



Gender-Based Violence Influence on Workplace Environment of Small and Medium-Sized Enterprises in Makina Market, Kibera Sub-County, Nairobi County, Kenya

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Abstract: The study aimed to assess the influence of gender-based violence (GBV) in the workplace environment of small and medium-sized enterprises in Makina, Nairobi County. It examined experiences of victims of Gender-Based Violence in SME workplace environment. The study used a descriptive research design and targeted 500 men and women aged 18 and above, from which a sample of 222 participants was drawn. Qualitative data was collected using focus group discussions and in-depth key informant interviews. Statistical Package for Social Science (version 25) was used to evaluate quantitative data, which was then presented in tables and bar graphs. Fear of job stability and work relationships is the most significant barrier to reporting GBV. Verbal abuse (26.7%), work threats (17.44%), offensive remarks and texts (12.31%), and hostile behaviour (11.79%) are the common kinds of GBV among SMEs. Individuals' main costs of GBV (83.1%) are lack of job motivation, lower self-esteem, despair, anger, anxiety, and irritability. GBV generates an unfavorable working environment (73.3%) in SMEs, and contributes to a cycle of poverty (59.5%) in society due to the high expense of legal and criminal justice (51.3%) and rehabilitation (40.5%). The study concludes that workplace GBV is a structural problem that harms the normal functioning of an individual, the enterprise, and the working environment, and recommends mitigation through research, awareness creation, and the strengthening of GBV mitigation infrastructure.

Keywords: Extent, Family, Headship, School, Students, Dropout, Kenya

How to cite this work (APA):

Odumbe, P. O., Lumayo, M., Mose, G. & Juma, R. (2022). Gender-Based Violence Influence on Workplace Environment of Small and Medium-Sized Enterprises in Makina Market, Kibera Sub-County, Nairobi County, Kenya. *Journal of Research Innovation and Implications in Education*, 6(4), 43 – 61.

1. Introduction

Globally, SMEs are considered critical in achieving the United Nations 2030 agenda on Sustainable Development and its Goals. SMEs play an important role in the promotion of inclusive and sustainable economic growth, creation of employment and decent jobs, fostering innovation and the reduction of inequality (OECD, 2000). SMEs are the backbone of global economies and a necessary first step toward industrialization in both developing and industrialized

nations. For instance, SMEs account for 52% of the private work force and 51% to United States (USA) Gross Domestic Product (GDP). In the United Kingdom (UK), they are associated with 62% of total employment and 25% to GDP (Muriithi, 2017). Like USA and UK, SMEs contribute 79% of Italian employment, 63% and 60% of France and Germany employment respectively (Chege et al., 2020). In China, SMEs employ 80% of urban population and contribute 60% of GDP (Muriithi, 2017). At the regional and continental levels, SMEs play an important role in increasing intra-regional and inter-

regional trade as envisaged in the regional economic blocs, especially the recently launched African Continental Free Trade Area (Mburu, 2016). In the Sub-Saharan Africa region, SMEs account for more than 95% of all firms (Mensah et al., 2020). They predominate in the business sector, accounting for 60% of total number of enterprises. In South Africa SMEs are major sources of employment with around 68% of the population working in them (Douglas et al 2017). In Rwanda SMEs account for 98% of all enterprises and employ nearly half of all private sector workers (Mutandwa et al., 2015). In Nigeria SMEs, contribute 46% of GDP and 25% of employment (Ibrahim et al., 2016). In Uganda, SMEs are a means of distributing national income and steering economic growth and development (Muriithi, 2018). In Kenya, Micro and Small Enterprises (MSEs) sector accounts for 24% of GDP, over 90% of private sector enterprises and 93% of total labour force in the economy (MSE Sessional Paper No. 05 of 2020).

Gender-based violence (GBV) is violence that targets individuals or groups based on their gender and includes acts that inflict physical, economic, sexual or psychological harm or suffering and other deprivation of liberty (Khumalo et al., 2014). A report by United Nations Economic Commission for Africa (UNECA, 2012), documents first official definition of GBV set out in 1993 UN Declaration on the Elimination of Violence against Women as, any act of violence that results in or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. Globally, GBV is considered as pandemic inflicted upon men, women and children, though, women and girls are the most at risk (Kilonzo et al., 2005).

Gender-based violence (GBV) is a target area under Goal 5 on Gender Equality, one of the 17 Sustainable Development Goals (SDGs), reinforcing the fact that such violence is a barrier to gender equality, women's empowerment, and overall Sustainable Development. Unfortunately, there isn't much substantial research available on how GBV affects the workplace environment in SMEs. SMEs lack labour inspectors who can perform workplace inspections to establish compliance with legal requirements for the prevention of GBV, as well as workers' union structures that can bargain collectively on their behalf. This diminishes the likelihood of a coordinated response to GBV and other human rights breaches in SME workplaces. A workplace solution (as opposed to a civil reaction) may be more appropriate in situations involving violence, yet the majority of SMEs lack formal conflict resolution processes for these situations. When owners experience severe GBV and are unable to fulfill their management and leadership responsibilities, SMEs (i.e., sole proprietor enterprises) are further predisposed to underperformance and, occasionally, premature collapse.

The lack of discussion of GBV incidents at SMEs and the few reliable studies on how GBV affects the work environment at SMEs are quite concerning. Inadequate gender-disaggregated data for efficient policy development, planning, budgeting, and analyzing women's contribution to the economy are identified as a significant concern under Gender, Youth, and Vulnerable Groups in Kenya's Medium Term Plan (MTP) III (2018-2022). GBV at work raises the risk of SMEs failing by making entrepreneurs pay less attention to crucial aspects of people and process management techniques (i.e., strategic thinking and focus). By increasing other indirect costs like decreased efficiency and productivity, loss in product quality, loss of business image, and loss of clients, GBV places additional burdens on employers and employees while also adding to the already excessive family and work responsibilities of individual business owners and employees.

When it comes to championing the implementation of Kenya's Vision 2030, the SME sector is prioritized. However, despite its prominence in Kenya's development spheres, there has been little research on how GBV constrains SMEs' workplace environments and resilience, affecting the social fabric in the demand and supply chain of SMEs. One in every three women has been beaten, pressured into sex, or otherwise abused in her lifetime (Campbell, 1999). According to a research by Gender Justice and Women's Rights on International Financial Institutions (IFIs) and GBV (2011), approximately half of all sexual assaults worldwide are against children aged 15 and under.

2. Literature Review

SMEs are crucial to the prosperity of a country. The industry is particularly significant since it takes a straightforward approach to meeting Africans' needs by providing affordable goods and services at fair terms and prices in addition to serving as a source of income and employment (Muriithi, 2017). However, little is known about how GBV affects employees' work environments. GBV continues to be "invisible," posing an unanticipated financial burden on the employee, the business, and the community as a whole. In the United Kingdom, just 15% of survivors of sexual violence at work disclose it to the police, indicating a concerning trend in both GBV and GBV reporting. A major problem is what will happen to advances on women's equality following Brexit. Although the Government has vowed to keep the Equality Act's provisions, this guarantee is not included in the European Union (Withdrawal) Bill (Guyard, 2021). Concerns have also been raised about rampant inequality in workplaces (Hepburn, 2020).

