TFWA Trade Facilitation West Africa

SMALL-SCALE CROSS-BORDER TRADE SURVEY

ABIDJAN-OUAGADOUGOU CORRIDOR REPORT

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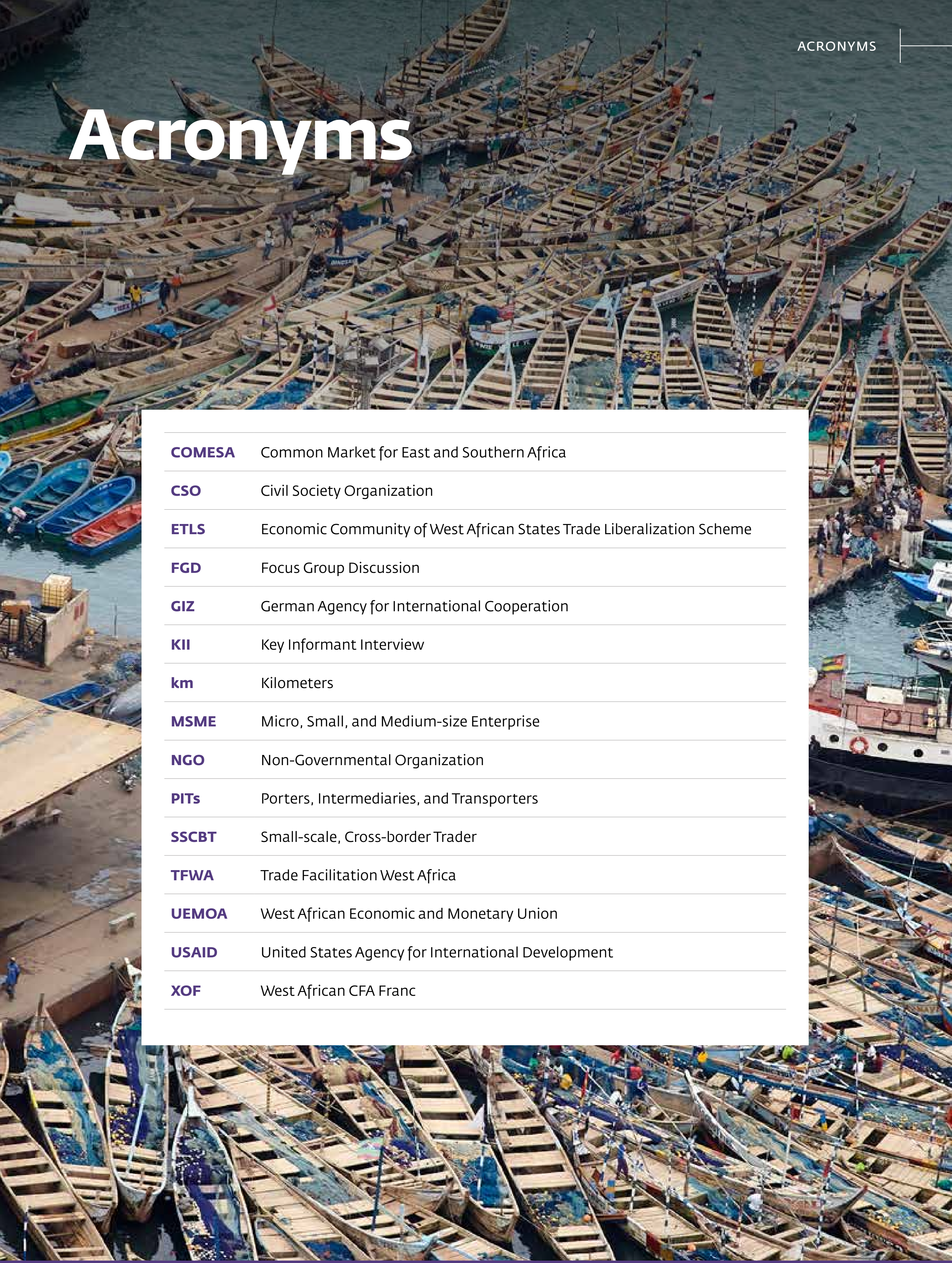


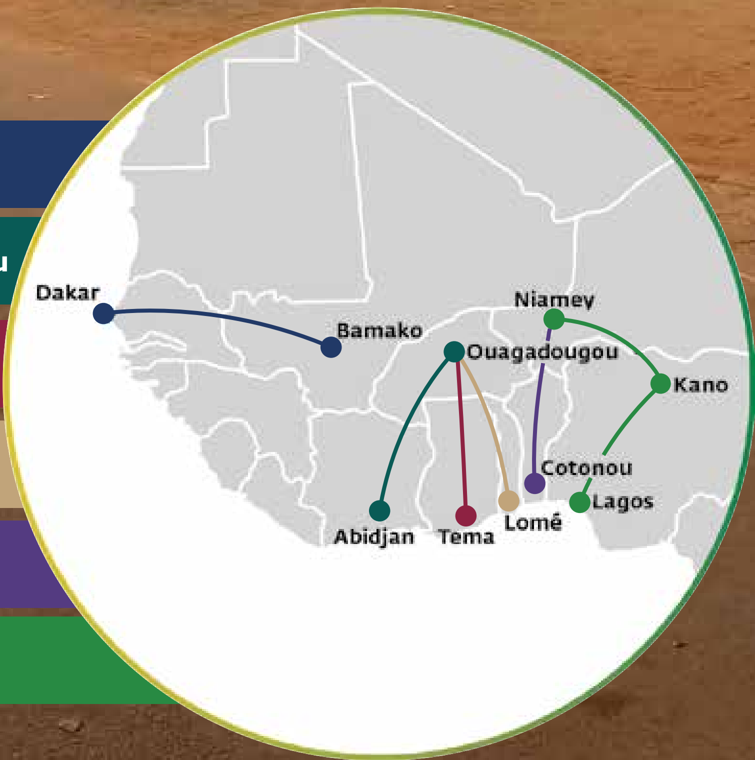
Acronyms

COMESA	Common Market for East and Southern Africa
CSO	Civil Society Organization
ETLS	Economic Community of West African States Trade Liberalization Scheme
FGD	Focus Group Discussion
GIZ	German Agency for International Cooperation
KII	Key Informant Interview
km	Kilometers
MSME	Micro, Small, and Medium-size Enterprise
NGO	Non-Governmental Organization
PITs	Porters, Intermediaries, and Transporters
SSCBT	Small-scale, Cross-border Trader
TFWA	Trade Facilitation West Africa
UEMOA	West African Economic and Monetary Union
USAID	United States Agency for International Development
XOF	West African CFA Franc

Color Key

TFWA Program Corridors

- Dakar-Bamako
- Abidjan-Ouagadougou
- Tema-Ouagadougou
- Lomé-Ouagadougou
- Cotonou-Niamey
- Lagos-Kano-Niamey



Executive Summary

The Trade Facilitation West Africa (TFWA) Program aims to facilitate the free, efficient movement of goods in and beyond the region by reducing the times and costs borne by private traders and by strengthening regional trading networks' ability to take advantage of those improvements.[1] Key areas for support under the program include developing and implementing trade facilitation measures, easing the movement of goods along selected corridors, and reducing barriers for small traders, with an emphasis on women.

As part of the steps to prepare for program implementation, the World Bank Group commissioned six field surveys of small-scale cross-border traders along the TFWA's priority corridors: Abidjan-Ouagadougou (Côte d'Ivoire– Burkina Faso), Tema-Ouagadougou (Ghana–Burkina Faso), Lagos–Kano–Niamey (Nigeria-Niger), Cotonou-Niamey (Benin-Niger), Dakar-Bamako (Senegal-Mali), and Lomé-Ouagadougou (Togo–Burkina Faso). In particular, the research aims to explore the:

- Situation of small-scale traders and impediments to their activities at border crossings.
- Treatment of women traders at border posts and gender-specific constraints they face.
- Institutional framework and support for small-scale border operators.

Data have been collected through surveys, key informant interviews (KIIs) and focus group discussions (FGDs). The surveys targeted three groups of respondents: traders; porters, intermediaries, and transporters; and border officials from customs, police, immigration, and phytosanitary services. Moreover, the survey teams conducted KIIs with officials from ministries and border agencies (customs, immigration, police, phytosanitary, and ministries of trade) as well as with representatives of financial institutions, traders associations, market organizations, civil society organizations, and women's organizations.

In addition, FGDs were conducted with men and women cross-border traders as well as border officials. Women constituted 43% of the respondent sample (127 women out of 297 in total) for this trade corridor (across the six corridors women amounted to 38% of all traders surveyed).

Abidjan-Ouagadougou traders and their views

297 traders, including 127 women traders, were surveyed at four market sites along the Abidjan-Ouagadougou trade corridor. This share of women traders is one the highest observed for all corridors surveyed. 57 percent of the women respondents were on the Côte d'Ivoire side of the border (50 percent of the traders interviewed in Côte d'Ivoire were women).

Food broadly defined and consumer products are traded almost equally in all four markets. The most traded food items are are agricultural produce, such as grains, raw vegetables and fruit (along with some processed food and beverages). The consumer product with the largest share traded is clothing, but pots, furniture, home care products, and phone accessories are among other consumer goods also available in the markets. The vast majority of traders serving markets in the Abidjan-Ouagadougou corridor buy their goods from wholesalers or retailers (78 percent), and only 22 percent produce the goods themselves or buy them directly from farms or other third-party producers.

1 The TFWA Program is managed by the World Bank Group and the German Agency for International Cooperation with strategic oversight and guidance provided by the Economic Community of West African States (ECOWAS) Commission and supported by the West African Economic and Monetary Union (UEMOA).

The type of products offered by women and men traders differs markedly. In particular, women are more likely to trade in food products and men in consumer durables (though this specialization is reversed in Bouake, possibly because men also heavily trade in livestock). Livestock trade is very much a male preserve across West Africa, so women's share is often negligible in most countries and corridors.

Trading activity along the Abidjan-Ouagadougou corridor is the main source of income for virtually all respondents (79 percent), with women showing a higher dependence on trade for income than men. This is confirmed by insights from FGDs, whose participants identified trade as a major source of livelihoods; women often defined trading activities as "essential" to support their families and to allow for financial independence. On the other hand, quantitative findings suggest that the value of consignments traded by women is generally lower than men.

There is considerable variation in traders' incomes. In terms of income brackets, 54 percent declared that their individual monthly incomes fell into the bracket of $50 and $249, while 13 percent earned between $250 and $500 (and a small number above $500). On average men earn more, and women traders tend to be overrepresented in lower income brackets; for example, whereas only 8 percent of men traders received less than $50 per month, the share for women was much higher at 21 percent'

About a third of all traders are registered business owners, while the remainder are informal operators or not sure about the status of their activity. The highest extent of formality is observed for long-distance traders of durables, and the highest degree of informality for short distance durables traders. Men are twice as likely than women to formally register their business. 46 percent of all men reported a formal activity, while the same was the case for only 23 percent of women. In essence this reflects differences in the types of product traded: there was no or little formalization of business at all among women trading over short distances.

A third of all respondents are members of an association of traders, with membership being more prevalent among men (41 percent) than women (32 percent), and among formal traders (45 percent) than informal ones (30 percent).

A large share of small-scale traders frequently relies on their accumulated savings to fund their operations. They also borrow from friends, neighbors and traders/village groups. Many rely on supplier credit. Very few take out loans from a commercial bank or a microfinance institution. There are distinct differences between financing sources accessed by women or men traders. Women are more likely to borrow from a microfinancing service or credit unions, whereas men favor borrowing from banks or friend/neighbors.

Though many small-scale traders on the Abidjan-Ouagadougou corridor have an unfavorable impression of market infrastructure that is available to them in all four locations, the level of dissatisfaction is far less than along most other corridors. Only around 15-20 percent of all respondents assessed all infrastructure facilities in markets as being very inadequate. The facilities that are viewed most critically are toilets, roads, rain-cover and lighting. Across most facilities, men overall perceive the infrastructure deficits as being more pronounced than women (a reversal of the situation in other corridors), though in most cases there is not a big difference in perceptions by gender of respondent.

In a similar vein, a sizeable share small-scale traders also have a negative perception of infrastructure quality at the border between Burkina Faso and Côte d'Ivoire. As with market infrastructure, this level of concern is lower than in other corridors. Toilets, rain-cover, roads and border offices receive the most criticism. Perceptions of infrastructure do not vary much by gender, but for instance men are more likely to mention border offices and warehouses, whereas women are more concerned about lighting and rain-cover.

Small-scale traders pay border clearance fees, notably at Customs, but also at other agencies (e.g., immigration, phytosanitary control). Over 60 percent have been asked for facilitation payments at some point. About 19 percent of individuals claim that this is always the case, 15 percent report that they are often asked for bribes, 4 percent mention sporadic demands, and 10 percent told the enumerators that they sometimes receive requests for irregular payments. On the other hand, many traders report that they have never been confronted with demands for facilitation payments.

Lack of cross-border safety and security is a concern for a substantial share of traders on the Abidjan-Ouagadougou corridor. On average, 43 percent of men and 33 percent of women reported to feeling unsafe, or very unsafe, at the border. This level of concern is less than other corridors; and normally women are more likely to report feeling unsafe. Many traders report that they have witnessed verbal or physical harassment at least once over the past six months. Many men and women claim to be subject to this form of abuse, maybe even multiple times a day. Police, customs, and immigration officers are most frequently cited as the perpetrators, with men much more likely to report harassment than women. Moreover, nearly 20 percent of traders have heard of a case of sexual harassment over the past 6 months, and many respondents claim to have been subject themselves to such inappropriate advances.

When asked about their priorities for improvements to the border environment, traders on the Abidjan-Ouagadougou corridor especially prioritize improved safety, access to finance, simplified procedures and transport. There are differences in the order of these priorities among men and women; for instance, access to finance is most prioritized by men, while improved safety is mentioned most by women. Improved behavior (less harassment and abuse) is perhaps surprisingly low in priorities supported by traders.

Porters, Intermediaries, and Transporters

A total of 166 individuals who served the markets of Ouangolodougou (80 respondents) and Niangoloko (86 respondents) as porters, intermediaries, or transporters (PITS) were interviewed for the survey. Porters carry a diverse mix of food, durables, and production inputs (with the accent on food products). Intermediaries are more likely trade in inputs (such as construction material, timber, fertilizer, or animal feed) and durables; and the same is the case for transporters (though food represents the largest share).

With respect to improvements to the infrastructure in the border area, service providers see toilets and childcare facilities, and car parks as the top priorities. Other priorities suggested include roads, lights at night, hospitals and new buildings for border agencies. Other infrastructure priorities mentioned include storage and warehousing facilities, new market stalls and rain-cover.

Service providers have a more positive perception of border procedures compared to traders, but this varies by type of provider. Customs and transport intermediaries are service providers that most deem procedures to be 'most complex/ very complex' overall, followed by porters and transporters.

Border officials

A total of 41 border officials, representing customs, police, immigration, and phytosanitary officials, were interviewed on the Burkina Faso-Côte d'Ivoire border. The majority of border officials on the Abidjan-Ouagadougou corridor are men, with only 7 women out of the total of 41 officials.

Border officials agree with traders and service providers that there are major infrastructure deficits at the Burkina Faso-Côte d'Ivoire border. The highest level of concern is about border offices (over 50 percent of officials regard them as inadequate or very inadequate), toilets (nearly 50 percent), lighting (over 40 percent) and rain protection (over 30 percent). Other infrastructure deemed relatively inadequate include pedestrian lanes, parking, signage, and roads.

About two-fifths of officials are aware of instances of abuse and harassment, but they profess almost total ignorance of sexual harassment. Nevertheless, officials are aware of safety issues for women crossing the border and indicated which actions might be prioritized to achieve this. Actions proposed include adequate and separate toilets, access to finance, rehabilitation of roads, better lighting, access to IT facilities/computers and surveillance cameras.

Border officials are also aware of facilitation payments demanded by officials on the Burkina Faso-Côte d'Ivoire border and 84 percent of those who responded to the question deemed them illegal or unacceptable. This perception by border officials is one the highest proportion recorded across all corridors. The remaining 16 percent of border officials defended the practice in some fashion. Of those who responded, 7 percent of officials argued that these payments were 'indispensable', while others referred to them as tokens of 'appreciation' or 'encouragement'.

When asked about their suggestions for activities that the TFWA could usefully support in order to foster SSCBT, border officials mentioned a range of issues. Safety and security improvements top the list of priorities, but suggestions also include access to finance (for officers as well as traders), better market facilities, education on trade regulations, simplified customs clearance procedures and free movement of people and goods.

Recommendations

Based on the findings of the survey-based reports, seven main recommendations are proposed for consideration under the TFWA Program:

1. **Easing procedures and requirements:** Traders—particularly women traders—and PITs are generally unsatisfied with procedures and requirements for border clearance. Thus TFWA could implement measures that help simplify, streamline, and/or decentralize procedures and requirements, as well as create incentives for more systematic application of regional provisions. Attention could be given to options for a simplified regime for small traders, such as measures to reduce documentation requirements on smaller consignments, streamline procedures, and reduce the times and costs of trade.
2. **Increasing transparency and raising awareness:** TFWA should emphasize measures that increase transparency at the border (for example, by clearly displaying regulations and procedures) and strengthen capacity and awareness among border and market users (for example, through training, dissemination campaigns, and other awareness-raising efforts). The establishment of help desks, mandated to inform traders of the rules and regulations and assist with clearance procedures, should be considered in close coordination with civil society organizations and relevant associations—including those representing women traders. Easy-to-follow guides designed for mobile phones could also be considered.

3. **Improving behaviour:** The survey results were contrasting on sensitive issues such as corruption and harassment, including sexual harassment. TFWA should implement measures that can improve behavior and promote better relationships between traders, PITs, and border officials, such as joint workshops, campaigns, townhall meetings, and ad hoc training, including on the gender ramifications of trade facilitation and specific challenges that affect women traders. Systems allowing traders and PITs to safely report abuse could be devised. The participation of trusted organizations, especially civil society organizations—including those representing women—should be encouraged. Moreover, TFWA should consider measures to increase the number and share of women in the staff of border agencies. organizations—including those representing women—should be encouraged. Moreover, the TFWA should consider measures to increase the number and proportion of women staff in the ranks of border agencies.

4. **Upgrading infrastructure and enhancing overall security:** These issues can be grouped into three categories: insufficient infrastructure, resulting in safety and security concerns at the border; the condition of roads, which impedes movement; and the condition of markets. Relatively quick and cheap infrastructure interventions—such as the introduction of surveillance cameras and solar-powered lighting facilities, systems to report problems, and designation of night patrol guards—could be discussed with stakeholders as further priorities.

5. **Supporting transporters and intermediaries:** Intermediaries and transporters play important roles at the surveyed sites. A broader lesson is to pay more attention to the features and functions of PITs to better understand the roles they play at the survey locations and the challenges they face, which TFWA could then try to address. TFWA could also explore the role of women in this group, including barriers preventing their increased participation.

6. **Facilitating access to markets, information, and finance.** Supporting financial inclusion of traders and enhancing their financial literacy is a top priority—especially for women traders who face particular challenges in accessing these resources. Given that access to finance requires a comprehensive approach, TFWA will have to work with other initiatives to improve financial inclusion and access to finance in the region, while also offering punctual support. Examples could include running an information campaign on existing financial products or supporting access to market information in close coordination with local associations and nongovernmental organizations.

7. **Collecting systematic data collection on small-scale cross-border traders (SSCTs).** Detailed, relevant, organized data on SSCBTs in West Africa are not available. Thus TFWA should consider establishing a data collection system on these traders. The data should be disaggregated by sex to the extent possible. Lack of data is an obstacle to efficient, effective policy making on a phenomenon that affects large segments of the region's poorest populations, and one that has a potentially significant role to play in the region's development.

01 INTRODUCTION

The Trade Facilitation West Africa (TFWA) Program is an initiative driven by multiple development partners to improve trade facilitation in West Africa. Its objective is to improve the free and efficient movement of goods in the region and internationally by reducing the time and cost of trade borne by the private sector in West Africa, 1 and by strengthening regional trading networks' ability to take advantage of these improvements. The five-year program started in September 2018. It is managed by the World Bank Group and the German Agency for International Cooperation (GIZ)—the program's implementing partners—with strategic oversight and guidance provided by a Steering Committee, chaired by the Economic Community of West African States (ECOWAS) Commission and supported by the West African Economic and Monetary Union (UEMOA) Commission as deputy chair. Key areas for support under the program include the following: (i) to ensure that trade facilitation measures are improved and more efficiently implemented; (ii) to improve the movement of goods along selected corridors; and (iii) to reduce the barriers for small-scale traders, with an emphasis on improving conditions for women traders.

As part of the preparatory steps for program implementation, the World Bank Group commissioned a field survey on small-scale cross-border traders, including women traders, along the six TFWA priority corridors: Abidjan-Ouagadougou (Côte d'Ivoire–Burkina Faso), Tema-Ouagadougou (Ghana–Burkina Faso), Lagos–Kano–Niamey (Nigeria-Niger), Cotonou-Niamey (Benin-Niger), Dakar-Bamako (Senegal-Mali), and Lomé-Ouagadougou (Togo–Burkina Faso). (Annex B provides further information on the Abidjan-Ouagadougou corridor and the surveyed locations.) The activity is intended to generate empirical evidence to help address the main trade facilitation challenges affecting small-scale traders, especially women. In particular, the research aims to explore (i) the situation of small-scale traders and any impediments to their activities at border crossings, (ii) the treatment of women traders at border posts and any gender-specific constraints they face, and (iii) the institutional framework and support that exist for small-scale border operators. The outcomes of the regional field survey will inform the program activities of the TFWA. . This report presents the findings from the survey on the Abidjan-Ouagadougou corridor.

A summary of the main characteristics of the respondents along the Ouagadougou-Lomé corridor is presented in table 1.1.[2] The table also reports corresponding data for the other five corridors in West Africa that were surveyed, so that comparisons across the locations are possible. The share of women traders in the sample (43 percent) is about the same as the share for most corridors, while the proportion of young traders (42 or younger) is about average. The number of traders who have been in business for 10 years or more (31 percent) is the second lowest among all corridors; while the share of businesses formally registered is among the highest (36 percent).

1 As of the time of reporting, the European Union, the U.S. Agency for International Development, the Netherlands, and Germany have already provided financial contributions.

