verbal cues, may have been influenced by this dual responsibility.

6. REFERENCES

Aarhaug, J. (2015) 'Competitive tendering in an entry regulated market—an accident waiting to happen?', *European Transport Research Review*, 7(2), pp. 1–9. doi: 10.1007/s12544-015-0166-4.

Aarhaug, J. (2016) *Taxis as a Part of Public Transport Sustainable Urban Transport Technical Document #16*. Available at: chrome-extension://efaidnbmnnnibpcajpcgclefindmkaj/https://www.researchgate.net/profile/Jorgen-Aarhaug/publication/307936266_GIZ_SUTP_TD16_Taxi_EN/links/57d2a13d08ae6399a38d75c0/GIZ-SUTP-TD16-Taxi-EN.pdf (Accessed: 30 November 2019).

Aarhaug, J. and Skollerud, K. (2014) 'Taxi: Different Solutions in Different Segments', in *Transportation Research Procedia*. Elsevier, pp. 276–283. doi: 10.1016/j.trpro.2014.07.027.

Aarhaug, J. and Skollerud, K. (2014) 'Taxi: Different Solutions in Different Segments', in *Transportation Research Procedia*. Elsevier, pp. 276–283. doi: 10.1016/j.trpro.2014.07.027.

Ahmad, N. L. *et al.* (2019) 'The Importance of Financial Literacy towards Entrepreneurship Intention among University Students The Importance of Financial Literacy towards Entrepreneurship Intention among University Students', 9(9), pp. 18–39. doi: 10.6007/IJARBSS/v9-i9/6266.

Al-kadasi, M. (2019) 'The importance of entrepreneurs in economy', *ResearchGate*, (May), pp. 0–4. Available at: https://www.researchgate.net/publication/332820418_The_importance_of_entrepreneurs_in_economy.

Almyroudi, A. *et al.* (2016) *Study on passenger transport by taxi, hire car with driver and ridesharing in the EU ANNEX III-Country Reports*. Available at: <https://transport.ec.europa.eu/system/files/2017-05/2016-09-26-pax-transport-taxi-hirecar-w-driver-ridesharing-final-report.pdf> (Accessed: 29 April 2020).

Alom, F. *et al.* (2016) 'Success factors of overall improvement of microenterprises in Malaysia: an empirical study', *Journal of Global Entrepreneurship Research*, 6(1), pp. 1–13. doi: 10.1186/s40497-016-0050-2.

Alshebami, A. S., Handhal, S. and Marri, A. (2022) 'The Impact of Financial Literacy on Entrepreneurial Intention: The Mediating Role of Saving Behavior', (June). doi: 10.3389/fpsyg.2022.911605.

Anaman, P. D. and Ahmed, I. A. (2021) 'Taxation within the Transport Sector: A Ride-hailer and Sharing Economy Perspective', *Account and Financial Management Journal*, 06(10). doi: 10.47191/AFMJ/V6I10.01.

Antrobus, L. and Kerr, A. (2019) 'Saldru Working Paper 250: The labour market for minibus taxi drivers in South Africa', *Southern Africa Labour and Development Research unit*. Available at: www.opensaldru.uct.ac.za. (Accessed: 20 October 2019).

Appah, E. (2018) *Strategies Taxicab Owners Use to Sustain Their Operations in a Competitive Environment*. Available at: <https://scholarworks.waldenu.edu/dissertations> (Accessed: 5 October 2020).

Atieno, O. P. (2009) 'An analysis of the strengths and limitation of qualitative and quantitative research paradigms', *Problems of Education in the 21st Century*, 13, pp. 13–18. Available at: http://www.scientiasocialis.lt/pec/files/pdf/Atieno_Vol.13.pdf.

Ayaga, W. (2019) *Kenya: Digital Taxi Forum members to protest low pay & poor working conditions | Business & Human Rights Resource Centre*. Available at: <https://www.business-humanrights.org/en/kenya-digital-taxi-forum-members-to-protest-low-pay-poor-working-conditions> (Accessed: 20 October 2019).

Baporikar, N., Nambira, G. and Gomxos, G. (2016) 'Exploring factors hindering SMEs' growth: evidence from Namibia', *Journal of Science and Technology Policy Management*, 7(2), pp. 190–211. doi: 10.1108/JSTPM-11-2015-0036.

Barrett, J. (2003) *A Case Study of the Minibus Taxi Industry in South Africa*. Available at: https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---emp_ent/---ifp_seed/documents/publication/wcms_117698.pdf.

