

**UPGRADING ROADS AND PERFORMANCE OF SMALL-
MEDIUM ENTERPRISES IN KAYOLE-SOWETO IN NAIROBI
COUNTY**

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DECLARATION

This research project is my original work and has not been presented for another degree to any other university.

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This research project has been submitted for presentation with my approval as the University Supervisor.

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DEDICATION

I dedicate this special job to my family, specifically my wife, Theresia Wairimu, for tirelessly praying for the success of this work, your support, encouragement and patience during the entire period of my study and for your continued prayers. May the Almighty God bless the work of your hands.

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I acknowledge the almighty God who gave me this opportunity to take the research project to conclusion.

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I also appreciate all those who assisted me in the project and their wonderful information and comments have benefited my work, and finally, my supervisor Mrs. Zipporah Kiruthu for her tireless guidance and intellectual support.

ABSTRACT

Upgrading of road services to meet the demands of both small-medium enterprises is one of the major challenges of economic development in developing countries. In Kenya, Upgraded road infrastructure has been stepped up in slums such as Kibra, Korogocho and Kayole–Soweto. This study sought to determine the effects of upgrading roads and the performance of small-medium enterprises in Kayole–Soweto area in Nairobi County. The objective of the study was determining effects of upgrading of roads on the performance of small-medium enterprises in Kayole - Soweto area, Nairobi County. The study was designed on a descriptive survey research. The study targeted a population of 300 registered businesses. The sample size for this study was 171. The study collected primary data using structured and unstructured questionnaire. The standard deviation, mean and frequency descriptive analysis techniques were used to analyze quantitative data. Charts, frequency tables and percentages were used to present the data for ease of understanding and interpretations of results. Regression analysis was used to examine the relationship between upgraded roads and performance of enterprises in Kayole-Soweto area. The study established that upgrading of Road in Kayole-Soweto made it easy to determine product prices, influence government, non-governmental and private services to easily accessed, increase flow of raw materials with ease and made it easier to find product market for the businesses. The results indicated that upgrading of road in Kayole-Soweto improve transport safety. The study established that transport cost after upgrading of road in Kayole-Soweto was reduced. The study revealed that upgrading of roads in Kayole- Soweto led to accessibility of product market information, increase flow of customers into my business, improve marketing , improved sales volume in businesses and the improvement of roads has allowed my business access products market information that influence the profit margins of businesses. The study concluded that upgrading of road in Kayole-Soweto improve transport safety reducing cost of raw materials, increasing flow of goods from markets, increasing flow of customer into the businesses and increased safety of goods and customers. The study concluded that upgrading of road led to reduction in transport cost which led to decrease the cost of raw materials for the business, reduce cost of transport, and enhance sharing of market information on demand and supply of goods and service in the market leading to reduced delivery time of goods among enterprises in Kayole-Soweto area. The study concluded that upgrading of roads in Kayole- Soweto led to accessibility of product market information, increase flow of customers into my business, improve marketing , improved sales volume in businesses and the improvement of roads has allowed my business access products market information that influence the profit margins of businesses.

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ABBREVIATIONS AND ACRONYMS

ECD	E-Commerce Directive
GOK	Government of Kenya
IDA	International Development Association
KENHA	Kenya National Highways Authority
KISIP	Kenya Informal Settlements Improvement Project
OECD	Organization for Economic Co-operation and Development
ROK	Republic of Kenya
SMEs	Small-Medium Enterprises
UN	United Nations

CHAPTER ONE: INTRODUCTION

1.1 Background of the Study

Complex challenges facing small-medium businesses results in need to improve their performance (OECD, 2004). As enterprises invest and trade, they get exposed to both internal and external environments (OECD, 2004). Negative perception; lack of financing creditors; lack of infrastructure; corruption; lack of stable and consistent policy; complex, inadequate and unpredictable legal/regulatory framework; and labor are some of the challenges that face small business enterprises (Amyx, 2005; Oketch, 2000). Perception from potential clients that small business enterprises are unable to provide quality products and services that meet standards is a major threat to their survival. Making simple management mistakes while starting and operating a business enterprise can easily lead to failure of an enterprise (Bowen, Morara & Mureithi, 2009).

It has been argued that countries that indicate steady enterprise performance have sizeable investments in road infrastructure. Examples of such countries include Japan among others (Raissudin et al, 2007). According to Naude and Matthee, (2007), upgrading of road infrastructures reduces enterprise distribution costs, expands its market, and reduces the costs of sourcing inputs from other enterprises. This results in increase of enterprise profit margins before it expands to enter new market where it can gain by economies of scale (Collier, 2000). Nairobi is experiencing rapid population growth which has led to the need to improve road infrastructure (World Bank Report, 2014).

SMEs in Kenya have faced many constraints such as poor road network that have not only impeded its growth but also negatively affect the existing ones (ROK Sessional paper, 2005). Several determinants are attributed to this state of affairs. The SMEs have progressively been visible in the Nairobi city suburban such as Kayole Soweto, Kibra and Kawagware slums. The small-medium enterprises in slum areas are operated by family members mostly in semi structured houses. They experience invasion by traders who occupy sections of road reserves frontage to houses thereby introducing traffic conflicts. Some of the traders spread vending platforms on shop verandas due thereby obscuring housed enterprises. The traders experience difficulties in transportation of goods to and from the markets due to poor road network. The poor road network causes traffics congestion which results in delays and high overhead costs such as rental premises. Such costs affect performance of the enterprises. The resultant effects is increased the cost of the goods which when compared with the veranda traders implies the goods sold from the shop become slow moving. In evaluating the performance of SMEs, urban road upgrading improves transportation of goods and peoples. This improvement affects the performance of small and medium enterprises (World Bank Report, Sessional paper, 2005). This study, sought to determine how upgrading road infrastructure affects performance of the business enterprises.

1.1.1 Upgrading of Roads

Upgrading of road is raising their standards to enhance efficiency in transport sector (Flaherty, 2003). Maintenance of roads has been poor because of general economic crisis which negatively affected service delivery (World Bank, 2008). Efficient

transport facilities support economic growth, which leads to increase in number of trips, and movements of goods (Datta, 2011). Performance of SME's varies with the level of efficiency of transport system. There is need to maintain an efficient road network that optimizes use of transport facilities to keeps capital and maintenance costs low (Hashim, 2005).

The road network improvement is an immensely imperative piece of framework in many nations. In the creating nations, for instance, more than 90% of business people and products transport is finished by informal setting in urban settlement (Turkman, 2009). Influence of upgraded roads contributes to financial returns in enterprises in urban slums.

1.1.2 Business Performance

Business outcome is a measure of an undertaking's approaches and operations in financial related terms. Business performance take into account the period of investments and initial capital invested. Enterprises financial performance is rated by returns on investment, reinvested assets and increase in number of clients, market share and branch networks.

There exist a number of methods used to determine the outcome in monetary term in small enterprises. Enterprises financial returns can be evaluated using many financial indicators such as liquidity ratios, profitability ratios and others for example, Saleh and Zeitun, (2007). The study used ROA and Profit margin, customer base, increase in sale volume and increase in market share as measure of business performance.

1.1.3 Performance of Small-Medium Enterprises

Small-medium ventures (SMEs) are heterogeneous business group found in cluster of business going from single artisans to manufacturers selling internationally. These enterprises are found in market settings in urban, rural, local, national, regional and international areas that embody different levels of skills, capital, and sophistication; in either formal or informal economic sectors (OECD, 2004). Performance of enterprises is the short term means to measure growth and generally refers to an increase in both the physical and the financial capacity. Business performance is measurable and can be operationalized in different ways. The most common business performance is measured in turnover (Johannisson, 1993). Enterprise performance is an indicator of competitiveness and a precondition to achieving financial goals (Buys, Deichmann, & Wheeler, 2010). Greiner's Model (2002) argues that enterprise performance is measured by the number of employees, market shares, rate of entry into new markets and profitability levels.

Whatever the definition adopted, as Turkman (2009) pointed out, regardless of the size of the firm, firm performance evaluation is very crucial to monitor the success or failure of the firm so as to take proper actions to ensure competitive advantage. By measuring firm performance, an organization can recognize its qualities and shortcomings. The reasons of SMEs performance estimation is to overhaul the degrees of performance regarding looking for new open doors inside or remotely, updating better systems or activity arranges, getting general SMEs performance and capacities enhancements, and procuring feasible development over the long term.

Small banks in Kenya, Uganda, Tanzania and Zambia with strong microfinance background tend to have very low thresholds for a business to qualify as an SME (ADB, 2012). The SME business in Kenya is defined by number of employees between 50 to 200 and capital resources. It pays little heed to the quantitative definition; making SMEs in Kenya a missing center (Ferrand, 1996). Medium enterprises size and credit need have outgrown the limit of microfinance foundations, which offer little and short advances through gathering loaning procedures, while the murkiness of the SME hazard profile consolidated with the banks' absence of complex hazard appraisal strategies, makes a large portion of them seem undesirable as credit clients for business managing bank account.

1.1.4 Kayole-Soweto, Nairobi County

Cities Alliance Newsletter (2004), urges that Kayole-Soweto is a settlement for groups of people moved by government from locations within the city of Nairobi to give way to other forms of development. The land, acquired by government and subdivided by military surveyors was assigned to lots for residential housing, hospitals, schools and social halls. Located in Embakasi East sub- County, Lower Savannah Ward; according to World Bank report (2015), the population of Kayole-Soweto is estimated at 89,000 people. The County government of Nairobi has secured individual land parcels with temporary letters of allotment. Like other settlements in Nairobi, Kayole-Soweto is characterized with poorly constructed houses, poor drinking water supply, poor sanitation and drainage, lack of public hospitals, poor roads and other basic social services.

Upgrading roads in Kayole-Soweto will enhance accessibility and mobility, an environment conducive to performance of small-medium enterprises. GOK, (2011) established Kenya Informal Settlements Improvement Project (KISIP), an institution mandated to strengthen government and its partners institutional management capacity, enhance land tenure security, invest in infrastructure including service delivery, plan for urban development and; prevent proliferation and emergence of new slum settlements. As a result, KISIP has commenced upgrading of road infrastructure in Kayole-Soweto.