2 Financial data were converted from local currencies to US dollars to ensure comparability between corridors and countries

Table 1.1 Key Characteristics of the Respondents and Comparison with Other TFWA Corridors

Respondent characteristic	Abidjan-Ouagadougou	Other TFWA corridors in West Africa: Cotonou-Niamey	Other TFWA corridors in West Africa: Dakar-Bamako
Number of traders interviewed	297	291	312
Share of women among all traders (%)	43	44	40
Share of traders age 34 or younger (%)	42	45	46
Share of traders with informal or no schooling (%)	49	40	38
Share of traders with primary schooling (some or completed) (%)	26	26	39
Average number of dependents	7	7	7 (median)
Share of traders in business for more than 10 years (%)	31	39	42
Share of traders earning \$50-\$99 per month[a] (%)	30	40	21
Share of traders earning \$0-\$49 per month[a] (%)	13	20	4
Average distance traveled (mean) (km)	385	400	338
Most commonly traded commodities	Clothing, raw vegetables, grains	Raw vegetables, clothing, grains	Processed foods, raw vegetables, clothing
Trade business formally registered (% saying yes)	36	25	44
Prevalent mode of transport (%)	Truck (45)	Car/bus (51)	Car/bus (46)
Prevalent mode of crossing international borders: formal (official) versus informal route	Formal, 91%; unchartered routes, 6%; pedestrian lane, 2%	Formal, 90%; pedestrian lane, 4%; unchartered routes, 3%	Formal, 86%; pedestrian lane, 7%; unchartered routes, 3%
Main sources of finance	Used savings, credit union, borrowed from a friend/ neighbor	Used savings, borrowed from a friend/neighbor, got goods on credit to pay later	Used savings, borrowed from a commercial bank, borrowed from a microfinance institution, borrowed from a friend/neighbor
Association membership (%)	36	33	24

Respondent characteristic	Abidjan-Ouagadougou	Other TFWA corridors in West Africa: Lagos-Kano-Niamey	Lomé-Ouagadougou	Tema-Ouagadougou
Number of traders interviewed	297	302	295	294
Share of women among all traders (%)	43	14	44	38
Share of traders age 34 or younger (%)	42	36	51	42
Share of traders with informal or no schooling (%)	49	47	51	32
Share of traders with primary schooling (some or completed) (%)	26	38	26	49
Average number of dependents	7	8 (median)	7	6
Share of traders in business for more than 10 years (%)	31	42	29	50
Share of traders earning $50-$99 per month[a] (%)	30	19	21	17
Share of traders earning $0-$49 per month[a] (%)	13	20	24	22
Average distance traveled (mean) (km)	385	228	354	328
Most commonly traded commodities	Clothing, raw vegetables, grains	Grains, beans, clothing	Clothing, grains, agricultural inputs/seeds/fertilizers, raw vegetables	Clothing, raw vegetables, grains
Trade business formally registered (% saying yes)	36	25	40	22
Prevalent mode of transport (%)	Truck (45)	Car/bus (58)	Car/bus (40)	Car/bus (45)
Prevalent mode of crossing international borders: formal (official) versus informal route	Formal, 91%; unchartered routes, 6%; pedestrian lane, 2%	Formal, 92%; pedestrian lane, 3%; unchartered routes, 5%	Formal, 71%; pedestrian lane, 21%; unchartered routes, 5%	Formal, 82%; pedestrian lane, 3%; unchartered routes, 8%
Main sources of finance	Used savings, credit union, borrowed from a friend/neighbor	Used savings, borrowed from a friend/neighbor, got goods on credit later	Used savings, borrowed from a commercial bank, borrowed from a microfinance institution, got goods on credit	Used savings, borrowed from a friend/neighbor, borrowed from a commercial bank
Association membership (%)	36	37	25	25

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

a. In most cases, the traders associated "earnings" with the entire amount made on a trading day or period, that is, the original value of goods plus profit margin included. However, in some cases, "earnings" was used to refer to the profit only.

b. "Distance traveled" refers to the average distance traveled from where goods are bought to where they are sold.

02
METHODOLOGY

The survey was conducted in two phases: a pilot survey on Dakar-Bamako was conducted in April 2019, followed by surveys of the remaining five corridors between July and August 2019. In all nine countries, invaluable data were collected from the 24 locations, 12 border sites, and 12 markets along the six corridors (the Abidjan-Ouagadougou corridor map can be found in annex B). Separate quantitative questionnaires on small-scale cross-border traders, including women traders, were administered to the three target groups: traders, service providers, and border officials. This information was complemented by findings from qualitative focus group discussions (FGDs) and key informant interviews (KIIs) with stakeholder representatives, as well as imagery analysis.

The study was conducted in two phases: a pilot survey on Dakar-Bamako was conducted in April 2019, followed by the surveys of the remaining five corridors between July and August 2019. In all nine countries, invaluable data were collected from the 24 locations, 12 border sites, and 12 markets along the six corridors (the Cotonou-Niamey corridor map can be found in annex B). Separate quantitative questionnaires on small-scale cross-border traders, including women traders, were administered to the three target groups: traders, service providers, and officials. This information was complemented by findings from qualitative focus group discussions (FGDs) and key informant interviews (KIIs) with stakeholder representatives, as well as imagery analysis.

Three closed-response surveys were administered to different target groups at the border crossings: (i) traders; (ii) intermediaries, porters, and drivers; and (iii) border officials from customs, police, immigration, and phytosanitary services. The term "trader" was used to identify economic operators who buy and sell goods in a market or border location covered by the survey or who sojourned from one country to another through the border location selected for the survey to buy or sell goods. The questionnaires were administered through personal, face-to-face interviews by trained enumerators, working with electronic tablets to ensure data entry completeness and consistency.

The following approach was adopted for sampling and data collection:

- The team listed all small-scale cross-border traders who were present in the market on the key or major market day, by inviting them to an informational meeting. This exhaustive listing of all the meeting attendants included market leaders who are small-scale cross-border traders. The listing on the major market day allowed for the creation of a robust sampling frame for random selection of participants for the survey.
- Random selection of participants for the survey was done using a public ballot for men and women.
- Supervisors and quality control officers ensured that only persons listed and randomly selected were interviewed for the survey.
- Small-scale cross-border traders crossing from one side of the border to the other for markets very close to the border were also intercepted for interviews. Those who were on longer journeys traveling from one country to another through a selected corridor were intercepted at the border crossing or at motor parks close to the border. It was important to have these segments in the sample, as they equally contribute to the cross-border economy.
- In addition to random selection of traders, the team stopped and interviewed porters, intermediaries, and transporters at the border crossing—indeed, randomly selecting this category of respondents was not possible due to their high mobility, which would have made random selection prone to errors. Finally, border officials were purposively identified.

The survey team conducted KIIs with officials from key ministries and border agencies (customs, immigration, phytosanitary officials, police, and ministry of trade), as well as with representatives of financial institutions, traders' associations, market organizations, civil society organizations, and women's organizations. Additionally, FGDs were conducted with men and women cross-border traders as well as border officials, to stimulate better responses and reveal certain aspects of the respondents' behaviors, perceptions, motivations, feelings, and beliefs.

On the Abidjan-Ouagadougou corridor, a total of 504 quantitative interviews, 34 KIIs, and 16 FGDs were completed during the main survey. Annex tables A.1 and A.2 provide an analytical overview of the country and corridor samples, broken down by type of interview (quantitative versus qualitative) and respondent groups.

To ensure the quality of the data, extensive training of the enumerators was conducted on every corridor. The training program included teaching on the objectives and scope of the TFWA Program, methodology and data collection tools, demonstrations, practical exercises, pilot interviews, role play, and team building. The training sessions also included gender-related ethical considerations, ensuring the integration of gender aspects into the data collection process. Additionally, several quality control mechanisms were put in place throughout the data collection period. Detailed methodological information is provided in annex A.

03
MAIN FINDINGS

3.1. Traders

The regional field survey covered 66 traders in Bobo-Dioulasso (33.33 percent women), 86 in Niangoloko (38.37 percent women), 41 in Bouake (19.51 percent women), and 104 in Ouangolodougou (61.54 percent women) for a total of 297 respondents. Overall, the sample of women traders was 43 percent, similar to most other corridors.

Across the four surveyed markets, a large variety of products are traded. Food, broadly defined,[1] is a major part of what is traded in Abidjan-Ouagadougou and the other five corridors, but consumer durables[2] ("durables") are equally significant items in traders' portfolios in most markets (figure 3.1). Although the largest shares of items traded under "food" are agricultural produce, such as grains, raw vegetables, and fruit, processed foods and beverages (such as bread, chips, soft drinks, bottled water, beer, and packaged flour) also have significant shares.[3] The consumer product with the largest share traded is normally clothing; but consumer durables include a large range of items bought and sold, such as cookers, freezers, pots, furniture, home care products, cosmetics, electronics, car and motorcycle parts, phones, and phone accessories and sim cards. In the analysis, clothing and consumer durables are jointly referred to as "consumer durables."

There are some distinct differences between the markets. Bouaké (Côte d'Ivoire) and Bobo-Dioulasso (Burkina Faso) are large, historical markets (over 360 and 145 stalls respectively) with significant trade in agricultural products (annex B). However, because of the diversity of its customers, traders in consumer goods predominate in Bobo-Dioulasso. Both border markets (Niangoloko and Ouangolodougou) are small and specialized in food products – but in both cases the share of traders involved in consumer goods trade is at least 28 percent. Nevertheless, food products are more heavily traded than other goods overall (figure 3.1).

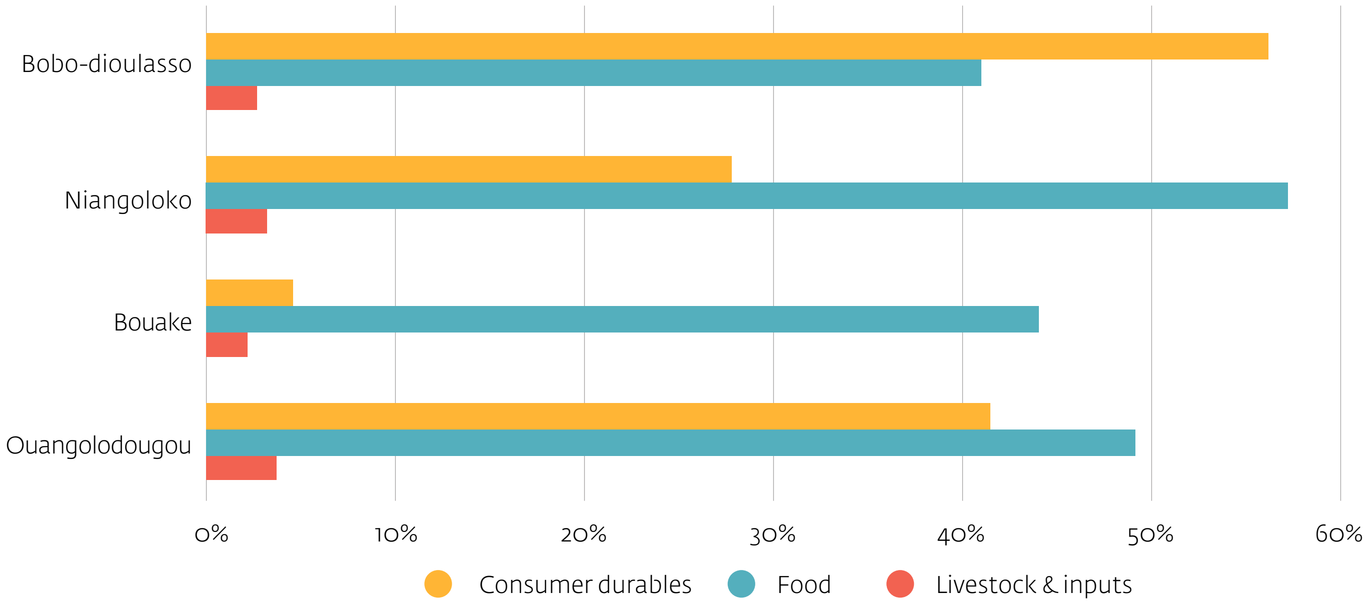
The type of products offered by women and men traders differs markedly. In particular, women are more likely to trade in food products and men in consumer durables (though this specialization is reversed in Bouake, possibly because men also heavily trade in livestock) (figures 3.2 and 3.3). Livestock trade is very much a male preserve across West Africa, so women's share is often negligible in most countries and corridors. Women feature in livestock trade only in Bobo-Dioulasso; in the other 3 markets they are nearly entirely absent from such activity).

1 "Food" includes all fresh and semi-processed agroindustry produce (for example, grains, fruit, vegetables, meat and fish, cooking oil, and so forth), as well as processed food and beverages (for example, chips, bread, biscuits, soft drinks, packed and bottled juice, bottled water, sugar, potato and banana crisps, packaged flour, and so forth).

2 "Consumer durables" include everything apart from food (defined in footnote 3) and agricultural inputs. Thus, manufactured goods, ranging from household products such as soap to electronic goods to car parts, are included.

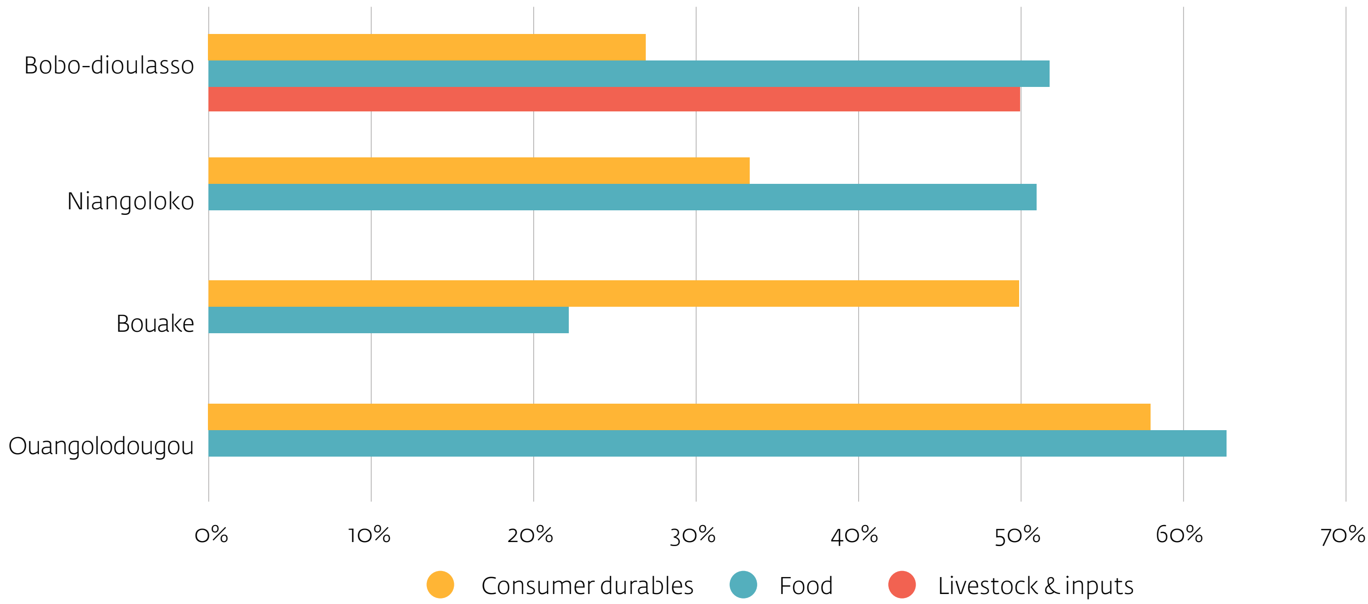
3 The respondents were asked to list all the products they trade. They were also asked to name the top three products from which they earn the most money. For example, around 10 percent of the traders in the Abidjan-Ouagadougou corridor mentioned various processed foods or beverages among the top three.

FIGURE 3.1: Product Offers at Different Border Markets (share of traders)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

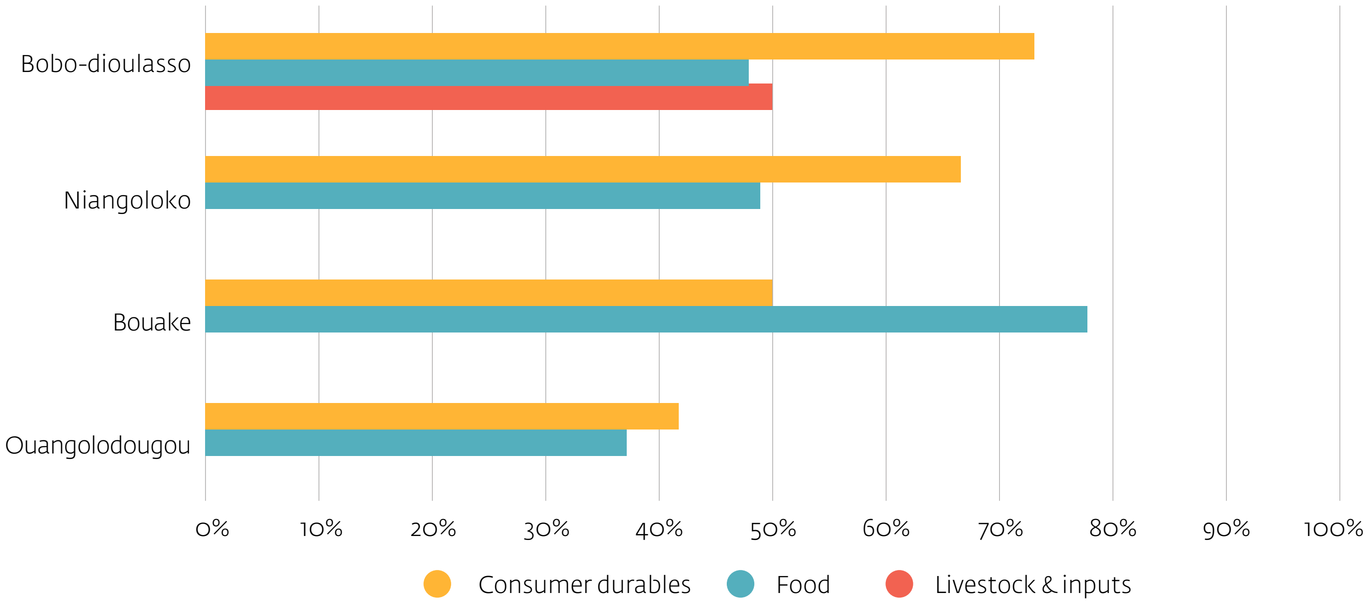
FIGURE 3.2: Product Offers at Different Border Markets, by Female Traders (share of traders offering products, by category)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Note: *Traders may offer more than one category of product, so the share of traders offering products in each market is greater than 100 percent.*

FIGURE 3.3: Product Offers at Different Border Markets, by Male Traders (share of traders offering products in the category)



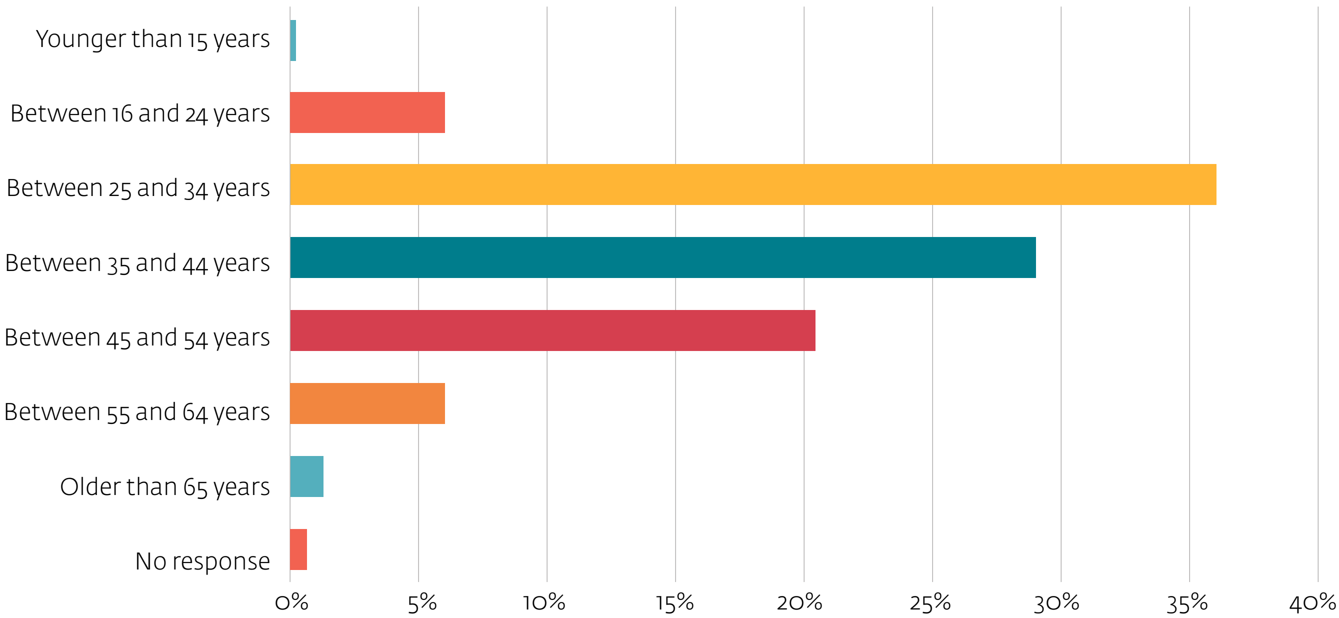
Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Note: *Traders may offer more than one category of product, so the share of traders offering products in each market is greater than 100 percent.*

3.1.1 *Traders' Characteristics*

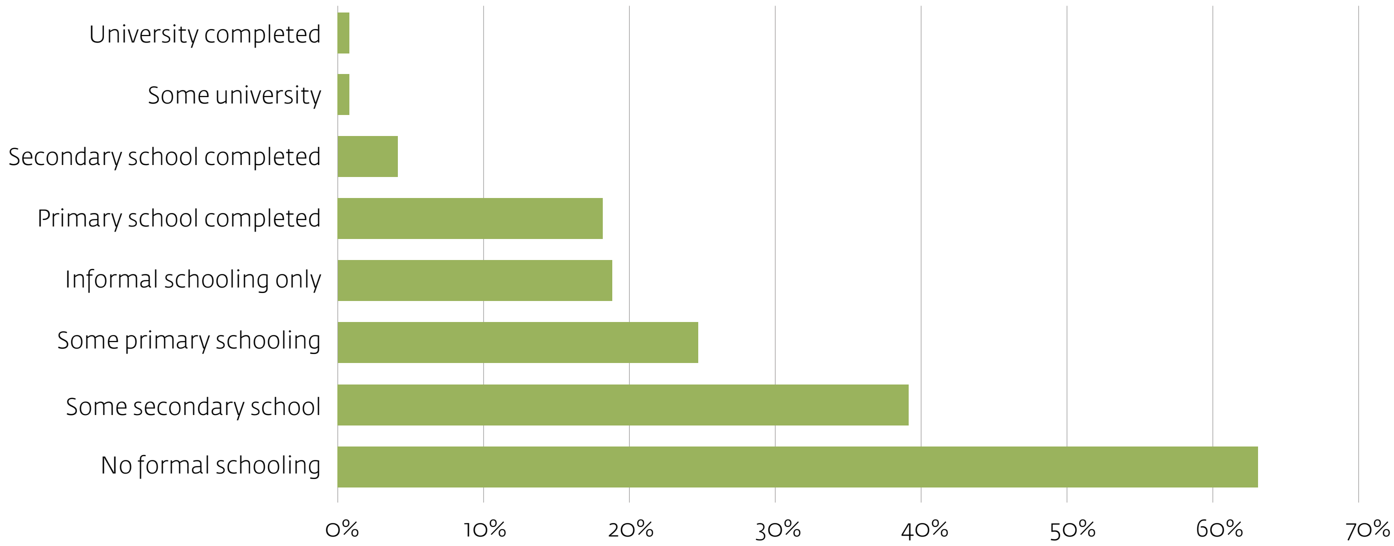
Well over 80 percent of the traders are between the ages of 25 to 55 years, although there are some younger or older individuals in the sample (6 percent are less than 25 years old, while 1 percent are older than 65 years) (Figure 3.4). Most respondents have received no or only informal schooling, while relatively few have completed secondary school or received even more advanced education (Figure 3.5a and 3.5b). There is no significant difference in education between women and men, except that the former are more likely to have post-secondary qualifications