Beigi, M., Nayyeri, S. and Shirmohammadi, M. (2022) 'Steering wheels to make ends meet: Understanding stressors and coping strategies among app-based taxi drivers in

Tehran ☆', *Journal of Vocational Behavior*, 138(April 2021), p. 103782. doi: 10.1016/j.jvb.2022.103782.

Berg, B. L. (2001) *Qualitative Research Methods for the Social Sciences*. Fourth edi. Edited by S. L. K. H. L. F. A. J. S. F. K. M. Kelbaugh; Toronto: Allay and Bacon, A Pearson Education Company.

Berg, C. N. *et al.* (2017) 'Transport Policies and Development', *The Journal of Development Studies*, 53(4), pp. 465–480. doi: 10.1080/00220388.2016.1199857.

Bickford, J. and Nisker, J. (2016) 'Tensions Between Anonymity and Thick Description When “ Studying Up ” in Genetics Research'. doi: 10.1177/1049732314552194.

Bryman, A. (2012) *Social research methods*. Fourth Edi. New York: Oxford University Press.

BTI (2018) *BTI 2018 Country Report - Lesotho*. Available at: <http://www.bti-project.org>. (Accessed: 2 November 2019).

Cairns, R. D. and Liston-heyas, C. (2019) 'Competition and regulation in the taxi industry', 2727(January). doi: 10.1016/0047-2727(94)01495-7.

Central Bank of Lesotho (2012) 'The Role of Diamond Mining Sector in Lesotho's Economy', *CBL Economic Review*, July(143), pp. 1–8. Available at: [chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/https://www.centralbank.org.ls/images/Publications/Research/Reports/MonthlyEconomicReviews/2012/July 2012 ER - final.pdf](chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/https://www.centralbank.org.ls/images/Publications/Research/Reports/MonthlyEconomicReviews/2012/July%202012%20ER%20-%20final.pdf).

Chere-masopha, J. (2021) *Education , Unemployment and Poverty in Lesotho Complimentary Contributor Copy*. Available at: https://www.researchgate.net/publication/324260343_Education_Unemployment_and_Poverty_in_Lesotho/link/604db30b92851c2b23c920b1/download.

Chiloane-Tsoka, G. E. (2016) 'Factors affecting the implementation of the Taxi Recapitalization Project: The Department of Transport', *Problems and Perspectives in Management*, 14(4), pp. 25–32. doi: 10.21511/ppm.14(4).2016.03.

Cibi, S. and Ndzambo, P. (2019) 'An Investigation into passengers' experiences of a Transportation Network Firm's "Ride-Hailing" Services, Uber', (October), pp. 1–19. Available at: <https://busman.mandela.ac.za/getmedia/084f4322-03e5-44c5-8811-5e02c1fdb8f5/Cibi-Ndzambo-EBML-treatise?disposition=attachment>.

CIPS and NIGP (2012) 'Public Procurement Practice Performance Based Contracting', *Principles and Practices of Public Procurement*, (1), p. 3. Available at: chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://cdn.ymaws.com/www.cappo.org/resource/collection/FBBFC7BF-369D-43DE-B609-3D41BA05D10E/Performance_Based_Contracting.pdf.

Cirella, G. T., Mtizi, C. and Iyalomhe, F. O. (2018) 'Public transportation solutions in Southern Africa: case study Zimbabwe and South Africa', *Transport Economics and Logistics*, 79(December), pp. 77–86. doi: 10.26881/etil.2018.79.06.

Commission Competition (2020) 'Market Inquiry Into Land Based Public Passenger Metered Taxis and E-Hailing Services Non-Confidential Version', (February), p. 88. Available at: <http://www.compcom.co.za/wp-content/uploads/2020/03/PROVISIONAL-REPORT-ON-E-HAILING-AND-METERED-TAXIS-19February2020-NON-CONFIDENTIAL-VERSION1.pdf>.

Creswell, J. W. (2013) *Research Design: Qualitative, Quantitative and Mixed Methods Approaches*. Third Edit. Los Angeles: Sage Publication.

Cverlin, M. (2022) 'Regulating digitalization: Sharing economy and the case of Uber in Dubrovnik', *Contemporary Mediterranean*, 1(1), pp. 40–57. doi: 10.17818/sm/2021/1.3.

