

South African Township Economy Entrepreneurial Ecosystem Snapshot Survey

At link: <https://ecosystems.andeglobal.org/contribute/>

Definitions and Eligibility Criteria

Please ensure that the person filling out the survey is familiar with all the relevant programme information. Please complete the survey based on your organisation's current work, even if your work has been stalled or changed due to COVID-19 since early 2020. Note that the survey answer format does not differentiate between different programmes, so if your organisation runs more than one programme exclusively designed to target and support township-based entrepreneurs, then please answer these questions collectively for all such work.

Eligibility Criteria

Criteria 1: Organisations that deliver both financial and non-financial support with one or more programmes exclusively designed to target and support township-based entrepreneurs in the Eastern Cape, Gauteng, and Western Cape Provinces of South Africa only. (Note that the organisation providing the support do not need to be based in a township to qualify).

Criteria 2: Organisations where this support may be the only work of the organisation or is run in addition to other support that is delivered.

Definitions

Township: old, new, formal and informal human settlements that are characterised by high levels of poverty, unemployment and low incomes and distanced outside of the main centres of economic activity. For the purposes of this survey this definition also includes peri-urban and rural areas. (Gauteng Province: Economic Development, "Gauteng Township Economy Revitalisation Strategy, 2014-2019")

Township-based entrepreneur: a person that is based in a township area, as opposed to being based in main commercial centres of economic activity and is involved in economic activity that is meeting the needs of township customer communities.

Thank you for your contribution to this important research effort. For any questions, please contact Nonceba Qabazi, Programme Associate for ANDE's South Africa Chapter at

Nonceba.Qabazi@aspeninstitute.org.

Welcome to the South African Township Economy Snapshot Survey of the Aspen Network of Development Entrepreneurs (ANDE). Since 2014, ANDE has completed more than 13 ecosystem snapshots in emerging markets all over the world. These Ecosystem Snapshots provide data about financial and non-financial support available for small and growing businesses in a specific city or country.

The support for this snapshot is given as part of a broader programme to strengthen entrepreneurial ecosystems in South Africa and will help to further refine our collective understanding of and support to township-based entrepreneurs in the Eastern Cape, Western Cape and Gauteng only. All data will be published as a free resource on [ANDE's Ecosystem Snapshots](#). Please [refer here](#) for important definitions and eligibility criteria. There are approximately 30 questions, and the survey should take 15 - 20 minutes to complete.

Specific Objectives

1. Identify which types of organisations are supporting township-based businesses in South Africa.
2. Identify gaps, insights, challenges, and opportunities in these local ecosystems.
3. Identify where and how organisations can better work together to support the township economy.

Thank you for your contribution to this important research effort. For any questions on the survey or to discuss ways to get involved feel free to contact Nonceba Qabazi, Programme Associate for ANDE's South Africa Chapter at Nonceba.Qabazi@aspeninstitute.org.

Privacy Notice

As part of every Ecosystem Snapshot survey, ANDE collects the following information from survey respondents:

- Name
- Email
- Phone
- Place of employment

This personal information is used by ANDE research staff to follow-up with survey respondents if additional clarification is needed for any responses. Information submitted will be used for research purposes only. ANDE will not use the information submitted for any other purpose; nor will ANDE exchange, sell, or share your personal information with other organisations.

Organisation-specific information collected will be published on ANDE's website; no personally-identifying information (PII) about individual survey respondents will be published. If you have any questions about how your information will be used, please contact Nonceba.Qabazi@aspeninstitute.org.

1. Does your organisation run programme(s) that are explicitly designed to target and support township-based entrepreneurs* in Gauteng, Eastern Cape, or Western Cape?
- Yes
 - No (if no, you will be directed to a page where you will be requested to fill in your details so we can assist you to determine if you are a good fit for the survey or not).

**Township-based entrepreneur: a person that is based in a township area, as opposed to being based in main commercial centres of economic activity and is involved in economic activity that is meeting the needs of township customer communities.*

[If you select "No" as the answer to the first question then this page will display when you click "Next Page"]

It looks like your organisation is not a good fit for this study.

Unfortunately it looks like your organisation is not a good fit for this study. If you feel this is an error or are not sure what the qualifications are, we are happy to provide clarification. Please complete the following and we will follow up with you on whether or not your organisation meets the criteria to be included in this study. If this is not an error and you do not support township-based entrepreneurs in Gauteng, Eastern Cape, or Western Cape, no further action is required. Thank you!