Based on a 2002 study, the Italian Institute of Statistics (ISTAT) published a report on sexual violence and harassment in 2004. According to the findings, the workplace is one of the places where women are most

vulnerable to sexual aggression, followed by public transportation and the street. The survey also indicated that colleagues, employers, and supervisors were to blame for a significant portion of sexual violence, particularly attempted violence (Chappell et al., 2006). GBV is a major health, human rights, and development concern in Africa (Ondicho, 2018). Although it is an under-recognized issue in the workplace of SMEs, GBV has a high cost burden on the worker, the enterprise, and the local economy. It is a complicated issue that stems from structural inequities between men and women, resulting in continuous power disparities between the sexes. Furthermore, women are disproportionately exposed to violence due to their subordinate standing to men in most African societies and the common acceptance of interpersonal violence as a way of conflict resolution (Osei-Tutu, 2017). Given the disparities in values and beliefs throughout African countries, various perspectives and cultural backgrounds may also contribute to a diverse understanding of occurrences defined as workplace violence in a society. Kenya's Vision 2030 emphasizes the importance of SMEs in developing Kenya into a middle-income country, capable of delivering a high-quality of life to all of its residents by 2030. The SME sector is recognized as a priority area for economic growth and development in the Government's Third Medium-Term Plan (2018-2022) for realizing Kenya's Vision 2030. The plan aims to help SMEs by facilitating access to cheap loans, skill development, boosting entrepreneurial culture, and connecting them to domestic and international opportunities. This involves the adoption and implementation of a National Credit Guarantee Scheme to support small businesses.

In the workplace, incidents of gender-based violence and harassment are becoming a major source of concern. Sexual harassment is the most prevalent type of harassment in the workplace (Ochieng et al., 2021). According to the Employment Act of 2007, there are several situations that qualify as sexual harassment at work. The Act states that an employee is sexually harassed if that employee's employer, or a representative of that employer or a co-worker - (a) directly or indirectly request that employee for sexual intercourse, sexual contact or any other form of sexual activity that contains an implied or express: (i) promise of preferential treatment in employment; (ii) threat of detrimental treatment in employment; or (iii) threat about the present or future employment status of the employee; (b) uses language whether written or spoken of a sexual nature; (c) uses visual material of a sexual nature; or (d) shows physical behaviour of a sexual nature which directly or indirectly subjects the employee to behaviour that is unwelcome or offensive to that employee and that by its nature has a detrimental effect on that employee's employment, job performance or job satisfaction (Employment Act No. 11 of 2007). According to Gender Violence Recovery Center (GVRC report, 2011-2012), there is 90% Gender Violence (GV) against women in

Kenya and sexual abuse is the most commonly reported form of abuse.

The Kenyan constitution (2010) protects all Kenyans fundamental freedoms, including protection from injustices in labour relations; however, preventive policy practice has not been successfully replicated in the majority of SMEs. The majority of national private companies, according to a COVAW (2016) study titled "Safely Engaged," do not have gender policies in place, instead relying on established Human Resource (HR) codes of conduct to implement gender-related practices or address gender issues, among other workplace challenges. Nonetheless, the majority of private-sector enterprises lack resources to support gender ideals and practices. The MSEs policy (2020) emphasizes that the SMEs sector offers excellent opportunities for Kenya's socioeconomic development. Nonetheless, despite governmental attention since 1965, the sector has struggled to fully achieve its potential.

1.1A summary of the legal framework for preventing workplace violence

Kenya has signed a number of international treaties aimed at safeguarding people's safety and human rights (i.e. Convention on elimination of all forms of Discrimination against Women –CEDAW, Convention Concerning Discrimination in Respect of Employment and Occupation, 1958 etc.). These treaties oblige states to pass legislations prohibiting all forms of discrimination and exclusion (i.e., race or color, gender, religion, political opinion). To meet the obligation of enacting a regulatory framework, an examination of Kenya's policy and legislative framework on GBV prevention across the board reveals major initiatives that might be reinforced and or implemented to minimize workplace violence. They include, among others, the Kenyan Constitution (2010), which guarantees individuals' rights to the highest attainable standard of health, the Sexual Offences Act (2006), which is regarded as a significant step forward in the fight against sexual offences in Kenya, and the HIV and AIDS Prevention and Control Act (2006), which is aimed at providing for the protection and promotion of public health, as well as the appropriate treatment, counselling, support, and care of persons infected with or at risk of HIV.

The Adolescent Reproductive Health and Development Policy (2003) sought to improve the quality of life and well-being of Kenya's adolescents and youth. Contraceptive Policy and Strategy (2002-2006), National Policy on Prevention and Response to GBV (2014) to accelerate efforts toward GBV elimination in Kenya by establishing a framework to expedite implementation of laws, policies, and programmes for GBV prevention and response by state and non-state actors. County government policy on sexual and gender-based violence (2017) on essential aspects and factors for sexual and

gender-based violence policy. The National Gender and Development Policy (2019) aimed to achieve equality of opportunity and outcomes in terms of access to and control over national and county resources and services, as well as equality of treatment that meets the specific and distinct needs of different categories of women and men. The formation of the National Gender and Equality Commission (NGEC), whose overall aim is to promote gender equality and freedom from discrimination. Kenya's Vision 2030 sought to make the country a globally competitive and prosperous one with a high standard of living for all by 2030.

The Medium-Term Plan II (MTP, 2013-2017) attempted to build on the first MTP's results (2008-2012). The second MTP proposes the establishment of integrated one-stop sexual and GBV recovery centers in health care facilities, as well as proposals for various gender-related policy, legal, and institutional reforms (e.g., development and enactment of the Women Empowerment Fund Bill, development and implementation of the National Equality Bill, and Sexual and Gender Based Violence Policy). Finalizing and implementing the National Affirmative Action Policy, reviewing the National Gender and Development Policy, developing and implementing the Public Financial Management (Uwezo Fund) Regulations 2013, and implementing the Public Procurement and Disposable Regulations 2013 for women (Itote, 2020). The third MTP (2018-2022) focuses on the "big four," identifying domestic violence and gender-based violence as an emerging issue and challenge under Security Peace Building and Conflict Resolution, and offers recommendations to prevent and respond to gender-based violence and FGM eradication through the use of essential GBV services.