Damane, M. and Sekantsi, L. P. (2018) 'The Sources of Unemployment in Lesotho', *Modern Economy*, 09(05), pp. 937–965. doi: 10.4236/me.2018.95060.

Dao, H. *et al.* (2019) 'Economic Impact Analysis of Toronto's Taxicab, Limousine, and Private Transportation Companies'. Available at: <https://www.toronto.ca/wp-content/uploads/2019/06/97f5-Final-Economic-Impact-Study-Report.pdf>.

Dladla, M. and Mbohwa, C. (2009) 'The Challenges Facing the Metered Taxis Industry

in South Africa: A Case Study of Durban Metropolitan City', (031). Available at: <https://ujcontent.uj.ac.za/esploro/outputs/journalArticle/The-challenges-facing-the-metered-taxis/9910180107691>.

Dutta, U. and Henze, J. (2015) *Economic Impacts of Bus Rapid Transit in Southeast Michigan*. Available at: http://scholarworks.sjsu.edu/mti_publications (Accessed: 29 May 2020).

Fearnley, N. and Aarhaug, J. (2019) 'Subsidising urban and sub-urban transport – distributional impacts', *European Transport Research Review*, 11(1). doi: 10.1186/s12544-019-0386-0.

Fitzgerald, G. (2012) *The social impacts of poor access to transport in rural New Zealand*. Available at: <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.nzta.govt.nz/assets/resources/research/reports/484/docs/484.pdf>.

Fox, L. and Romero, C. (2017) 'In The Mind, The Household, or The Market?', *Policy Research*, 71(May), pp. 191–203. Available at: <https://doi.org/10.1016/j.wsif.2018.10.002><https://doi.org/10.1016/j.jbusres.2019.01.045><https://openknowledge.worldbank.org/handle/10986/26951>.

Ha, M. *et al.* (2014) 'Key Factors for Successful Entrepreneurship in Thailand', *Open Journal of Social Sciences*, 02(09), pp. 116–121. doi: 10.4236/jss.2014.29020.

Helfier, C. (2019) *Here's how tech is revolutionising transport for low-income communities in urban Africa | World Economic Forum*. Available at: <https://www.weforum.org/agenda/2019/01/here-s-how-tech-is-revolutionising-transport-for-low-income-communities-in-urban-africa/> (Accessed: 5 October 2020).

Henama, U. S. and Sifolo, P. P. S. (2017) 'Uber: The South Africa experience', *African Journal of Hospitality, Tourism and Leisure*, 6(2), pp. 1–10.

Hine, J. and Starkey, P. (2014) *Poverty and sustainable transport: How transport affects poor people with policy implications for poverty reduction*. Available at:

[https://sustainabledevelopment.un.org/content/documents/1767Poverty and sustainable transport.pdf](https://sustainabledevelopment.un.org/content/documents/1767Poverty%20and%20sustainable%20transport.pdf) (Accessed: 17 April 2020).

Hlabana, M. M. and Visser, G. (2007) *The role of the lesotho's textile industry in promoting local economic development: The Thetsane Industrial Area*. Available at: <https://scholar.ufs.ac.za/server/api/core/bitstreams/9da3bdb3-8871-4327-ae7-ee3fb0048933/content> (Accessed: 19 October 2019).

Hu, B. *et al.* (2018) 'Understanding the unbalance of interest in taxi market based on drivers' service profit margins'. doi: 10.1371/journal.pone.0198491.

Khavarian-Garmsir, A. R., Sharifi, A. and Hajian Hossein Abadi, M. (2021) 'The Social, Economic, and Environmental Impacts of Ridesourcing Services: A Literature Review', *Future Transportation*, 1(2), pp. 268–289. doi: 10.3390/futuretransp1020016.

Kute, S. W. (2017) *The Sharing Economy in the Global South: Uber's Precarious Labour Force in Johannesburg*. Available at: <https://wiredspace.wits.ac.za/bitstreams/c8e60a51-f89f-4b2d-95ae-52a3ff5b8bea/download> (Accessed: 29 April 2020).

Kwabena, N. S. (2014) 'Entrepreneurship theories and Empirical research : A Summary Review of the Literature', *ResearchGate*, (May). Available at: https://www.researchgate.net/publication/230814855_Entrepreneurship_theories_and_Empirical_research_A_Summary_Review_of_the_Literature.

Leduka, R. *et al.* (2015) *The State of Poverty and Food Insecurity in Maseru, Lesotho*. doi: 10.13140/RG.2.1.4754.4481.