1.2 Research Problem

Upgrading of road services to meet the demands of both small-medium enterprises is one of the major challenges of economic development in developing countries. It can expand productive capacity of an enterprise and encourage economic development. Ogbonnaya (2010) argues that upgrading roads in slums has improved growth of SMEs in Malaysia. Road infrastructure development has been seen as a basic requirement for establishment and survival of enterprises. Improvement of roads through upgrading process is likely to affect performance of SMEs.

The federal government of United States of America funds roads classified as national trunk roads while the rest of the roads are the responsibility of the County governments. It has been agreed that countries that achieve steady economic growth have sizeable investments in infrastructure. In South Africa, the road infrastructure upgrading in Greater Johannesburg represents an asset value in the tune of R5.4 billion which has led improvement in business development among the entrepreneurs in the City (JRA, 2014).

Vision 2030 in Kenya envisions a country firmly interconnected through a network of roads, railways, ports, water ways and telecommunications as well as adequate energy (KENHA, 2010). Upgraded road infrastructure has been stepped up in slums such as Kibra, Korogocho and Kayole–Soweto. Financing by the Government of Kenya from International Development Association (IDA) for the implementation KISIP has made it possible to upgrade roads in Nairobi and other towns with slums (GOK, 2013). Because KISIP is a recent development model, the extent to which upgrading of road infrastructure in the slums leads to performance of small and medium firms has not been developed. Local studies focus on determining impacts of development of road infrastructure on the growth of the economy. For example Wasike, (2001) looked at the role of road infrastructural development on the growth of the economy and revealed that development of infrastructure lays the foundation to growth of an economy as a result of the multiplier effects. This study sought to answer how upgraded roads influence performance of small-medium enterprises in Kayole–Soweto area in Nairobi County?

1.3 Objectives of the Study

The objective of the study was to determine how upgrading of roads affect the performance of small-medium enterprises in Kayole - Soweto area, Nairobi County.

1.4 Value of the Study

The study is valuable to the Small-Medium Enterprises (SMEs) owners in slums as they will gain insight on the critical role upgrading of road infrastructure plays on their enterprises. This will enable them take measure to enhance utilization of improved access to the market, timeliness in transportation of goods and services and

enterprises performance. They will find value in maintenance of the road infrastructure to its good working condition.

The research will be of value to government and policy makers who will gain insight on the impacts of upgrading of road on performance of small-medium enterprises in slums. It will influence formulation and implementation of policy measures that will enhance road development to improve performance of SME's in slums such as training, external infrastructure and the incentive system at the micro and macro-economic levels; improve accessibility to market and market information thereby improving performance of SMEs. This will in the long-term improve SMEs growth and contribute significantly to economic development through improved employment and household income.

This study will be significant to scholars and researchers. The study will add on to the existing theoretical practices on the influence of upgrading of road infrastructure on performance of SMEs. The scholars will gain knowledge effects of upgraded roads SMEs' performance. This study will form a foundation where further research could be done on relationship between road upgrading and the growth of enterprises.

CHAPTER TWO:

LITERATURE REVIEW

2.1 Introduction

This chapter presents the review of other past studies guided by the study variables. It presented the theoretical framework and studies on influence of road upgrading and performance of enterprises in informal settlements in urban centers.

2.2 Theoretical Literature Review

The basis of the study was the theory of Hard and Soft supported by Jochen Richter, Margareta Friman and Tommy Garling (2010). The trio discovered that, keeping in mind the main goal in a venture is to make profit; road transport arrangement plays a significant to performance, changes of framework and administration of open transport administrations, expanded expenses for utilization, and risk management.

Improving transport network measures includes working environment trip arranges which are measures fundamentally gone for urging and empowering representatives to go to work all the more economical. Personalized travel arranging where people are offered customized information to urge and empower them to transport goods at reasonable cost, Public transport information and exhibition which incorporates publicizing effort, the arrangement of market information and disentangled ticketing plans; Travel mindfulness battles which include an extensive variety of media went for enhancing market openness. Möser and Bamberg (2008) indicated that the transportation of goods through road in the most used mean of transport. This is prove

by Japan whereby portability administration is alluded to as Travel Feedback Programs (TFP).

The sociological hypothesis of business enterprise holds social societies as the main thrust of enterprise. The business operators focus on achieve desires performance level on improvement of transport systems. Weber (1920), small and medium enterprises is anchored under entrepreneur hard working attitude that harps on these qualities.

Informal settlement Infrastructure and Regional Development Theory recommends that collaboration amongst framework and territorial improvement can be delegated; Infrastructure takes after local advancement, Importance of foundation advancement as an inductor of the local advancement, adjusted improvement, which similarly underlines the part of foundation and monetary development in the area. While it is very simple to decide coordinate advantages regarding decreased travel time, lessened vehicle working expenses and in addition expanded transport wellbeing, commitment to the general public improvement all in all i.e. assessment techniques, are liable to specific examinations.

Through its improvement techniques, the Republic of Croatia is supporting proposal that foundation system is essential to the local advancement. In that unique situation, serious interests in the street redesigning project are explained with the normal beneficial outcomes on big business development. Working of the supposed Croatian interstate that ought to enhance transport associations inside the County of Istria was chosen to figure out if or not there is a support for such a conviction. It was normal

that beneficial outcomes of the street framework redesigning have impact on entrepreneurial advancement.

Hills, Jones and Schilling (2013) found that integration and management of operating resources helps achieve strategic advantage. Businesses recognize when competitive forces dictate adaptation of existing operational capabilities or development of new ones ahead of competitors. According to Papulova (2006) industrial restructuring can lead to change in context for competitive strategy. Such changes could include changing customers, more competitors and changes of the cultural and institutional context. Performance of small and medium sized business can be affected by such changes.

2.3 Upgrading of Road Infrastructure

The role of transportation in the spatial appropriation of the financial action and monetary performance has happened to expanded enthusiasm to specialists in the most recent years. Diminishing transport expenses is a focal driver of monetary combination, however strong observational confirmation on the channels through which these impacts on the work is still required (Reynolds, 1993).

Enterprises in better sites like dense urban slums benefit from improved road network. The result is that firms in improved road network area have higher productivity and lower costs of operations. Proficient transport frameworks bolster financial performance, which prompts to more travel and developments of products which thus prompts to expanded interest for transportation network. The growth and development of SME's varies with the level of efficiency of transportation. There is subsequently, need to keep up a productive informal sentiments coordinate with the point of

streamlining the utilization of the current road framework, keeping capital and upkeep costs low while attempting to keep up abnormal amounts of administration (ROK MOTC Report 2004, Kenya Roads Board, 2003). Poorly maintained roads add to the cost of doing business due to the high cost of vehicle maintenance, which subsequently leads to high cost of goods.

Failure of the authorities to provide for the Non-motorized facilities ignores the travelling needs of the poor and the marginalized/vulnerable groups who often eke out their living from SMEs. While there is a lot of transport infrastructure improvements going on in the city, this improvements create inequity as they benefit those with cars (the wealthy, and often at the cost of the public purse) rather than the general environment and the poor (OECD, 2000).

2.4 Business Performance

Target measure of business execution frequently restrict the broadness and extent of associations that can be incorporated into a study since associations from a solitary industry are required for legitimate examination purposes (Egan and Bendick, 2003). Subjective measures need accuracy or closeness of agreement among the measurements; however they frequently give the analyst a wealthier depiction of the adequacy of an association as for their rivals. Subjective measures permit a more extensive scope of associations to be analyzed inside a solitary study. Analysts are not restricted to examining equivalent associations from just a solitary industry. Along these lines the generalizability of the discoveries is supported by utilizing subjective measures (Ely and Thomas, 2001).

Subjective measures likewise incorporate the perceptual segment of performance. This slight move in speculation is especially vital to this examination extent. We not just need to comprehend what the proprietor/administrator/worker considers differences additionally what the proprietor/administrator/representative thinks about the business' execution and how these two parts may be connected. Our examination in this manner utilizes perceptual measures of execution and in addition differing qualities. At the point; when characterizing business execution, it is critical to consider a wide assortment of potential hierarchical execution measures. This exploration considers business execution in respect to the opposition from various authoritative viewpoints including quality, efficiency, piece of the overall industry, gainfulness, return on value, and general business performance.

2.5 Road Upgrading and Performance of Small-Medium Enterprises

Upgrading of road infrastructure in slums areas has major influence on enterprise performance. While economic recovery strategy paper and the World Bank has made note of the importance of transportation development in the performance of the SMEs, this has not been followed through carrying out detailed study such as the effects of road development on performance of SMEs, which could result in the recommendation of appropriate intervention measures (Panigyrakis *et al.*, 2007).

The cost of transportation includes the actual cost of travel or transportation of goods, the journey delays, vehicle maintenance, transport infrastructure maintenance, transport projects capital outlay and the level of service to the business owners. In general, this constitutes the social costs (A O'Flaherty, 2004). Where the social costs are high; the cost of doing business is correspondingly high. Similarly, as user's

transportation costs are reduced, resources are freed for other purposes. Therefore being one of the components of production costs, the fundamental importance of transport policy is to bring down the total cost of transport in order to restore health to the slum economy. Currently, the range of slum upgrading transport options is available and improves transport infrastructure, affordability and expertise promoting performance of enterprises (Marius de Langen, January 2001). While the inadequacy of transportation has been noted in slum areas in developing countries its impact on the performance of SMEs has not been studied. However, while it is important to keep the transport costs low, competing objectives that may make this difficult to achieve must be put into consideration. The growth and development of SME's varies with the level of efficiency of transportation. Therefore, there is need to maintain an efficient road network with the aim of optimizing the use of existing infrastructural facilities (ROK, 2013).

Poorly maintained roads add to the cost of doing business due to the high cost of vehicle maintenance, which subsequently leads to high cost of goods. Upgrading of roads provide SMEs' entrepreneurs with opportunity and accessibility to the markets. ECD (2000) opined that there is a lot of transport infrastructure upgrading going on in the slums that is likely to improve on enterprise performance (Li and Li, 2010).