3. Methodology

Kothari defines research methodology as a way to systematically solve the research problem. It may be understood as science of studying how research is done (Kothari, 2012). The study adopted a descriptive research design, systematically assessing GBV influence on the SME workplace environment. Tavakoli defines descriptive research design as that design that examines individuals, groups, institutions, methods and materials in order to describe, compare, contrast, classify, analyze and interpret the entities and the events that constitute

their various fields of inquiry (Tavakoli 2012 cited in Kamau et al., 2019). The descriptive research design thus describes conditions and relationships that exist; practices that prevail; beliefs; points of views; or attitudes that are held; process that are going on; effects that are being felt; or trends that are developing (Kamau et al., 2019) This design provided opportunity to fuse both qualitative and quantitative research approaches to provide accurate description on the influence of GBV on SME workplaces (i.e., individual workers, the workplace environment and enterprises), minimize study biases and maximize reliability of data collected and analyzed. Probability sampling design (i.e., random sampling) was considered to provide each sample equal probability of participating in the study. The study involved the use of focus group discussion (FGD) and key in-depth informant interviews (KIIs) to examine the experiences of victims of GBV in the SME workplace, and assess interventions to mitigate GBV. Content validity was applied to establish the appropriateness of the data collection instruments while coefficient variation applied to determine data validity. Validity was also enhanced through the use of logically constructed research tools in a way that they justify research questions in relation to the study objectives. Cronbach's Alpha validity test resulted to **.806** Cronbach's Alpha based on a scale of 22 group of questions with items ranging from strongly agree, agree, neutral, disagree and strongly disagree to least and most (represented by 1-5). The common rule of thumb posted by many scholars pertaining to internal consistency is at least **0.6**. For the interpretation of the Cronbach's Alpha, Table 1 below from George and Mallery (2003) was used for rule of thumb. The researcher used Pearson's for the reliability test. Study reliability was enhanced by the use of experienced and motivated research assistants. A pre-test of research instruments was carried out in addition to the orientation and training of research assistants. Adequate planning with interviewees on the physical setting for the interviews, as well as clarity on the purpose of the study and expectations, helped to set the right mood and environment for the study, improving research reliability. The Statistical Package for Social Science (SPSS) was used to compute, analyze, and interpret the data collected. Quantitative data was analyzed using SPSS (version 25) and the analyzed data presented in the form of tables and bar graphs using frequencies and percentages.

Table 1: Interpretation of the Cronbach's Alpha

Cronbach's Alpha	Interpretation
.9	Excellent
>0.8	Good
>0.7	Acceptable
>0.6	Questionable
>0.5	Poor
<0.5	Unacceptable

The study took an integrated approach to qualitative data analysis, incorporating several components of qualitative data analysis approaches. The narrative analysis component entailed listening to stories and analyzing them to make meaning; thematic analysis entailed organizing the data into specific themes and study objectives; and Interpretative Phenomenological Analysis (IPA) entailed personal experiences of selected respondents in response to the study questions. Pre-designed standardized tools such as the FGD checklist and an in-depth interview checklist directed qualitative data collection, which was entered into a reporting template for analysis. The researcher performed the eight KIIs, which were spread out during the data collection period (January-February 2022). The three focus groups included a female-only session (5) on January 13th, a male-only session (5) on January 14th, both at Makina market, and a joint FGD (5 males and 4 females) on January 15th, in Kibera. The qualitative data was sorted into four themes, and the findings were generalized to address the study objectives. Work relationships, motivation, productivity, and GBV reporting are among the primary subjects investigated.

3.1 Sample size and sampling techniques

Sampling is the process of selecting a number of individuals for a study in such a way that the individuals selected represent the large group from which they were selected (Mugenda et al., 2003). It involves selecting a few members (sample) from bigger group (sample frame) to become the basis for estimating or predicting the prevalence of an unknown piece of information, situation, or outcome regarding the bigger group (Sisodia, 2019). Various sample size calculation formulas are available for finite population. They include, among

4. Results and Discussion

4.1 Demographic information

4.1.1 Gender, Age and Marital Status

The survey included 195 people who took part. They were made up of 54.4% (106) females and 45.6% (89) males. The respondents were divided into five age groups: 18–25, 26–35, 36–45, 46–55, and 55+. The majority, 42.6% (83), were middle-aged respondents (36–45 years) engaged in work and family life, while the minority, 6.7% (13), were individuals over the age of 55. At least 6.7% (13) were between the ages of 18 and 25, 23.6% (46) were from the ages of 26 and 35, 42.6% (83) were between the ages of 36 and 45, 21% (41) were

others, Nassiuma's co-efficient of variation sampling formula, Taro Yamane/Michael Slovin's formula, Krejcie and Morgan formula as well as use of published tables of estimation of sample sizes while Cochran sampling formula is used for infinite or unknown population sizes (Kamau et al., 2019). The target sample of 222 respondents was obtained using Slovin's Formula (1960) denoted by $n = \frac{N}{1+Ne^2}$ where;

n = is the desired sample size

N = target population size

e =is the margin of error

Widely accepted margin of error while using the formula for social sciences is often set at 5% level (Singh et al., 2014). The study sample (of 222) was considered suitable for in-depth and intensive interactions during data collection (i.e. interviews and FGDs). The sample was as well, economical given the limited unit of study restricted to the study objectives and available resources, including money, interviewers and time required for the study among other logistical arrangements. Further, enabling quality enumeration and supervision to maximize study reliability and degree of precision. As indicated by Mulwa (2008), a minimum survey sample is recommended at 10% of the population under investigation in order to maximize reliability. Stratified sample technique was considered to increase chances for fair representation of the study subject. A sample on the other hand, is the representative part of the targeted population while population refers to the entire group of people, events, or things of interest that the researcher wishes to investigate (Mulwa, 2008).

from the ages of 45 and 55, and 6.2% (12) were over 55. 16.4% (32) were single, 66.2% (129) married, 9.7% (19) widowed, 1(0.5%) widower, 1% (2) divorced, 4.6% (9) separated, and 1.5% (3) had a complicated marital status and could not decide whether they were married or not. Gender distribution across age groups was as follows: There were 9 males and 4 females among the 13 responders in the first age category, with 11 singles and 2 married. The second division included 23 men and 23 women. There were 11 singles, 28 married, 2 widowed, 3 separated, 1 divorced, and 1 in a problematic relationship among them. There were 30 males and 53 females in the third category, which included 7 singles, 65 married, 8 widows, 2 separated, and 1 in a complex relationship. The fourth group contained 22 males and 19 females, with 2 singles, 27 married, 7 widowed, 1 widower, 3 separated, and 1 in a complicated relationship.

Table 2: Participation by Gender, Age and Marital status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	89	45.6	45.6	45.6
	Female	106	54.4	54.4	100.0
	Total	195	100.0	100.0	

4.1.2 Education and Technical Training

The majority of respondents (46.7%) had completed secondary school. 27.7% (54) had primary education and 15.9% (31) had college education. Only 7.7% (15) had university education, while the rest 2.1% (4) had no formal education. According to Oxtoby (1993), occupational education and training do not produce jobs

if none exist. However, in a competitive work environment such as that of SMEs in informal areas, those considered disadvantaged because of their gender (i.e., male or female) or lack relevant technical skills would be unlikely to take advantage of opportunities in the fast-growing SME sector, affirming that there is a relationship between gender and technical training.