Leiren, M. D. and Aarhaug, J. (2016) 'Taxis and crowd-taxis: Sharing as a private activity and public concern', *Internet Policy Review*, 5(2). doi: 10.14763/2016.2.420.

Lekunya, K. and Oranje, M. (2017) 'The sub-national economic and spatial development impacts of AGOA in Lesotho: An exploratory study', *Town and Regional Planning*, 70. doi: 10.18820/2415-0495/trp70i1.2.

Lesotho Chamber of Mines (2022) '2022 Lesotho Diamond Mining Industry Performance Report By in Collaboration With'. Available at: chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://stormmountaindiamonds.com/downloads/Lesotho-Diamond-Mining-Industry-2022-Performance-Report.pdf.

Li, H.-R. (2016) 'Taxi Positioning in the New Age of Internet and Industrial Development Research', *Procedia Engineering*, 137, pp. 811–816. doi: 10.1016/j.proeng.2016.01.320.

Liu, C.-P. (2017) *Understanding the Factors Influencing Public Transport Mode Choice in Taiwan*. Available at: [https://discovery.ucl.ac.uk/1575564/1/Liu_PhD Thesis-Revised-Chien-Pang-Sept-2017.pdf](https://discovery.ucl.ac.uk/1575564/1/Liu_PhD%20Thesis-Revised-Chien-Pang-Sept-2017.pdf) (Accessed: 21 June 2020).

Luthuli, L. (2020) 'Factors influencing payment convenience in the mini-bus taxi industry in Cape Town, South Africa', (August). Available at: https://etd.cput.ac.za/bitstream/20.500.11838/3441/1/Luthuli_Lolwethu_213303655.pdf.

Madugu, Y. U. (2018) 'Filling the mobility gaps: The shared taxi industry in Kano, Nigeria', *The Journal of Transport History*, 39(1). doi: 10.1177/0022526618759530.

Maina, A. W. (2016) *Improving Tax Compliance in the Informal Sector: A Case for Public Transport "Matatus" in Kenya*. 03. Kenya. Available at: https://www.academia.edu/34546335/Improving_Tax_Compliance_in_the_Informal_Sector_A_Case_for_Public_Transport_Matatus_in_Kenya?auto=download&email_work_card=view-paper.

Maluti Community Development Forum (MCDF) (2021) *Kingdom of Lesotho Large-Scale Diamond Mining in Lesotho: Unpacking its Impact on Adjacent Communities*. Available at: https://www.kpcivilsociety.org/wp-content/uploads/2022/02/KPCSC_Grassroots_Research_Lesotho.pdf.

Meagher, K. (2018) *Rewiring the Social Contract: Digital Taxis and Economic Inclusion in Negeria*. Available at: [https://cdn.unrisd.org/assets/legacy-files/301-info-files/9F448C4744660687C125833C003D3B30/Overcoming Inequalities 3b_Meagher---](https://cdn.unrisd.org/assets/legacy-files/301-info-files/9F448C4744660687C125833C003D3B30/Overcoming%20Inequalities%203b_Meagher---)

Final.pdf.

Melander, C. *et al.* (2023) 'Understanding Key Concepts of Economic Empowerment: Ffor People Who Have Experienced Human Trafficking', pp. 1–12. Available at: <https://doi.org/10.1016/j.wsif.2018.10.002><https://doi.org/10.1016/j.jbusres.2019.01.045><https://openknowledge.worldbank.org/handle/10986/26951>.

Meyer, N. and Hamilton, L. (2020) 'Female entrepreneurs' business training and its effect on various entrepreneurial factors: Evidence from a developing country', *International Journal of Economics and Finance Studies*, pp. 135–151. doi: 10.34109/ijefs.202012109.

Mishra, C. and Zachary, R. K. (2015) 'The Theory of Entrepreneurship', (January 2015). doi: 10.1515/erj-2015-0042.

Mishra, G., Mishra, K. and Mishra, R. (2018) *Leadership, Organizational Effectiveness and Entreprenurship in Small and Medium Enterprises-A Study in Indian context, Academy of Entrepreneurship Journal*.