- Your name
 - Your email
 - Your organisation
 - About your entrepreneur support services
 - Link to more information (if available)
-

2. Does your organisation work with township-based entrepreneurs exclusively or is this support delivered in addition to other work that you deliver?
- Yes, we work with township-based businesses only.
 - No, our township support is in addition to other work.
3. In which South African Province(s) does your organisation run programme(s) that are explicitly designed to target and support township-based entrepreneurs? Please select all that apply. If this work is national, please select all the Provinces.
- Gauteng
 - Western Cape
 - Other Province(s)
 - Free State
 - KwaZulu-Natal
 - Limpopo
 - Mpumalanga
 - Northern Cape
 - North West

*If you do not work in any of the three provinces of focus, please select "No" in question 1.

About You

4. Please share your full name
5. Please share your email address

About Your Organisation

6. Please share your organisation's name
7. In which country is your organisation's head office based? In which city is your organisation's head office based?
8. Please select the organisation type that best describes your organisation. Refer to definitions below.
 - Academic institution
 - Bank or financial institution
 - Capacity development provider
 - Corporation or corporate foundation
 - Development finance institution or donor agency
 - Foundation or Trust
 - Government agency
 - Investor
 - Media organisation
 - Microfinance institution
 - Research or advisory service provider
 - Sector association

Academic Institution: Institutions that provide education or research related to the small & growing business sector.

Capacity development providers: Organisations that provide business development and advisory services to small & growing businesses.

Banks and financial institutions: Financial institutions that provide services for businesses, organisations, and individuals; includes commercial banks and non-bank financial institutions such as MFIs.

Corporations and corporate foundations: Private sector entities that engage small and growing businesses or small and growing business intermediaries via their business, research, or philanthropic activities.

Development finance institutions and donor agencies: Local, national, or multilateral public sector entities that support entrepreneurship.

Foundations: Private foundations and grant-making nonprofits that provide grant capital to the small & growing business ecosystem, either directly to small & growing businesses, to small & growing business intermediaries, or both.

Government agencies: Any government agencies involved in the small & growing business sector that are not donor agencies (eg. the SME Development Agency).

Investors: Fund managers or other entities that provide capital directly to small and growing businesses.

Microfinance Institution: A financial institution that provides small loans to people/businesses who otherwise wouldn't have access to credit.

Media organisations: Entities engaged in disseminating information to the general public through mass communication methods such as print and online publications, radio, television.

Research and advisory service providers: Organisations which provide consulting, research and advisory services as their main mission, as well as associations that provide services to the sector as a whole.

Sector associations: Membership organisations or trade associations related to the small & growing business sector.

**An example of organisations that "Provide financial support to intermediaries:" include those that provide grant funding to accelerators.*

9. Does your organisation have a physical presence (including office space or local staff) in any township* area(s) in South Africa? Please select all that apply.
- Yes, we have office space in at least one township.
 - Yes, we have local staff based in at least one township.
 - Yes, we have both office space and local staff in at least on township.
 - No, we do not have an office or local staff in any township areas.

Township: old, new, formal and informal human settlements that are characterised by high levels of poverty, unemployment and low incomes and distanced outside of the main centres of economic activity. For the purposes of this survey this definition also includes peri-urban and rural areas. (Gauteng Province: Economic Development, "Gauteng Township Economy Revitalisation Strategy, 2014-2019")

10. Please list the names of the main township area(s) where you deliver your support that is exclusively designed to target and support township-based entrepreneurs. Please list up to 5.
11. What year did your organisation begin running programme(s) exclusively designed to target and support township-based entrepreneurs in South Africa? (e.g. 2020)
12. If you have specific programme(s) or initiative(s) regarding your work with township-based entrepreneurs that differ from your organisation name, then please list them all here. This may include specific programme(s), project(s), fund(s), or other initiative type(s). If you do not differentiate this work using a different name, then please leave this answer blank.
13. Please provide a brief description of your approach and all your work that is exclusively designed to target and support township-based entrepreneurs in South Africa. Please note that the description that you provide here will be published as-is!
14. Please share a link to your organisation's website, preferably a link to the activities that relate to your support of township-based entrepreneurs in South Africa.

About your Entrepreneurial Support

Please answer the following questions only as it pertains to your township-specific programme(s) or support.

15. What type of services does your organisation offer to township-based entrepreneurs in South Africa? Please select all that apply.
- Conduct research on the sector to disseminate publicly (such as an entrepreneurship research report)
 - Host events for entrepreneurs or entrepreneur intermediaries
 - Invest into funds targeting small and growing businesses or entrepreneurs
 - Invest or provide direct financial support to small and growing businesses or entrepreneurs
 - Manage a crowdfunding platform
 - Manage an incubator or provide coworking space for entrepreneurs
 - Offer fellowships specific to the sector
 - Provide financial support to intermediaries*
 - Provide technical assistance, capacity building, or other non-financial services to entrepreneurs directly
 - Run an accelerator programme
 - Run an entrepreneurship-focused news/media outlet
 - Other - please provide detail.