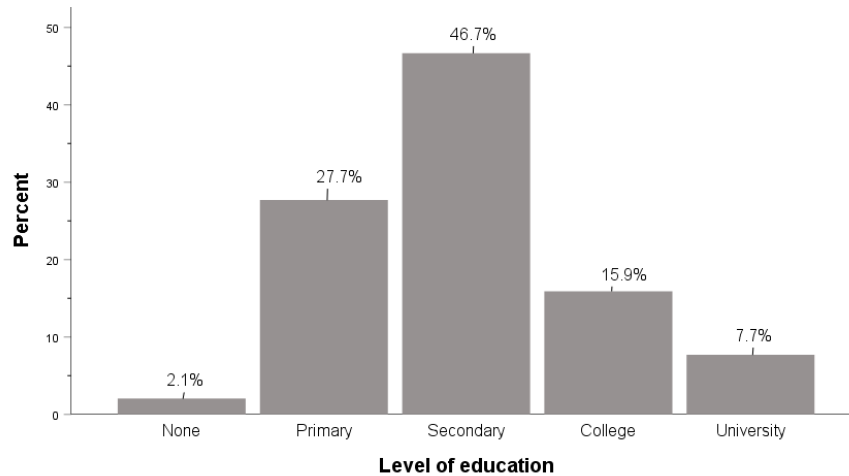


Figure 1: Respondents level of education

A chi-square test of independence was used to investigate the relationship between gender and technical skill training. The association between these variables was statistically significant, $\chi^2 (1, N=195) = 9.936, P = .002$. The findings indicate a smart moderate effect, implying that involvement in technical training is not independent, but rather reliant on gender. 30.3% (59) of the 195 respondents had technical skills training, compared to 69.7% (136) who did not. 39% (23), or 14 males and 9 females, of the 59 respondents with technical skills were

between the ages of 36 and 45. Male respondents (63% (37) had more technical skills than female respondents (37% (22)), reflecting a potential gender imbalance in technical skill training among respondents.

4.1.3 SME activities, position of the respondents and period in enterprise

Economic growth is defined as a country's economic ability to create a specific quality of products and services in a given time period, usually a year (Mugenda

et al., 2012). Respondents were involved in a variety of services and economic activities in order to contribute to economic growth and job creation. 17.9%(35) were casual labourers working in various industries, 7.2%(14) in social work services, 13.8%(27) in retail, 6.7%(13) in hotels or food kiosks, 4.6%(9) in private security, and 1.5%(3) were artists. Other enterprises included beauty therapy, boda boda, butchery, car wash, carpentry, case work, cereal shops, pharmacist, consultant services, driving, Early Childhood Development (ECD) education,

fish and fruit vending, hair dressing, masonry, panel beating, embroidery, plumbing and roasting maize. The bulk of respondents, 42.1% (82), were business owners, while 21.5% (42) were day labourers with no employment perks such as health insurance. 20% (39) worked part-time. Only 15.4% (30) were full-time employees with a guaranteed income and wages. While 83.6% (163) had been in business for more than a year, 13.8% (27) had been in business within a year, and only 2.6% (5) had been in business for less than six months.

Table 3: SME economic activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hotel Food Kiosk	13	6.7	6.7	6.7
	Private security	9	4.6	4.6	11.3
	Retail shop	27	13.8	13.8	25.1
	Social work	14	7.2	7.2	32.3
	Artist	3	1.5	1.5	33.8
	Casual labors	35	17.9	17.9	51.8
	Others	94	48.2	48.2	100.0
	Total	195	100.0	100.0	

4.2 Experiences of victims of Gender Based violence in SME workplace environment

Workers' experiences with GBV at work are usually seen as a private matter. GBV at work, on the other hand, has both direct (tangible and intangible) and indirect (tangible and intangible) costs. Direct tangible costs are monetary costs that are incurred directly (for example, medical bills or the cost of GBV litigation); indirect tangible costs are monetary costs that can be anticipated (e.g., the estimated cost of lost time away from work). The direct intangible costs, such as the pain and suffering caused by workplace violence, and the indirect intangible costs, which may include the non-measurable cost of GBV.

4.2.1 GBV behaviours among SMEs

Though numerous studies on gender-based violence have been conducted, none have focused on GBV at SME workplaces in Kibera, Nairobi's informal settlement,

despite the fact that there are unreported cases of GBV at SMEs workplaces. The study found out various types of

GBV in SME workplaces. Threats (17.44%), offensive remarks and messages (12.31%), hostile behaviour (11.79%), battering (6.67%), bullying (5.6%), pressure for dates and sexual favours (4.10%), robbery (3.59%), rape (3.59%), unpredictable or late demand to work overtime (3.08%), unwelcome requests for sexual favours (30.06%), and sexual coercion/assault (2.05%) emerged as the most common. These findings allude to a situation in which normally ordinary SME workers are vulnerable to all forms of GBV at the hands of colleagues who have become violators.

4.2.2 Frequency of GBV occurrence

When asked about the frequency of occurrences of the aforementioned forms of GBV at work, 45.1% (88) said it happens occasionally, 28.7% (56) said it happens seldom, and 17.4% (34) said it happens frequently. 4.6% (9) reported that GBV actions occur frequently at their employment. As shown in table 4, only 4.1% (8) of respondents responded that the identified forms of GBV

are extremely infrequent at their workplaces. These findings suggest that GBV is not uncommon in the workplace. The vast majority of employees are aware of what is happening. However, the majority of victims have not taken it seriously enough, at least not yet. These findings emphasize the importance of raising individuals' awareness and ability to detect and report GBV incidences at work, as well as assisting perpetrators in accepting the reality of how they pay for both their own and each other's violent behaviours. In general, there is

no link between GBV prevalence and gender. A chi-square test of independence was used to investigate the relationship between the frequency of GBV at work and the gender of the respondents. The relationship between these variables was not statistically significant, $\chi^2 (4, N = 195) = 3.573, p = .467$. A comparable test of association (2X2) revealed an insignificant correlation at the 5% significance level between the frequency of GBV incidence and the age group of the respondents, $\chi^2 (16, N = 195) = 21.298, p = .167$.

Table 4: Frequency in GBV occurrence

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very frequently	9	4.6	4.6	4.6
	Frequently	34	17.4	17.4	22.1
	Occasionally	88	45.1	45.1	67.2
	Rarely	56	28.7	28.7	95.9
	Very rarely	8	4.1	4.1	100.0
	Total	195	100.0	100.0	

4.2.3 Workplace GBV experience - Work relations

Individuals who endure GBV at work face a slew of obstacles in silence. Out of 195 respondents, the majority, 55.4%(108), strongly indicated that individuals who have encountered GBV at work are more likely to lose their jobs in the long run owing to deterioration of work relations, 39%(76) agreed to this statement, and 4.1%(8) neither agreed nor disagreed. Only 1.5% (3) disagreed, with 1% disagreeing and 0.5% strongly disagreeing. As a result, GBV has a negative impact on work performance. For instance, toxic relationships in SME workplace as a result of unsuccessful sexual advances may have a direct link to the social fabric between employer and worker. This is likely to have a detrimental impact on staff retention and performance, particularly if the friendship effect that keeps work enjoyable and exciting and commands a personal drive to want to work together deteriorates. GBV, among other things, deepens power dynamics in the workplace. Unfortunately, the risk of GBV at work may increase as workers become more vulnerable and succumb to work-related pressures. These findings are consistent with the International Labor Organization's (2007) contention that

lack of negotiating power and labour rules leaves millions of employees, particularly women, unprotected and without redress in the face of gender-based discrimination and workplace violence (Di Ruggiero, 2015). Overall, findings from both KIIs and FGD sessions show that the prevalence of GBV incidents is mired in power struggles between business stall owners and those who lease them. *"Sometimes, disputes between the two sides culminate in physical abuse and economic suffering due to property loss when owners decide to destroy stalls by fire or hire rouge youth (also known as KANU youth wingers) to push renters out,"* said a female KII participant at Makina Market. Domestic squabbles also arise in business settings as a result of the spillover effect. When spouses own a business together, sometimes family feuds over ownership are unavoidable. Businesses suffer losses and are more prone to fail prematurely in such cases due to lack of concentration and commercial drive. *"Even when the issues are handled, it is difficult to collaborate when trust has been shattered and there is skepticism among business partners. The business will simply not operate,"* said a female participant in a combined FGD meeting on January 15th, 2022 at the Kibera Orthodox Church.