Mmadi, M. M. (2012) 'Mobile workplace : work conditions and family life of taxi drivers .', (September). Available at: <https://www.google.com/search?sxsrf=ACYBGNQCq7FzZx2t9Pic1J7WKGKuGGVvo7w%3A1571579419682&ei=G2asXeagKayg1fAP7lacwAE&q=https%3A%2F%2Frepository.up.ac.za%2Fbitstream%2Fhandle%2Fdissertation+by+MM+Mmadi&oq=https%3A%2F%2Frepository.up.ac.za%2Fbitstream%2Fhandle>.

Modipa, M. (2021) 'A new decade for social changes:Analysing the impact of taxi violence on commuters in South Africa', *Technium social sciences journal*, 18(21), pp. 235–243. Available at: <https://techniumscience.com/index.php/socialsciences/article/view/5116>.

Mundy, R. A. (2018) 'Why TNCs Will Be Regulated Like Taxis – Historically Speaking', (May). Available at: <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://intrans.iastate.edu/app/uploads/20>

18/08/why_TNCs_regulated_like_taxis_w_cvr-2.pdf.

Murray, S. (2006) 'Poverty and health', 174(7), p. 2006. Available at: <chrome-extension://efaidnbnmnibpcajpcglclefindmkaj/https://www.cmaj.ca/content/cmaj/174/7/923.full.pdf>.

Ndibatya, I. and Booyesen, M. J. (2020) 'Minibus taxis in Kampala's paratransit system: Operations, economics and efficiency', *Journal of Transport Geography*, 88, p. 102853. doi: 10.1016/J.JTRANGEEO.2020.102853.

Nélson, A. *et al.* (2011) *GLobal Taxi Schemes and their Intergration in Sustainable Urban Transport System*. Available at: <https://sdgs.un.org/documents/synthesis-paper-global-taxi-schemes-and-their-int-19140> (Accessed: 29 April 2020).

Neuman, W. L. (2014) *Social Research Methods: Qualitative and Quantitative Approaches*, Pearson Education Limited. Available at: <https://www.pdfdrive.com/social-research-methods-qualitative-and-quantitative-approaches-d19744746.html> (Accessed: 21 October 2019).

Nipha, S. (2016) *The contribution of the minibus (taxi) industry in alleviating the problems associated with public transportation: the case of uMhlathuze Local Municipality*. Available at: <http://researchspace.ukzn.ac.za/handle/10413/14915> (Accessed: 17 April 2020).

Nkwini, M. K. K. and Munzhedzi, P. H. (2016) 'The Role of Small Medium Enterprises in the Implementation of Local Economic Development in South Africa Economic Development in South', pp. 75–82. Available at: <https://pdfs.semanticscholar.org/fb72/f647d7a12830d9373f65a0833b4935711078.pdf>.

OECD (2018) *Competition and Regulation: Taxi, ride-sourcing and ride-sharing services*. Available at: <https://www.oecd.org/fr/daf/concurrence/taxis-and-ride-sharing-services.htm>.

Posen, H. A. (2015) 'Ridesharing in the sharing economy: Should regulators impose Åber regulations on uber?', *Iowa Law Review*, 101(1), pp. 405–433.

Rahman, M. S. (2016) 'The Advantages and Disadvantages of Using Qualitative and Quantitative Approaches and Methods in Language "Testing and Assessment" Research: A Literature Review', *Journal of Education and Learning*, 6(1), p. 102. doi: 10.5539/jel.v6n1p102.

Ramolise, C. J. (2011) *United Nations Conference on Trade and Development: Competition issues in the Transport Sector in Lesotho*. New York and Geneva. Available at: https://unctad.org/en/PublicationsLibrary/ditccclp2011d4_en.pdf (Accessed: 19 October 2019).

Rozsa, Z. *et al.* (2023) 'The impact of taxi drivers' characteristics on the propensity to do business: Case study from a sharing economy', *Innovative Marketing*, 19(2), pp. 170–183. doi: 10.21511/im.19(2).2023.14.

Salau, T. (2015) 'Public transportation in metropolitan Lagos, Nigeria: analysis of public transport users' socioeconomic characteristics', 3(1), pp. 132–139. doi: 10.1080/21650020.2015.1124247.

Sekhonyane, M. and Dugard, J. (2016) 'A Violent Legacy: The taxi industry and government at loggerheads', *South African Crime Quarterly*, (10), pp. 13–18. doi: 10.17159/2413-3108/2004/v0i10a1026.

Selig, G. (2014) 'Critical Success Factors for Winning Entrepreneurs and the Role of an Incubator in Accelerating the Growth of Start-ups and Early Stage Companies'. Available at: <http://www.asee.org/documents/zones/zone1/2014/Professional/PDFs/20.pdf> (Accessed: 27 September 2020).