16. Which investment instrument(s) does your organisation use to provide financial support to township-based entrepreneurs in South Africa? Please select all that apply.
- Debt
 - Equity
 - Grant
 - Guarantees
 - Quasi-equity
 - Other - please provide detail.
17. What is the average investment amount that you typically invest when providing financial support to township-based entrepreneurs? (R = ZAR = South African Rand)
- \$0 - \$25,000 (R0 – R375,000)
 - \$25,001 - \$50,000 (R375,001 – R750,000)
 - \$50,001 - \$100,000 (R750,001 – R1,500,000)
 - \$100,001 - \$500,000 (R1,500,001 – R7,500,000)
 - \$500,001 - \$1million (R7,500,001 – R15million)
 - \$1.1million - \$5million (R16,5million – R15million)
 - Not applicable
18. What is the focus of the non-financial services that your organisation provides to township-based entrepreneurs in South Africa? Please select all that apply.
- Capacity development services
 - Market linkages
 - Investment linkages
 - Other - please provide detail.
19. Which of the following categories do your organisation's capacity development services focus on?
- Access to networks and partners
 - Business strategy and planning
 - Support on governance structure
 - Legal, accounting, other office services
 - Performance or impact measurement and management support
 - Talent development/HR (including leadership)
 - Operations and technology development or adoption
 - Value/supply chain development
 - Other - please provide detail.
20. Which of the following categories does your organisation's market linkage services focus on?
- Access to infrastructure
 - Access to new markets/customers
 - Access to transportation
 - Meeting product standards
 - Other - please provide detail.
21. Which of the following categories does your organisation's investment linkage services focus on?
- Access to information/research
 - Access to investors
 - Legal due diligence
 - Pitch readiness
 - Technical support on term sheets or investment structuring

- Other - please provide detail.
22. Does your organisation deliver its services to township-based entrepreneurs online or in-person? *We understand that how you normally deliver your services may have changed due to COVID-19. If this is the case, then please indicate how your services were originally designed to be delivered.*
- Primarily online
 - Primarily in-person
 - Hybrid
23. In which stage(s) are the township-based entrepreneurs that your organisation targets and supports? Please select all that apply.
- Idea: Entrepreneurs have little more than an unproven idea, so the focus is on testing the idea and identifying a product-market fit
 - Start-up: Company is in the process of being set up
 - Early: May have initial market traction but require further funding and will likely not yet be generating profits
 - Growth: Demonstrate steady growth or scaling, and likely profitability
 - Mature: Company has likely reached stable profits; growth may have slowed
24. Please select all specific sector focus areas of your organisation's support to township-based entrepreneurs. Please select all that apply. If you have no specific sector focus for this work, then please select "sector agnostic."
- Sector agnostic
 - Agriculture & Food
 - Artisanal (including textile, fashion, art and craft)
 - Culture (including media and entertainment)
 - Education
 - Energy
 - Environment
 - Financial services
 - Health
 - Hospitality & tourism
 - Housing & community development
 - Information & communication technology (including gaming)
 - Infrastructure & facilities development
 - Land conservation
 - Supply chain services
 - Transportation
 - Water & sanitation
 - Other - please provide detail.
25. Does your organisation's township entrepreneurship support programme(s) exclusively work with technology-enabled businesses?
- Yes
 - No
 - Some of my programming is exclusive to tech-enabled businesses

**Technology-enabled business: A business that uses technology to deliver its product or service, with technology or technology services as a key part of the business model. [Please note this definition does not refer to technology used by your organisation to deliver support to the business.]*

Impact Focus

26. Is your support to township-based entrepreneurs specifically and intentionally designed to target entrepreneurs from one or more of the following underrepresented populations? Please select all that apply.

- Base of the pyramid population
- Entrepreneurs with disabilities
- Minority or previously excluded racial, ethnic, or other population
- Refugees and/or internally displaced people
- Rural entrepreneurs
- Women entrepreneurs
- Youth entrepreneurs (under 35 years of age)

27. Does your support to township-based entrepreneurs explicitly and intentionally seek to improve the lives of any of the following women stakeholder groups? Please select all that apply.

- Women as consumers or clients
- Women as employees
- Women as entrepreneurs
- Women as leaders*
- Women as suppliers
- Other - please provide detail.

**This means women being represented in decision-making roles, such as high-level managers, directors, etc.*

28. What are the top 3 challenges faced by township-based businesses that are owned and managed by women in South Africa? Please select from the list of options below or specify other.