Insecurity on the roads reduces mobility especially after darkness while well connected routes/roads increase the concentration of pedestrian flow and cars on the secure routes and roads. The busy walkways/routes attract informal sector businesses and trade, the presence of which improves safety. Hence as the security along the transport routes increase, so is the improvement in the performance of SMEs.

Moreover, in Kibra, Nairobi, the standard of sanitation due to clogged storm water drains is poor (Storm water drains are part of the road facilities). This results in health and safety problems which reduces productivity. It also affects the SMEs located off the roads. It is now accepted that SMEs sector is adversely affected by limited access to health and safety regulations (ROK Sessional paper, 2005). On the other hand, the perception of insecurity has had several setbacks for the local economy (World Bank report pg 2008). In addition to this, (UN Habitat, 2000) indicates that the areas in which residents are likely to be attacked or hijacked are informal lower income followed by formal middle income suburbs. The report further adds that the largest group of people attacked is those returning home from work and it happens mostly in public vehicles. As can be noted from the fore going, there is consistent data over the years on transport safety and security. However, there is no associated study to assess the effect of this lack of transport safety and security on the performance of SMEs. This study is aimed at filling that gap (Ogbonnaya, 2010).

Access to business information has been identified as one area that needs attention from governments and business services providers if the SME sector in developing countries is to achieve sustainable levels of growth and development. Many firms in Africa operate in an information-poor environment due to lack of adequate business support services and poor information technological infrastructures (Oshikoya and Hussain, 2007). Access to information has not been given the same attention as other constraints to growth of SMEs like access to finance, markets, technology or training. Accessing business information services has over the years been greatly enhanced with the emergence of improved road networks. As governments and business service providers try to address many challenges facing the SME sector, it is also important

that the present upgrading of roads to promote accessibility of business information services be identified in order to improve performance of SMEs (Levy, 2000).

The bad road system is defined by challenges such as pothole, poor accessibility into businesses, lack of space and lack of social amenities such as water, electricity other utilities. Great road systems make successful enroute linkages in the slums for the SMEs in urban and peri-urban zones, while poor road is a noteworthy obstruction to development and improvement. Openness to land and property rights upgrade access to framework and utilities by SMEs (Nteere, 2012). Ombura (1997) brings up that road systems are valuable instruments inside system economies. Road Infrastructure and related administrations improve business activities, it bolsters and it is encouraged in terms of development of businesses, it energizes outside direct speculation, lead to creation and manageability of mechanical bunches, it create competitiveness in businesses in the market.

A spatial planning approach contributes to achievement and led to efficient use of road network to improve on business performance (Roze, 2003). Holl (2011) found a positive relation between market access and enterprises performance where market accessibility experience transformational due to road improvement influencing small and medium enterprises performance. According to Li and Li (2010), construction of road in China led to improvement of transportation efficiency that improves enterprise performance.

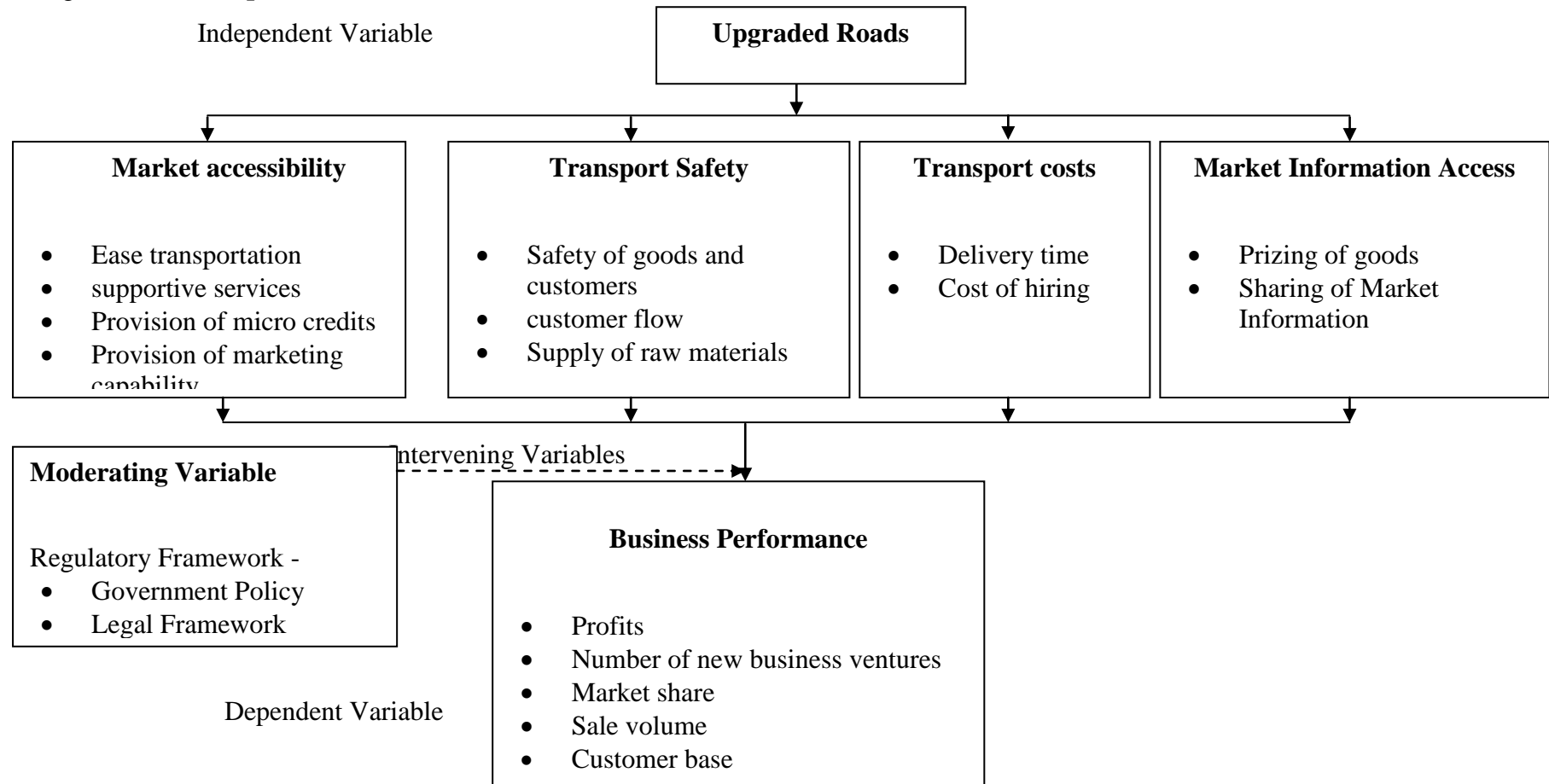
2.6 Summary of Literature and Conceptual Framework

In the literature review, it was noted that growth of slums has led to unforeseen or unintended consequences such as congestion, high transport costs, transport insecurity

and road accidents. Subsequently, such impacts affect SMEs performance. The literature reviewed show that upgrading of slums may influence transportation costs, transport infrastructure development and transport insecurity which may have influence on performance of SMEs. Kenya government has embarked on upgrading slums including Kayole Soweto areas. The extent to which upgrading of the slums influence performance of SMEs have remain least studied. It is observed that for SMEs to play their rightful role in the economy of the country and that of Kayole-Soweto in particular, more related studies should be done.

Author (S) and Year	Study Focus	Research methodology	Research Findings	Knowledge Gap (S)
Ombura (1997)	Impact of road network on creation and sustainability of enterprises.	Descriptive research design Collection of data using questionnaire.	Road Infrastructure and related services delivery, feeds to promote business, create and sustain the business industry; reduced costs and healthy competitiveness.	The study failed to identify relationship between road upgrading and business performance.
Li and Li (2010)	Construction of roads in China. Evaluation of the impact of improved transport systems on the inventory held by organization.	Descriptive research design. Collection of data using questionnaire.	The study revealed that improve road network reduced inventories are due to road transportation efficiency that improves enterprise performance.	The study was done in China and failed to link slum road upgrading and enterprise performance.
Wasike, S. (2001)	Road Infrastructure Policies in Kenya.	Descriptive research design. Collection of data using questionnaire.	The study addresses road infrastructure policy and business s development.	The study failed to link influence of road upgrading on enterprise performance.
Ndiang'ui J.M. (2011)	Assessment of transport systems in determination of performance of small-medium enterprises: case study of Kibra Nairobi, Kenya.	Descriptive survey research design. The research used inferential statistical packages and descriptive methods to analyze the data.	There is a relationship between factors that influence transport such as costs, infrastructure, insecurity, enforcement of road and access act with performance of SMEs.	The study failed to link road upgrading and business performance in slum areas in Nairobi.

Figure 2. 1: **Conceptual Framework**



Source: Author (2016)

CHAPTER THREE:

RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter presents research methodology for this study. The chapter discusses research design, target population, data collection and data analysis.

3.2 Research Design

The design of the research was a descriptive survey. The descriptive research survey design is a research design that describes variables. This design help the study to collect quantitative and qualitative information require in answering research questions. The research design fits to establish whether upgrading roads affects performance of business enterprises in Kayole-Soweto in Nairobi County, Kenya.

3.3 Target Population

The target population of the study is registered businesses that include wholesale and retail shops, supermarkets, beauty salons, hard and soft ware shops, bars, restaurants, private schools and rental premises in Kayole-Soweto area.

3.4 Sample Size and Sampling Technique

The sample size was determined using Yamane's formula (Yamane, 1967).

$$n = \frac{N}{1 + N e^2}$$

Where,

N = the sample size

N = the population size
E = the error of 5 % points.

$$n = \frac{300}{1+300(0.05)^2}$$
$$= 171$$

By Yamane's formula of sample size with an error 5% and with a confidence coefficient limit of 95% Yamane, (1967), the sample size for this study was 171 respondents as indicated. Simple random sampling was adopted as it is the most suitable method, since the population from which the sample is to be drawn does not constitute an identical group. The respondents were not classified according to levels, and simple random sampling method was used to identify 171 respondents. This ensured sample size was selected without bias.