Senamolele, M. (2020) 'Master of Social Science in Development Studies Department of Anthropology and Archaeology'. Available at: https://repository.up.ac.za/bitstream/handle/2263/78567/Senamolele_Filling_2020.pdf?sequence=4.

Spooner, D. and Mwanika, J. M. (2017) *Trade Unions in Transformation: Transforming*

Transport Unions through Mass Organisation of Informal Workers in Uganda, Friedrich Ebert Stiftung. Kampala. Available at: <https://library.fes.de/pdf-files/iez/13643.pdf> (Accessed: 21 October 2019).

Stjernborg, V. and Mattisson, O. (2016) 'The Role of Public Transport in Society — A Case Study of General Policy Documents in Sweden', pp. 1–16. doi: 10.3390/su8111120.

Sukesi *et al.* (2020) *Economic development on society: Decision to keep driving on ride-sharing transportation in Indonesia*, ISSN. Available at: <https://www.semanticscholar.org/paper/Economic-development-on-society.-Decision-to-keep-Sukesi-Susilo/8867150597b6aedce585785d97057554857152b4> (Accessed: 3 June 2020).

Transaction Capital (2018) 'SA Taxi Market Context', p. 9. Available at: [https://www.transactioncapital.co.za/downloads/taxi/TC website SA Taxi section.pdf](https://www.transactioncapital.co.za/downloads/taxi/TC_website_SA_Taxi_section.pdf).

U.S. Nuclear Regulatory Commission (2002) 'U . S . Nuclear Regulatory Commission Division of Contracts and Property Management Office of Administration A Short Guide to Performance-based Contracting', 544(i), pp. 2–5. Available at: <chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/https://www.nrc.gov/docs/ML0120/ML012050418.pdf>.

United Nations (2019) *UNITED NATIONS DEVELOPMENT ASSISTANCE FRAMEWORK FOR LESOTHO 2019-2023: DELIVERING TOGETHER FOR DEVELOPMENT*. Maseru. Available at: <https://lesotho.un.org/en/resources/publications> (Accessed: 28 October 2019).

Vanderstoep, S. and Johnston, D. (2009) *Research Methods for Everyday Life: Blending Qualitative and Quantitative Approaches*. First Edit. San Francisco: Jossey-Bass.

Vilakazi, A. M. and Govender, K. K. (2013) *Evaluating service quality in the South African public road transportation industry: a case study of Johannesburg*. Available at:

https://www.academia.edu/89873845/Evaluating_service_quality_in_the_South_African_public_road_transportation_industry_a_case_study_of_Johannesburg (Accessed: 3 June 2020).

Wachs, M. (2011) 'Transportation, Jobs, and Economic Growth', *Access*, pp. 8–14. Available at: http://www.accessmagazine.org/wp-content/uploads/sites/7/2016/01/access38_transportation_growth.pdf.

Wang, X. (2019) 'Research on development of China E-hailing industry'. doi: 10.1051/shsconf/20196101032.

Ward, A. and Hern, B. (2019) 'Entrepreneurial Intentions in Students from a Trans-National Perspective'. Available at: <https://www.mdpi.com/2076-3387/9/2/37>.

WFP (2023) 'WFP Lesotho: Country Brief', (May), pp. 2023–2024. Available at: chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/https://docs.wfp.org/api/documents/WFP-0000150949/download/?_ga=2.158255986.938848610.1701868782-1935964443.1701868782.

Windapo, A. (2018) 'Entrepreneurial factors affecting the sustainable growth and success of a South African construction company', *Sustainability (Switzerland)*, 10(4). doi: 10.3390/su10041276.

World Bank (2016) *Project Performance Assessment Report Nigeria: Lagos Urban Transport Project*. Available at: www.worldbank.org (Accessed: 22 April 2020).

World Bank Group (2020) *Challenges in Urban Mobility and the Way Forward: A Study of Maseru, Lusaka, and Harare Cities*. Washington DC: The World Bank Group. Available at: <http://documents.worldbank.org/curated/en/163141590648068488/Challenges-in-Urban-Mobility-and-the-Way-Forward-A-Study-of-Maseru-Lusaka-and-Harare-Cities.docx>.

World Bank Group (no date) *Lesotho Overview: Development news, research, data | World Bank*. Available at: <https://www.worldbank.org/en/country/lesotho/overview>

(Accessed: 10 July 2024).