- Access to finance
- Competition
- Complex regulation and documentation
- Crime
- Lack of/limited access to markets
- Lack of/ limited access to supply chain opportunities
- Lack of/limited access to quality inputs
- Lack of digital infrastructure/poor connectivity
- Limited entrepreneurial growth mindset
- Lack of entrepreneurial and management skills
- Lack of skilled workforce
- Poor financial literacy and recordkeeping
- Personal or broader social issues
- Other - please provide detail.

29. What do you think needs to change in the ecosystem to better deliver entrepreneurial services to township-based businesses that are owned and managed by women in South Africa?

30. Does your organisation measure the impact of its support to township-based entrepreneurs?

- Yes
- No
- Not applicable

31. Do your activities explicitly and intentionally align with any specific United Nations Sustainable Development Goals?
- Yes
 - No
 - Not applicable
32. What are the top 3 goals that are most representative of your organisation's impact focus? Please select all that apply.
- SDG 1: No poverty
 - SDG 2: Zero hunger
 - SDG 3: Good health and well-being
 - SDG 4: Quality education
 - SDG 5: Gender equality
 - SDG 6: Clean water and sanitation
 - SDG 7: Affordable and clean energy
 - SDG 8: Decent work and economic growth
 - SDG 9: Industry, innovation and infrastructure
 - SDG 10: Reduced inequalities
 - SDG 11: Sustainable cities and communities
 - SDG 12: Responsible consumption and production
 - SDG 13: Climate action
 - SDG 14: Life below water
 - SDG 15: Life on land
 - SDG 16: Peace, justice and strong institutions
 - SDG 17: Partnerships for the goals
33. Are there any innovations or new developments in the township entrepreneurial economy that you would like to mention?

Collaborations in the Ecosystem

34. Please list the organisations that you work most closely with in relation to your work in the South African township entrepreneurial ecosystem. You may list up to 10 collaborators. ***Please note that we will not show specific connections, we will only display information collected here in an aggregated and anonymous form that will not show any individual connection points.***

The Impact of COVID-19

35. What has been the impact of COVID-19 on your work? Please select all that apply.
- Negative financial impact on our organisation
 - An adjustment in the format or delivery channel of our programmes
 - An adjustment in the content of our programmes
 - Postponement or cancellation of our programmes due to financial reasons
 - New programmes have been developed
 - Staff retrenchments
 - Reducing or downsizing operations
 - Additional financing or funding provided to entrepreneurs or intermediary organisations

- Increased engagement with our beneficiaries
- Increased engagement with our staff
- Increased flexibility of our existing financing or funding support
- Rethinking or increasing technical assistance to entrepreneurs
- Increased support to entrepreneurs to secure immediate funding
- Programme adjustments to accommodate social distancing
- Other. Please specify: _____

36. What are the top priorities for your organisation this year in terms COVID-19?

About Townships Challenges and Improvements

Please answer the following questions for Eastern Cape/Gauteng/Western Cape Province (that you selected at the beginning of the survey).

37. Does your work with township-based entrepreneurs in Eastern Cape/Gauteng/Western Cape Province include support linked to corporate supply chains? If yes, please specify what type of support.

- Yes
- No

38. Please specify what type of support. Please select all that apply.

- Advanced payments
- Industry-specific mentorship
- Information and access to procurement opportunities
- Inventory or stock support
- Support through a dedicated Enterprise Development programme
- Other (please specify)

39. What are the top 3 operational challenges that your organisation faces in delivering support to township-based entrepreneurs in Eastern Cape/Gauteng/Western Cape Province?

- Digital connectivity
- Ineffective and costly telecommunication
- Language differences
- Political environment
- Public sector services
- Safety and security
- Transport costs
- Other (please specify)

40. What are the top 3 challenges that township-based entrepreneurs face in Eastern Cape/ Gauteng/ Western Cape Province? Please select up to three options.

- Access to finance
- Competition
- Complex regulation and documentation
- Crime
- Lack of/limited access to markets
- Lack of/ limited access to supply chain opportunities

- Lack of/limited access to quality inputs
- Lack of digital infrastructure/poor connectivity
- Limited entrepreneurial growth mindset
- Lack of entrepreneurial and management skills
- Lack of skilled workforce
- Poor financial literacy and recordkeeping
- Personal or broader social issues
- Other (please specify)

41. Which of the following have experienced the most significant improvement for the township economy entrepreneurial ecosystem in Eastern Cape/Gauteng/Western Cape Province in the last 3 years?

Please select up to 3 options.

- Amount of technical assistance available
- Availability of early-stage investment funding
- Connectivity/collaboration among ecosystem organisations
- Education system's ability to prepare students for entrepreneurship
- Entrepreneurial culture
- Information available to entrepreneurs
- Overall market conditions
- Physical or digital infrastructure
- Policy/regulatory environment
- Quality of technical assistance
- Other (please specify)

END OF SURVEY