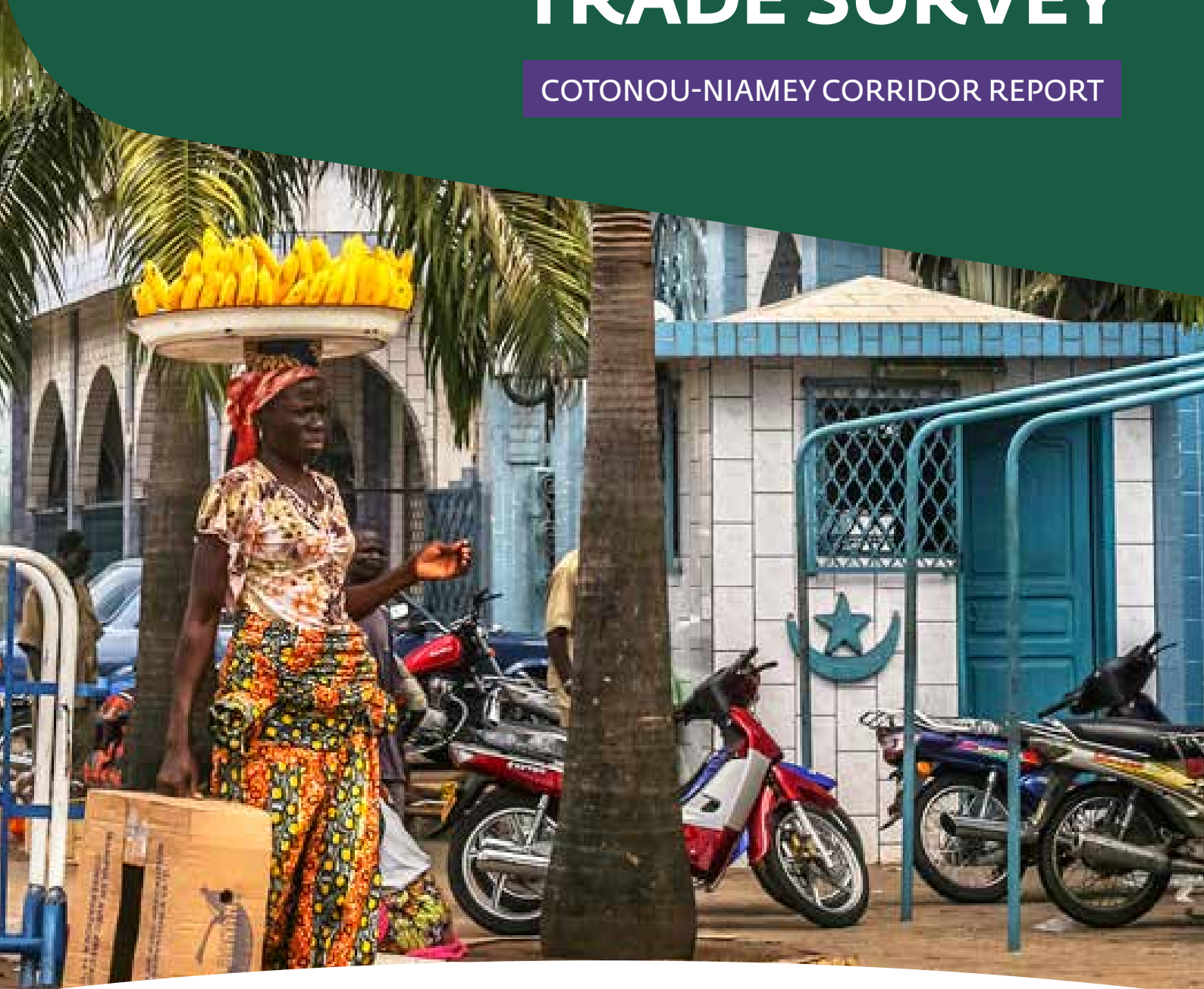


SMALL-SCALE CROSS-BORDER TRADE SURVEY

COTONOU-NIAMEY CORRIDOR REPORT



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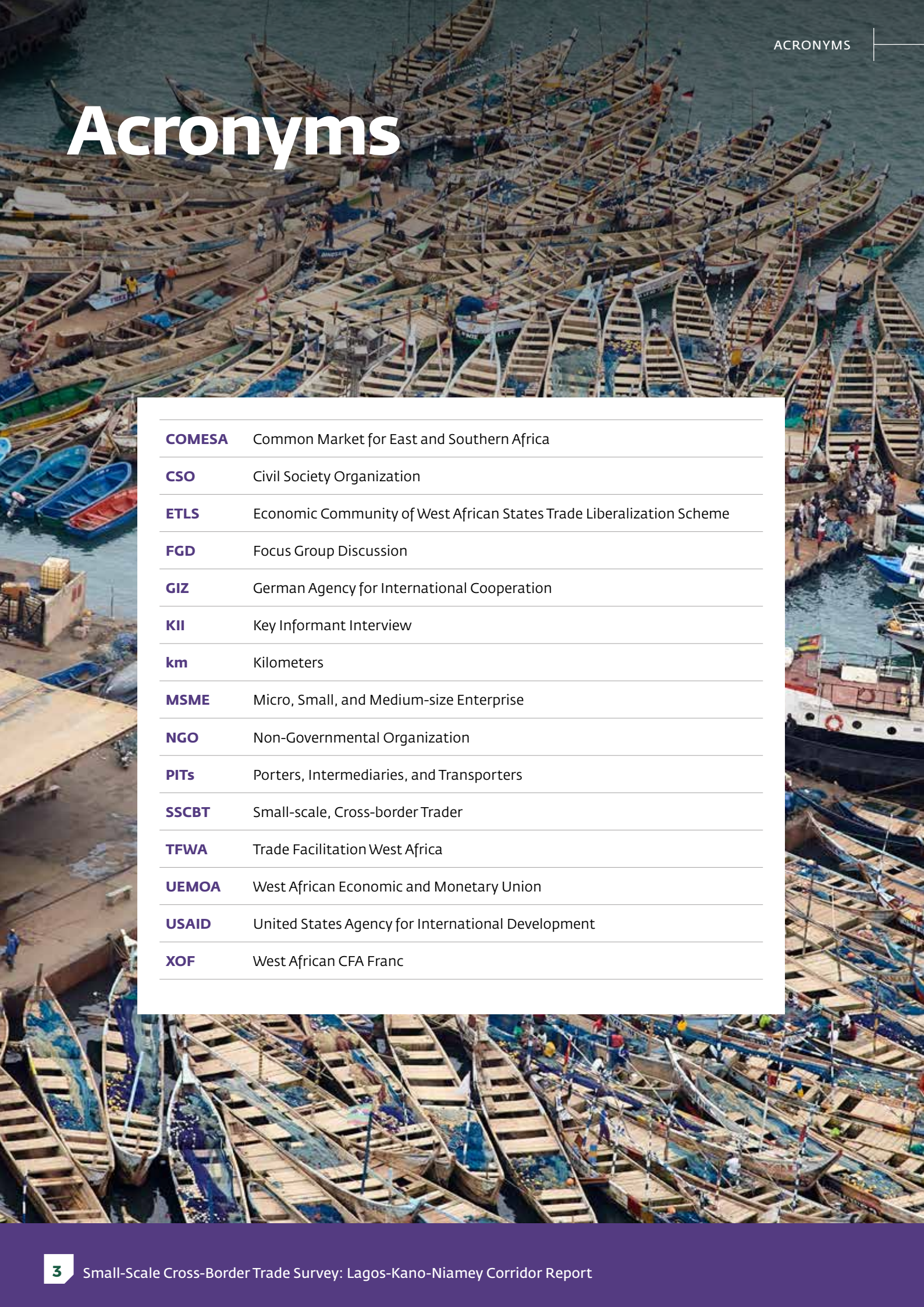
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Note: The XOF to USD exchange rate used was obtained on 10 July, 2020 using XE Currency Conversion. A rate of 581.246 XOF = 1 USD is used in the tables and figures throughout this report