Yaraghi, N. and Ravi, S. (2017) 'The Current and Future State of the Sharing Economy', *SSRN Electronic Journal*, (March). doi: 10.2139/ssrn.3041207.

Yuana, S. L. *et al.* (2019) 'Framing the sharing economy: A media analysis of ridesharing platforms in Indonesia and the Philippines', *Journal of Cleaner Production*, 212, pp. 1154–1165. doi: 10.1016/j.jclepro.2018.12.073.

Zahiri, M., Liu, J. and Chen, X. (2019) 'Taxi Downsizing: A New Approach to Efficiency and Sustainability in the Taxi Industry', *Sustainability*, 11(18), p. 4944. doi: 10.3390/su11184944.

Annexure A: Semi-interview structure guide

English

version:



Interview schedule

For Taxicab drivers who graduated into being taxicab owners

1. How many years have you been working in the taxicab industry as a taxicab driver?
2. How many taxicabs have you driven before working under the performance contract?
3. How many taxicabs have you benefited from under the performance contract service?
4. **What really motivated you to be working under a performance contract as opposed to other normal terms of employment?**

Prompts

- Economic factors
- Reliable work

5. How has the taxicab industry changed your life financially?
6. **How has the taxicab industry directly affected you concerning your means of living?**

Prompts

- Reliable income
- Social prospects
- Freedom of decision making

7. **What lessons have you learned from working under the performance contract relative to the period before working under the performance contract service?**

Prompts

- Economic factors
- Establishment of business
- Social prospects

8. **Could you encourage other taxicab drivers to work under the performance contract or employed under the normal terms? If yes/no why?**

205 Nelson Mandela Drive/Ryalaan, Park West/Parkwes, Bloemfontein 9301, South Africa/Suid-Afrika
P.O. Box/Posbus 339, Bloemfontein 9300, South Africa/Suid-Afrika, T: +27(0)51 401 9111, www.ufs.ac.za



9. What are the benefits of working under the performance contract?

Prompts

- Economic factors
- Social factors

10. What are the challenges that taxicab drivers who work under the performance contract service face?

Prompts

- Economic changes
- Environmental challenges
- Political challenges
- Traffic regulations
- Health-related issues

11. What is the average turnover of a taxicab that operates under the performance contract in a week/month/year as compared to those that do not operate under such terms?

12. What are the weekly/monthly incentives/remunerations for taxicab drivers that work under the performance contract service?

Sesotho version:

Lenaneo la lipotso

Bakhanni ba tekese ba fetohang beng ba thepa kamora ts'ebeletso ea konteraka ea ts'ebetso

1. U qetile lilemo tse kae u ntse u sebetsa khoebong ea tekese u le mokhanni oa tekese?
2. U sebelitse lilemo tse kae pele u sebetsa tlasa konteraka ea tšebetso?
3. U sebelitse konterakeng tse kae tseo o ruileng molemo ho tsona tlasa indastari ea litekese?
4. Ke eng e ileng ea u susumetsa hore u sebetse tlasa konteraka ea tšebetso ho fapana le maemo a mang a tloaelehileng a mosebetsi?

Litlhahiso

- Mabaka a moruo
 - Mosebetsi o tšepahalang
5. Indasteri ea tekese e fetotse bophelo ba hau joang licheleteng?
6. Indasteri ea tekese eu amme ka kotloloho joang malebana le mokhoa oa hau oa ho iphelisa?

Litlhahiso

- Chelete e tšepahalang
 - Litebello mabapi le boiketlo ba bophelo
 - Bolokolohi ba ho etsa liqeto
7. Ke lithuto life tseo u ithutileng tsona ka ho sebetsa tlasa konteraka ea tšebetso mabapi le nako pele u sebetsa tlasa ts'ebeletso ea konteraka ea tšebetso?

Litlhahiso

- Mabaka a moruo
- Ho theha khoebo



- Litebello tsa boiketlo ba bophelo

8. Na u ka khotlaetsa bakhanni ba bang ba tekesi ho sebetsa tlasa konteraka ea tšebetso kapa ho hiroa tlasa maemo a tloaelehileng? Haeba ho joalo / che, hobaneng?

9. Melemo ea ho sebetsa tlasa konteraka ea tšebetso ke efe?

Litlhahiso

- Mabaka a moruo
- Lintlha tsa kahisano

10. Ke liphephetso life tseo bakhanni ba tekesi ba sebetsang tlasa ts'ebetso ea konteraka ea tšebetso ba tobaneng le tsona?