FIGURE 3.4: Age distribution of traders



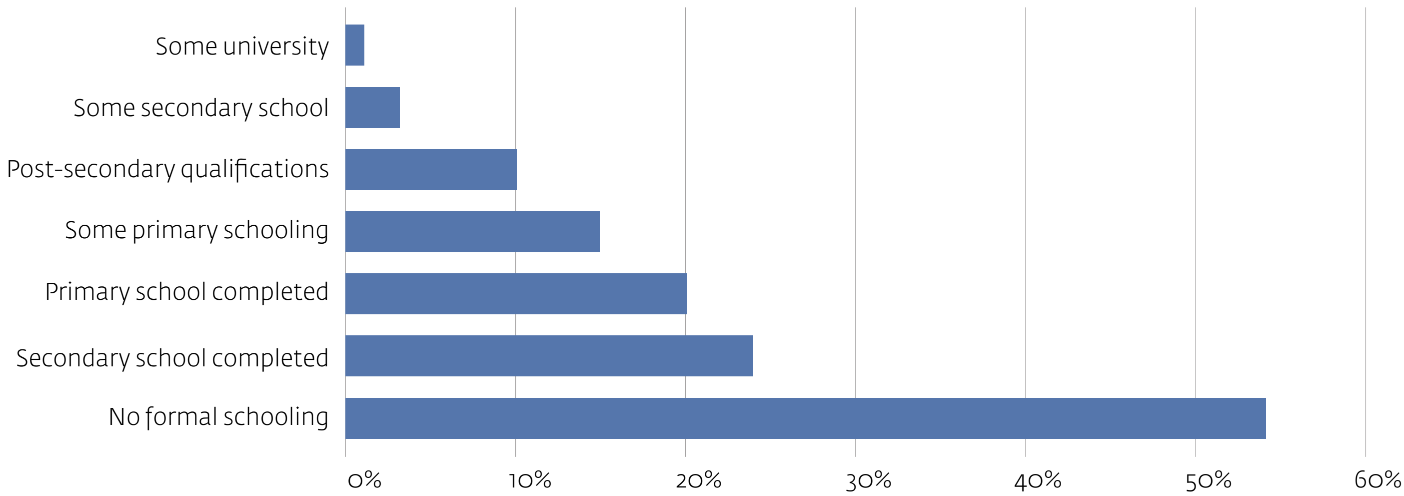
Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.5(a): Education level attained by traders, male respondents



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

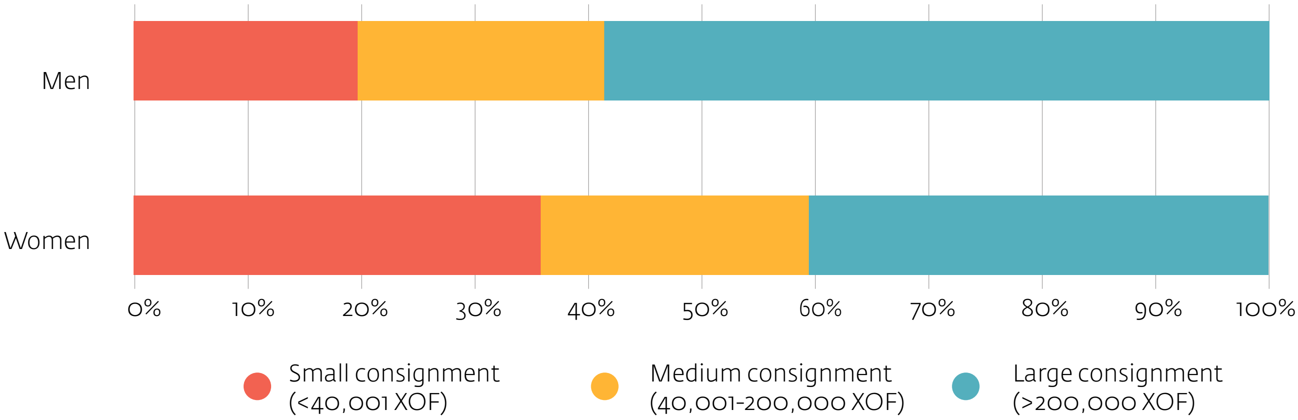
FIGURE 3.5(b): Education level attained by traders, female respondents



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Trading activity along the Abidjan-Ouagadougou corridor is the main source of income for virtually all respondents (79 percent), with women showing a higher dependence on trade for income than men. This is confirmed by insights from FGDs, whose participants identified trade as a major source of livelihoods; women often defined trading activities as "essential" to support their families and to allow for financial independence. On the other hand, as shown in Figure 3.6 below, quantitative findings suggest that the value of consignments traded by women is generally lower than men.

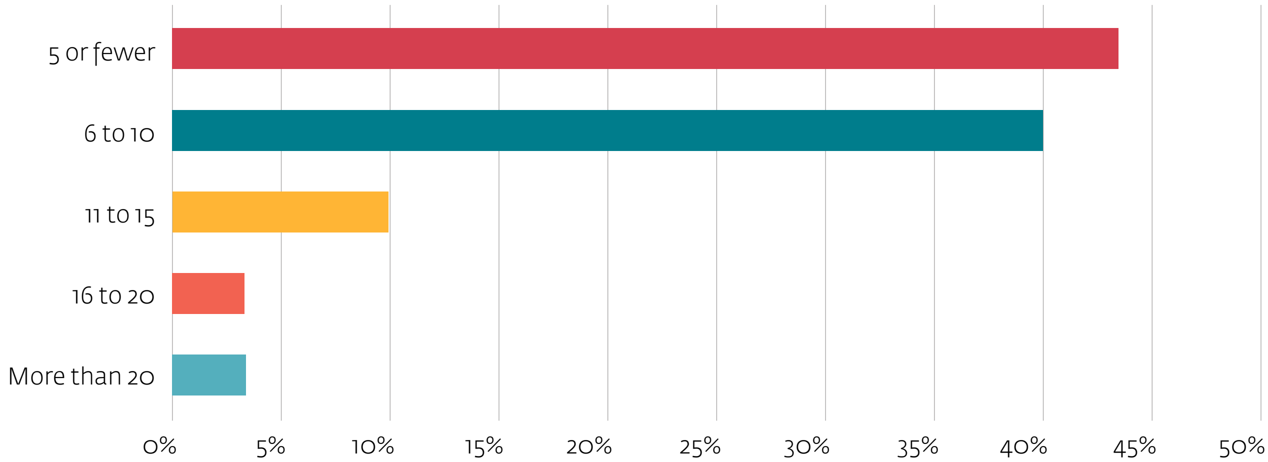
FIGURE 3.6: Consignment Size by Gender



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Traders are often members of large families. Over a half of traders (56 percent) have 6 or more dependents, and 3 percent even have more than 20 dependents (Figure 3.7a). The high level of dependents is the case for both women and men traders, but some men have a very high number of dependents. For example, 23 Percent of men traders have 11 or more dependents (Figure 3.7b), as opposed to only 8 percent for women (Figure 3.7c).

FIGURE 3.7(a): Number of dependents



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.7(b): Number of dependents, male respondents

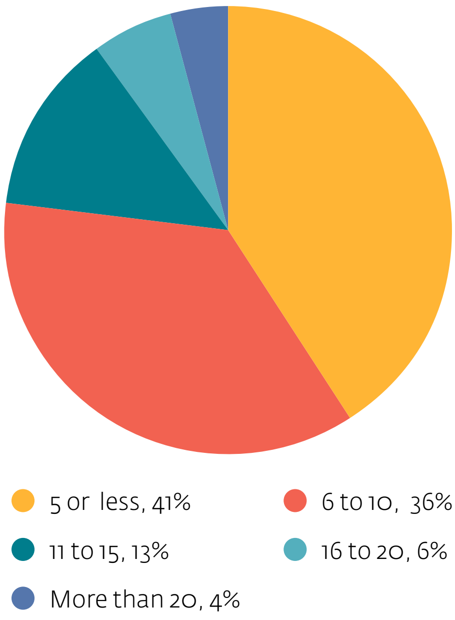
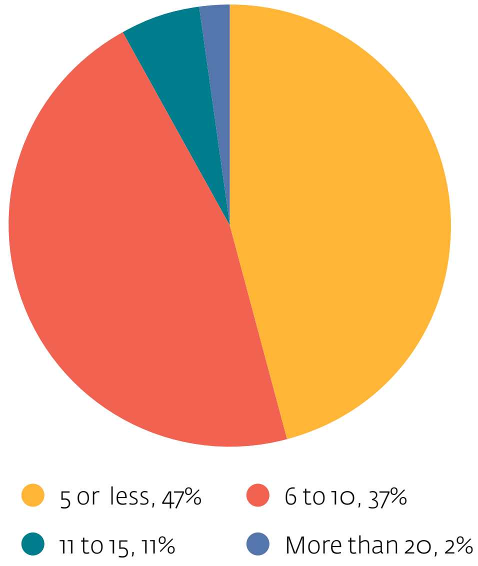


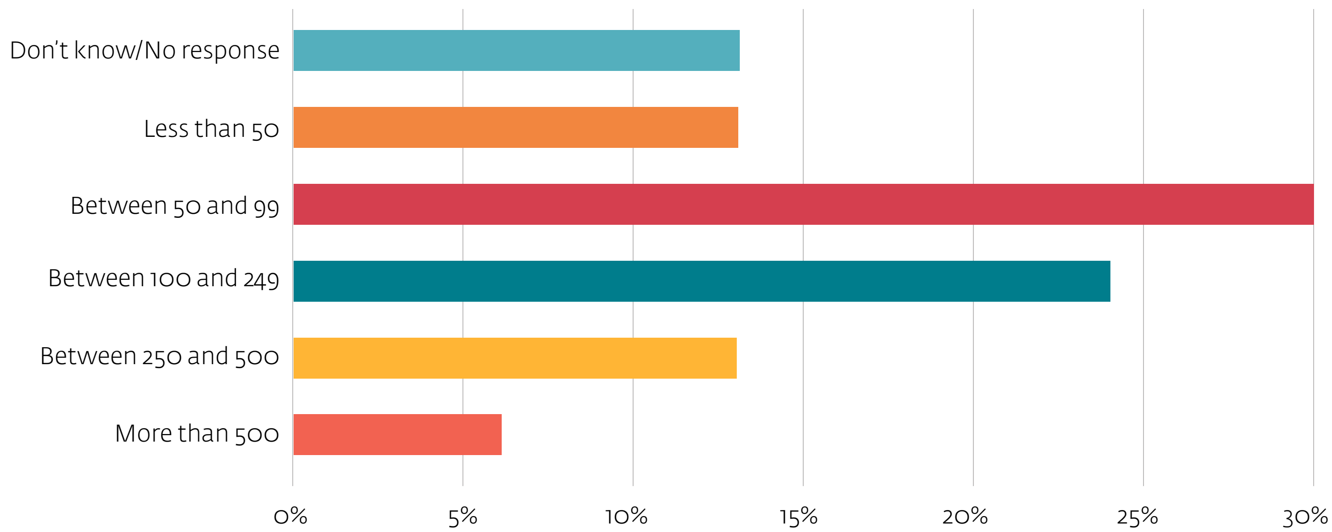
FIGURE 3.7(c): Number of dependents, female respondents



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

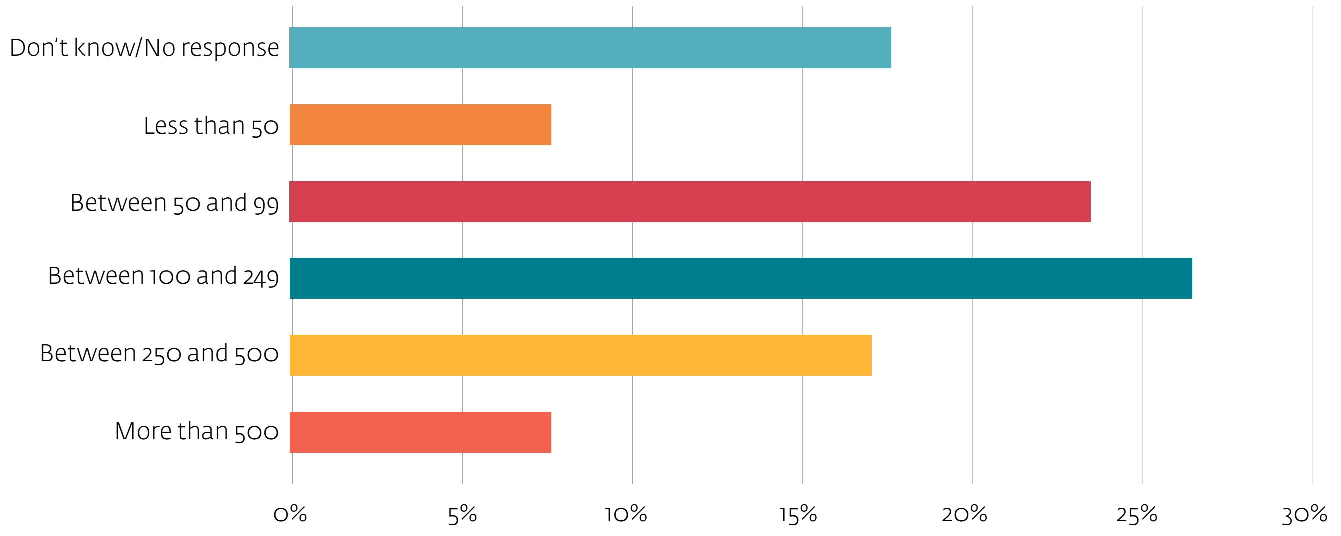
Compared to most corridors, a smaller share of traders (13 percent) did not mention their monthly income - a rate which was higher among men than women (figures 3.8, 3.9a and 3.9b). Of those who did, 54 percent declared that their individual monthly incomes fell into the bracket of $50 and $249, while 13 percent earned between $250 and $500 (and a small number above $500). On average men earn more, and women traders tend to be overrepresented in lower income brackets; for example, whereas only 8 percent of men traders received less than $50 per month, the share for women was much higher at 21 percent (Figures 3.9a and 3.9b).

FIGURE 3.8: Average monthly income (USD)



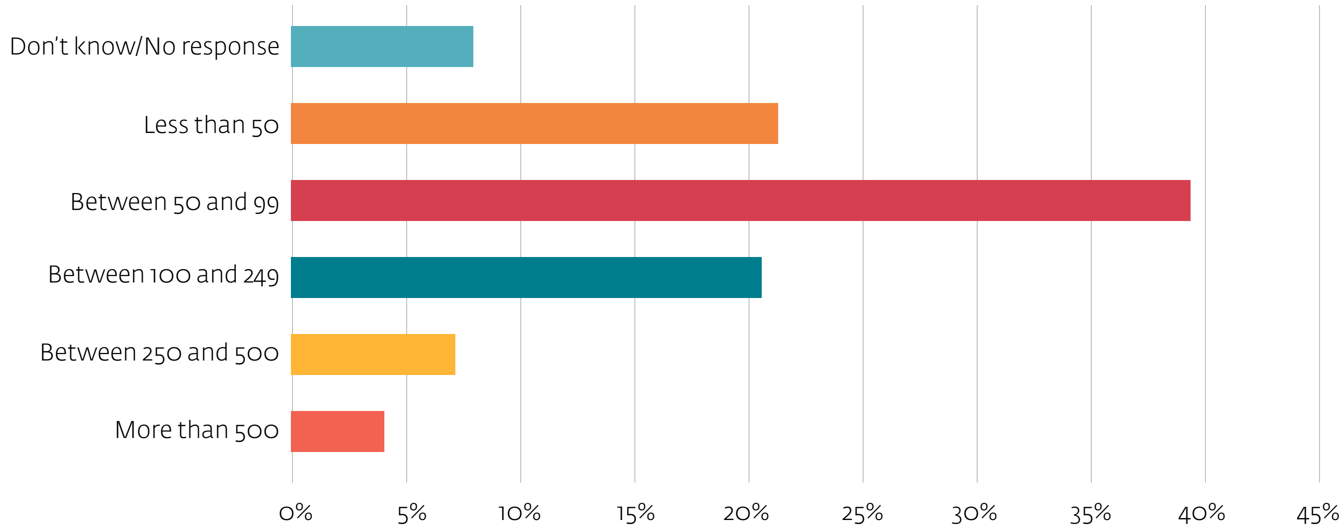
Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.9(a): Average monthly income distribution by gender, male respondents (USD)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.9(b): Average monthly income distribution by gender, female respondents (USD)



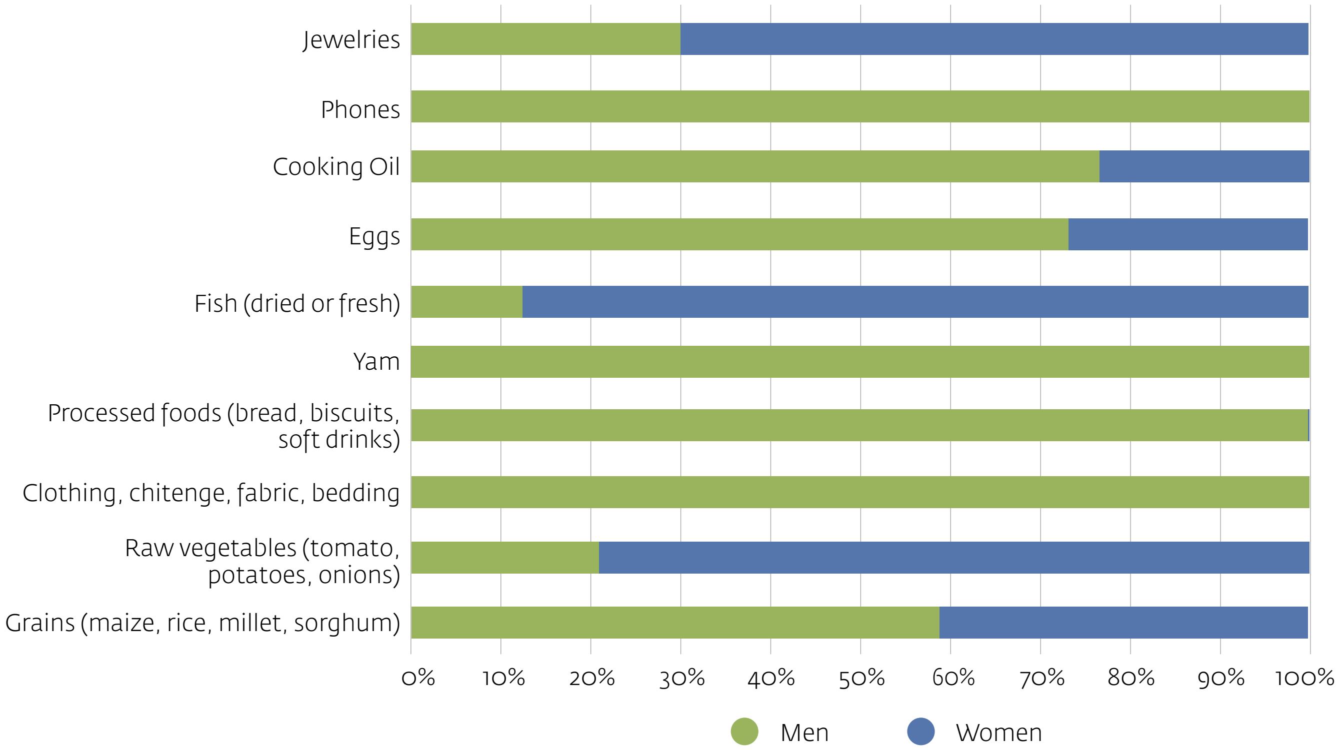
Source: *TFWA Small-Scale Cross-Border Trade Survey.*

3.1.2 *Market, distance travelled and transport*

Small-scale cross-border traders are typically regarded as border community individuals, specializing in agricultural produce and household wares, who travel to nearby markets – including over the border – to sell their goods. As analyzed below, the findings from the Abidjan-Ouagadougou corridor to some extent reflect this pattern of SSCBT, but a significant proportion of traders do not fit this pattern of the border community-based producer-seller. Indeed, several different types of small-scale traders can be distinguished, and business dynamics are much more complex.

A large proportion of traders turn out to be specialized in either food (45 percent or durable consumer products (30 percent) such as clothing, fabric and even machinery and parts. The remaining respondents either trade in construction materials, agricultural inputs, or livestock (2 percent), or a combination of products across category boundaries (5 percent). Also, disaggregating the traded products reveals a certain level of gender-specific specialization. For example, women traders are more likely to be involved in goods such as raw vegetables, clothing, dried fish and jewelry. (Figure 3.10). Conversely, men traders are much more likely to be engaged in processed foods, cooking oil, yam and phones.

FIGURE 3.10: Gender breakdown of Traders Who Offer Specific Products (top-ten product groups according to frequency of product offer)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*
Note: *It should be noted that 43 percent of traders in the sample are women.*

Another distinctive feature among traders concerns distance travelled to arrive at the market. The reported distance travelled declared by traders in the Abidjan-Ouagadougou corridor ranges from 3 to 36,000 km, with a median of 150 km and a mean value of 559 km. The 36,000 distance travelled by 1 respondent is likely a misunderstanding. The principal statistics calculated for this corridor exclude this number. About 1 percent travel less than 5 km, 48 percent between 5 km and 500 km, and 20 percent more than 500 km. Distance travelled correlates highly with the means of transport. For longer distances, two-track transport (car, bus, truck, train) dominates, while motorcycles, motorbikes, and muscle-propulsion (bike, cart, canoe, foot) are used mainly on shorter travel distances. Median distance travelled for two-track transport is 700 km (for both men and women traders), while for one-tracked transport (including muscle -propelled transport) the median amounts to 25 km. 87 percent of women use two-tracked transport and 12 percent one-tracked transport, while the ratio is 74 percent to 24 percent for men. The likelihood of women traders using two-tracked corridors is significantly higher than in most other corridors.

The two dimensions -- product specialization and transportation mode[4] -- give rise to a two-by-two matrix with four different types of small-scale traders: (i) food/one-tracked ("food-1"); (ii) food/two-tracked ("food-2"); (iii) durables/one-tracked ("durables-1"); and (iv) durables/two-tracked ("durables-2"). Table 3.1 below shows the percentages of traders that fall into each of the four categories. This classification covers 73 percent of all traders.[5] Despite some data limitations, in addition, there appears to be a high correlation between mode of transport and distance travelled, whereby two-tracked transportation correlates with longer distances, and one-tracked is associated with shorter distances.

TABLE 3.1: Distribution of Traders by Product and Transport Classification

Product	One-track transport (motorcycle, bike, cart, canoe, foot)	Two-track transport (car, bus, truck, train)
Durables only (%)	4%	26%
Food only (%)	11%	32%

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Imagery analysis provided by IPSOS also revealed some useful points vis-à-vis 2 markets along the corridor (unusually the imagery data were less useful for 2 of the markets: one was too small, and for the other imagery is restricted). As with border markets in other corridors, the average distance travelled by traders based in Bobo-Dioulasso was relatively high at 90 kilometres. This implies a significant measure of long-distance trade. By contrast, the average distance travelled by traders at Bouake, by far the largest market on the corridor, averaged only 29 Kilometres because the majority of traders are primarily conducting local trade.