Acronyms



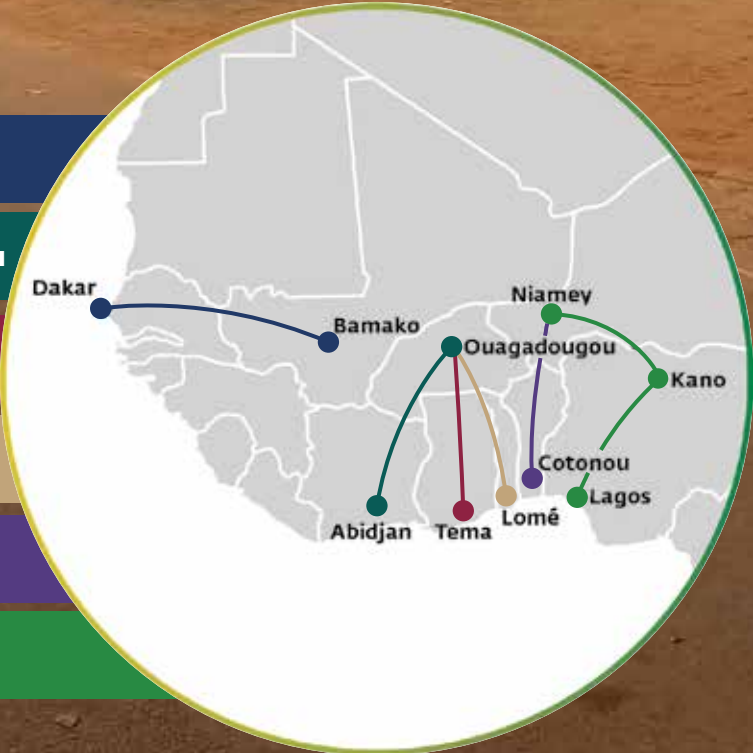
COMESA	Common Market for East and Southern Africa
CSO	Civil Society Organization
ETLS	Economic Community of West African States Trade Liberalization Scheme
FGD	Focus Group Discussion
GIZ	German Agency for International Cooperation
KII	Key Informant Interview
km	Kilometers
MSME	Micro, Small, and Medium-size 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 accounted for 27 percent of respondents (131 of 493) for the Cotonou–Niamey trade corridor, with the majority of them being women traders. Nearly half (44 percent) of all traders across the six surveys were women.

Views of Traders

Along the Cotonou–Niamey corridor, most traders buy and sell raw vegetables, textiles and apparel, grains, beans, and fish, though this varies by market and gender. For example, women are strongly represented among food traders, while men dominate for consumer durables. In addition, women tend to trade smaller, less valuable consignments. Disaggregating the traded products reveals some gender-specific specialization. For example, 87 percent of traders who sell dried or fresh fish are women. Women are also overrepresented in the trade of raw vegetables. Conversely, none of the women traders surveyed deal in phone accessories or electronics.

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).

About a quarter of both women and men traders are registered business owners); the rest are informal operators or unsure about the status of their activity. About a third of all the respondents are members of a traders association, with membership being more common among women (38 percent) than men (29 percent).

Most small-scale cross-border traders on the Cotonou-Niamey corridor have an unfavorable impression of the infrastructure available to them in border markets. Nearly three-quarters of male respondents rated road infrastructure as inadequate or very inadequate. And more than 4 in 10 small traders have a negative perception of the quality of infrastructure at the border between Benin and Niger.

Traders' assessments of border clearance procedures are sharply divided. Just over one third rate border clearance as being complex, while nearly the same share consider it simple. Women tend to perceive slightly better border clearance experiences than do men. The vast majority of traders (84 percent) claim to have no awareness of border trade rules, regulations, and procedures. Women traders admitted a near universal lack of knowledge of border formalities.

Nearly three-quarters of small-scale traders report paying border clearance fees—notably at customs, but also at other agencies. The share of women who reported being asked to make facilitation payments is somewhat lower than the share for men. Traders of consumer durables seem particularly subject to bribery demands. Formal business operators report that they more frequently are subjected to demands for bribes, relative to informal traders.

Lack of safety and security is a concern for a quarter of the traders on the Cotonou-Niamey corridor. The feeling of insecurity at the border is at times reinforced by inappropriate behavior of border officials. Some 32 percent of respondents reported having witnessed verbal or physical harassment at least once in the past six months, 13 percent had heard of sexual harassment, and 12 percent claimed that they had been subjected to such inappropriate advances.

Access to finance is a key challenge for traders along the Cotonou–Niamey corridor. A third of small traders are self-financed and rely on their savings to fund their operations. Just 9 percent take loans from commercial banks, and 8 percent from credit unions.

When asked their priorities for improving the border environment, traders on the Cotonou-Niamey corridor listed simplified procedures, access to finance, and improved safety. Access to finance, better transport, and better sanitary facilities feature more prominently among women traders' priorities than those for men.

Views of Porters, Intermediaries, and Transporters

The survey was completed by 162 respondents at Gaya (82) and Malanville (80) who serve these markets as porters, intermediaries, and transporters (PITs, or service providers). All the PITs in the sample are men aside from one woman transporter. More than 80 percent of the transporters ship food; porters carry a somewhat higher share of durables.