Table 5: GBV and work relations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	108	55.4	55.4	55.4
	Agree	76	39.0	39.0	94.4
	Neutral	8	4.1	4.1	98.5
	Disagree	2	1.0	1.0	99.5
	Strongly disagree	1	.5	.5	100.0
	Total	195	100.0	100.0	

Poverty and economic distress were identified as potential enhancers of violence in the study findings. For example, the desire for work might often force people to accept any job regardless of the working circumstances, increasing workers' vulnerability to workplace violence. *"The most challenging is working under the grip of an abusive supervisor or employer." We, on the other hand, are made helpless even in hostile workplaces because we must protect our jobs at the expense of abuse. "I have a family and don't have another employment,"* said a female participant who attended the female only FGD held on January 13th, 2022 in Makina marketplace. In some families, violent behaviours by spouses are viewed as escapist conduct to avoid family obligation, which breeds more violence as a result of constant family requirements and expectations. *"Some guys only use arrogance and violent deeds to defend their ego, especially when they are unable to meet their family obligations,"* says a female participant at a Focus Group Discussion (FGD) on January 13th, 2022, at Makina. Other emerging issues, such as inflation and COVID-19, have wreaked havoc on the economy and business. Due to the national lockdown and foreign and domestic travel restrictions imposed by COVID-19, SMEs' operations were restricted, with some entirely shutting down, particularly in 2020 due to disrupted demand and supply chains. COVID-19 put strain on families, resulting in family squabbles, interpersonal violence, and, in extreme cases, family separations.

Sexual relationships at work (i.e., among employees and between employers and employees, or in the business chain) reduce business propensity when such matters become public, or when breakage and/or double-dealings occur, negatively affecting relationships and limiting opportunities for peaceful coexistence among business parties. GBV experiences, whether at work or outside of work, have a wide-ranging impact on relationships and the workplace environment. It results in physical

violence, family separation, life threats, personal security threats, and business closures due to restricted business concentration or capital loss due to poor revenue as a result of "wasted" resources in the pursuit of justice. Pressure as a result of a GBV experience poses a significant threat to enterprise stability, particularly when anger is directed to customers and coworkers, resulting in a hostile work environment. *"I suffer silently as a casual labourer, yet I always continue." On the wrong day, my sadness quickly makes its way to clients/customers.* According to a female participant in a FGD session on January 15th, 2022. As a result, the study demonstrates that GBV at work ruins relationships and fosters hostility and stigma at work, resulting in a skewed distribution of duties that directly affects management functions. It has the potential to propagate witch-hunting and animosity, negatively impacting worker performance and productivity. Individuals who have experienced GBV at work reported decreased performance due to a paradigm shift in perception (i.e., from boss to intimate relationship or work colleague to sexual partner), which can result in mood swings, loss of morale, and general discomfort at work. When such events are not addressed, tension builds up, leading to rage and revenge (as a result of a shift in power dynamics), and offenders may become victims as victim's advance to positions of authority at work.

4.2.4 GBV on motivation, commitment and productivity

While GBV is "invisible" at work, the study found that it influences job motivation and commitment among SME personnel. 45.1% (88) of respondents felt that GBV has a negative impact on employee motivation and commitment, loyalty to the enterprise, its public image, working climate, and work productivity. Another 40% (79) agreed strongly, 10.8% (21) agreed, 2.6% (5) disagreed, and 1.5% (3) strongly disagreed. Employees' or workers' commitment may be linked to how safe and

encouraged they feel at work, based on the widely held view that a good working environment predicts someone's proclivity to stay on the job. As a result, GBV in all of its aspects (physical, sexual, economic, or psychological) is a concern when it comes to SME success. GBV has a direct impact on motivation at work, including stereotypical behaviour attributed to one another based on their gender, abuse, and use of foul language (demeaning phrases with less consideration for human dignity). Because of stigma and mockery by co-workers, survivors of GBV have low self-esteem and restrict their movement for fear of hurting their public image, legal social status, or character at work. Such victims are prone to withdrawal and isolation. When people are withdrawn, it is possible that they will not deliver good customer service or have a positive esteem for and image of the company or enterprise. Such employees or workers lack ownership and would quickly

quit if they had other options.

Aside from physical injuries that limit performance, emotional and psychological ailments that diminish morale, zeal for work, and work responsibility, GBV causes performance excuses, increases give-up attitudes, and lowers prospects for joint venture enterprises between spouses. In the long run, poor performance reduces production due to lost clients, blackmail, and bad blood among employees. Businesses that sell to other businesses are hit considerably harder because of unfavorable perception and limited referrals. *"We get a lot of GBV/domestic violence cases that are transferred from work to home or home to work." Workplace violence causes physical, mental, spiritual, and social harm, rendering the worker incapable for constructive engagement.*" A member of the national government during a KII session on January 14th, 2022

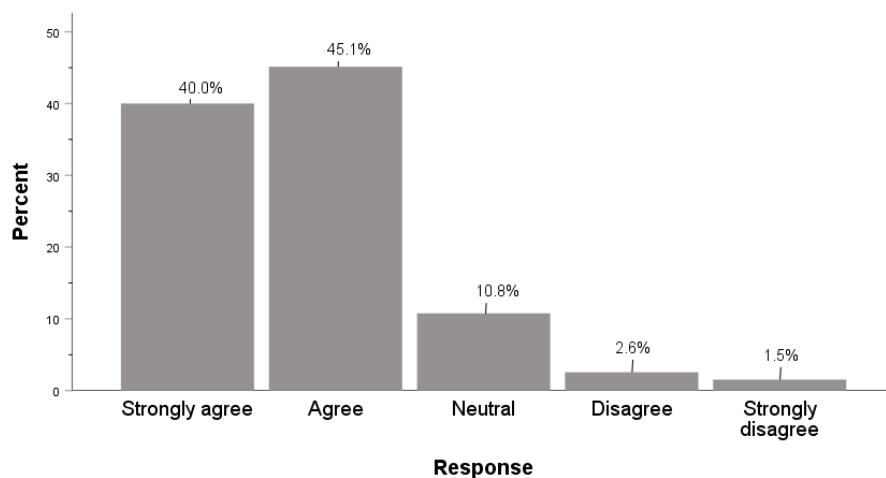


Figure 2: Effect of GBV on motivation and commitment

GBV has an impact on management functions, particularly when there is GBV between low-cadre and senior workers, and relationships have a role in how work decisions are made as well as key aspects of enterprise management (i.e., technical, human, conceptual, and design). According to the study, power relations between low-cadre and senior officers may be a "breeding ground" for a vicious cycle of abuse and exploitation due to suppressed fears, particularly for victims with few alternative job options and enterprises lacking a gender policy or gender-sensitive regulations. As a result, there is a dangerous working environment, reduced workplace support structures, and overall physical and psychological

impoverishment and dependence.