Litlhahiso

- Liphetofo tsa moruo
- Mathata a tikoloho
- Mathata a lipolotiki
- Melao ea sephethephethe
- Litaba tse amanang le bophelo bo botle

11. Karolelano ea phaello ea tekesi e sebetsang tlasa konteraka ea ts'ebetso bekeng / khoeli / selemo ha e bapisoa le e sa sebetseng tlasa lipheho tse joalo?

12. Meputso / moputso oa beke le beke / khoeli le khoeli bakeng sa bakhanni ba tekesi ba sebetsang tlasa ts'ebetso ea konteraka ea ts'ebetso ke eng?

Annexure B: Interview consent form



CONSENT TO PARTICIPATE IN THIS STUDY

I, _____ (participant name), confirm that the person asking my consent to take part in this research has told me about the nature, procedure, potential benefits and anticipated inconvenience of participation.

I have read (or had explained to me) and understood the study as explained in the information sheet. I have had sufficient opportunity to ask questions and am prepared to participate in the study. I understand that my participation is voluntary and that I am free to withdraw at any time without penalty (if applicable). I am aware that the findings of this study will be anonymously processed into a research report, journal publications and/or conference proceedings.

I agree to the recording of the *insert specific data collection method*.

I have received a signed copy of the informed consent agreement.

Full Name of Participant:

Signature of Participant: _____ Date:

Full Name(s) of Researcher(s):

Signature of Researcher: _____ Date:



Annexure C: Letter: Ethical clearance: University of the Free State



GENERAL/HUMAN RESEARCH ETHICS COMMITTEE (GHREC)

09-Mar-2023

Dear Mr Mohapi Mokoatsi

Continuation/Report Approved

Research Project Title:

Taxi industry influence on Local Economic Development in Lesotho; Maseru case study

Ethical Clearance number:

UFS-HSD2021/0939/21/23

We are pleased to inform you that the application to extend your ethical clearance has been approved. Your ethical clearance is valid for twelve (12) months from the date of issue. We request that any changes that may take place during the course of your study/research project be submitted to the ethics office to ensure ethical transparency. Furthermore, you are requested to submit the final report of your study/research project to the ethics office. Should you require more time to complete this research, please apply for an extension. Thank you for submitting your proposal for ethical clearance; we wish you the best of luck and success with your research.

Outcome: Approved

Take note: Ethical clearance is valid for 12 months only.

Yours sincerely

Dr Adri Du Plessis

Chairperson: General/Human Research Ethics Committee

Adri
Du
Plessis

Digitally
signed by
Adri Du
Plessis
Date:
2023.03.13
16:17:07
+02'00'

205 Nelson Mandela Drive
Park West
Bloemfontein 9301
South Africa

P.O. Box 339
Bloemfontein 9300
Tel: +27 (0)51 401 9337
aduplessis@ufs.ac.za
www.ufs.ac.za



Annexure D: Letter of approval from the Lesotho Ministry of Transport

Mr Mohapi Mokoatsi
P.O. Box 247
Mapoteng 250
Lesotho

Dear Mr Mokoatsi

RE: Permission to conduct a research study on taxi operators

We acknowledge the receipt of your request seeking an authority to conduct a research study titled Taxi industry influence on Local Economic Development in Lesotho; Maseru case study. Kindly note that even though we work with the associations as our main stakeholders, we, however, do not take control of their daily basis operations other than monitoring the permits.

We therefore strongly believe there is no problem if you can directly consult them as an applicant.

Yours sincerely

Mrs Mathabo Tsosone
Road Traffic Commissioner



Annexure E: Letter of approval from Maseru Mall Taxi Rank

Maseru Mall Taxi Rank

Maseru, Lesotho

08 -06-2023

Mr Mohapi Mokoatsi

P. O. Box 247

Mapoteng 250

Lesotho

Dear Sir

Re: Requisition to conduct a research study

This note serves to confirm that your request to conduct a research study on **Taxi industry influence on local economic development in Lesotho Maseru case study** has been granted. Kindly note for the purpose of your study, we urge you to handle our clients information with the utmost care and please share the findings on completion of your study in order to influence the economic development in our industry.

Thanking you in advance for your understanding in this regard.

Yours faithfully



Rank Manager

Brown Lion