3.5 Data Collection

The primary data was collected using structured and unstructured questionnaire. The questionnaire contained questions which were close ended and open ended. The questionnaires were administered through drop and pick to 171 business owners in Kayole-Soweto area (Nairobi County, 2016). The questionnaires were distributed to each business owner, manager or operator as the case may apply in the target population.

3.6 Data Analysis

After collection of data, the study used descriptive analysis technique of means, standard deviation and frequencies to analyze quantitative data. The data was presented by use of charts, percentages and frequency tables for ease of understanding and interpretations of results.

The study used content analysis analyse the qualitative data collected using open ended questions, that involves thematically description of issues under the study (Mugenda & Mugenda, 2003). This method made it possible to analyse data and present an in-depth insight on effects of upgrading road infrastructure on performance of enterprise in Kayole-Soweto area in Nairobi County, Kenya.

The study further undertook inferential analysis to examine the relationship between upgrading road infrastructure and performance of enterprises in Kayole-Soweto area. The results were accepted at 95% confident level in order to provide for drawing conclusions about the population from the study sample. The study adopted a Multi linear regression model as indicated below,

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + \varepsilon$$

Where Y = Business Performance

X₁= Market Accessibility

X₂= Transport Safety

X₃= Transport Cost

X₄= Access to Market Information

β₁, β₂, β₃, β₄, β₅ and β₆ = Beta coefficient

ε = Error

CHAPTER FOUR

DATA ANALYSIS AND INTERPRETATIONS

4.1 Introduction

This chapter discusses analysis, interpretation and the presentation of the study findings. The main objective of the study was to determine the effects of upgrading roads and performance of small-medium enterprises in Kayole - Soweto area, Nairobi County.

4.1.1 Response Rate

The study population was 171, where 146 responses were received. This constitutes 85.3% response rate which was sufficient for this study. According to Mugenda and Mugenda (2003), response rate between 50% and 70% is regarded as sufficient for a study.

4.2 Demographic Information of Respondents

4.2.1 Gender of the Respondents

Table 4.1: Gender of Respondents

Respondents Position	Frequency	Percentages
Male	83	57
Female	63	43
Total	146	100

The respondents were requested to indicate their gender. From the findings in Table 4.1, 57% of the respondents were male entrepreneurs while 43% were female entrepreneurs. The implication is that data was collected from the business enterprises operating in Kayole Soweto which belonged to men and women as entrepreneurs.

4.2.2 Age of the Respondents

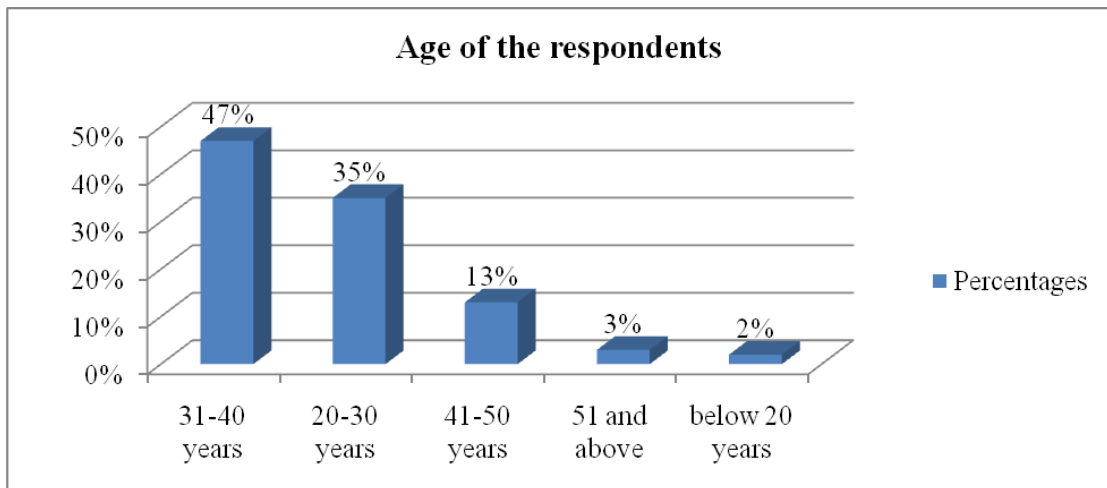


Figure 4. 1: Age of the respondents

The study sought the respondent's age bracket. From the findings, 47% of the respondents were between 31 to 40 years of age, 35% were between 20 to 30 years while 13% of the respondents were between 41 to 50 years of age. The study further 3% were 51 years and above while 2% were below 20 years. This implies that data was collected from business enterprises operator who we of age and would give valid information.

4.2.3 Respondents Level of Academic Qualification

Table 4. 2: Highest level of education

Highest level of education	Frequency	Percentages
Secondary level	58	40
College	46	31
Primary level	17	12
University	14	10
Postgraduate	12	8
Total	146	100

The study sought the respondent's level of education level. The study found that 40% had secondary level of education, 31% had attained college level of education, 12% indicate that they had attained primary level of education, 10 % had university education and 8% had post graduate education. It implies that majority of business owners in Kayole-Soweto area had basic education and provided valid information to answer to the study research question.

4.2.4 Duration the Business is Operated

Table 4. 3: Period business has been in operation

Working period	Frequency	Percentages
3 to 9 years	82	56
9 to 12 years	38	26
Above 12 years	15	10
less than 3 years	12	8
Total	146	100

The respondents were requested to indicate the period in which they have operated their business. From the findings, majority 56% of the respondents indicated that they have been operating their business for 3 to 9 years; most 26% of the respondents have been operating their business for 9 to 12 years. 10% of the respondents have been operating their business for Above 12 years while 8% of the respondents have been operating their business for less than 3 years. This implies that majority the respondent had been working in their businesses for more than 3 years and therefore had knowledge on effects that upgrading of roads had on the performance of small-medium enterprises in Kayole - Soweto area, Nairobi County.

4.2.5 Type of Businesses

Table 4. 4: Types of businesses

Types of businesses	Frequency	Percent
Retail shop	59	40
Wholesale	34	23
Transport	27	18
Supermarket	20	14
Education	2	2
Construction	4	3
Total	146	100

The results of the findings indicated that majority 40%, 23% and 18% of the respondents indicated that they operated retail shop, wholesale and transport type of business. Most 14%, 3% and 2% of the respondents indicated that they operated supermarket, construction and education type of business.

4.2.6 The Mode of Transport

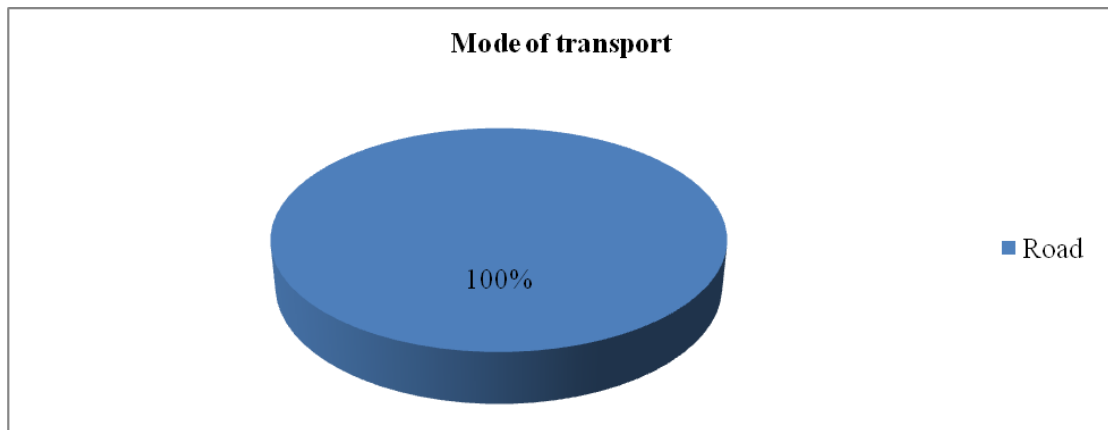


Figure 4. 2: The Mode of Transport

The results in figure 4.2 show that all the businesses commonly used road transport.

4.3 Business Performance Measurements

Table 4. 5: Before improvement of roads on your enterprises at Kayole-Soweto

Statement	Mean	Std Dev
The cost of transporting goods affected performance of my business.	3.77	.877
Delivery time for goods affected my business profit margins.	4.26	.564
Public transport affected the profit levels of my business.	4.40	.557
Getting the market was difficult before upgrading of the roads.	4.43	.562
Lack of uniformity in pricing of hired transport decreased my profits.	4.32	.742

The study sought the status of the enterprises operation before the upgrading of Kayole Soweto roads. From the findings, respondents agreed that getting the market

was difficult before upgrading of the roads (M= 4.43, SD=0.562). They agreed that that public transport affected the profit levels of the business (M= 4.40, SD= 0.557). The study also found that respondent agreed that lack of uniformity in pricing of hired transport decreased enterprises profits level and that delivery time for goods affected business profit margins (M=4.32 and 4.26 and SD= 0.742 and 0.564) respectively. The respondent also indicated that before upgrading of Koyale Soweto Road, the cost of transporting goods affected performance of respondents business (M=3.77 , SD= 0.877). This implied that before upgrading of Koyale-Soweto road enterprises were not performing well due to high transport cost, risks leading to poor profit levels.

4.4 Upgrading of Roads

Table 4. 6: Upgrading of Road - after improvement of roads in Kayole-Soweto

Statement	Mean	Std Dev
Improvement of roads in Kayole-Soweto areas has led to ease of transporting goods and people.	4.15	.636
Government, non-governmental and private services are easy to get due to roads accessible.	4.53	.590
It is easy to find product market.	4.32	.522
It is easy to determine product prices	4.55	.576
Flow of raw materials is easy	4.47	.553

From the findings, respondents strongly agreed that it was easy to determine product prices and that government, non-governmental and private services were easy to get due to roads M= 4.55 and 4.53 , SD= 0.576 and 0.590) respectively. The respondent

agreed that after upgrading of road in Kayole Soweto area flow of raw materials was easy, it was easy to find product market (M= 4.47, 4.32 ,SD= 0.553 and 0.522) respectively. The findings indicated that respondents also agreed that improvement of roads in Kayole-Soweto areas has led to ease of transporting goods and people (M= 4.15 ,SD= 0.636). This implied that upgrading of road network in Kayole Soweto area had resulted to improvement of business.