4.2.5 GBV reporting, reporting GBV offender who is a boss

The study looked at personal factors in reporting a GBV offender who is also a boss. According to the data, 47.2% (92%) of respondents would consider reporting a GBV offender who is their boss, especially if the circumstances are favorable. Following the underlying fears and the need for job security, 30.3% (59) were unsure if they would report a GBV offender who is also a boss. 22.6 % (44) would never consider reporting such perpetrators.

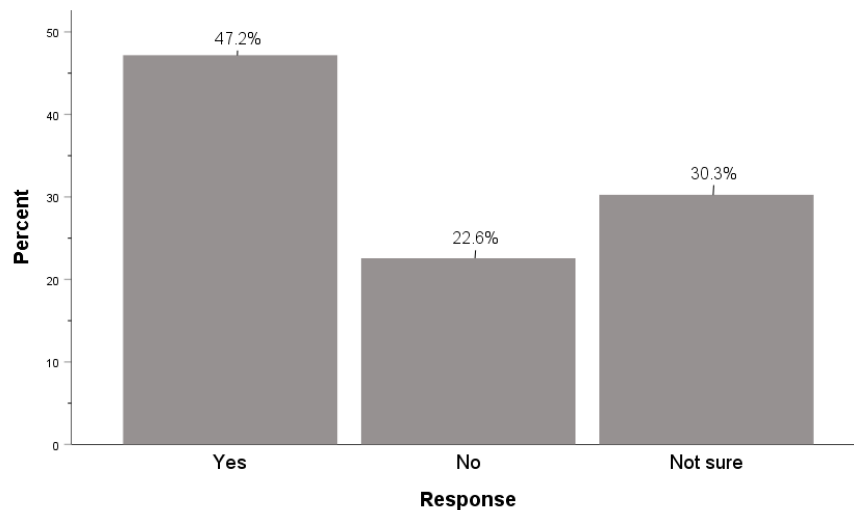


Figure 3: Opinion on reporting closet GBV offender

The study investigated gender attitudes regarding reporting GBV, lending credence to the hypothesis that most males do not report GBV incidents for fear of being ignored or for other unknown reasons. Females outnumbered males 42.4% to 57.6% of the 92 who replied yes and the 59 who were unsure. This is in comparison to the composition of men who would not report a GBV offender. There were 56.8% males and 43.2% females among the 44 respondents who claimed they would not report a GBV offender who is a boss. These findings point to the importance of involving males as active partners in GBV reduction. Campaigns to end the silence regarding reporting GBV should thus make a concerted effort to reach out to men in order to resolve the difference in reporting. Campaigns to break the silence regarding reporting GBV should also involve conscious attempts to reach out to men in order to redress the difference in reporting GBV. Another assumption shared by this analysis is that GBV reporting is not gender dependent. To investigate the association between gender and readiness to report a GBV offender who is a boss, a chi-square test of dependence was used resulting to $\chi^2 (2, N = 195) = 2.861, P = .239$, indicating that there is no association between these variables. Reporting a GBV offender who is a boss is thus gender agnostic. As a result, underlying fears of repercussions for reporting GBV at work are not gender specific. Again, power dynamics influence most workers' reporting of GBV offenders. For example, the majority of individuals who would not report an offender who is a supervisor indicated concerns about dealing with dominant people at work.

Though reporting GBV is thought to be as simple as writing a note to the appropriate authority (i.e., chief or case worker), the survey uncovers a number of barriers to GBV reporting among SMEs. Fear of cases falling and the consequences; a lack of resources to pursue justice or the perceived high cost of justice; fear of losing money due to business closure to pursue justice; narratives that justify wrong masculinity, particularly for men, such as "Kufa Kimwanaume"; fear of exposure and job loss; fear of becoming a witness (perception that reporting makes you a key witness); corruption and bribery complications; the influence of "Kangaroo courts." Although poor reception at police GBV reporting desks affects both men and women, social stigma is a key concern. *"I once reported a customer to the police for sexual exploitation." This client insisted on compensating me sexually for some electrical work she needed done in her home, but I declined. After hearing my story, the officer at the gender desk burst out laughing and referred to my situation as a wasted opportunity. "I felt ashamed and lacked the bravery and faith to disclose any sexual abuse, especially when it involved the opposite sex,"* says a participant in a male-only FGD on January 14th, 2022, at the Makina market. Those in the line of duty (e.g., police officers and volunteers) receive threats for reporting cases of GBV involving close contacts. As an example, the increasing defilement of children born out of wedlock by their caring parents and maltreatment of vulnerable workers who may be unable to explain their case due to power imbalances were used. Furthermore, the predicament of children in the criminal justice system has become a subject of concern. For example, in a case of defilement between children, whose

justice is it if the boy is confined in remand and the girl is taken to a rescue center?

According to the study, corruption in the route of justice is a specific economic hardship for survivors and a threat to safety workers who may desire justice at any cost. Corruption jeopardizes the procedures involved in the administration of justice. *"Corruption makes our work more difficult and insecure, in addition to coordination issues among the parties involved in GBV case processing."* *"You may want to follow a GBV case to a successful conclusion, but perpetrators easily run away with the show when they penetrate through the justice system using corrupt officers...this is a big risk to our lives,"* says a caseworker at the Kibera police station during a KII session on January 13th, 2022. Most safety workers and coordinators collaborate with Kibera police station, Nairobi Women's and Coptic Hospitals to provide 24-hour case processing services, while AMREF provides support Monday through Friday. Surprisingly, most individuals would prefer to report to the chiefs rather than the police or the judicial system for fear of being intimidated. Some survivors of GBV at work may be unwilling to communicate or reveal the truth about

their violation at home or the circumstances surrounding it. Some people go on record as having suffered a workplace mishap.

4.2.6 Risks associated with reporting GBV at SME workplace

GBV reporting is a step toward GBV mitigation. The study discovered that various risks influence GBV reporting (both software and hardware). The software method is human in nature in that the human has control, whereas the hardware is a structural system of response. Overall, stigma and increased violence perpetrated against the victim pose the greatest dangers to GBV and contribute to under-reporting among Kibera SME workers. 67.7% (132) of the total 195 respondents strongly agreed that stigma and increased violence inflicted against the victim are substantial barriers to reporting GBV at work. Another 27.2% (53) agreed, 3.1% (6) disagreed, and 2.1% (4) were neutral. The second priority hazards of reporting GBV are shame, fear of isolation, and social standards of blaming the victim.