TABLE 3.2: Travel Distance by Traders Based on Imagery Analysis

Market	Average daily count	Average distance traveled (km)	Inferred modality of transport
Ouangolodougou	N/A	N/A	N/A
Bouake	320	29 km	Car
Niangoloko	10	N/A	N/A
Bobo-Dioulasso	90	90 km	Car or truck

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Notes: *1. The counts provided consider all traders that come to the survey site irrespective of whether they are in-country traders or cross-border traders.*
2. Ouangolodougou in Côte d'Ivoire market is in a region where imagery is censored/restricted by the government, and open access is prohibited. An imagery analysis of the market was therefore not conducted by IPSOS.

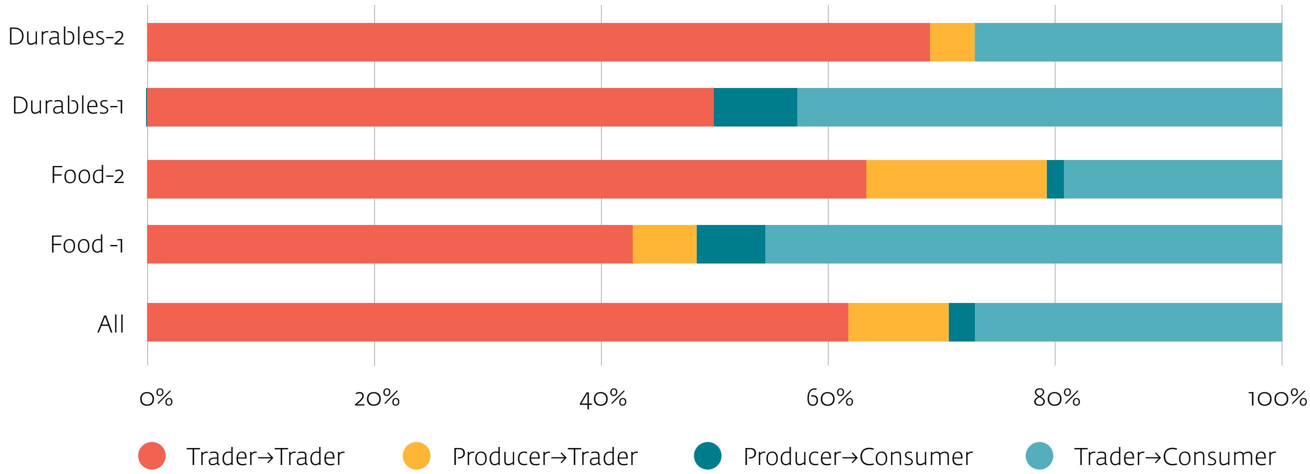
4 This classification uses the means of transport rather than the actual travel distance, as information on the transport means is available for all respondents, while only 204 out of the 297 respondents (69 percent) could quantify the distance travelled.

5 As discussed earlier, the remainder consists of mixed product traders, livestock and production input traders, and non-responses.

The vast majority of traders serving markets in the Abidjan-Ouagadougou corridor buy their goods from wholesalers or retailers (78 percent), and only 22 percent produce the goods themselves or buy them directly from farms or other third-party producers. Only food traders purchase a substantial share of their products from producers, while small-scale traders in durables obtain their merchandise overwhelmingly from other traders (wholesalers or retailers).

Longer distance small scale traders (two-tracked) obtain their merchandise from other traders, though food traders also purchase a significant purchase share of their products from producers (figure 3.11). Concerning the destination of goods, shorter distance (one-track) traders in both food and durables are more likely to sell to final consumers. This may be because, in some cases, the traders produce the goods themselves.

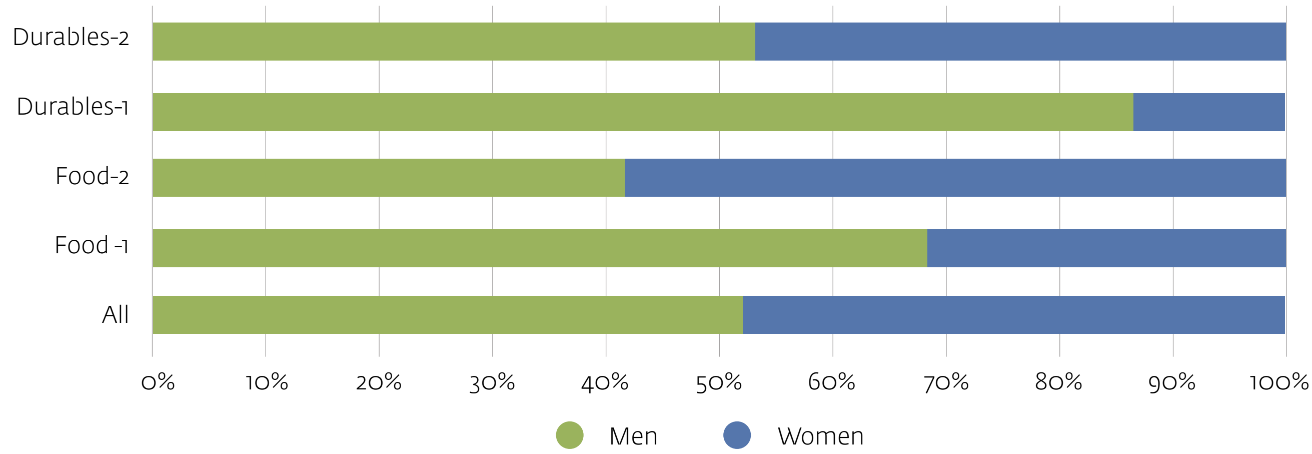
FIGURE 3.11: Origin and Destination of Merchandise by Trader Type



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

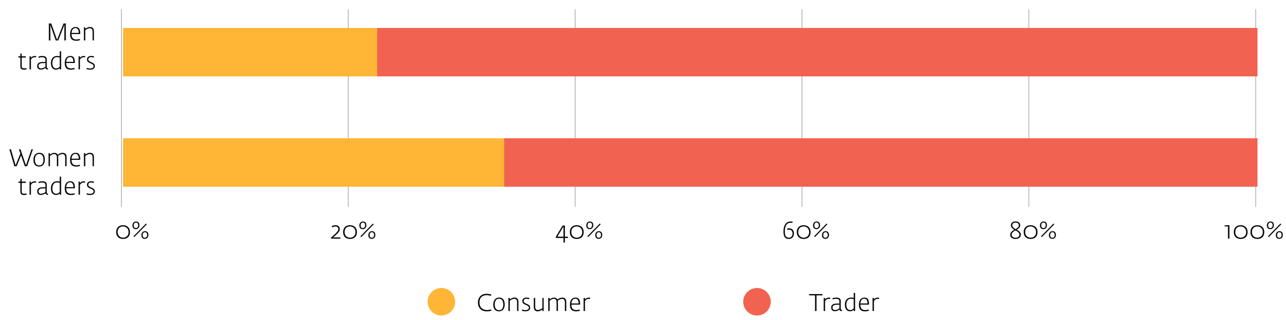
Women traders participate across all types of trade in the Abidjan-Ouagadougou corridor. Women comprise 48 percent of the respondents and, apart from 1-track durables (which are a small share of all trade), represent between 31 and 58 percent of traders in the other three categories (figure 3.12). (Bearing in mind that, livestock trading, which is not covered by this trader typology, is heavily male dominated.) Women small-scale traders are also more consumer-oriented than male traders. 34 percent of all women in the sample sell their goods to consumers in the market, while this is the case for only a 23 percent of men (figure 3.13). This said, most of the trade by women and men is with other traders, in other words reflecting their role in longer-distance trade patterns (as indicated by distances travelled by traders above).

FIGURE 3.12: Gender of Respondents by Trader Type



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.13: Sales Destination by Gender of Respondents

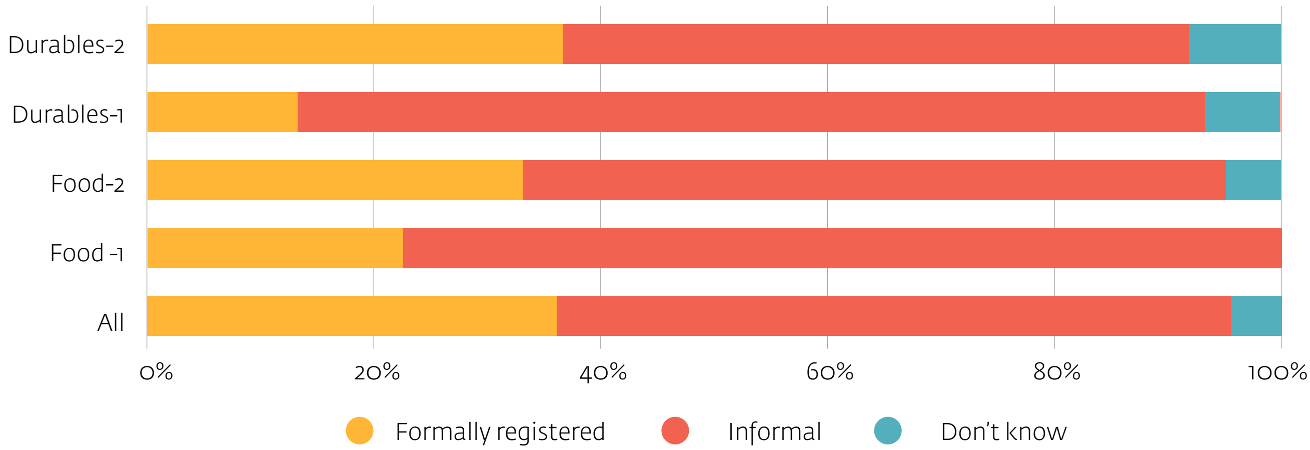


Source: *TFWA Small-Scale Cross-Border Trade Survey.*

3.1.3 *Business status and dynamic of traders*

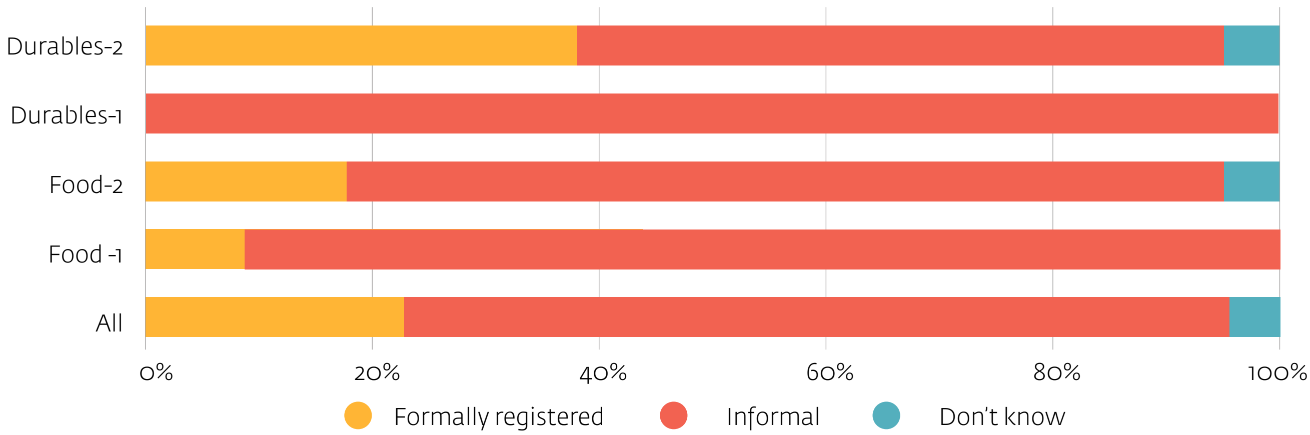
About a third of all traders are registered business owners, while the remainder are informal operators or not sure about the status of their activity. The highest extent of formality is observed for long-distance traders of durables, and the highest degree of informality for short distance durables traders (Figure 3.14). Men are twice as likely than women to formally register their business. 46 percent of all men reported a formal activity, while the same was the case for only 23 percent of women (Figure 3.15 and 3.16). In essence this reflects differences in the types of product traded: there was no or little formalization of business at all among women trading inone-tracked (short distance) transportation mode (Figure 3.15).

FIGURE 3.14: Formal Business Status by Trader Type



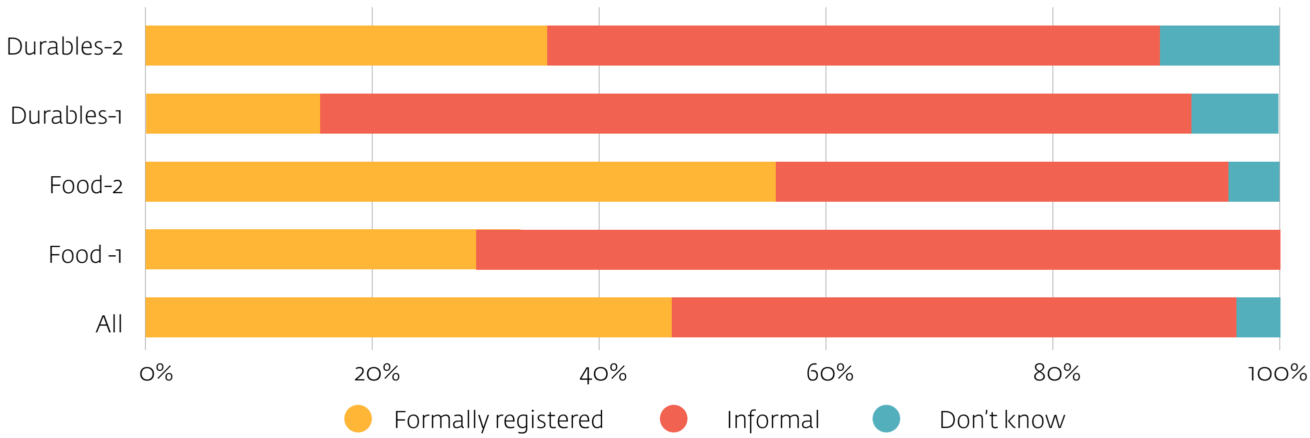
Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.15: Formal Business Status by Trader Type, Female Traders



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.16: Formal Business Status by Trader Type, Male Traders

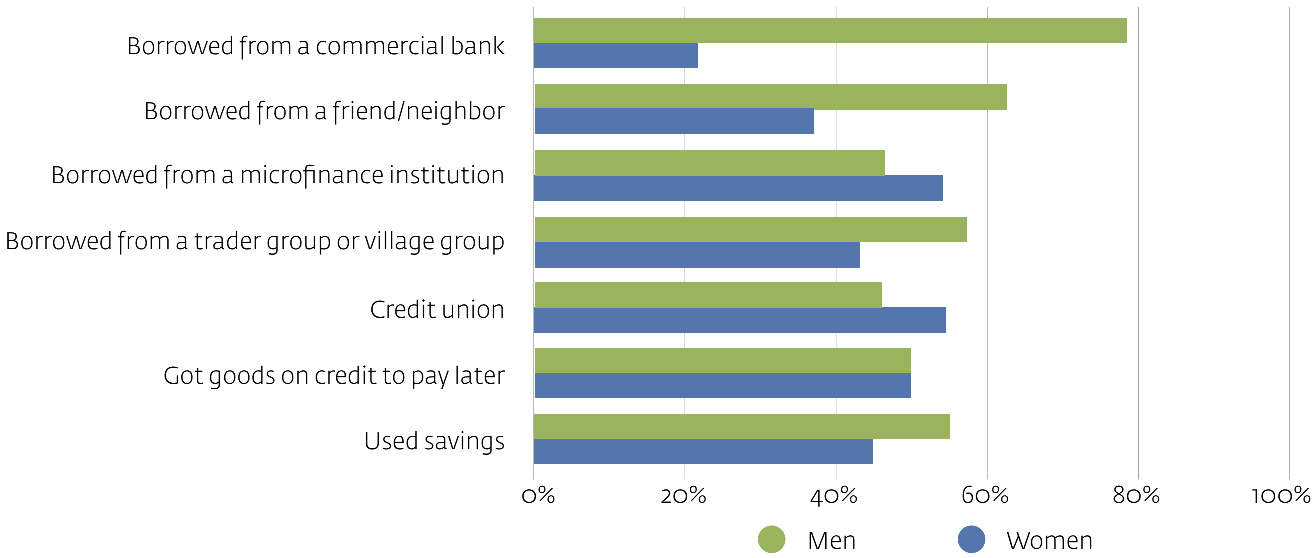


Source: *TFWA Small-Scale Cross-Border Trade Survey.*

About 36% of all respondents are members of an association of traders, with membership being more prevalent among women (41 percent) than men (32 percent), and among formal traders (45 percent) than informal ones (30 percent). One reason for the low rate of association membership might be the perceived lack of effectiveness of the available organizations. Only 6 percent of all respondents reported that over the past six months they had received information on market prices, laws, regulations, market news or taxation from a trade association. Instead, most respondents obtain market-relevant information from other traders in the market or from friends back home.

A quarter of small-scale traders (26) percent) are self-financed and rely on their accumulated savings to fund their operations. Others borrow from friends (12 percent) and family (4 percent) or operate on supplier credit (7 percent). Only a relatively small minority take out loans from a commercial bank (9 percent) or a microfinance institution (4 percent). There are some differences between men and women. The former are much more likely to borrow from banks or friends and neighbors, while women have a relative preference for microfinance institutions or credit unions (figure 3.17).

FIGURE 3.17: Sources of Finance by Gender



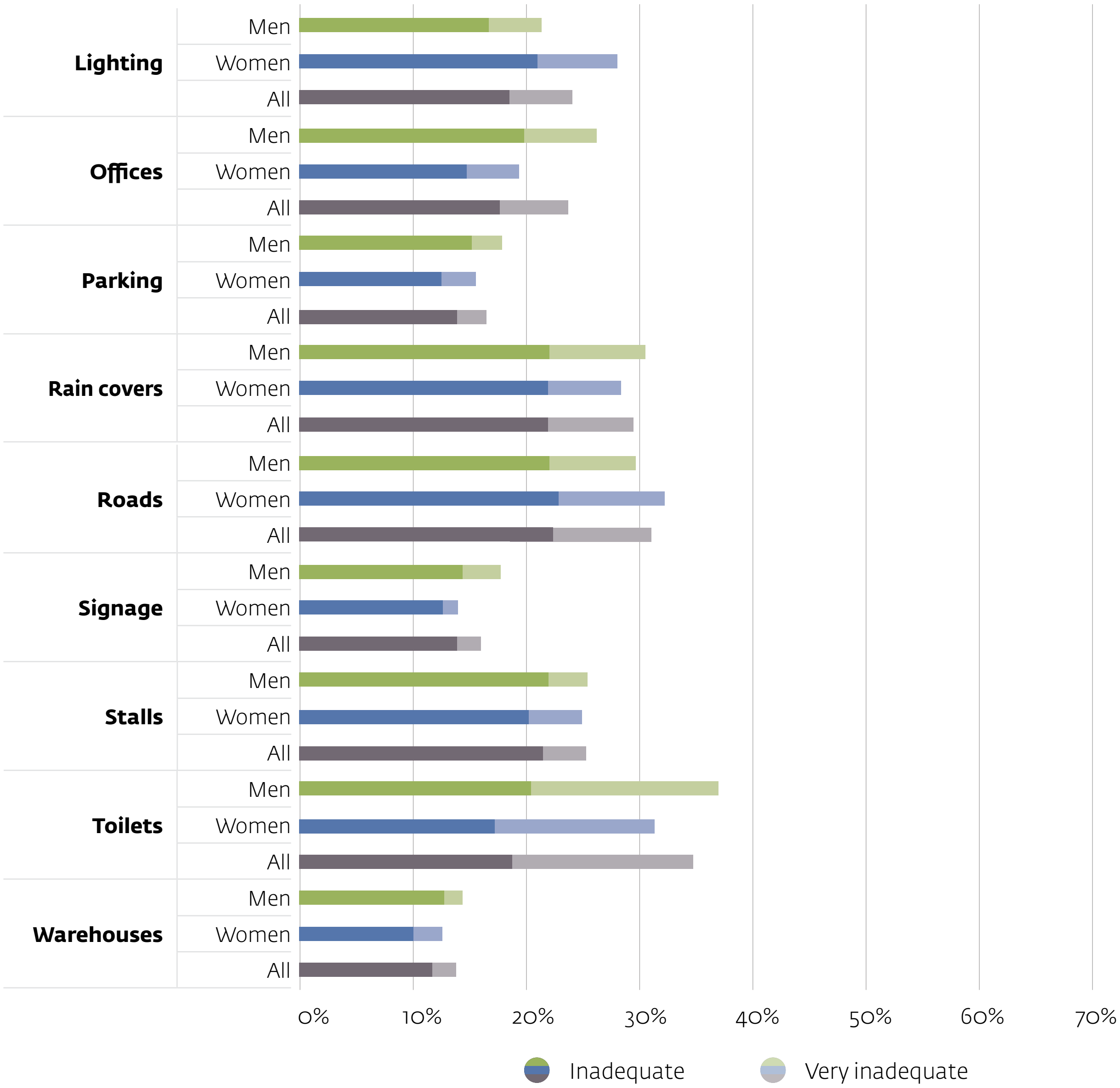
Source: TFWA Small-Scale Cross-Border Trade Survey.

Notes: Traders use multiple sources of finance, so the different sources do not sum to 100 percent.