Almost half of service providers find border clearance procedures to be complex or very complex. Theft of goods is one of their main problems, especially for porters and transporters.

For improvements to border infrastructure, nearly half of PITs mention road paving and rehabilitation as their top priority. Moreover, transporters often cite new pedestrian lanes, market stalls, and toilets as highly desirable developments.

Views of Border Officials

The survey also targeted customs, police, immigration, and phytosanitary officials. On the Cotonou-Niamey corridor, 40 individuals—only 3 of whom were women—participated in the survey. The educational attainment of border officials is substantially higher than that of traders and service providers.

Border officials concur with traders and service providers that infrastructure deficits exist at the Cotonou-Niamey border. Nearly half (44 percent) of border officials perceive roads as being inadequate or very inadequate.

These officials are familiar with instances of abuse and harassment, but sexual harassment is far less acknowledged. Only two officials (5 percent) said that they knew about a case of sexual harassment over the past six months (compared with 13 percent of traders). More than half the officials justify facilitation payments as indispensable or otherwise justified. At the same time, more than a third say that such payments are unacceptable or illegal.

When asked about their suggestions for TFWA activities that could foster small-scale cross-border trade, border officials mentioned a range of issues. Better access to finance tops the list of priorities, and capacity building for traders on trade rules and regulations features prominently. Improvements to safety and market infrastructure were also mentioned.

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 Cotonou–Niamey 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 Cotonou–Niamey corridor.

A summary of the main characteristics of the respondents along the Cotonou–Niamey corridor is presented in table 1. 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. It turns out that on the Cotonou–Niamey corridor, women accounted for a relatively large share of the respondents (44 percent). Moreover, the corridor stands out as the one where traders travel the largest distance from where they bought goods to where they sell them.

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.

Table 1. Key Characteristics of the Respondents and Comparison with Other TFWA Corridors

Respondent characteristic	Other TFWA corridors in West Africa		
	Cotonou-Niamey	Dakar-Bamako	Lagos-Kano-Niamey
Number of traders interviewed	291	312	302
Share of women among all traders (%)	44	40	14
Share of traders age 34 or younger (%)	45	46	36
Share of traders with informal or no schooling (%)	40	38	47
Share of traders with primary schooling (some or completed) (%)	26	39	38
Average number of dependents	7	7 (median)	8 (median)
Share of traders in business for more than 10 years (%)	39	42	42
Share of traders earning \$50-\$99 per month ^a (%)	40	21	19
Share of traders earning \$0-\$49 per month ^a (%)	20	4	20
Average distance traveled (mean) (km)	400	338	228
Most commonly traded commodities	Raw vegetables, clothing, grains	Processed foods, raw vegetables, clothing	Grains, beans, clothing
Trade business formally registered (% saying yes)	25	44	25
Prevalent mode of transport (%)	Car/bus (51)	Car/bus (46)	Car/bus (58)
Prevalent mode of crossing international borders: formal (official) versus informal route	Formal, 90%; pedestrian lane, 4%; unchartered routes, 3%	Formal, 86%; pedestrian lane, 7%; unchartered routes, 3%	Formal, 92%; pedestrian lane, 3%; unchartered routes, 5%
Main sources of finance	Used savings, borrowed from a friend/neighbor, got goods on credit	Used savings, borrowed from a commercial bank, borrowed from a microfinance institution, borrowed from a friend/neighbor	Used savings, borrowed from a friend/neighbor, got goods on credit later
Association membership (%)	33	24	37