Table 6: Priority risk of reporting GBV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	132	67.7	67.7	67.7
	Agree	53	27.2	27.2	94.9
	Neutral	6	3.1	3.1	97.9
	Disagree	4	2.1	2.1	100.0
	Total	195	100.0	100.0	

4.2.7 GBV beyond work environment

Individual encounters with GBV in the workplace have a tendency to propagate outside the workplace. According to the study, GBV in and out of the workplace causes social and economic inequities and reinforces detrimental stereotypes and marginalization (91.8%). Of the total number of responders, 40.5% (79) strongly agreed, while 51.3% (100) agreed. 6.2% (12) were neutral, 1% (2) disagreed, and 1% (2) strongly disagreed. These results paint a picture of how GBV (whether at the workplace or elsewhere) can have far-reaching and harmful consequences that extend beyond the social and economic arenas of life. Furthermore, evidence that GBV may be a significant impediment to men and women

pursuing equity in the labour market is provided. Thus, inequality may be a major motivator for violence.

4.2.8 Existing workplace violence-response methods

The lack of local infrastructure to deal with violence limits the ability to address work-related GBV. According to the findings of the survey, most SMEs lack appropriate structures for dealing with workplace violence. In general,

47.7%(93) of respondents agreed, with another 30.3%(59) strongly agreeing, for a total of 78% agreeing that most firms lack established methods to deal with workplace violence. 12.8% (25 people) agreed, 8.7% (17 people) disagreed, and 0.5% strongly disagreed. These results indicate a high level of vulnerability to workplace

violence among SME workers in Kibera, and they are consistent with the findings of a COVAW (2016) study on "Safely Engaged," which discovered that the majority of firms or organizations lack a well-articulated GBV policy with remedies for access to justice and psycho-social support. SMEs lack confidential spaces for providing case management to GBV survivors at work,

GBV guiding principles or guidelines, and GBV survivor-centered, age-appropriate techniques at work, which could be crucial to mitigating any GBV experience. As a result, the burden of healing or recovering from a GBV experience at work is left to the individual survivors.

Table 7: Existing mechanisms to deal with violence at work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	59	30.3	30.3	30.3
	Agree	93	47.7	47.7	77.9
	Neutral	25	12.8	12.8	90.8
	Disagree	17	8.7	8.7	99.5
	Strongly disagree	1	.5	.5	100.0
	Total	195	100.0	100.0	

The Cost of GBV to Individuals, Businesses, and the Community

Gender-based violence affects both direct and indirect workers in SMEs, as well as the enterprise as a whole and the community at large. The study highlighted the primary costs of GBV to individuals as a lack of job motivation, low self-esteem, despair, anger, anxiety, and irritability. The respondents ranked this as a top priority concern for 83.1% (162), with 10.3% (20) and 6.7% (13) ranking it as a second and third option, respectively. This can eventually lead to work withdrawal and depression, which can lead to job loss when the victims become handicapped. Along with physical and mental pain for victims of workplace violence, there are unquantifiable costs of GBV, such as uncompensated loss of resources that could be used for productive SME activities but are instead spent on GBV. According to qualitative evidence from FGDs and KIIs, workplace violence has a direct impact on motivation and job productivity. Individuals who have had some experience with GBV at work, for example, reported poor performance, loss of morale, and general discomfort at work. Other prevalent elements influencing workplace motivation include stereotypical behaviour attributed to one another based on their gender and the usage of foul language. These behaviours undermine self-esteem, and victims tend to retreat and

isolate themselves, reducing work performance and productivity. An individual's level of workplace involvement, job happiness, and dedication to the SME's activities and services may thus be influenced by an encounter with GBV at work.

GBV in the workplace jeopardizes people's security and need for individual improvement, potentially outweighing other efforts for institutional growth and personal development. Other costs of GBV to individuals (second and third) were identified as poorer productivity, with 59% (115) ranking it as a top priority, 33.8% (66) ranking it second, and 7.2% (14) ranking it third. Moreover, violence in any form is not healthy for businesses, employers, or employees. For example, when "little doses" of violence occur, such as abuse or the use of harsh language, the expected effort and willingness to work is diminished, particularly when the required attitude for work is threatened owing to intimidation or depression. Disability was listed third by 48.7% (95), followed by 36.4% (71), and 14.9% (29). Critical analysis of the findings shows that GBV activities and behaviour at work can be simply ignored if there is no physical harm or handicap, but it remains an invisible issue generating disturbances in the overall structure of work.

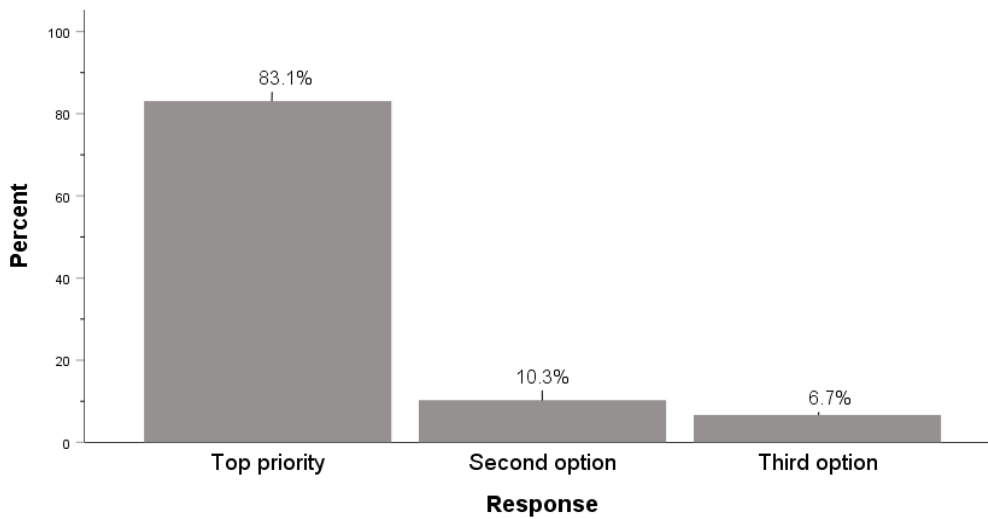


Figure 4: Priority cost of GBV to individuals

Cost of GBV to enterprises

A conducive environment is crucial to maintaining energy and a positive attitude toward work. "SME workplace" in this study also refers to a SME's chain of operation or structure, including transportation to and from the workplace. GBV provides an unfavorable working environment (73.7%) for SMEs. This has an

immediate impact on productivity at all levels (i.e. juniors and seniors). Other experiences are indefinite due to their long-term nature to the enterprise and workers' lives. For example, emotional and mental health disorders caused by exposure to violence may result in other strange behaviour such as drug and substance abuse or increase the likelihood of desiring to repeat violence or harm to an enterprise's public image.