3.1.4 Traders' Perceptions of Market and Border Conditions

Though many small-scale traders on the Abidjan-Ouagadougou corridor have an unfavorable impression of market infrastructure that is available to them in all four locations, the level of dissatisfaction is far less than along most other corridors. Only around 15-20 percent of all respondents assessed all infrastructure facilities in markets as being very inadequate. The facilities that are viewed most critically are toilets, roads, rain-cover and lighting (figure 3.18). Across most facilities, men overall perceive the infrastructure deficits as being more pronounced than women (a reversal of the situation in other corridors), though in most cases there is not a big difference in perceptions by gender of respondent

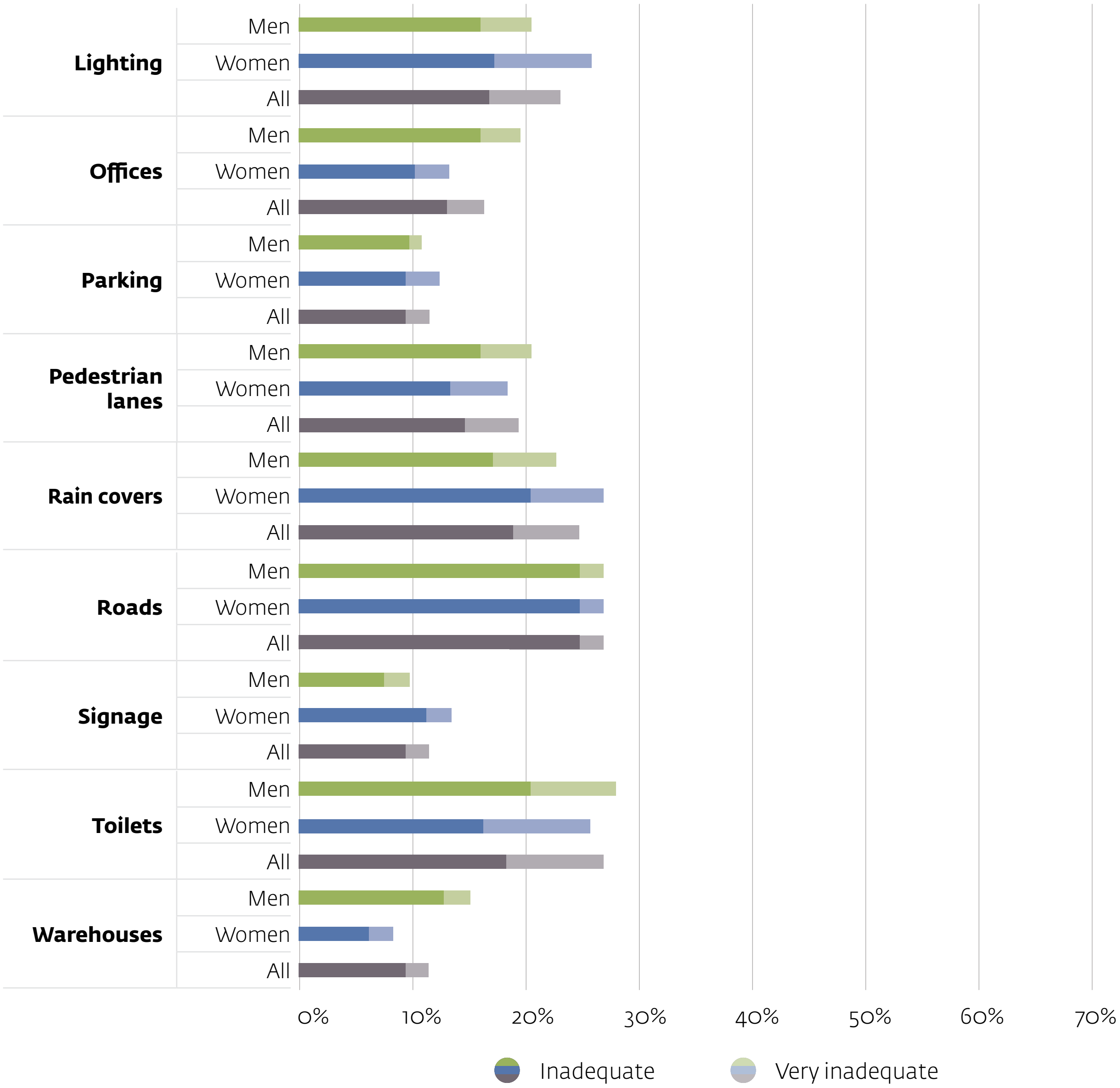
FIGURE 3.18: Trader Perceptions on Market Infrastructure by gender of Respondent



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Up to quarter of small-scale traders have a negative perception of infrastructure quality at the border between Burkina Faso and Côte d'Ivoire, depending on the facility. As with market infrastructure, this level of concern is lower than in other corridors. Toilets, rain-cover, roads and border offices receive the most criticism (figure 3.19). Perceptions of infrastructure do not vary much by gender, but for instance men are more likely to mention border offices and warehouses, whereas women are more concerned about lighting and rain-cover.

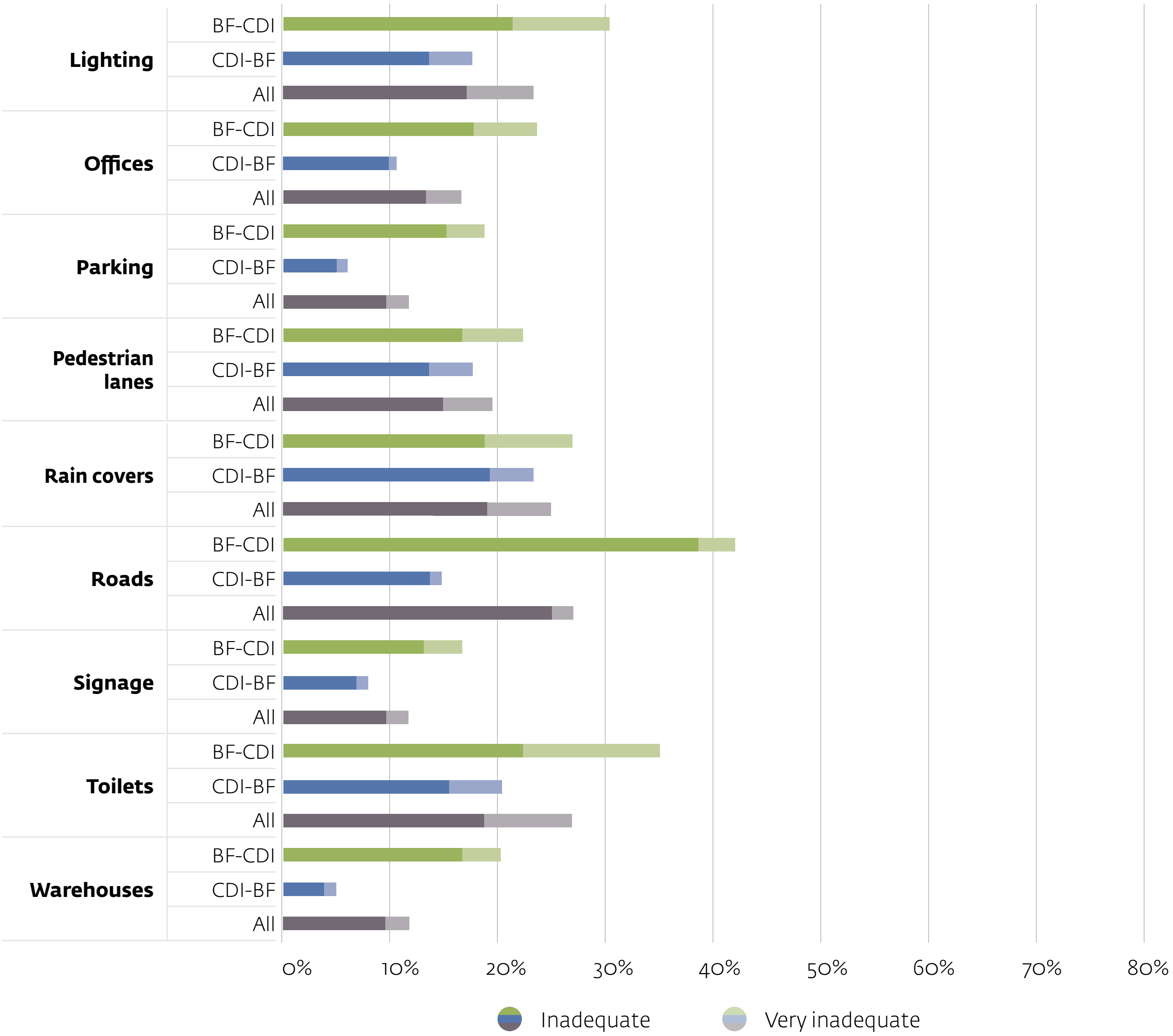
FIGURE 3.19: Traders' Perceptions on Border Infrastructure by Gender of Respondent



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Traders' perceptions of border infrastructure facilities are more negative of the facilities on the Burkina Faso side, than their equivalent in Côte d'Ivoire. The biggest gaps in quality are in facilities such as roads, lighting and toilets.

FIGURE 3.20: Trader Perceptions on Border Infrastructure by Border Side



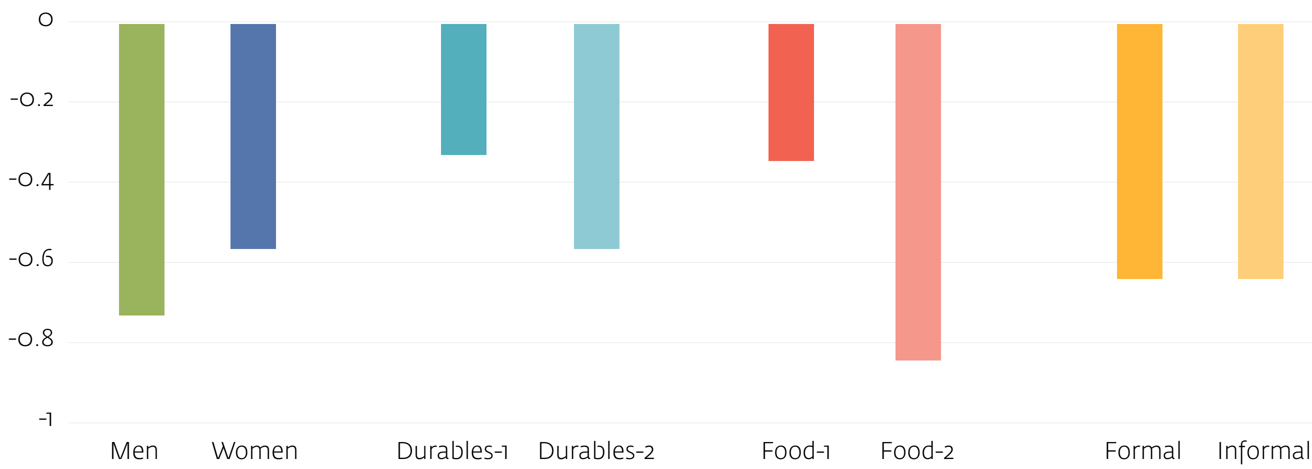
Source: TFWA Small-Scale Cross-Border Trade Survey.

Note: BF-CDI refers to the Ouagadougou-Abidjan corridor (in Burkina Faso), and CDI-BF to Abidjan Ouagadougou (in Côte d'Ivoire).

The assessment of border clearance procedures shows a mixed picture. A majority of the 297 traders who responded to the question rated border clearance as being complex (54 percent), of which 21 percent assessed the procedures even as being very complex. On the other hand, 20 percent perceived border clearance as being simple, and some of these respondents (15 percent) even viewed border clearance as very simple. The remainder (8 percent) had a neutral position.

If the intervals on a five-point Likert scale are assumed to be equal, an average assessment score for border clearance can be calculated as the weighted average of individual ratings. Applying weights from minus two for very complex to plus two for very simple, there are notable differences across trader types and groups (Figure 3.21). In particular, men perceive a worse border clearance experience than women, possibly because they are more involved in long-distance trade and durables. There is little difference between formal and informal operators vis-à-vis customs clearance procedures, which differs from most corridors (unregistered businesses normally find procedures more cumbersome). Overall, long distance trade in food and durables is deemed complex, leading to a worse trader experience. It is noteworthy that individuals who perceive the border clearance procedures as being very complex also report a higher-than-average border clearance time (the average for very complex is a clearance time of 4.5 days).

FIGURE 3.21: Trader Perceptions on Border Clearance by Gender, Formality Status, and Trader Type (average score on a scale from -2 to +2)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

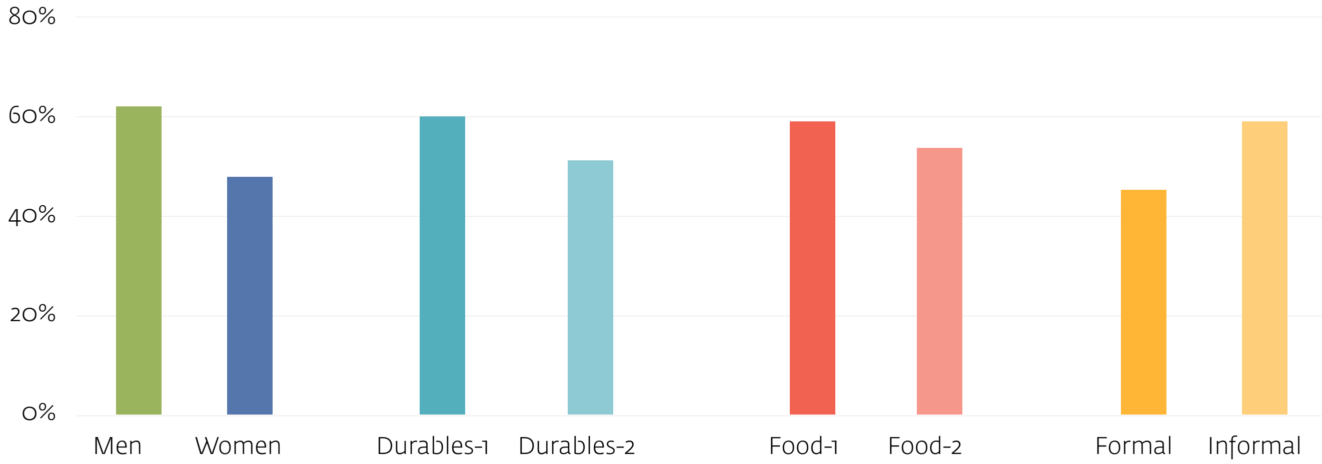
Most traders claim to have little if any awareness of trade rules, regulations and procedures at the border. For example, only 4 percent of traders are aware of existing regional provisions, such as the ECOWAS Common External Tariff and the Trade Liberalization Scheme. This lack of knowledge is similar for men and women.

3.1.5 *Traders' exposure to facilitation payments and security issues*

Small-scale traders pay border clearance fees, notably at Customs, but also at other agencies (e.g., immigration, phytosanitary control). Over 60 percent have been asked for facilitation payments at some point. About 19 percent of individuals claim that this is always the case, 15 percent report that they are often asked for bribes, 4 percent mention sporadic demands, and 10 percent told the enumerators that they sometimes receive requests for irregular payments. On the other hand, many traders report that they have never been confronted with demands for facilitation payments.

Contrary to some earlier findings on bribery and corruption,[6] the share of women who report being asked at least sometimes to make facilitation payments (47 percent of women) is markedly lower than the corresponding share of men (62%) (Figure 3.22). (These rates for both men and women are higher than most other corridors.) Given the preponderance of women in short-distance cross-border trade, it is possible that this is reflected in the lower demand for facilitation payments in 'one-tracked' food and durables. Informal operators are more likely to be exposed to facilitation payments.

FIGURE 3.22: Exposure to Facilitation Payment Demands by Gender, Formality Status and Trader Type (share of individuals who were at least sometimes asked for facilitation payments)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Note: *"Sometimes" represents the aggregation of responses "always", "often", "sometimes", "sometimes when I need to renew permit / pass", and "sporadically".*

Survey findings on facilitation payments emerging from quantitative and qualitative interviews are contrasting. Quantitative results, as seen above, suggest that facilitation payments are not a major constraint for traders (though more so in this corridor based on traders' responses). However, Focus Group Discussions (FGDs) on facilitation payments reinforce traders concerns about facilitation payments. Quantitative results from FGDs, underscored the quantitative findings on bribery because survey respondents - especially women – appear to have felt more comfortable about opening up on such sensitive issues in a group setting. It is also worth noting that, in order to reduce the sensitivity of certain questions, the expression "facilitation payments" was used in the quantitative questionnaires instead of the more straightforward "bribe" term, which may have contributed to creating some confusion.

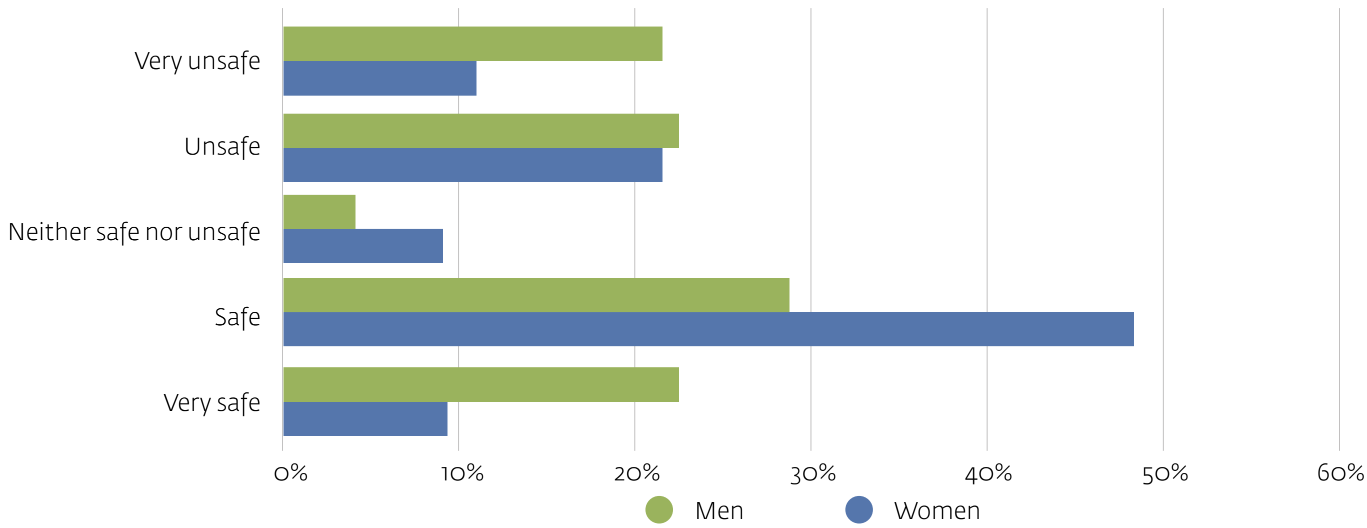
6 See, for example, Simavi, S., C. Manuel, and M. Blackden, 2010. Gender Dimension of Investment Climate Reform. Washington, D.C.: The World Bank.

Participants in group discussions also lamented the systematic lack of justification or explanation for such payments, as well as the limited information made available by authorities on formal clearance requirements and poor awareness by traders on the same – however, facilitation payments appeared to be sometimes perceived as the only way to easily cross the border and conduct business activities undisturbed.

Lack of cross-border safety and security is a concern for a substantial share of traders on the Abidjan-Ouagadougou corridor. On average, 43 percent of men and 33 percent of women reported to feeling unsafe, or very unsafe, at the border (Figure 3.23). This level of concern is less than other corridors; and normally women are more likely to report feeling unsafe.

The feeling of insecurity at the border is at times reinforced by inappropriate behavior by border officials. Many traders report that they have witnessed verbal or physical harassment at least once over the past six months. Many men and women claim to be subject to this form of abuse, maybe even multiple times a day. Police, customs, and immigration officers are most frequently cited as the perpetrators, with men much more likely to report harassment than women (Figure 3.24). Moreover, nearly 20 percent of traders have heard of a case of sexual harassment over the past 6 months,[7] and many respondents claim to have been subject themselves to such inappropriate advances. These survey results are also supported by the FDGs where discussants extensively shared the experience of verbal abuse and harassment. In the quantitative survey, women appear to suffer less from verbal, physical and sexual harassment, but to some extent this is an artefact of the methodology and its application (e.g., most researchers were men). Women are more likely to mention harassment in FGDs.

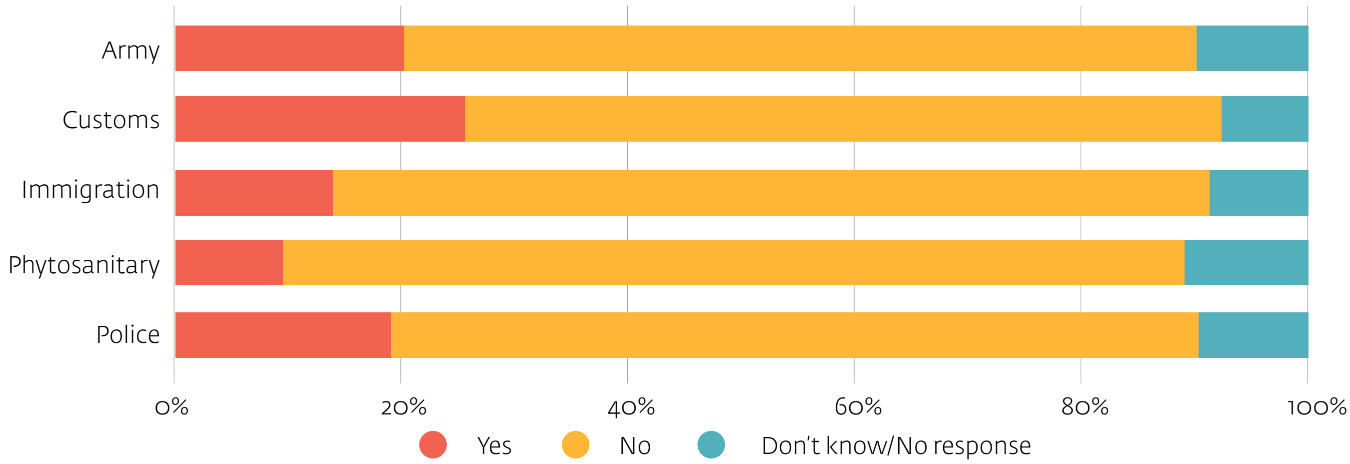
FIGURE 3.23: Border Safety Assessment



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

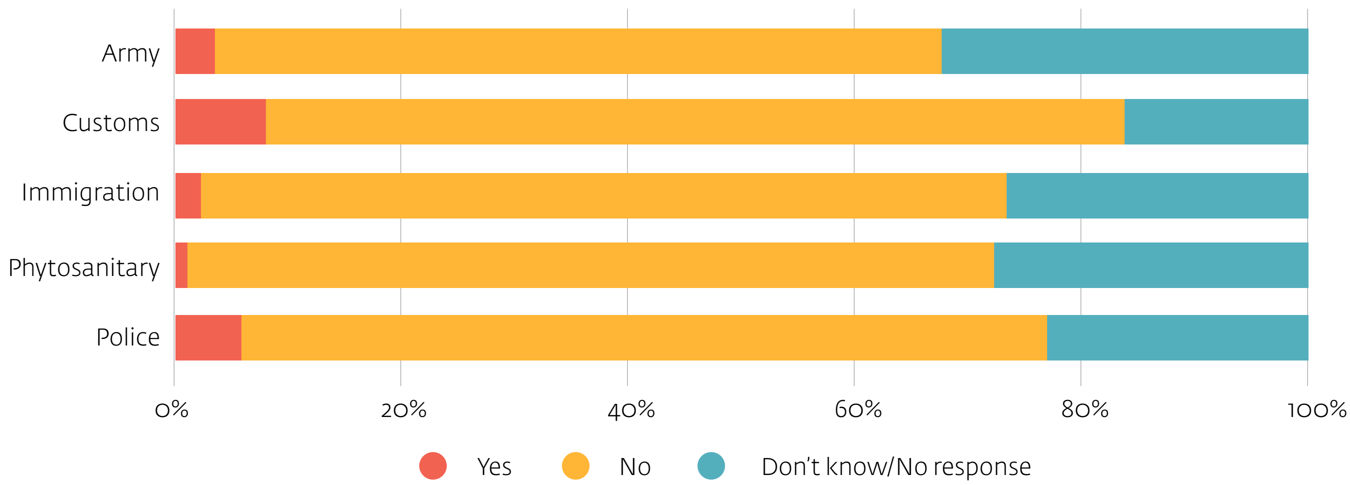
7 Comprising cat calls, unwelcome touching, winking, lips liking, name calling, patting, punching, stroking, squeezing, tickling, pinching, or brushing of body parts.