4.5 Transport Safety after Improvement of Roads

Table 4. 7: On transport safety after improvement of roads in Kayole-Soweto

Statement	Mean	Std Dev
Improvement of roads has led to increased safety of goods and customers.	4.12	.477
Improvement of road safety has increased flow of customer into my business.	4.32	.563
Improvement of road safety has increased flow of goods from markets.	4.56	.527
Improvement of road safety has reduced cost of raw materials.	4.58	.560

The study sought the extent transport safety improve after the upgrading of road in Kayole-Soweto. Majority of the respondents strongly agreed that improvement of road safety had reduced cost of raw materials and that Improvement of road safety has increased flow of goods from markets M=4.58 and 4.56 with a SD= 0.560 and 0.527) respectively.

The respondents agreed that improvement of road safety has increased flow of

customer into my business and improvement of roads has led to increased safety of goods and customers (M= 4.32 and 4.12, SD= 0.563 and 0.477) respectively. The implication was that upgrading of roads in Kayole-Soweto area has led to improvement in safety of the businesses and reduce risk of loss due to insecurity improving enterprises operation efficiency, increase in flow of customers and transportation of goods to the market .

4.6 Transport Safety after Improvement of Roads

Table 4. 8: Transport costs on upgrading of roads in Kayole-Soweto area

Statement	Mean	Std Dev
The improvement of roads has reduced delivery time of goods.	4.19	.529
The improvement of roads has decrease the cost of raw materials for the business.	4.52	.541
The cost of hiring transport has reduced.	4.42	.535
Sharing of market information on demand and supply of goods and service in the market has improved.	4.39	.517

The results on transport cost after upgrading of road in Kayole-Soweto area were indicated in Table. Majority of respondents strongly agreed that the improvement of roads had decrease the cost of raw materials for the business (M= 4.52, SD= 0.541). Respondents agreed that the cost of hiring transport has reduced due to upgrading of road (M=4.42), that sharing of market information on demand and supply of goods and service in the market has improved (M=4.39, SD=0.517) and that the upgrading

of road led to improvement of roads had reduced delivery time of goods among enterprises in Kayole-Soweto area.

4.7 Accessibility to Product Market Information that Influence the Performance of the Business at Kayole-Soweto Area.

Table 4. 9: Accessibility to product market information

Statement	Mean	Std Dev
The improvement of roads has allowed my business access products market information that influence the profit margins of my business.	4.03	.648
Improving existing roads helped improved market intelligence which has improved my profit margin.	4.22	.709
Improvement of roads has improved sales volume in my business.	4.14	.681
Improvement of roads has increased flow of customers into my business.	4.27	.729

The study sought the extent accessibility to product market information that influences the performance of your business at Kayole-Soweto area. The respondents agreed that accessibility of product market information due to upgrading of road in the area led to improvement of roads has increased flow of customers into my business (M= 4.27 SD= 0.729) and that improving existing roads helped improved market (M= 4.22 ,SD= 0.709). The respondents agreed that improvement of roads has improved sales volume in businesses and the improvement of roads has allowed my business access products market information that influence the profit margins (M= 4.14 and 4.03 ,SD= 0.681 and 0.648) respectively.

4.8 Business Performance Outcome due to Improvement of Road

Table 4. 10: Business Performance Due to Road Upgrading

Statement	Mean	Std
Profit level	4.16	.499
Customer base	4.64	.548
Market share in the area	4.47	.566
Business expansion	4.45	.520
Sale volume	4.59	.534
Number of employees	4.51	.635

The study the extent to which respondents agreed on whether businesses have achieved the performance outcome due to improvement of road at Kayole- Soweto area. From the findings, respondents strongly agreed that businesses have increased customer based (M= 4.64, SD= 0.548), increase sale volume (M=4.59 SD= 0.534), that businesses have increase number of employees (M=4.51 SD=.635). The respondents agreed that upgrading of Kayole Soweto roads led to improvement of market share in the area (M= 4.47 ,SD= 0.566), led to business expansion (M= 4.45 SD= 0.520) and led to increase in profit level (M= 4.16 ,SD=0.499). This clearly demonstrated that upgrading of roads in Kayole-Soweto areas have led to improvement in business performance.

4.9 Regression Analysis

Table 4. 11: Model Summary

Model	R	R Square	Adjusted Square	R Std. Error of the Estimate	Sig.
1	.741 ^a	.549	.527	.2267	.0001

- a. Predictors: (Constant), Market Accessibility, Transport Safety, Transport Cost and Access to Market Information
- i. Business Performance

Regression model summary result in Table 4.14 indicated that there existed a significant variation $R^2 = 0.549$, $P=0.0001 < 0.05$ in business performance which would be attributed to changes in market accessibility, transport safety, transport Cost and Access to market information. An R Square 0.549 indicated that 54.9% change in business performance can be attributed to change in market accessibility, transport safety, transport Cost and Access to market information due to upgrading of road in Kayole-Soweto area.

4.9.1 ANOVAb

Table 4. 12: ANOVAb

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.182	4	1.045	11.625	.002 ^b
	Residual	31.873	141	.226		
	Total	36.055	145			

- a. Predictors: (Constant), Predictors: (Constant), Market Accessibility, Transport Safety, Transport Cost and Access to Market Information

Result in Table 4.15 indicated that the Total variance (36.055), the difference in the variance that could be interpreted by the independent variables and the unexplained variance from the independent variables (Error). The results indicates that there exists a significant goodness of fit of the model $Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + \varepsilon$. Based on these findings, in Table 4.21 the results indicate the $F_{Cal} = 11.625 > F_{Cri} = 7621$ at confidence level 95 % and sig is $0.001 < 0.05$. This implies that there was a goodness of fit of the model fitted for this study.

4.9.2 Coefficient Analysis

Table 4. 13: Coefficient Analysis

Coefficients ^a Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
1 (Constant)	2.346	0.545		4.302	.000
Market Accessibility	0.506	0.302	0.459	8.872	.001
Transport Safety	0.399	0.075	0.324	2.643	.009
Transport Cost	-0.476	0.136	0.448	7.869	.000
Access to Market Information	0.223	0.077	0.293	4.327	.021

- b. Business performance

The established regression equation was;

$$Y = 2.346 + 0.506X_1 + 0.399X_2 + 0.476X_3 + 0.223X_4 + e$$

From regression results in Table 4.16, the 2.346 represented the constant which predicted value of business Performance at Kayole-Soweto when influence of upgrading of roads was constant at zero (0).

The study found that market accessibility has a significant positive influence in business Performance as indicated by $\beta_1=0.506$, $p=0.001<0.05$, $t=8.872$. The implication is that a unit increase in market accessibility would led to a significant increase in business performance by $\beta_1=0.541$ due to road improvement in Kayole-Soweto area.

From the coefficient results, the study found that transport safety has a significance positive influence on business Performance as indicated by $\beta_2= 0.399$, $p=0.009<0.05$, $t=2.643$. The implication was that a unit increase in transport safety due to improvement of road would results into increase in business performance by $\beta_2=0.399$.

From the regression coefficient findings, the study revealed that transport cost would have a significant positive influence on business Performance in Kayole-Soweto as indicated by $\beta_3= .476$, $p = 0.000<0.05$, $t=7.869$. The implication is that a decrease in transport cost would reduce the cost of business performance in Kayole due to improvement in roads.

Regression findings further show that there exists a significant positive relationship that influence accessibility of market information and business Performance due to upgrading of road in Kayole-Soweto as indicated by $\beta_4=.223$, $p=0.021>0.05$, $t= 4327$. This implied that an increase in accessibility to market information would assist

improvement in business performance as a result of upgrading of road in Kayole-Soweto area.

4.10 Discussion of Findings

The results exhibited poor performance of enterprises in Kayole- Soweto slums before upgrading of roads. before upgrading of roads in Kayole-Soweto area businesses owners were experiencing difficult in accessing the market, public transport cost was high affecting the profit levels of the business and that there was lack of uniformity in pricing of hired transport decreased enterprises profits level and that delivery time for goods affected business profit margins to a great extent. The study found that before improvement of road in Kayole-Soweto area, businesses were experiencing high cost of transporting goods affected performance hence poor road of Koyale Soweto road affected businesses performance.

The study established that upgrading of Road in Kayole-Soweto increase flow of raw materials with ease and made it easier to find product market for the businesses. Improvement of roads in Kayole-Soweto areas also made it easy to transport goods and people to the marker improving business customers, increase in sales and improvement in profits. The finding agreed with Ogonnaya, (2010) who indicated that presence of good roads network has gradually reduce cost of production and increase performance of SME in slum areas.

The finding established that improvement of road safety had reduced cost of raw materials, increased flow of goods from markets, increased flow of customer into the businesses and increased safety of goods and customers. Regression results indicated that increase in transport safety has a significance positive influence on business Performance ($\beta_2= 0.399$, $p=0.009<0.05$, $t=2.643$) hence unit increase in transport

safety due to improvement of road would results into increase in business performance. The led to reduce risk of loss due to insecurity, improving operation efficiency, increase in flow of customers and transportation of goods to the market resulting into better business performance. The finding agreed with Oshikoya and Hussain (2007) that road network development significantly led to accessibility of information like finance, markets training and technology that contribute to performance of SMEs.

The study established that transport cost after upgrading of road in Kayole-Soweto was reduced. The improvement of roads had decrease the cost of raw materials for the business, reduce cost of transport, and enhance sharing of market information on demand and supply of goods and service in the market leading to reduced delivery time of goods among enterprises in Kayole-Soweto area. From the regression results, decrease in transport cost would have a significant positive influence on business Performance in Kayole-Soweto ($\beta_3 = .476$, $p = 0.000 < 0.05$, $t = 7.869$) hence decrease in transport cost would lead to improved business performance in Kayole due to improvement in roads.