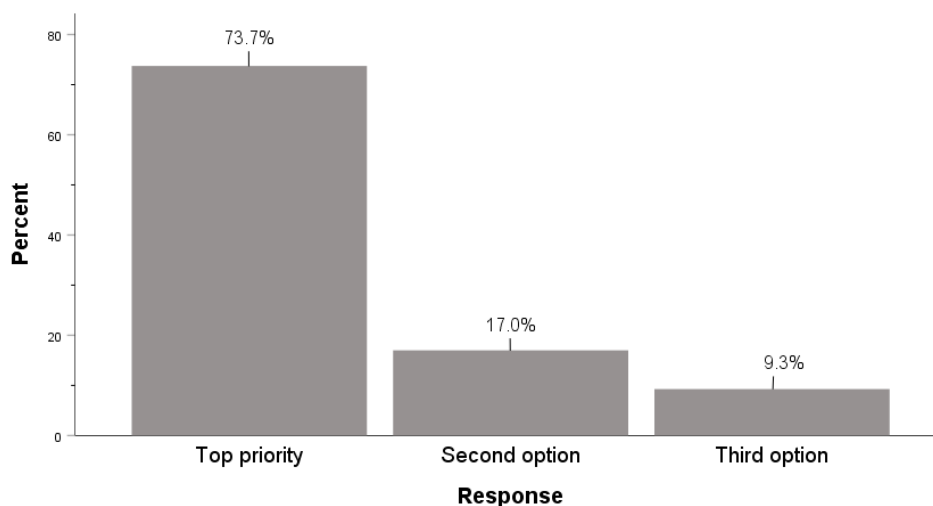


Figure 5: Priority cost of GBV to enterprises

The study findings contradict commonly held beliefs that GBV and its consequences are limited to individuals, highlighting workplace GBV as a cost on the enterprise. Even with motivated employees, when the work environment is unfriendly and clouded by fears, intimidation, mistrust, and threats of abuse, employees may be unable to maintain corporate priorities and goals, negatively affecting enterprise performance. Other enterprise costs of GBV include disruptions in interpersonal relationships (22.6 % (44)) and disruptions in work organization and leadership (28.2%). (55).

While people and tasks are important considerations in running SMEs, a conducive work environment allows for the development of interpersonal relationships and the

Cost of GBV to the community

The consequences of GBV extend beyond an individual and a business to the entire community. The study's findings reveal that the primary cost of GBV to the community is a cycle of poverty. The cycle of poverty was named as a priority cost of GBV to the community by

promotion of competitive performance among SMEs' employees. These findings support the assumption that an unproductive work environment equals an unproductive worker by demonstrating the sample chain of GBV indirect costs. Mitigating GBV in the workplace is thus crucial for fostering the growth of SMEs and providing a productive work environment. The findings show that GBV has an undetectable impact on the general work organization and management of SMEs. The three priority topics (i.e., work relation, motivation and productivity) are interconnected. For example, if there is a favorable work environment, SMEs are more likely to thrive. However, when GBV has a detrimental impact on relationships, work becomes more difficult.

59.5% (116) of the 195 respondents, followed by the legal and criminal justice system by 51.3%. (100). A third concern identified was the rehabilitation and reintegration of workplace violence victims. The cost of rehabilitation and integration was listed at 40.5% of the total (79). Though frequently overlooked, rehabilitation and reintegration expenditures are a burden for the majority of GBV victim traders in SMEs. Access to the criminal justice system is regarded as a privilege.

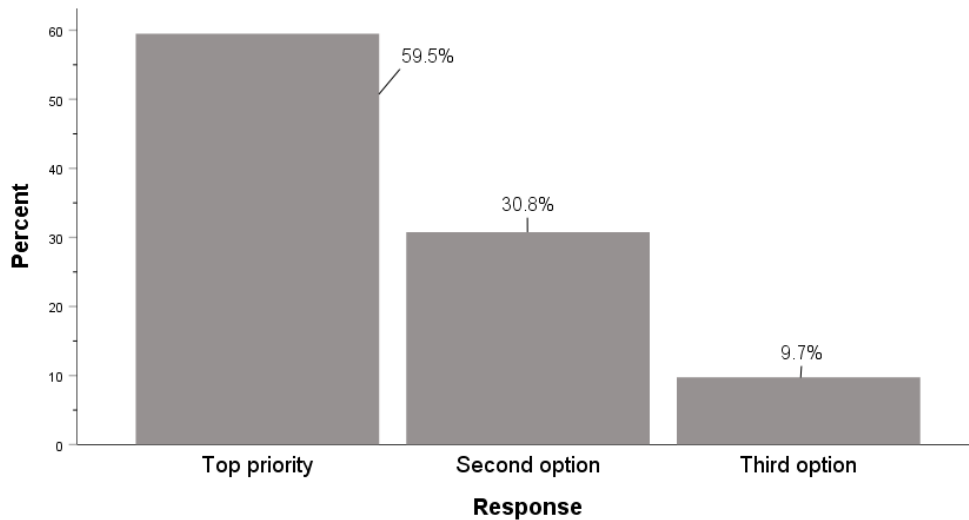


Figure 6: Priority cost of GBV to community

5. Conclusion and Recommendations

5.1 Conclusion

Despite the overall quiet and underreporting, the study findings reveal a high prevalence of violence occurring in SMEs. The most common kinds of GBV (physical threats and verbal abuse) have become "normalized" and are regarded typical practice among traders. Many are unaware of the culture of normalization, which allows GBV to regenerate as new generations (of workers) learn from the violence of previous generations, victims learn from victimizers, and the social conditions that foster violence are perpetuated at workplaces. GBV is thus an inconspicuous occupational danger that affects the lives of many SME traders and workers. The study concludes that workplace GBV is a structural problem that is damaging to the individual's functionality, rather than an episodic individual problem.

5.2 Recommendations

1. There is a need for regular exploratory research and qualitative investigations to understand GBV trends and their impact on the functioning of SMEs, variables that enhance SMEs' vulnerability to GBV, and gaps in access to support for survivors. Such research will contribute to a better understanding of the multidimensional nature of workplace violence, its magnitude and impact on workplaces, and the distinct risk factors associated with specific types of workplace violence.
2. There is a need for new awareness-creation initiatives to educate entrepreneurs about the negative implications of GBV and possible strategies to mitigate workplace violence, such as reporting and case management procedures. In order to increase workers' abilities to respond to typical types of GBV at SME workplaces, such campaigns should combine information about GBV and SME policies, as well as access to quality and timely treatments.
3. There is a need to identify the gaps and improve the capacity of SMEs in integrated business management and GBV prevention so that they can advocate for suitable business management practices and workplace GBV prevention. Apart from capacity training, there is a need to strengthen collaboration and diversify cross-sector links that enable the interchange of information and referrals in the route to justice for GBV survivors.
4. Businesses must play a role in preventing workplace violence. It is vital to encourage SMEs to adopt legislation and safety plans that emphasize the importance of employee/staff care and provide tangible solutions for dealing with workplace violence and its effects.

5. There is a need to lobby both non-state and state actors to work with SMEs in establishing and strengthening SME workers' unions, monitoring the implementation of Kenya's Micro and Small

Enterprises Policy (Sessional Paper No. 05 of 2020), and establishing safe spaces and GBV reporting desks in market places.

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