FIGURE 3.24(a): Verbal or physical harassment, male respondents



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.24(b): Verbal or physical harassment, female respondents



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

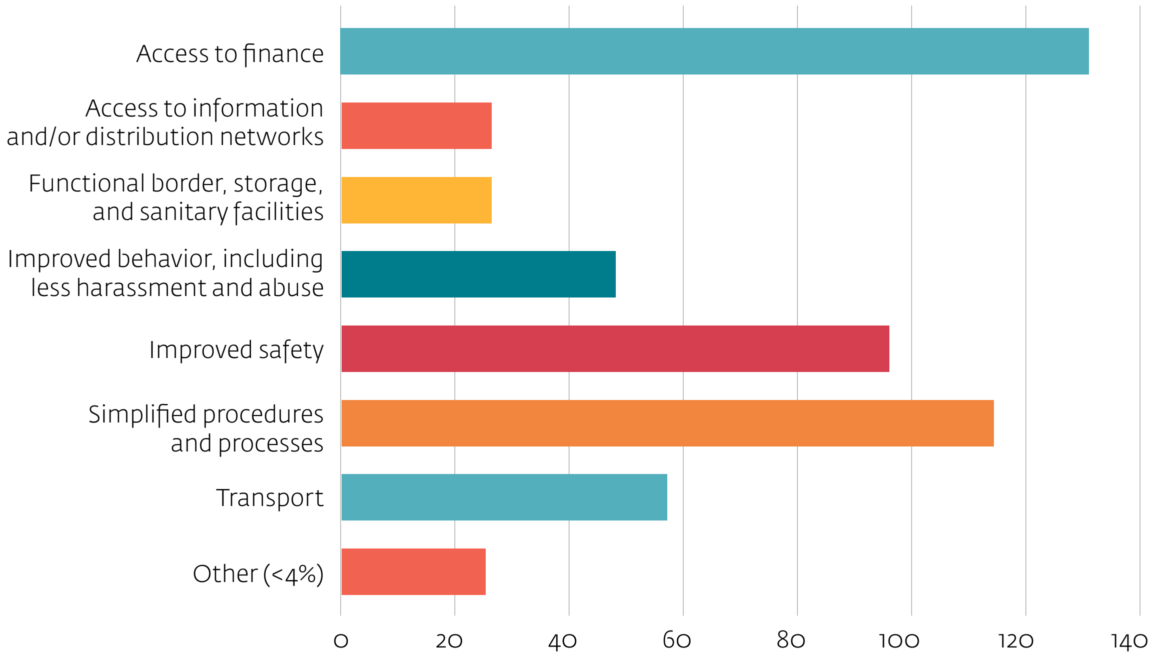
3.1.6 Traders' Views on policy priorities

When asked about their priorities for improvements to the border environment, traders on the Abidjan-Ouagadougou corridor especially prioritize improved safety, access to finance, simplified procedures and transport (Figure 3.25).[8] There are differences in the order of these priorities among men and women; for instance, access to finance is most prioritized by men, while improved safety is mentioned most by women[9]. Improved behavior (less harassment and abuse) is perhaps surprisingly low in priorities supported by traders.

8 Respondents were asked to rank their top three priorities in the survey, so it is possible to take advantage of the relative ranking in order to obtain a clearer picture of the priorities for border environment improvement.

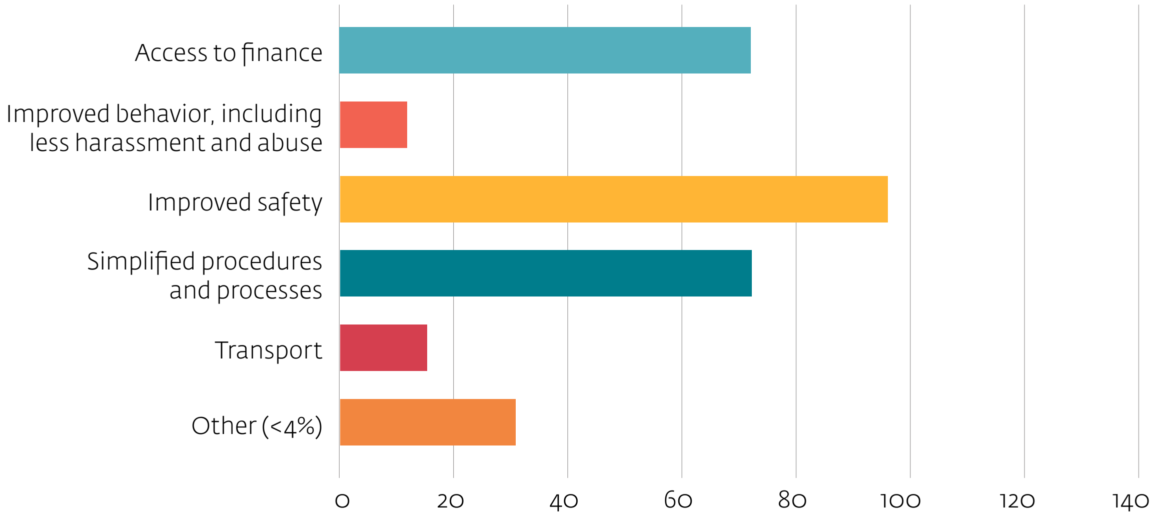
9 Women's prioritization of safety is in contrast to their relative response to feeling safe (compared to men), which underlines that the point that women sometimes do not feel comfortable about speaking on such issues (especially sexual harassment) on a one-to-one basis (noting also that frequently the interviewer is a man). As mentioned, in contrast they are more likely to bring such issues up during FGDs.

FIGURE 3.25(a): Priorities for Improvements to the Border Environment, Male Traders (weighted priority score)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

FIGURE 3.25(a): Priorities for Improvements to the Border Environment, Female Traders (weighted priority score)

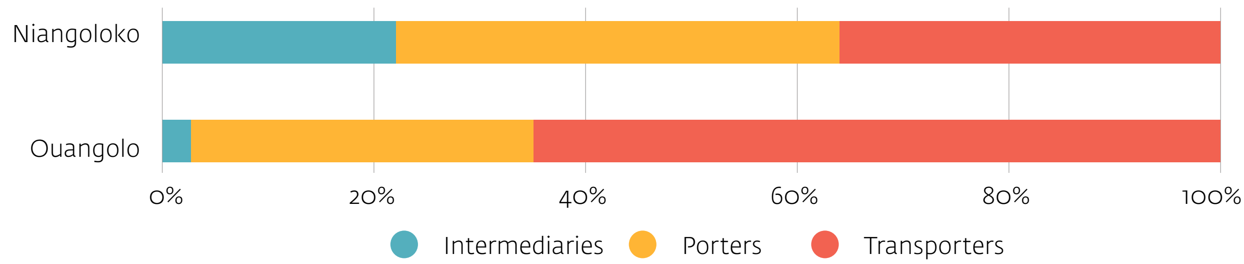


Source: *TFWA Small-Scale Cross-Border Trade Survey.*

3.2 Porters, Intermediaries, and Transporters

A total of 166 individuals who served the markets of Ouangolodougou (80 respondents) and Niangoloko (86 respondents) as porters, intermediaries, or transporters (PITS) were interviewed for the survey. Porters are individuals who transport goods back and forth across the border (as well as to and from the border), using either carts, bicycles or headload. They are directed in their work by traders, as well as intermediaries (on behalf of traders). Transporters ship cargo across borders using a car, mini-van, bus or trucks for bigger loads. Intermediaries either take orders on behalf of traders and help make arrangement to transport their goods across the border or help traders to process their documents and clear their goods. The transfer of goods across borders are not necessarily linked to traders crossing the border; it may be that one trader carries goods to the border, and they are transferred to another trader on the other side who transports them further. The sample contains sizeable numbers of transporters and porters in both markets, but there were few intermediaries in Ouangolodougou (Figure 3.26).

FIGURE 3.26: Sample Composition at Border Markets



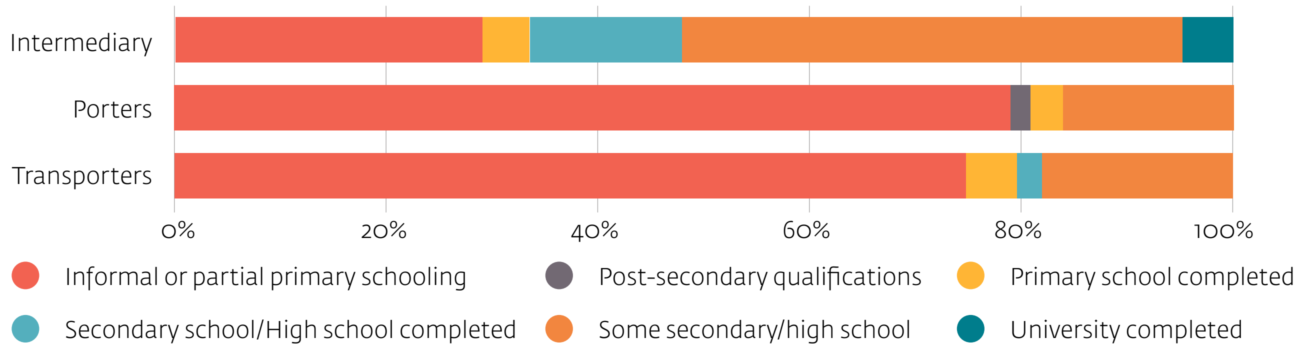
Source: *TFWA Small-Scale Cross-Border Trade Survey.*

3.2.1 *Characteristics of Service Providers*

Service provides on the border along the Abidjan-Ouagadougou corridor are entirely men, showing differences in age, educational attainments and income levels based on the role they perform. The physically very demanding job of a porter is carried out by relatively young service providers, while intermediaries and transporters tend to be older. In terms of formal education, there are some differences between the groups of service providers. Nearly 60 percent of porters have no, informal or primary school teaching (with the rest have partly or fully completed secondary schooling), this share is the same lower transporters[10] but very much lower for intermediaries (19 percent) (figure 3.27). Of the last group, around 80 percent have completed some secondary education or higher, which is commensurate with the duties they perform.

10 In most corridors, the education gap between porters and transporters is higher, with a somewhat larger share of transporters have secondary schooling. In this respect, the low educational level of transporters on this corridor is unusual

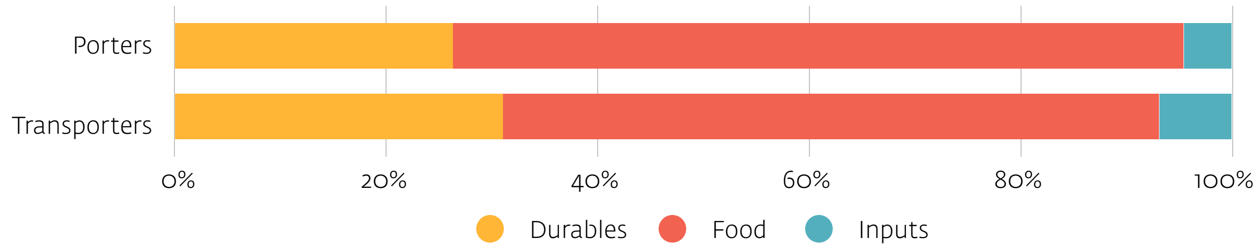
FIGURE 3.27: Highest level of educational attainment by type of service provider (percent)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

In general, four-wheeled vehicles available to transporters make it possible to ship heavier and bulkier products than the two-wheeled or foot-based propulsion of porters. This fundamental difference is normally reflected in the products that the two groups of service providers carry. A larger share of porters carry food products, while transporters carry more durables, livestock, and inputs (such as construction material, timber, fertilizer, or animal feed). On the Abidjan-Ouagadougou border, although a slightly higher share of transporters (10 percent) do indeed carry durables compared to porters (6 percent), the gap is far lower than in other corridors (figure 3.28).

FIGURE 3.28: Transported Products
(share of individuals who carry the respective products)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

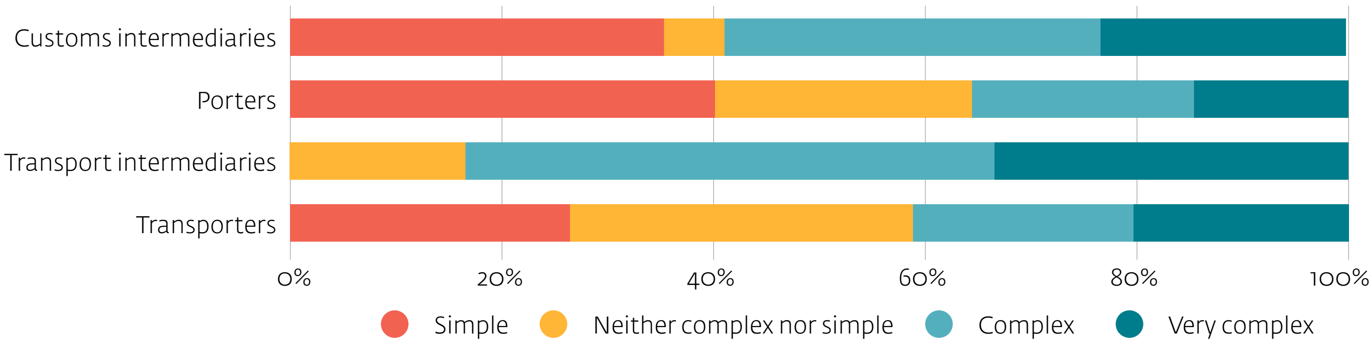
3.2.2 *Service Providers' Perceptions on Border Conditions*

Service providers have a more positive perception of border procedures compared to traders, but this varies by type of provider. Customs and transport intermediaries are service providers that most deem procedures to be 'most complex/very complex' overall, followed by porters and transporters (figure 3.29). In other corridors, customs intermediaries tend to consider border procedures simpler compared to other service providers (because they are used to the nitty gritty of such activity) and porters are more likely to complain that they are complex. This reversal may reflect the types of goods transported (e.g., porters mostly carry short-distance food items).

Over 50 percent of service providers on the Burkina Faso-Côte d'Ivoire border regarded theft as rare or very rare (figure 3.30). Nevertheless, it is not uncommon, with about 30-40 percent of service providers expressing concern about theft to some degree (customs intermediaries and transporters were particularly concerned).[11]

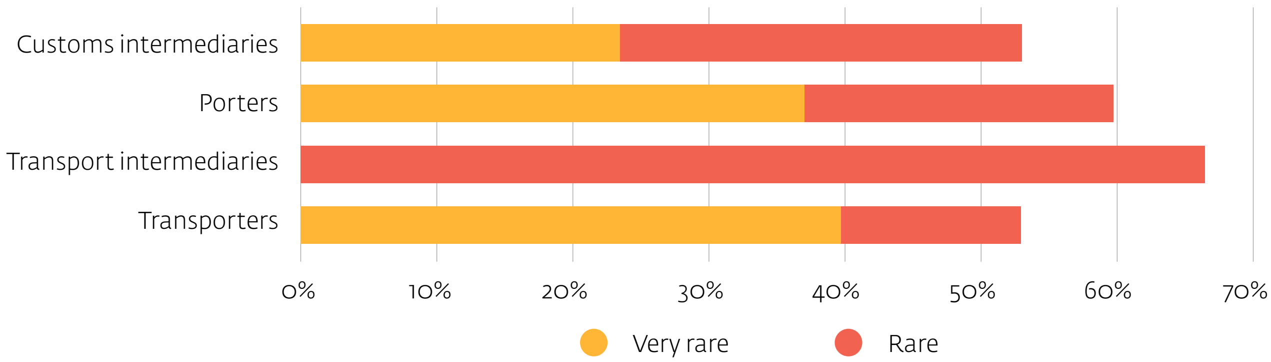
11 Don't knows are excluded from these calculations.

FIGURE 3.29: Service Provider Perceptions on Border Clearance



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

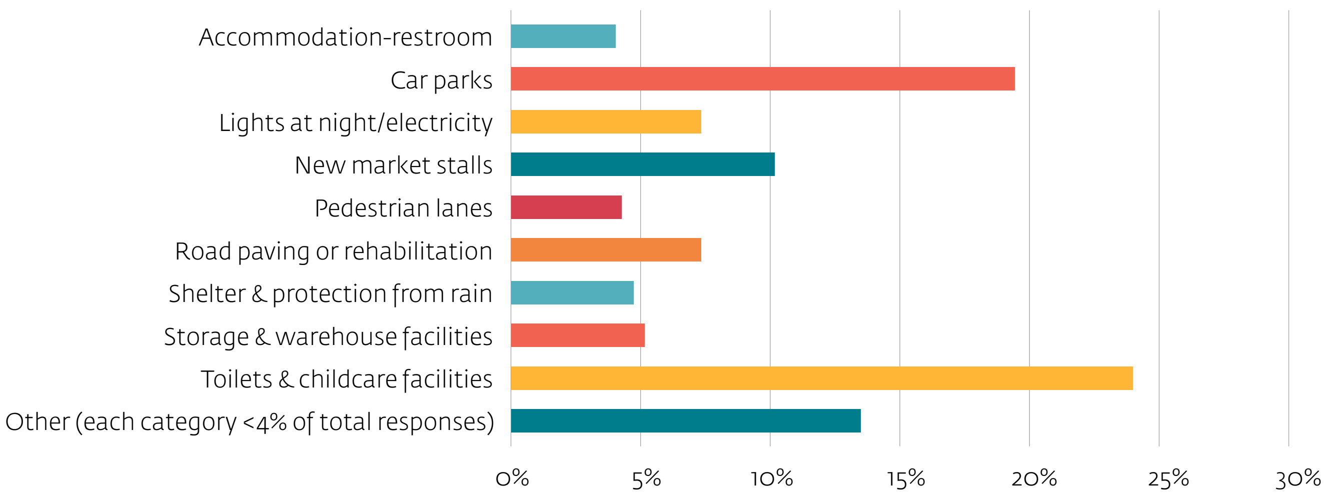
FIGURE 3.30: Service Provider Perceptions on Theft of Goods



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

With respect to improvements to the infrastructure in the border area, service providers see toilets and childcare facilities, car parks as the top priorities (figure 3.31). Other priorities suggested include new market stalls, roads, lights at night, storage facilities and rain-cover.

FIGURE 3.31: Service Provider Priorities for Border Infrastructure Improvements

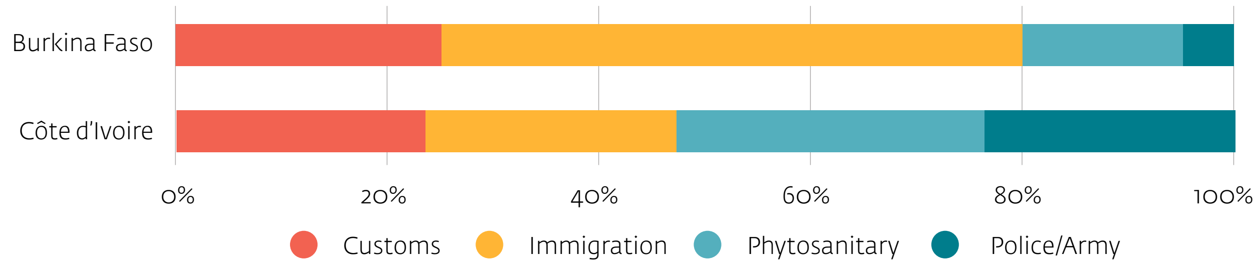


Source: *TFWA Small-Scale Cross-Border Trade Survey.*

3.3 Border Officials

A total of 41 border officials, representing customs, police, immigration, and phytosanitary officials, were interviewed on the Burkina Faso-Côte d'Ivoire border. Figure 3.32 summarizes the composition of the sample across border agencies.

FIGURE 3.32: Respondents by Border Agency

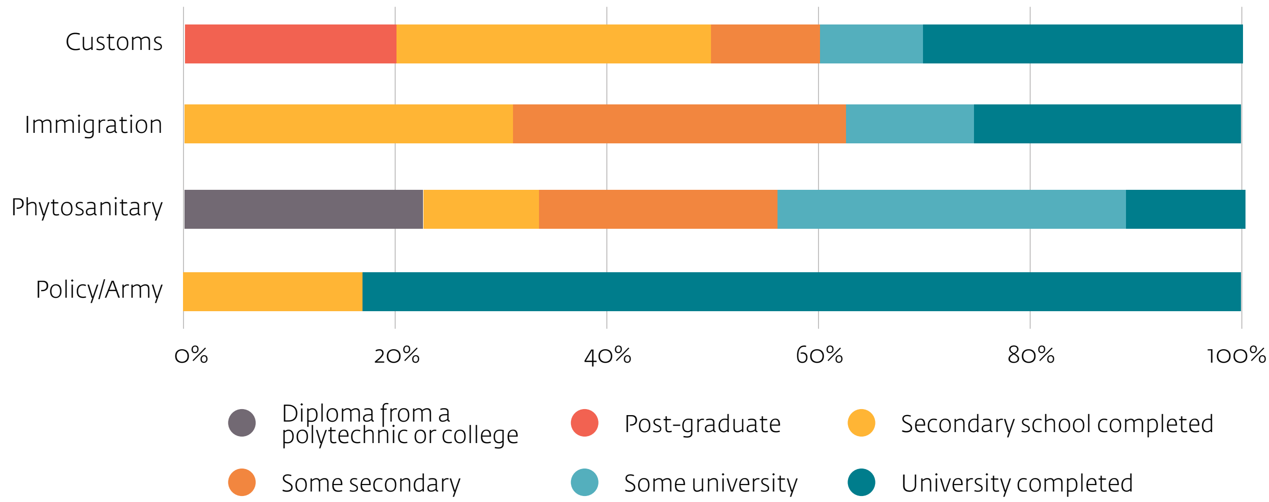


Source: *TFWA Small-Scale Cross-Border Trade Survey.*

3.3.1 *Characteristics of Border Officials*

The majority of border officials on the Abidjan-Ouagadougou corridor are men, with only 7 women out of the total of 41 officials. The levels of education vary by agency, but overall officials' level of education is somewhat higher on average than traders or service providers (figure 3.33). All border officials in the sample had completed some secondary education and, in many cases, had achieved higher levels. Many officials have even completed a university degree (20 percent in the case of customs). Very unusually, compared to other corridors, over 50 percent of the officials in the Police had a university degree. Policy and army officers more commonly have secondary schooling, and often little more.

FIGURE 3.33: Educational Attainment of Border Officials

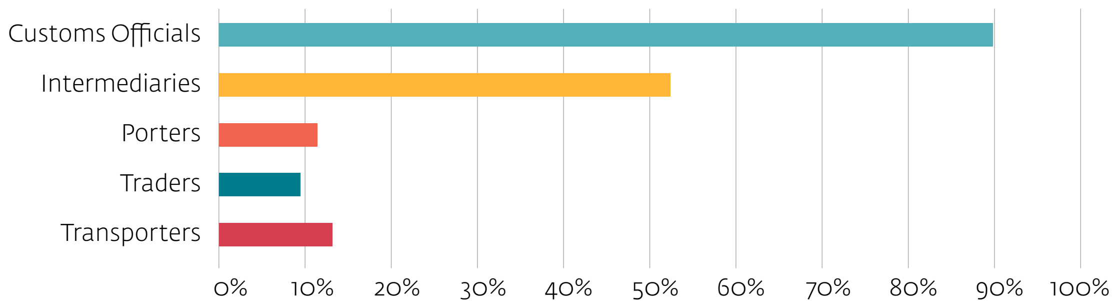


Source: *TFWA Small-Scale Cross-Border Trade Survey.*

3.3.2 *Border Officials' Perceptions of Border Conditions*

Awareness levels on border procedures and existing regional provisions are generally high among customs officials, and much higher than for traders and service providers. 90 percent of customs officials declared that they are aware of the ECOWAS Common External Tariff and the ECOWAS Trade Liberalization Scheme. On the other hand, knowledge of these regional trade provisions is extremely low among the trader and service provider communities. Only 9 percent out of traders surveyed profess to know about the CET and ETLS (the likelihood may be lower); and similarly, between 11 percent (porters) and 52 percent (intermediaries) of service providers are aware of the preferential regime (Figure 3.34).