The results demonstrated that improving standard of road in Kayole- Soweto led to accessibility of product market information, increase flow of customers into my business, improve marketing , improved sales volume in businesses and the improvement of roads has allowed my business access products market information that influence the profit margins of businesses. The regression results revealed that an increase in accessibility to market information would lead to an improved business performance as a result of upgrading of road in Kayole-Soweto area ($\beta_4 = .223$,

$p=0.021 > 0.05$, $t= 4327$). The findings agreed with Holl (2011) who found that there is a positive relation between market access and enterprises performance where market accessibility experience due to transformational due to road improvement influencing small and medium enterprises performance.

Improving and transformation of road network in Kayole-Soweto road contribute to businesses registering high number of customer, register high sale volume, increase number of employees and improvement of market share as well as business expansion improving profit margin. The finding concurred with Ombura (1997) who indicated that improving road systems in informal settlement enhance business administrations and improve business operation efficiencies.

CHAPTER FIVE:

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This is a summary of key data findings, conclusions and recommendation made to the effects. The conclusions and recommendations drawn are in efforts to address the research question or to achieve the research objective which was establishing effects of upgrading roads on performance of small-medium enterprises in Kayole-Soweto in Nairobi County.

5.2 Summary of the Findings

The study revealed that before upgrading of roads in Kayole-Soweto area businesses owners were experiencing difficult in accessing the market, public transport cost was high negatively affecting the business profit margins and that there was lack of uniformity in pricing of hired transport which decreased enterprises profits margins and that delivery time for goods affected business profit margins to a great extent. The study found that before improvement of road in Kayole-Soweto area, businesses were experiencing high cost of transporting goods which affected their performance hence poor road of Kayole-Soweto road affected businesses performance.

The study established that upgrading of Road in Kayole-Soweto made it easy to determine product prices, influence government, non-governmental and private services to be accessed with ease, increase flow of raw materials with ease and made

it easier to find product market for the businesses. Improvement of roads in Kayole-Soweto areas also made it easy to transport goods and people to the markets improving business customers, increase in sales and improvement in profits.

The results indicated that upgrading of road in Kayole-Soweto improve transport safety. The study revealed that that improvement of road safety had reduced cost of raw materials, increased flow of goods from markets, increased flow of customer into the businesses and increased safety of goods and customers. Regression results indicated that increase in transport safety has a significance positive influence on business Performance ($\beta_2= 0.399$, $p=0.009<0.05$, $t=2.643$) hence unit increase in transport safety due to improvement of road would results into increase in business performance. The study established that there was reduce risk of loss due to insecurity, improving operation efficiency, increase in flow of customers and transportation of goods to the market resulting into better business performance.

The study established that transport cost after upgrading of road in Kayole-Soweto was reduced. The improvement of roads had decrease the cost of raw materials for the business, reduce cost of transport, and enhance sharing of market information on demand and supply of goods and service in the market leading to reduced delivery time of goods among enterprises in Kayole-Soweto area. From the regression results, decrease in transport cost would have a significant positive influence on business Performance in Kayole-Soweto ($\beta_3= .476$, $p = 0.000<0.05$, $t=7.869$) hence decrease in transport cost has led to an improved business performance in Kayole-Soweto due to improvement in roads.

The study revealed that upgrading of roads in Kayole- Soweto led to accessibility of product market information, increase flow of customers into my business, improve marketing , improved sales volume in businesses and the improvement of roads has allowed my business access products market information that influence the profit margins of businesses. The regression results revealed that an increase in accessibility to market information would lead to an increase in business performance due to improvement of road in Kayole-Soweto area ($\beta_4=.223$, $p=0.021>0.05$, $t= 4327$).

Upgrading of Kayole-Soweto road was found to have a significant influence on business performance. The study found that improvement of road in the area led to increased customer, increase sale volume, increase number of employees and improvement of market share as well as business expansion to a great extent. Improvement of the road was also found to increase in profit level indicating that upgrading of roads in Kayole-Soweto areas have led to improvement in business performance.

5.3 Conclusions

The study concluded that upgrading of Road in Kayole-Soweto influence easy determination of product prices, increase accessibility of government, non-governmental and private services, increase flow of raw materials with ease and made it easier to find product market for the businesses and improve transport goods and people to the marker improving business customers, increase in sales and improvement in profits.

The study concluded that upgrading of road in Kayole-Soweto improve transport safety reducing cost of raw materials, increasing flow of goods from markets, increasing flow of customer into the businesses and increased safety of goods and customers. Upgrading of roads increased in transport safety leading to a significance positive improvement in business Performance as there was risks of loss due to insecurity, improving operation efficiency, increase in flow of customers and transportation of goods to the market resulting into better business performance.

The study concluded that decrease in transport cost due to improvement of roads had a significant positive influence on business performance in Kayole-Soweto. The study concluded that upgrading of road led to reduction in transport cost which led to decrease the cost of raw materials for the business, reduce cost of transport, and enhance sharing of market information on demand and supply of goods and service in the market leading to reduced delivery time of goods among enterprises in Kayole-Soweto area.

The study concluded that upgrading of roads in Kayole- Soweto led to accessibility of product market information, increase flow of customers into my business, improve marketing , improved sales volume in businesses and the improvement of roads has allowed my business access products market information that influence the profit margins of businesses. The study concluded that upgrading of Kayole-Soweto road improve performance of the businesses as it led to increased customer, increase sale volume, increase number of employees and improvement of market share as well as business expansion and increase in profit level .

5.4 Limitations of the study

The limitation of the study was the inability to include more informal settlement in Nairobi County. Some respondents were uncooperative as they view information sought by the study as sensitive. The research had to explain the purely academic purpose of the information and assure respondents of its confidentiality.

5.5 Policy Recommendations

The study recommend that upgrading of roads in informal settlements should be promoted as it led to fair determination of product prices, increase accessibility of government, non-governmental and private services, promote flow of raw materials with ease and enhance accessibility of market products for the businesses and improve transport goods and customers to the market improving business customers, increase in sales and improvement in profits.

The study recommends that upgrading of road in informal settlement should be given priority as this lead to improvement in transport safety and reduces cost of raw materials, increasing flow of goods from markets, increasing flow of customer into the businesses and increased safety of goods and customer, mitigate transport risks of loss and related insecurity, improving operation efficiency, increase in flow of customers and transportation of goods to the market resulting into better business performance.

The study recommend that management in the government, private sector and other development agencies such as Africa bank should increase upgrading of roads in informal settlement as this would decrease transport cost, decreasing the cost of raw

materials for the business, reducing cost of transport, and enhancing sharing of market information on demand and supply of goods and service in the market leading to reduced delivery time of goods among enterprises in informal settlement in Kenya.

The study recommend to the governed and development stakeholder that they should foster upgrading of roads in informal settlements as this would results into improvement in accessibility of product market information, increase flow of customers into my business, improve marketing, improved sales volume in businesses and the improvement of roads has allowed the business access products market information This would enable the businesses in informal settlement increase customer, increase sale volume, increase number of employees and improvement of market share as well as business expansion and increase in profit level and improve development of the economy.

5.6 Area for Further Research

This study focus on determine effects of upgrading of roads on the performance of small-medium enterprises in Kayole - Soweto area, Nairobi County. A further study should be carried to determine influence of road upgrading on business transport efficiency. A further study should be carried out to determine effects of upgrading roads on small-medium enterprises finances in informal settlement, Nairobi County.

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APPENDICES

Appendix I: Questionnaire

Section A: General Information

1. Please indicate your gender

- i. Female []
- ii. Male []

2. Indicate your age bracket

Below 20 years []

- i. 20-30 yrs []
- ii. 31-40 yrs []
- iii. 41-50 yrs []
- iv. 51 and above []

3. Indicate your highest level of education

- i. Primary level []
- ii. Secondary level []
- iii. College []
- iv. University []
- v. Postgraduate []

4. For how long have you operated your business?

- i. Less than 3 years []
- ii. 3 to 9 years []
- iii. 9 to 12 years []
- iv. Above 12 years []

5. Indicate the type of your business

- i. Supermarket []
- ii. Retail Shop []

iii. Wholesale []

iv. Education []

v. Construction []

vi. Transport []

Any other, kindly specify.....

6. The mode of transport I commonly use is

i. Road []

ii. Non Motorized Transport []

Any other.....

Section B: Business Performance Measurements

7. Indicate the extent do you agree with the following statement BEFORE improvement of roads on your enterprises at Kayole-Soweto?

(Where SD= Strongly Disagree, D= Disagree, N= Neutral, A= Agree, SA= Strongly Agree)

Statement	SD	D	N	A	SA
i. The cost of transporting goods affected performance of my business.					
ii. Delivery time for goods affected my business profit margins.					
iii. Public transport affected the profit levels of my business.					
iv. Getting the market was difficult before upgrading of the roads.					
v. Lack of uniformity in pricing of hired transport decreased my profits.					

Upgrading of Roads

8. To what extent do you agree with the following statement AFTER improvement of roads in Kayole-Soweto?

(Where SD=Strongly Disagree, D=Disagree, N=Neutral, A=Agree, SA=Strongly Agree).

Statement	SD	D	N	A	SA
i. Improvement of roads in Kayole-Soweto areas has led to ease of transporting goods and people.					
ii. Government, non-governmental and private services are easy to get due to roads accessible.					
iii. It is easy to find product market.					
iv. It is easy to determine product prices					

v. Flow of raw materials is easy					
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9. To what extent do you agree with the following statement on transport safety AFTER improvement of roads in Kayole-Soweto?

(Where SD=Strongly Disagree, D= Disagree, N= Neutral, A= Agree
SA= Strongly Agree)

Statement	SD	D	N	A	SA
i. Improvement of roads has led to increased safety of goods and customers.					
ii. Improvement of road safety has increased flow of customer into my business.					
iii. Improvement of road safety has increased flow of goods from markets.					
iv. Improvement of road safety has reduced cost of raw materials.					

10. To what extent do you agree with the following statement on transport costs on upgrading of roads in Kayole-Soweto area?