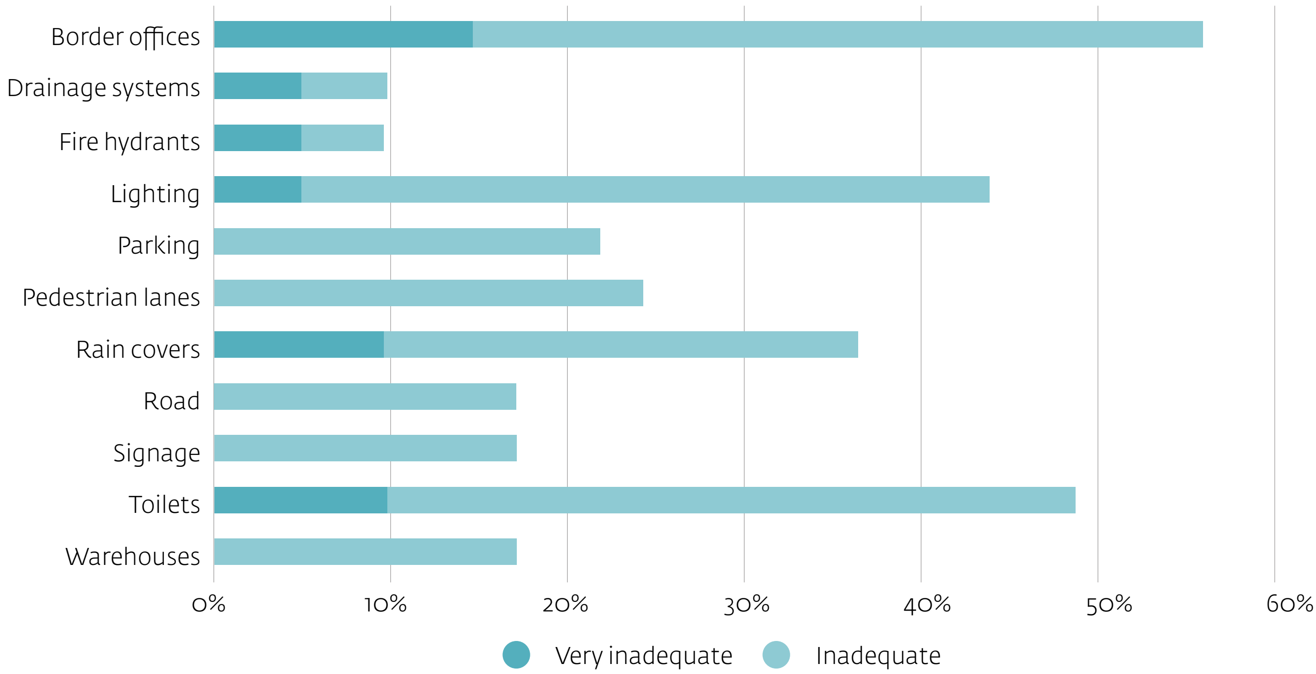
FIGURE 3.34: Awareness of the ECOWAS CET and ETLS



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Border officials agree with traders and service providers that there are major infrastructure deficits at the Burkina Faso-Côte d'Ivoire border. The highest level of concern is about border offices (over 50 percent of officials regard them as inadequate or very inadequate), toilets (nearly 50 percent), lighting (over 40 percent) and rain protection (over 30 percent) (figure 3.35). Other infrastructure deemed relatively inadequate include pedestrian lanes, parking, signage, and roads.

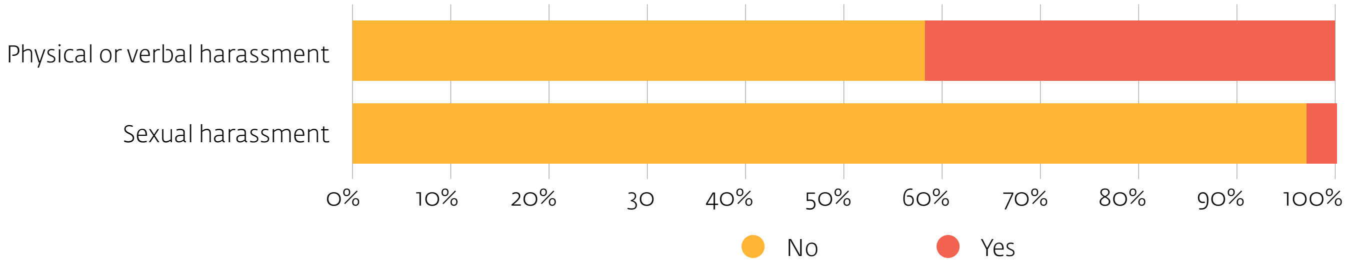
FIGURE 3.35: Border Official Perceptions on Border Infrastructure



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

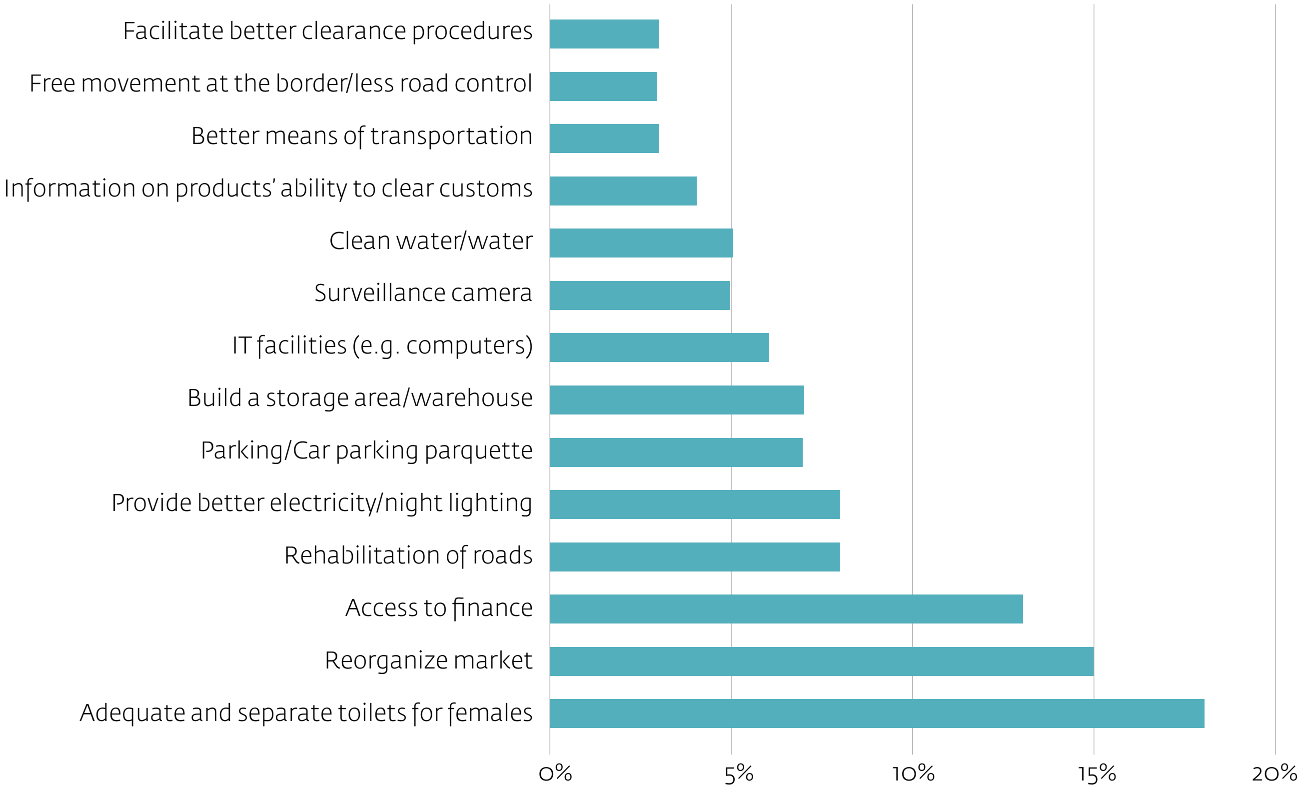
About two-fifths of officials are aware of instances of abuse and harassment, but they profess almost total ignorance of sexual harassment (figure 3.36). Nevertheless, officials are aware of safety issues for women crossing the border and indicated which actions might be prioritized to achieve this (figure 3.35). Actions proposed include adequate and separate toilets, access to finance, rehabilitation of roads, better lighting, access to IT facilities/computers and surveillance cameras (figure 3.37).

FIGURE 3.36: Border Officials' Awareness of Harassment



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

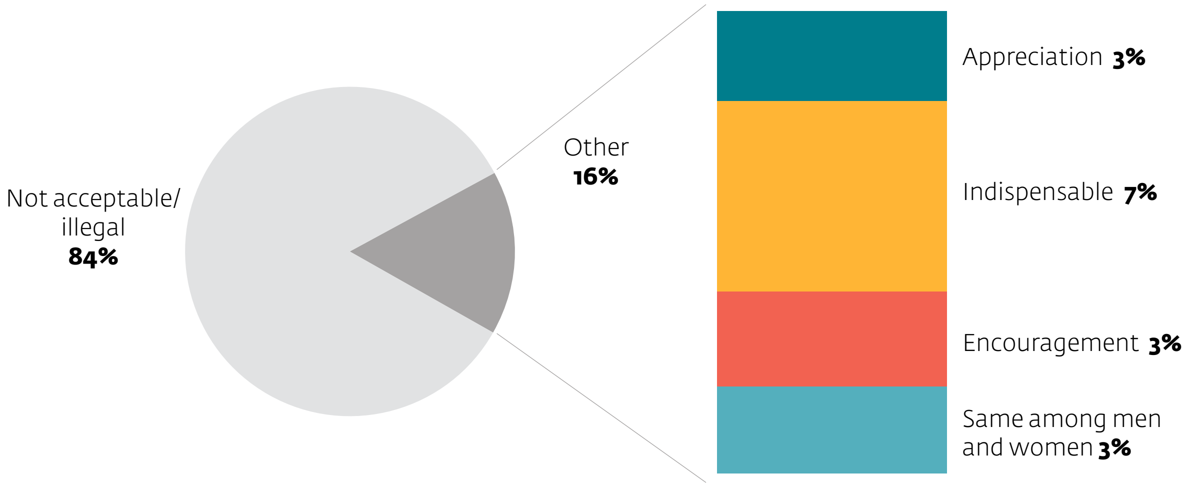
FIGURE 3.37: Top actions proposed by officials to improve safety for female cross border traders.



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Border officials are also aware of facilitation payments demanded by officials on the Burkina Faso-Côte d'Ivoire border and 84 percent of those who responded to the question deemed them illegal or unacceptable (figure 3.38). This perception by border officials is one the highest proportion recorded across all corridors. The remaining 16 percent of border officials defended the practice in some fashion. Of those who responded, 7 percent of officials argued that these payments were 'indispensable', while others referred to them as tokens of 'appreciation', 'encouragement', etc. (figure 3.38).

Figure 3.38: Attitudes toward facilitation payments among border officials

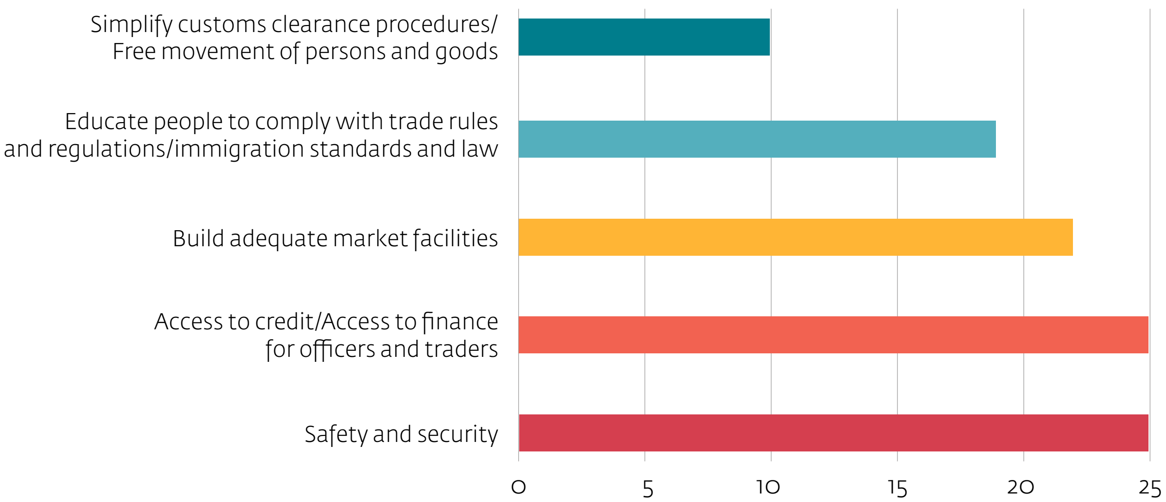


Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Note: *22% of officials responded "Don't know" or gave no response to the question (not shown in figure).*

When asked about their suggestions for activities that the TFWA could usefully support in order to foster SSCBT, border officials mentioned a range of issues (Figure 3.39). Safety and security improvements top the list of priorities, but suggestions also include access to finance (for officers as well as traders), better market facilities, education on trade regulations, simplified customs clearance procedures and free movement of people and goods.

FIGURE 3.39: Recommendations by Border Officials for TFWA Activities (No of responses)



Source: *TFWA Small-Scale Cross-Border Trade Survey.*

04
LESSONS LEARNED + RECOMMENDATIONS

Based on the findings of the surveys, several recommendations and potential actions can be proposed for consideration under the TFWA Program to address the identified issues. These recommendations and actions were devised using the findings from the analyses in the six corridor reports, as well as the overall synthesis report.

Easing procedures and requirements. The findings show that traders and PITs are generally unsatisfied with procedures and requirements related to border clearance. Among other things, they were concerned about the complexity and cumbersome nature of those procedures, which translate into longer clearance times, higher costs for smaller traders, and greater potential license for arbitrary enforcement and related abuse by officials.

Thus, consideration could be given under TFWA to measures that can help simplify, streamline, and/or decentralize existing procedures and requirements, as well as create incentives for more systematic application of existing regional provisions, such as the Economic Community of West African States Trade Liberalization Scheme. Among other things, attention could be given to simplifying requirements for small-scale traders, such as measures to reduce documentary requirements on smaller consignments, streamline procedures, and reduce the time and cost of trade. In this sense, lessons could be imported from elsewhere, such as Southern Africa and East Africa.

In terms of sequencing actions, prior to the process of simplification it would be useful to document what the procedures and requirements are at each border, where they are defined, who is responsible for their implementation, what documents traders need to carry and so on. As well as making the simplification of procedures a smoother process, this action would also help to identify areas where transparency most needs to be encouraged (for example, by removing discretion from officials implementing rules). Measures to increase transparency (see below) are therefore best implemented after procedures and requirements are simplified. Another benefit of documenting existing rules and practices is that this allows comparisons between borders and can encourage more systematic change in procedures and requirements across the region.

Current applications of procedures and requirements affect some groups, types of business, and goods traded differently. Formal and informal businesses and types of goods are affected, but in various ways and different degrees in each corridor. Thus, the types of businesses and goods should be given due consideration in designing (or modifying) and implementing procedures and requirements under TFWA.

Increasing transparency and raising awareness. Respondents in all six corridors repeatedly underlined a lack of transparency in border clearance procedures and regulations, difficulty in accessing the related information, and limited understanding of/knowledge on the underlying provisions and legal texts. In response to this, major emphasis should be placed under TFWA on measures that can increase transparency at the border (for example, by clearly displaying regulations and procedures) and strengthen capacity and awareness levels among border and market users (for example, through trainings, dissemination campaigns, and other awareness-raising efforts). An important lesson from East and Southern Africa is that a simple charter of traders' rights and obligations, with visible signage at borders in local languages, can be a significant first step in improving relations between traders and officials.

The establishment of help desks (physical or virtual), mandated to inform traders of rules and regulations and assist them with clearance procedures, should be considered in close coordination with community service organizations and relevant associations, including those representing women traders. Traders' associations and trade information officers (either locally hired or under a regional program) play an important role in strengthening the interface between officials and traders and in improving awareness, understanding and mutual respect. Easy-to-follow guides designed for mobile phones could also be considered. Although the details differ between corridors and borders, a common overall approach can be taken to the measures adopted, for efficiency reasons, but also to ensure that, for instance, traders crossing more than one border will be familiar with the approach. In designing a program, careful consideration needs to be given to the most appropriate location of delivery (that is, border versus non-border), given the extensive movement of the traders far beyond the border areas.

Improving behavior. The survey results were varied on sensitive issues such as corruption and harassment, including sexual harassment. Corruption was highlighted as a major issue by traders and PITs, in quantitative interviews and FGDs. The differential impacts on women, as well as types of businesses and goods, were very apparent in the analyses. In contrast, harassment, sexual or otherwise, was minimized or denied in the quantitative interviews. Nevertheless, those issues were cited as major constraints during FGDs and qualitative discussions. It can be assumed that, during one-onone interviews, the respondents to the quantitative survey may have felt uncomfortable confirming the existence of such phenomena, while being more willing to discuss them in group settings.

Whatever the reason for the contrasting results, TFWA should consider measures that can improve behavior at the survey sites and relationships between traders, PITs, and border officials, such as joint workshops, grassroots-level campaigns, town hall meetings, and ad hoc trainings, including on the gender ramifications of trade facilitation and the specific challenges affecting women traders. Systems allowing traders and PITs to report abuse in safe ways could be devised. The participation of trusted organizations, especially community service organizations—including those representing women—should be encouraged, as their role will be crucial in the process of improving behavior.

Where possible, consideration could also be given to increasing the number of women staff in the ranks of border agencies, particularly in Mali. Improving the behavior of border officials is particularly urgent and crucial, given the level to which officials deny or condone inappropriate behavior, although the extent of this differs between corridors/borders.

Confiscation and the threat of confiscation of goods is a key finding from this and similar surveys, and often lies behind corruption, harassment, and abuse. Specific procedures should be considered to deal with such issues. In this case by, for example, requiring any confiscation to be validated by the head of the border station, and providing an invoice with a full explanation for the reason for confiscation and conditions under which goods will be returned.

Upgrading infrastructure and enhancing overall security. The survey respondents expressed very serious concerns about the current status of infrastructure at the borders and in all the markets, whether close to the border or farther away. These concerns were shared by traders, PITs, and border officials across all the borders—with a little variation by corridor and the differential use of specific infrastructure facilities by type of respondent. The issues can be grouped into three categories: insufficient infrastructure resulting in safety and security concerns at the border, the condition of roads impeding their movement, and the condition of markets. In response to the first, relatively quick and cheap infrastructural development interventions, such as the introduction of surveillance cameras, installation of solar-powered lighting facilities, systems to report problems (and ensure rapid response), as well as the designation of night patrol guards, could be discussed with the stakeholders for further prioritization. Separately, the issue of the condition of the markets and road-related and similar infrastructure could be forwarded to other donor-funded programs with heavy emphasis on physical infrastructure development.

Supporting transporters and intermediaries. The survey highlighted that transporters and intermediaries play important roles at the surveyed sites. A broader lesson for the main survey and for TFWA activities more generally is to pay greater attention to the key features of PITs, to understand the roles they play at survey locations and the challenges they face, which the program could try to address. A supplementary, small survey could be considered to help guide actions to support PITs.

Improving access to markets, information, and finance. The survey results suggest that access to markets, information, and finance are challenges. In particular, financial constraints were cited as by far the biggest concern for traders at all the sites. Although financial institutions (especially multilateral financial institutions) may be active in the surveyed areas, including offering tailored products in some cases, access to finance continues to be a major obstacle, particularly for women traders, who are often unable to obtain credit due to limited information, lack of collateral, and/or inability to meet the terms and conditions. However, the existing literature often points out that the supply challenge of finance usually mirrors the demand-side constraints, such as the bankability of borrowers. Supporting financial inclusion of these traders and improving their financial literacy seem to be a high priority. Given that access to finance requires a comprehensive approach, TFWA will need to work with other, ongoing initiatives to improve financial inclusion and access to finance in the region. This would help to fill the existing gaps effectively, while also offering some punctual support, such as carrying out an information campaign on existing financial product offerings or supporting access to market information in close coordination with local associations and nongovernmental organizations.

Ensuring systematic data collection on SSCBTs. Detailed, relevant, organized data and information on SSCBTs trade in West Africa are not available. This represents an obstacle to efficient and effective policy making on a phenomenon that affects large sections of the region's poorest populations, and one that potentially has a significant role to play in the region's future development. Support should be considered for West African statistical agencies under TFWA to establish a data collection system on SSCBT, ideally in a common effort. Lessons can be drawn from countries, such as Rwanda and Uganda in East Africa, that are regularly collecting such data and where the information has influenced policy discussions at the local and national levels. Setting up data collection systems in West Africa can also reflect extensive work conducted by a current World Bank project examining approaches to monitoring SSCBTs. Among others, it is developing suitable methodologies and indicators that statistical agencies can use in surveys, analysis and reporting.

Annex A: Detailed Survey Methodology

As a critical analytical piece that underpins the design of the Trade Facilitation West Africa (TFWA) program, significant thought and effort have gone into the preparation and execution of the research. For this reason, this annex provides a detailed description of the methodology.

A.1. Field Preparation

To obtain sufficient survey data collection, prior engagement with the community proved to be critical. In all countries, the survey team conducted prior advocacy visits to the provincial/community authorities and market leaders at the targeted survey sites to educate them about the survey and secure consent and permission to carry out the survey activities. During this visit, the date(s) for the survey were communicated. And the survey team informed the market head that on the first day of data collection all small-scale, cross-border traders (SSCBTs) present in the market would be invited to a central location within the market to be listed and randomly selected for an interview. Similarly, advocacy visits were made to the leadership of institutions and organizations responsible for border operations as a follow-up to introductory letters sent by the World Bank team to seek their support to facilitate survey implementation at the border sites. All the advocacy visits were completed before data collection; however, there were requests for additional approval during the fieldwork, which necessitated a call for more support from local authorities, especially in Ghana, Burkina Faso, and Côte d'Ivoire. Ipsos is bound by the European Laws on Data Privacy Protection. As such, consent was received before the commencement of each interview, and participation in survey activities was always voluntary.

A.2. Quantitative Data Collection

Three closed-response surveys were administered to different target groups at border crossings: (i) traders; (ii) "porters, intermediaries, and transporters; and (iii) border officials from customs, police, immigration, and phytosanitary services. The term "trader" was used to identify economic operators who buy and sell goods in a market or border location covered by the survey. The questionnaires were administered through personal, face-to-face interviews by trained enumerators, working with electronic tablets to ensure data entry completeness and consistency. The question format was dominated by closed-response questions, including Likert scale perception assessments.[12] In addition, some questions were open ended and asked respondents for brief write-in responses (for example, values of the current transactions).