(Where SD= Strongly Disagree, D= Disagree, N= Neutral, A= Agree,
SA= Strongly Agree)

Statement	SD	D	N	A	SA
i. The improvement of roads has reduced delivery time of goods.					
ii. The improvement of roads has decrease the cost of raw materials for the business.					

iii. The cost of hiring transport has reduced.					
iv. Sharing of market information on demand and supply of goods and service in the market has improved.					

11. The following statements relates to access to product market information that influence the performance of your business at Kayole-Soweto area.

(Where SD=Strongly Disagree, D= Disagree, N= Neutral, A= Agree, SA= Strongly Agree)

Statement	SD	D	N	A	SA
i. The improvement of roads has allowed my business access products market information that influence the profit margins of my business.					
ii. Improving existing roads helped improved market intelligence which has improved my profit margin.					
iii. Improvement of roads has improved sales volume in my business.					
iv. Improvement of roads has increased flow of customers into my business.					

12. Indicate to what extent your business has achieved the following performance outcome due to improvement of road at Kayole- Soweto area.

(Where 1= No Extent, 2= Less Extent, 3= Neutral, 4= Great Extent

5= Very Great Extent)

Statement	1	2	3	4	5
i. Profit level					
ii. Customer base					
iii. Market share in the area					
iv. Business expansion					
v. Sale volume					
vi. Number of employees					

Appendix II: Record of Target Sample

The target sample contained in the table below is obtained from Nairobi's Kayole/Soweto areas of lower Savannah sub county hand records. Selection was randomly done depending on the completeness of the information entered in hard copies. It was noted there was increase in the number of businesses registered with Sub County. The sample was selected from 2016 records that registered 645 businesses up from 470 in 2015.

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
1.	Bidhaa Gen. Shop	Patanisho	1386598	Retail Shop	137	115	1	0728021458
2.	Mama Prince Shop	Soweto	1386607	Retail Shop	38/35	115	1	0724533018
3.	Naomi Hair Salon	Soweto	1386651	Salon	716	115	1	0718058532
4.	Bidhaa Bora Shop	Soweto	1323956	Retail Shop	AD 1	115	1	0728021458
5.	Daggie Enterprises	Soweto	1386670	Salon/Kinyozi	3/48	115	2	0720611884
6.	Mbane Enterprises	Soweto	1386930	Mpesa/Gas	1/128	110	1	0715125516
7.	Robem General Marchant	Patanisho	1216584	Retail Shop	127	115	1	0710938541

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
8.	Kismart Connection	Soweto	1380068	Mpesa	3/316	695	1	0708291797
9.	Mali Mali Centre	Soweto	1325177	Retail Shop	W3	115	1	0728595416
10.	Jasper Enterprises	Patanisho	1387562	Retail Shop	11	115	1	0720381997
11.	Ruinno Communication	Soweto	1387612	Mpesa	5142	695	1	0711350510
12.	G.M Super Kinyozi	Soweto 17	1354919	Kinyozi	1	115	1	0701152860
13.	By Faith Boutique	Soweto 17	1387987	Boutique	3	115	1	0720822652
14.	Southlink Itibo	Patanisho	1388125	Mpesa	16	695	1	0722320457
15.	New Hope Education Centre	Soweto	1355347	Complimentary	2/143/144	795	10	0720989589
16.	Shiro Education Centre	Soweto	1373923	Complimentary	1/130	695	6	0722423070
17.	By Faith Hair Salon	Patanisho	1388636	Salon	1Phase 2	115	1	0700588224
18.	Ruth Cosmetic Shop	Soweto	1388944	Cosmetic	3/339/1	115	1	0722914564
19.	Jamken Boutique	Soweto	1389063	Boutique	57	115	1	0728279159
20.	Fame Paints	Patanisho	1257669	Agent/Paint	82/21	110	1	0721601138
21.	Real Technologies L.T.D	Soweto	1389213	Mpesa/Agent	3/133	110	1	0722702065
22.	Bright Mums Hair Salon	Patanisho	1389887	Hair Salon	135	115	1	0721297393
23.	Enamex Enterprises	Patanisho	1301011	Retail Shop	C 1	115	1	0721858724
24.	Arusha Shop	Masimba	1391044	Retail Shop	128	115	1	0720162303
25.	Pay Point Communication	Soweto	1391776	Mpesa/B. Shop	5/142	695	1	0722827352
26.	Her Beauty Shop	Masimba	1391800	Beauty Shop	77C	115	1	0727434656

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
27.	Blessed to Bless	Soweto	1379516	Mpesa/Clinic	317	795	2	0720930215
28.	Quins Pharmacy	Jacaranda	1091908	Mpesa	88/2317/237	110	1	0720250086
29.	Ngashare Investment	Masimba	1206562	Mpesa/Agent	33/34	110	1	0722255965
30.	Shirmtel Enterprise	Soweto	1392698	Mpesa/Agent	W2	110	1	0727233633
31.	Embenezer General Shop	Soweto	1393042	Retail Shop	5/3/1	115	1	0727321463
32.	Becaron General Shop	Soweto	1393310	Retail Shop	1/129	115	1	0720239947
33.	Pals Boutique	Soweto	1395211	Boutique	02	115	1	0722281270
34.	Tripple one Malimali	Soweto	1395932	Retail Shop	416/17	115	1	0729613310
35.	Shiku's Shop	Soweto	1323859	Mpesa Shop	2/122	695	1	0726107299
36.	Allan's Investments	Soweto	1396255	Mpesa/Kerosene	5/11	335	1	0720590240
37.	Imenti General Shop	Soweto	1396443	Retail Shop	118	115	1	0726106650
38.	Mofarm Centre	Soweto	1396814	Mpesa/Cosmetic	5/166	695	1	0716600629
39.	Tumaini Shop	Patanisho	1332255	Mpesa	108	110	1	0727585631
40.	Classic Salon	Soweto	1368862	Salon/Cosmetic	3/385	115	1	0700333341
41.	Dorsee Design	Spine Road	1397093	Shoe Boutique	15400/5/7	115	1	0727760455
42.	Platinum Kinyozi	Soweto	1397142	Kinyozi	2/44	115	1	0726162479
43.	Eldads Hair Salon	Soweto	1362611	Hair Salon	2/84	115	1	0723506134
44.	Nelly Store	Patanisho	1397310	Retail Shop	514	115	1	0723261543
45.	New Joy Children	Soweto	1397395	Complimentary	661	695	7	0722586717

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
46.	Mama Mary Shop	Soweto	1397598	Retail Shop	483	115	1	0726632804
47.	Josken Connections	Soweto	1383279	Mpesa Shop	232	695	1	0714764623
48.	Baraka Shop	Soweto	1397639	Retail Shop	A127	115	1	0728105311
49.	Martcol Services	Soweto	1311754	Mpesa	5/187	695	1	0722942970
50.	Economy Store	Soweto	1398104	Retail Shop	353	115	1	0723370966
51.	One@blessing Shop	Masimba	1398597	Retail shop	128	115	1	0726115672
52.	Wa Sammy Shop	Patanisho	1399143	Retail shop	135	115	1	0726667932
53.	Stemu Boutique	Patanisho	1399098	Boutique	1 phase1	111	1	0704859115
54.	Grace Beauty Salon	Patanisho	1399302	Hair Salon	145	115	1	0714293997
55.	Sam Communication	Soweto	1399503	Mpesa Shop	5/367	695	1	0711994248
56.	Mwananchi Vyombo	Soweto	1348779	Retail Shop	515A	115	1	0726866221
57.	Chania Tech, Traders	Soweto	1236251	House Mpesa	159	110	1	0721533043
58.	Glorias Beauty Shop	Soweto	1399964	Beauty Shop	2/40	115	1	0720351125
59.	DeMike One Shop	Masimba	1361964	Shop Mpesa	37/38	110	1	0725930256
60.	Mawario Boutique	Soweto	1344500	Boutique	01	115	1	0723296506
61.	Mugendi 2 Shop	Soweto	1322126	Retail Shop	B53	115	1	0720289664
62.	Newlin Com.Services	Soweto	1400391	Mpesa/Agent	2/41	695	1	0716641218
63.	Bahati Clinic	Soweto	1325672	Clinic	C/333	740	1	0726461470
64.	Highway Shop	Soweto	1400563	Retail Shop	466	115	1	0723917001
65.	Tumaini Medical Clinic	Soweto	1400773	Clinic	1/227	740	2	0710881847

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
66.	Glory Mini Shop	Soweto	1400779	Retail Shop	4/297	115	1	0713731654
67.	Kirinyaga Enterprises	Soweto	1400780	Mpesa/Shop	5/297	695	1	0724039189
68.	Garissa Ndogo	Soweto	1372645	Boutique	3/175	115	1	0724789544
69.	Mama Joy Saon	Soweto	134749	Salon	488	115	1	0722534025
70.	Wa Joys Retail shop	Patanisho	1401064	Retail Shop	517	115	1	0726947304
71.	Dhonges General Merchant	Soweto	1401055	Mpesa/Agent	57	695	1	0721256936
72.	Vogcom Company ltd	Soweto	1401488	Mpesa Shop	2045	695	1	0720747645
73.	Wa Sam Boutique	Soweto	1328155	Boutique	3/360	115	1	0728337640
74.	Neddy's Co-operation	Soweto	1401469	Mpesa	82/45	695	1	0707944795
75.	Wa Naomi Botique	Soweto	1401465	Boutique	59	115	1	0720346135
76.	Grace Salon & Tailoring	Soweto	1371987	Salon/Mpesa	1/22	110	1	0723890652
77.	Kikuto Enterprise	Spine road	1389409	Retail Shop	61	115	1	0739374713
78.	Boston Retail Shop	Spine road	1310704	Grocery Shop	04	115	1	0753612374
79.	Genesis General Shop	Soweto	1401929	Mpesa Shop	1./227	695	1	0722493477
80.	Shalom Boutique	Soweto	1341700	Boutique	57	115	1	0724157915
81.	Mama Githinji Shop	Soweto	1356493	Retail Shop	1/586	115	1	0723379925
82.	Smarter ladies B. Shop	Patanisho	1402245	Beauty/Salon	508	115	1	0717533960
83.	Neema General Shop	Soweto	1402652	Retail Shop	464B	115	1	0723259479
84.	Jumada Shop	Soweto	1402714	Retail Shop	5/466	115	1	0702542330
85.	Kelmy Beauty Collection	Soweto	1348444	Beauty Shop	14	115	1	0721734464