12 Likert-style rating scales make it possible to capture the intensity of a respondent's position, for example, ranging from "strongly agree" to "strongly disagree."

The following approach was adopted for sampling and data collection:

- The team listed all SSCBTs present in the market on the key or major market day, by inviting them to an informational meeting. This exhaustive listing of all meeting attendants included market leaders who are SSCBTs. The listing of SSCBTs on the major market day allowed for the creation of a roburst sampling frame for the random selection of particpants for the survey.
- Random selection of participants for the survey was done using a public ballot.
- Superviors and quality control officers ensured that only persons listed and randomly selected were interviewed for the survey.
- SSCBTs crossing from one side of the border to the other for markets very close to the border were also intercepted for interviews. SSCBTs on longer journeys traveling from one country to another through a selected corridor were intercepted at the border crossing or at a motor park close to the border. It was important to have these segments in the sample, as they equaly contribute to the cross-border economy.
- In addition to random selection of traders, the teams used intercepts for the porters, intermediaries, and transporters—indeed, randomly selecting this category of respondents was not possible due to their high mobility, which would have made random selection prone to errors. Finally, border officials were purposively identified.

A.3. Qualitative Data Collection

The survey team conducted key informant interviews (KIIs) with officials from key ministries and border agencies (such as customs, immigration, phytosanitary officials, the police, and the ministries of trade), as well as with representatives of financial institutions, traders' associations, market organizations, civil society organizations, and women's organizations. Additionally, focus group discussions (FGDs) were conducted with male and female cross-border traders and border officials, to stimulate better responses and reveal certain aspects of the respondents' behaviors, perceptions, motivations, feelings, and beliefs.

The discussions were centered on the nature and obstacles to small-scale trade, as observed and perceived by the different groups, as well as on the extent to which effective institutional support is available to help small-scale traders overcome the challenges they face. Two techniques, among others, were employed to solicit feedback from the participants:

- **Indirect probing.** The respondents were asked questions in the third person, rather than directly, which helped reduce pressure during the discussions.
- **Participatory approach.** The respondents were asked to lead the discussions as the moderator watched and audio recorded the information provided by the respondents. The moderator only guided the group through indirect questions and probing.

A.4. Sample Overview

A total of 2,999 quantitative interviews, 204 KIIs, and 48 FGDs were completed during the main survey. Tables A.1 and A.2 provide an overview of the various samples, broken down by type of interview (quantitative versus qualitative) and respondent groups.

TABLE A.1: Completed Quantitative Interviews

a. Traders

Coverage				Men	Women	
Country	Border corridor	Border market	In-country market	Survey (n)		Total
Benin	Cotonou-Niamey	Malanville	Parakou	42	104	146
Burkina Faso	Ouagadougou-Tema	Pô	Kombissiri	95	53	148
Burkina Faso	Ouagadougou-Abidjan	Niangoloko	Bobo-Dioulasso	97	55	152
Burkina Faso	Ouagadougou-Lomé	Cinkansé	Poutenga	74	79	153
Côte d'Ivoire	Abidjan-Ouagadougou	Ouangolodougou	Bouké	73	72	145
Ghana	Tema-Ouagadougou	Navrongo	Techiman	88	58	146
Mali	Bamako-Dakar	Diboli	Kati-Dral	103	43	146
Niger	Niamey-Kano-Lagos	Maradi	Madaooua	150	7	157
Niger	Niamey-Cotonou	Gaya	Dosso	122	23	145
Nigeria	Lagos-Kano-Niamey	Jibia	Dwanau	111	34	145
Senegal	Dakar-Bamako	Kidira	Tambacounda	84	82	166
Togo	Lomé -Ouagadougou	Cinkassé	Atakpamé/Dapaong	90	52	142
			Total	**1,121**	**654**	**1,775**

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

b. Porters, intermediaries, and transporters

Coverage				Men	Women	
Country	Border corridor	Border market	In-country market	Survey		Total
Benin	Cotonou-Niamey	Malanville	Parakou	80	0	80
Burkina Faso	Ouagadougou-Tema	Pô	Kombissiri	79	1	80
Burkina Faso	Ouagadougou-Abidjan	Niangoloko	Bobo-Dioulasso	86	0	86
Burkina Faso	Ouagadougou-Lomé	Cinkansé	Poutenga	80	0	80
Côte d'Ivoire	Abidjan-Ouagadougou	Ouangolodougou	Bouké	80	2	80
Ghana	Tema-Ouagadougou	Navrongo	Techiman	78	1	80
Mali	Bamako-Dakar	Diboli	Kati-Dral	86	0	87
Niger	Niamey-Kano-Lagos	Maradi	Madaooua	87	0	87
Niger	Niamey-Cotonou	Gaya	Dosso	82	0	82
Nigeria	Lagos-Kano-Niamey	Jibia	Dwanau	83	0	83
Senegal	Dakar-Bamako	Kidira	Tambacounda	80	0	80
Togo	Lomé -Ouagadougou	Cinkassé	Atakpamé/Dapaong	81	1	82
			Total	**982**	**5**	**987**

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

c. Border officials

Country	Border corridor	Border market	Customs Men	Customs Wom.	Immigration Men	Immigration Wom.	Police Men	Police Wom.	Phytosanitary Men	Phytosanitary Wom.	Other agencies Men	Other agencies Wom.	Total
			Survey (n)										
Benin	Cotonou-Niamey	Malanville	4	0	10	0	4	0	1	0	1	0	20
Burkina Faso	Ouagadougou-Tema	Pô	4	1	4	0	0	1	1	1	0	0	12
Burkina Faso	Ouagadougou-Abidjan	Niangoloko	5	0	10	1	0	1	1	2	0	0	20
Burkina Faso	Ouagadougou-Lomé	Cinkansé	4	1	5	0	1	1	2	0	0	0	14
Côte d'Ivoire	Abidjan-Ouagadougou	Ouangolodougou	4	1	5	0	4	1	5	1	0	0	21
Ghana	Tema-Ouagadougou	Navrongo	8	2	9	1	0	0	0	0	0	0	20
Mali	Bamako-Dakar	Diboli	12	1	0	0	7	0	2	0	1	0	23
Niger	Niamey-Kano-Lagos	Maradi	4	1	4	0	9	2	3	0	0	0	23
Niger	Niamey-Cotonou	Gaya	10	0	3	2	2	1	2	0	0	0	20
Nigeria	Lagos-Kano-Niamey	Jibia	2	3	5	0	7	0	5	1	1	0	24
Senegal	Dakar-Bamako	Kidira	5	2	0	0	8	2	2	1	0	0	20
Togo	Lomé -Ouagadougou	Cinkassé	12	0	5	0	0	0	1	0	2	0	20
		Total	**74**	**12**	**60**	**4**	**42**	**9**	**25**	**6**	**5**	**0**	**237**

Coverage: Country, Border corridor, Border market.

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

TABLE A.2: Completed Qualitative Interviews

a. Focus group discussions

Country	Border corridor	Border market	Men only (12) Target	Men only (12) Present	Women only (12) Target	Women only (12) Present	PIT (12) Target	PIT (12) Present	Border officials (12) Target	Border officials (12) Present	FGD total (48)
			Number of participants								
Benin	Cotonou-Niamey	Malanville	10	10	10	10	10	9	10	10	
Burkina Faso	Ouagadougou-Tema	Pô	10	10	10	10	10	8	10	7	
Burkina Faso	Ouagadougou-Abidjan	Niangoloko	10	10	10	10	10	10	10	6	
Burkina Faso	Ouagadougou-Lomé	Cinkansé	10	10	10	10	10	8	10	5	
Côte d'Ivoire	Abidjan-Ouagadougou	Ouangolodougou	10	10	10	10	10	10	10	10	
Ghana	Tema-Ouagadougou	Navrongo	10	10	10	10	10	10	10	10	
Mali	Bamako-Dakar	Diboli	10	8	10	9	10	9	10	6	
Niger	Niamey-Kano-Lagos	Maradi	10	8	10	8	10	10	10	10	
Niger	Niamey-Cotonou	Gaya	10	10	10	9	10	10	10	8	
Nigeria	Lagos-Kano-Niamey	Jibia	10	10	10	10	10	9	10	10	
Senegal	Dakar-Bamako	Kidira	10	10	10	10	10	10	10	6	
Togo	Lomé -Ouagadougou	Cinkassé	10	10	10	10	10	10	10	10	
		Total	**120**	**116**	**120**	**115**	**120**	**113**	**120**	**98**	

Coverage: Country, Border corridor, Border market.

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

b. Key informant interview

Coverage				Representative of trader association	Market organizations	Local government authority	Civil society organizations	Women's organizations	Ministry of Trade	Financial institutions	KIIs TOTAL
Country	**Border corridor**	**Border market**	**In-country market**	**KIIs (n)**							
Benin	Cotonou-Niamey	Malanville	Parakou	4	3	2	3	2	1	2	17
Burkina Faso	Ouagadougou-Tema	Pô	Kombissiri	3	3	2	3	3	1	2	17
Burkina Faso	Ouagadougou-Abidjan	Niangoloko	Bobo-Dioulasso	3	3	2	3	3	1	2	17
Burkina Faso	Ouagadougou-Lomé	Cinkansé	Poutenga	3	3	2	3	3	1	2	17
Côte d'Ivoire	Abidjan-Ouagadougou	Ouangolodougou	Bouké	3	4	1	1	3	1	4	17
Ghana	Tema-Ouagadougou	Navrongo	Techiman	6	3	2	1	0	1	4	17
Mali	Bamako-Dakar	Diboli	Kati-Dral	3	2	2	3	3	1	3	17
Niger	Niamey-Kano-Lagos	Maradi	Madaooua	3	3	2	3	3	1	2	17
Niger	Niamey-Cotonou	Gaya	Dosso	3	4	1	3	3	1	2	17
Nigeria	Lagos-Kano-Niamey	Jibia	Dwanau	5	3	2	2	0	1	4	17
Senegal	Dakar-Bamako	Kidira	Tambacounda	3	3	2	3	3	1	2	17
Togo	Lomé -Ouagadougou	Cinkassé	Atakpamé/Dapaong	3	2	2	3	4	2	2	17
			Total	**42**	**36**	**22**	**31**	**30**	**12**	**31**	**204**

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

A.5. Training of Enumerators

The training of the survey teams was conducted in phases. Following the pilot survey on Dakar-Bamako in April 2019, the field managers and project coordinators who led the training in all countries received an online training of the trainers between June 26 and July 1, 2019. The online training covered survey and gender-based topics for all the field managers and coordinators. Training on country-based data collection was done in Nigeria and Ghana from July 2 to 6, 2019; in Côte d'Ivoire and Burkina Faso from July 4 to 9, 2019; and in Benin, Togo, and Niger from July 10 to 16, 2019.

The training program included teaching on the objectives and scope of the TFWA program, methodology and data collection tools, demonstrations, practical exercises, pilot interviews, role play, and team building. The training sessions also included gender-related ethical considerations, ensuring the integration of gender aspects into the data collection process. During the training, the qualitative and quantitative teams of data collectors were briefed on their respective survey targets, methodology, and how to administer the data collection tools, that is, the questionnaires and discussion guides. The survey team was allowed time to do multiple dress rehearsals (mock sessions) to familiarize themselves with the data collection tools. Each day's training commenced with setting the expectations and ended with a recap of the day's learning—including integrating the gender aspects into the data collection process—with role play and demonstrations involving different possible scenarios that may arise during the fieldwork. Notions related to gender ethics were inserted into all the practice sessions and throughout the training tools and mock sessions. Evaluations through oral reviews and written tests were done periodically during the training days to measure participants' understanding of the training subjects covered. Refreshers were done to ensure that knowledge gaps observed through the evaluations were adequately bridged. The qualitative teams also conducted mock mini-FGDs and mock KIIs (one for each type of qualitative design), to stimulate understanding of the qualitative questions.

For each country, the entire data collection team met on the last day of the training to share feedback and review what was learned from the training and mock session. The project manager and team lead documented all feedback and experiences and shared advice and suggestions for improvements as they apply to the survey. The gender expert used the debrief session to reiterate core aspects of the gender training that must be checked by team leaders and quality assurance officers when they accompany the data collectors during fieldwork.

A.6. Quality Control

Various techniques were used during the survey for quality control purposes. For the quantitative interviews, these included but were not limited to the following:

- **Physical back-checks.** Of all the interviews, 41 percent were directly observed by the team supervisors and quality control officers. The quality control officers randomly selected interviews from each interviewer's work and assigned them to supervisors and independent quality control personnel for physical back-checks. The original target for this was 15-20 percent (table A.3).
- **Telephone back-checks.** Telephone calls were placed by the in-office quality control officers to interviewed respondents to validate 23 percent of the interviews, which exceeded the set target of 10 percent.
- **Voice recording.** One of the questions asked of the officials at the border was programmed to record voice response. For Ghana, Niger, and Burkina Faso, quality control officers listened to audio recordings for all three quantitative interview segments. For Nigeria, Togo, and Côte d'Ivoire, there were no audio recordings for the quantitative interviews conducted with officials. The total silent recording that was checked exceeded the set target by 13 percent. The set target for this task was 5 percent.
- **Direct observations.** Direct observations were done to evaluate and improve interviewer performance and look for errors and misconceptions that could not be detected through data checks. The observations were carried out without disrupting the interviews. These observations enabled the supervisors and quality control officers to monitor adherence to and implementation of gender ethics for data collection among the enumerators. Notes were taken by the supervisors and quality control officers on the observed issues, and this helped in providing onsite feedback to the interview team during the morning and afternoon meetings.

TABLE A.3: Overview of Quality Control Back-Checks Completed

BENIN / BURKINA FASO / CÔTE D'IVOIRE / GHANA / MALI / NIGER / NIGERIA / SENEGAL / TOGO

QC Stage	Target	QA Target	SSCBTs	PITs	Officials	Total	Effective (QA%-Ave)
Supervisor QC (20%)	F2F backcheck	598	410	259	66	735	14%
Independent QC (25%)	F2F backcheck	352	336	241	36	613	18%
	Telephone backcheck	374	289	179	70	538	
Script (5%)	Silent recording	151	117	55	5	177	13%
	Total achieved	**1,475**	**1,152**	**734**	**177**	**2,063**	

Source: *TFWA Small-Scale Cross-Border Trade Survey.*

Note: *Silent recording was activated by consent and used for quality assurance purposes only. The recordings were immediately discarded once the interviews were verified. As the table shows, most of the officials did not consent to voice recording. Ave = average; F2F = face to face ; PITs = porters, intermediaries, and transporters; QA = quality average ; QC = quality control; SSCBTs = small-scale, cross-border traders.*

For the qualitative interviews, quality control primarily entailed selective recruitment of survey participants. All the recruitment questionnaires were shared with the quality control team and project manager prior to the commencement of the FGDs and KIIs. This enabled the quality control officer and project manager to check whether the respondents who were recruited were qualified to take part in the survey. The FGD respondents were screened by a quality control person through the use of the completed recruitement questionnaire, and only respondents whose responses matched the content of the recruitment questionnaire were allowed into the venue for the groups. The quality control officer also used secondary questions to validate the responses provided, to ensure that the personal details provided by the respondents were authentic. For the KIIs, the interviewees were pre-screened through telephone back-checks before engagement with the moderator.

A.7. Data Processing and Analysis

For the quantitative interviews, data processing commenced by validating each data set against the stipulated filters in the questionnaires and cleaning of responses that did not match the questionnaire logic, if any. The following pre-analysis processes were carried out:

- Extraction and translation of all "Other – Specify" responses to English language
- Creation of code frame and coding of all "Other – Specify" responses
- Processing and labeling: the data were disaggregated by country for all the data sets, to aid comparison across border corridors.

For the qualitative interviews, data processing started with all the audio files from the FGDs and KIIs being transcribed into French and subsequently translated into English for the files received from Benin, Burkina Faso, Côte d'Ivoire, Niger, and Togo. For Nigeria and Ghana, only the interviews with female SSCBTs conducted in Hausa and Twi were translated into English. All the transcripts and audio recordings were then reviewed by linguists with expertise in English and the respective languages, to ensure that the meaning and content of the insights provided by the participants were not lost during translation and transcription.

Annex B: Description of Survey Locations

This annex describes the border markets that were surveyed along the Abidjan-Ouagadougou corridor. Only 3 of the 4 surveyed markets along the Abidjan-Ouagadougou corridor are described here. Ouangolodougou in Côte d'Ivoire market is in a region where imagery is censored/restricted by the government, and open access is prohibited. An imagery analysis of the market was therefore not conducted by IPSOS.

Bouake, Côte d'Ivoire. Bouake market is a large, historical market that sells a variety of agricultural products, often at wholesale prices. The city is the second largest in Cote d'Ivoire and is a hub of economic activity. It is located in the middle of the city, adjacent to several other markets (including a fish market and the Foyer du grand Marché – another produce market), as well as the Bouake Central Mosque.

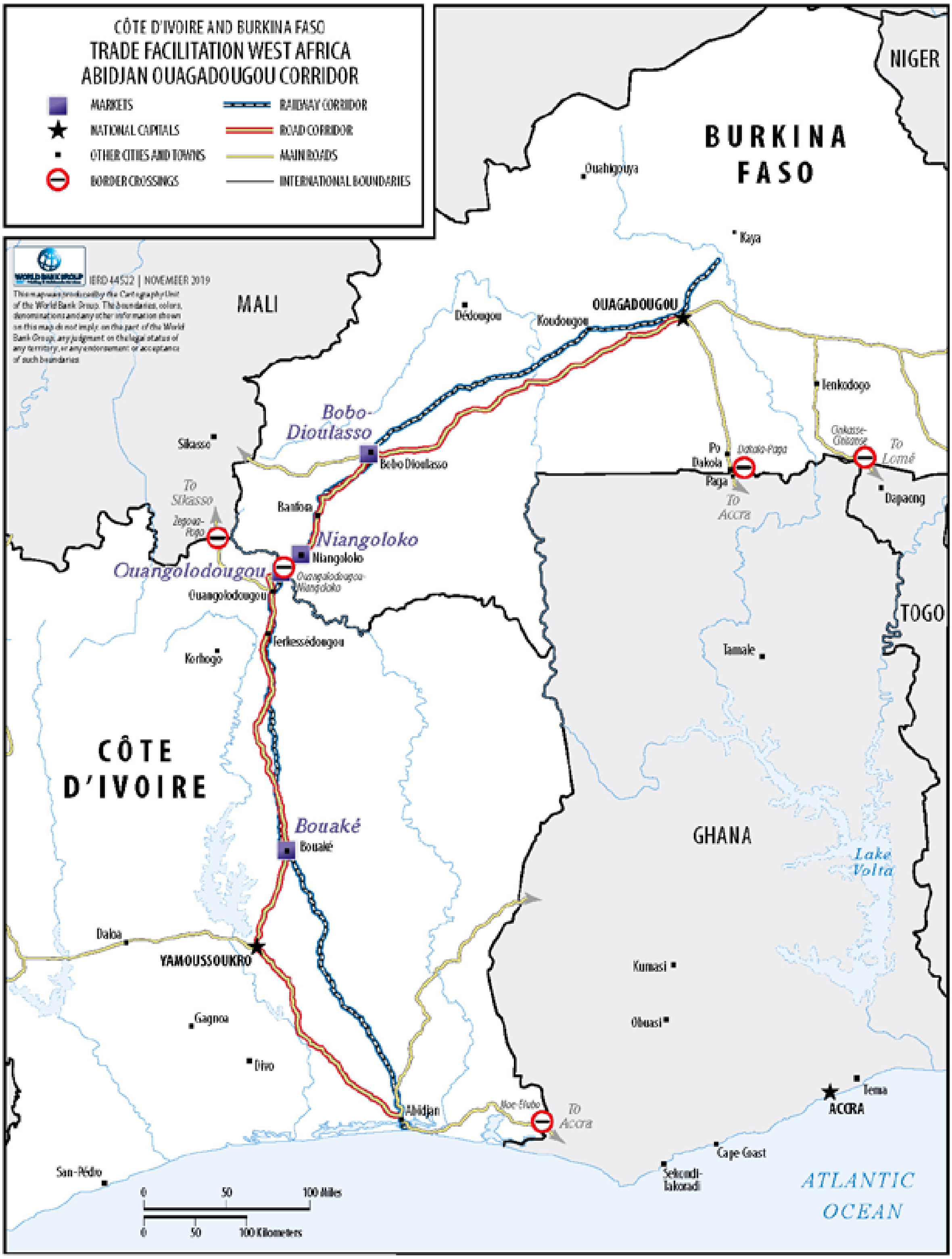
The market is the largest of the surveyed markets in Togo, Ghana, and Cote d'Ivoire at 272,518 square meters. There are upwards of 367 total stalls; 317 of which are under shared covered roofs, while around 50 are without roofs with traders stationed outside the covered areas. The market is typically very busy, with a total of 320 estimated traders participating on a daily basis. Bouake traders travel a daily average of 29 km, mostly by car, to reach their destinations. Imagery also shows more than 100 cars parked around the market. Since the average distanced travelled is low compared to the high number of traders, it can be inferred that only a few spend significant amounts of time traveling. Bouake market may be a pit stop for these more nomadic traders, picking up goods at wholesale prices and selling at other locations dispersed throughout the Cote d'Ivoire.

Niangoloko, Burkina Faso. Niangoloko market is a very small, local market covering just 4,184 square meters in size. The market is located in the middle of Niangoloko, a town in a rural and isolated area of southwestern Burkina Faso. There are only 6 stalls at this market, all of which are covered. Lighting within the market varies; some sections have adequate lighting, while others have poor lighting. Cell data in this area is sparse, making it difficult to draw conclusions about the trader patterns of movement. However, the inferred trader count, based on the location, market size, and the number of stalls is estimated to be around 10 traders, most of whom are likely to be locally based.

Bobo-Dioulasso, Burkina Faso. This is a large and busy vegetable market located right next to the Bobo Sitarail station (West African rail link) in Bobo-Dioulasso, the second largest city in the western corner of Burkina Faso. The market spans an area of 246,257 square meters, and contains more than 145 stalls, most of which are smaller vendors stationed outside (120+ uncovered stalls). Since a large portion of the market is covered by a roof, the exact covered stall count is difficult to assess, but there is estimated to be more than 25 covered stalls.

Those who trade at this market travel mostly to areas around Bobo-Dioulasso, with a few who travel between Bobo-Dioulasso and Ouagadougou, located 340 km away. Cell data analysis shows an average of 90 traders at this market. Traders who participate in this market travel an average distance of 90 km daily, although the high density of cell data pings at the Bobo-Dioulasso and Ouagadougou markets suggests that most are locally based and spend most of their time at the market, rather than traveling between the two cities.

Map B.1 : Abidjan-Ouagadougou Corridor



Source: World Bank Group, 2019.

The Trade Facilitation West Africa (TFWA) Program is a five-year, multi-partner initiative that aims to promote trade facilitation and regional integration in West Africa. The program strives to reduce the time and cost of regional trade by improving the movement of goods along six selected corridors including for small-scale cross-border traders (SSCBTs), especially women. To inform the design of TFWA interventions addressing SSCBT constraints, including gender-based ones, a large-scale regional field survey was conducted across nine West African countries – the findings for Benin and Niger are detailed in this report.

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