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
86.	One Touch Boutique	Patanisho	1403223	Boutique	112	115	1	0726114995
87.	U&I Salon	Masimba	1267065	Hair Salon	10	115	1	0724399952
88.	Mama Dennis Shop	Soweto	1403983	Retail Shop	3/477	115	1	0720607756
89.	Hosea Shop	Patanisho	1404270	Retail Shop	425	115	1	0712894812
90.	Baba Ryan Retail Shop	Soweto	1404348	Retail Shop	3/239	115	1	0718890334
91.	Jonice Boutique	Patanisho	1404358	Boutique/Salon	05	115	1	0712898784
92.	Blessed Salon	Patanisho	1405385	Salon	26	115	3	0727264606
93.	Begochem Enterprises	Soweto	1365787	Shop/Mpesa	3/49	695	1	0722827352
94.	41 Traders Shop	Soweto	1325723	Grocery Shop	3/11	115	1	0702573052
95.	Jank Races Telecom	Soweto	1406114	Mpesa Shop	3/250	695	1	0724092582
96.	Cathy Beauty	Soweto	1406095	Beauty Shop	A/27	115	1	0725468744
97.	Resillient Wananchi	Soweto	1406055	Mpesa Shop	855	695	1	0728173351
98.	Ndemenge Shoe Centre	Soweto	1378463	Retail of Shoes	00	115	1	0726886176
99.	Prince Beauty Shop	Patanisho	1406181	Beauty	11	115	1	0708222057
100.	Promise Enterprise	Patanisho	1406148	Mpesa	82/21	110	1	0729037691
101.	Rahisi General shop	Soweto	1352815	Retail Shop	558	115	1	0723252757
102.	Matinyani General shop	Masimba	1406971	Retail Shop	44	115	1	0721997736
103.	Moving Generation	Patanisho	1407091	Mpesa Shop	82/50	695	1	0723103028
104.	The promise beauty	Soweto	1407309	Beauty/Salon	W3	115	2	0726654610
105.	Greenwich General shop	Patanisho	1407310	Retail Shop	454	111	1	0720435754

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
106.	Marvel Hair salon	Soweto	14074228	Salon Beauty	3/221	115	1	0729726053
107.	Visualizer Kinyozi	Soweto	1407430	Kinyozi	2/33	115	1	0715680560
108.	Premier Nets.com	Patanisho	1293226	Mpesa/Phones	05	110	1	0707462803
109.	Good feel Barber	Spine road	1407545	Kiyozzi	15400/5/7	115	1	0722685847
110.	Jesmat Barber shop	Soweto	1407774	Barber Shop	5/34	115	1	0725206644
111.	Mama Francis Boutique	Soweto	1410021	Boutique	5/34	115	1	0710262909
112.	Unique Shop	Soweto	1410026	Retail Shop	5/33	115	1	0713945906
113.	Gecope CBO Shop	Soweto	1410014	Grocery Shop	5/34	115	1	0722801839
114.	Jowanga Grocery	Soweto	1410032	Grocery	3/45/A	115	1	0721249250
115.	Mobister Communication	Soweto	1410043	Kerosene/Mpesa	5/33	335	1	0723271115
116.	Ebenezer Barber Shop	Soweto	1410062	Kinyozi	54	115	1	0724757092
117.	1960 Kinyozi	Patanisho	1350209	Barber Shop	102	115	1	0705667490
118.	St. Teresa Medicare	Masimba	1410203	Medica Clinic	77C	740	1	0727434656
119.	Modern Kinyozi	Patanisho	1361533	Kinyozi	139	115	1	0712426186
120.	Wa Muthoni	Soweto	1400687	Salon	86	115	1	0722246827
121.	By Grace General Shop	Soweto	1410533	Retail Shop	201	115	1	0724040492
122.	Combase Communication	Soweto	1410604	Mpesa/Agent	3/339/1	695	1	0713419327
123.	Jubilee Min Shop	Patanisho	1249446	Retail Shop	82/13	115	1	0791238508
124.	Sparkle Milk ATM	Patanisho	1401699	Retail of Milk	307	115	1	0727045752
125.	Timothy Kerosene	Soweto	1410941	Retail Kerosene	1/129	115	1	0720042189

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
126.	Classic Kinyozi	Soweto	1411026	Kinyozi	1/127	115	1	0726797799
127.	Calotsu Baseline	Soweto	1371866	Kinyozi	2/22	115	1	0726819654
128.	Favour Boutique	Soweto	1411032	Boutique	2/84	115	1	0707810265
129.	Joan Mery G. Shop	Soweto	1411030	Retail Shop	W2	115	1	0712478277
130.	Nafuu Budget Shop	Patanisho	1374525	Retail Shop	142	115	1	0704209048
131.	Mercy Salon	Patanisho	1411024	Salon	B42	115	1	0703280298
132.	Divas Beauty Shop	Patanisho	1405967	Beauty/Kinyozi	85	115	1	0728456477
133.	Monica Salon	Patanisho	1411737	Salon	210	115	1	0727900737
134.	God's Favour Ent	Soweto	1411742	Mpesa	5/30	695	1	0712069212
135.	God Blessing Shop 2	Masimba	1411745	Retail Shop	82/02	115	1	0722369291
136.	Dimples Salon	Masimba	1411755	Salon Beauty	24	115	1	0704814993
137.	Alice Boutique	Soweto	1411767	Boutique	5/30	115	1	0706933023
138.	Mama Mso	Soweto	1379073	Retail Shop	21/49	115	1	0725434508
139.	Jambo Boutique	Soweto	1411890	Boutique	5/32	115	1	0722296247
140.	Benjo Shop/Kinyozi	Soweto	1411561	Kinyozi	3/444	115	1	0727037680
141.	Samar Boutique	Soweto	1412022	Boutique	03	115	1	0712333063
142.	Wayside Hotel	Soweto	1400712	Hotel	36	595	3	0725226194
143.	Uchumi Ndogo	Soweto	1411355	Retail Shop	37	115	1	0726118012
144.	Lucy Salon	Soweto	1412804	Hair Salon	W3/1	115	1	0720739657
145.	Soweto Auto	Soweto	1412120	Mpesa/Auto	4/11	695	1	0726996868

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
146.	Restoration Salon	Patanisho	1412121	Salon	82/167	115	1	0727902248
147.	Ken Retail Shop	Patanisho	1412150	Retail Shop	5/50	115	1	0717215343
148.	Amazing Salon	Soweto	1412161	Salon	4/07	115	1	0704156617
149.	Sky Ways Shop	Soweto	1412170	Retail Shop	5	115	1	0726325103
150.	Daima Shop	Soweto	1412807	Grocery	5/249	115	1	0723907647
151.	Olive Boutique	Soweto	1412862	Boutique	2	115	1	0723384632
152.	Thukus Gen Shop	Soweto	1418293	Retail Shop	5/30	115	1	0726247704
153.	Neema Boutique	Patanisho	1412905	Boutique	167	105	1	0724446555
154.	Nikisa Dairy	Soweto	1321476	Retail of Milk	3/12	115	1	0723621306
155.	J.N Retail Shop	Soweto	1413167	Retail Shop	921	115	1	0703845298
156.	Mama Teddy Boutique	Soweto	1413551	Boutique	105	115	1	0701181043
157.	Fair Deal Salon	Soweto	1413567	Salon	102	115	1	0722865552
158.	Updates Salon	Soweto	1418581	Salon	06	115	1	0718309300
159.	Wachira Shop	Soweto	1413623	Retail Shop	4/09	115	1	0720178673
160.	The Grace Salon	Patanisho	1360296	Hair Salon	82/5	115	1	0736759072
161.	Mama Wambui Shop	Soweto	1413702	Retail Shop	4/157A	115	1	0726077245
162.	Bread Of Life	Soweto	1355029	Small Education	1/31	695	4	0723698047
163.	Naks Supermarket	Soweto	1392597	Supermarket	58	105	20	0729399832
164.	Patanisho Maternity	Patanisho	1128371	Nursing Home	123/124	735	12	0720533702
165.	Unity Centre School	Soweto	1328909	Private School	1/15	720	1	0721640694

SN	BUSINESS NAME	LOCATION	A/C	ACTIVITY	PLOT NO.	CODE	NO. OF STAFF	CONTACT
166.	Merryland School	Soweto	1376001	Complimentary	1/38	695	4	0727256470
167.	St. Micah Community Centre	Soweto	1363192	Complimentary	263	695	8	0726899739
168.	Orchads Academy	Patanisho	1398989	Complimentary	253	695	3	0722279764
169.	Joem Education Centre	Soweto	1404571	Complimentary	5/418A	695	4	0729928503
170.	Learners Education Centre	Soweto	1373356	School	5/568	695	4	0712028878
171.	DT. Cooper	Patanisho	1330190	School	213-215	720	12	0716733705
172.	Alma Grocery	Soweto	1406127	Grocery	5/150	115	1	0722913259
173.	Riverine Academy	Soweto	1411143	Nursery	62	695	3	0722816840
174.	Tujisaidie Communication Centre	Soweto	1411214	Comp. School	4/196	695	10	0720646902
175.	Remnant Royal School	Soweto	1411001	Comp. School	4/121	695	3	0715851677
176.	Wachiru Hotel	Soweto	1378069	Hotel	17	115	2	0723601285
177.	Seasmart Milk	Soweto	1411563	Milk ATM	205	115	1	0728826561
178.	Msafiri Hotel	Soweto	1410987	Hotel	560	115	1	0715073290
179.	Alice Hotel	Masimba	1410154	Hotel	05	595	2	0724591316
180.	Brownie Blessed	Soweto	1407874	Butchery	5/34	115	1	0725029480