Respondent characteristic	Other TFWA corridors in West Africa			
	Cotonou-Niamey	Abidjan-Ouagadougou	Lomé-Ouagadougou	Tema-Ouagadougou
Number of traders interviewed	291	297	295	294
Share of women among all traders (%)	44	43	44	38
Share of traders age 34 or younger (%)	45	42	51	42
Share of traders with informal or no schooling (%)	40	49	51	32
Share of traders with primary schooling (some or completed) (%)	26	26	26	49
Average number of dependents	7	7	7	6
Share of traders in business for more than 10 years (%)	39	31	29	50
Share of traders earning \$50-\$99 per month ^a (%)	40	30	21	17
Share of traders earning \$0-\$49 per month ^a (%)	20	13	24	22
Average distance traveled (mean) (km)	400	385	354	328
Most commonly traded commodities	Raw vegetables, clothing, grains	Clothing, raw vegetables, grains	Clothing, grains, agricultural inputs/ seeds/ fertilizers, raw vegetables	Clothing, raw vegetables, grains
Trade business formally registered (% saying yes)	25	36	40	22
Prevalent mode of transport (%)	Car/bus (51)	Truck (45)	Car/bus (40)	Car/bus (45)
Prevalent mode of crossing international borders: formal (official) versus informal route	Formal, 90%; pedestrian lane, 4%; unchartered routes, 3%	Formal, 91%; unchartered routes, 6%; pedestrian lane, 2%	Formal, 71%; pedestrian lane, 21%; unchartered routes, 5%	Formal, 82%; pedestrian lane, 3%; unchartered routes, 8%
Main sources of finance	Used savings, borrowed from a friend/neighbor, got goods on credit to pay later	Used savings, credit union, borrowed from a friend/neighbor	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 (%)	33	36	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.



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 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 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.

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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 Cotonou-Niamey corridor, a total of 493 quantitative interviews, 34 KIIs, and 8 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.



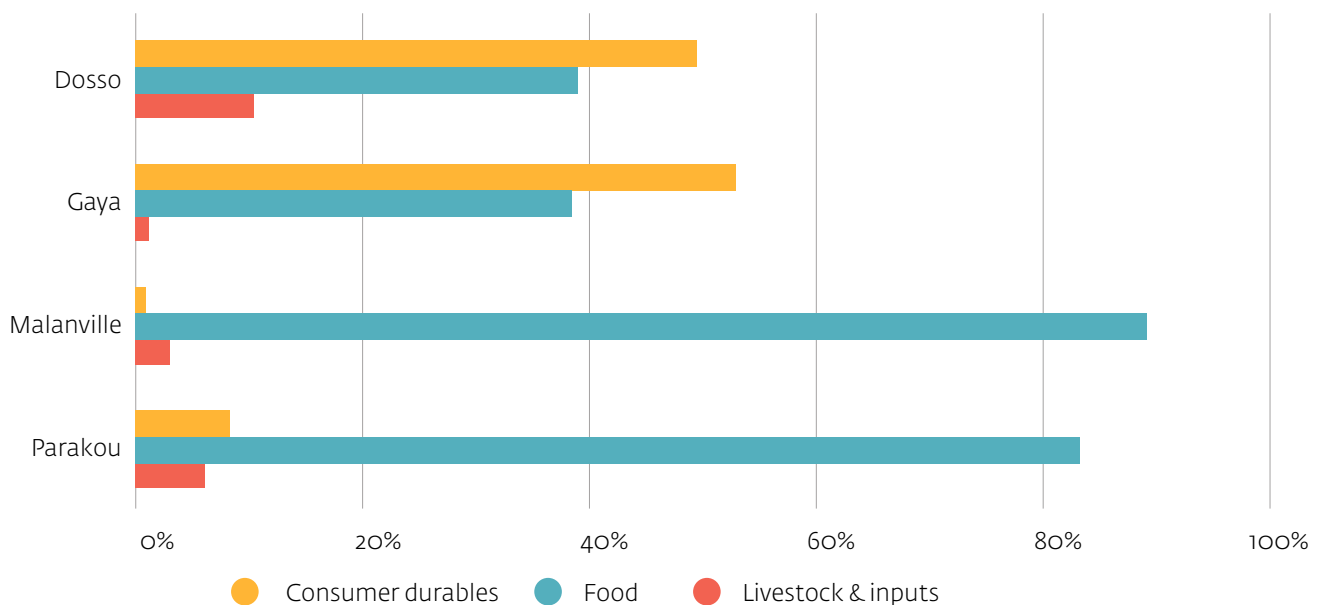
03

MAIN FINDINGS

3.1. Traders

The regional field survey covered 67 traders in Dosso, 78 in Gaya, 111 in Malanville, and 35 in Parakou, for a total of 291 respondents. Across the four surveyed markets, a large variety of products are traded. The most frequently offered goods are raw vegetables, textiles and apparel (clothing, chitenge, fabric, and bedding), grains, beans, and fish. The product portfolios of the border markets differ substantially (figure 1). In Dosso and Gaya, most traders offer consumer durables, and in Malanville and Parakou, food products dominate. Producer inputs and livestock trading is of notable importance in Dosso and to a lesser extent in Parakou and Malanville.

FIGURE 1: Products Offered at the Border Markets
(share of traders offering products, by category)

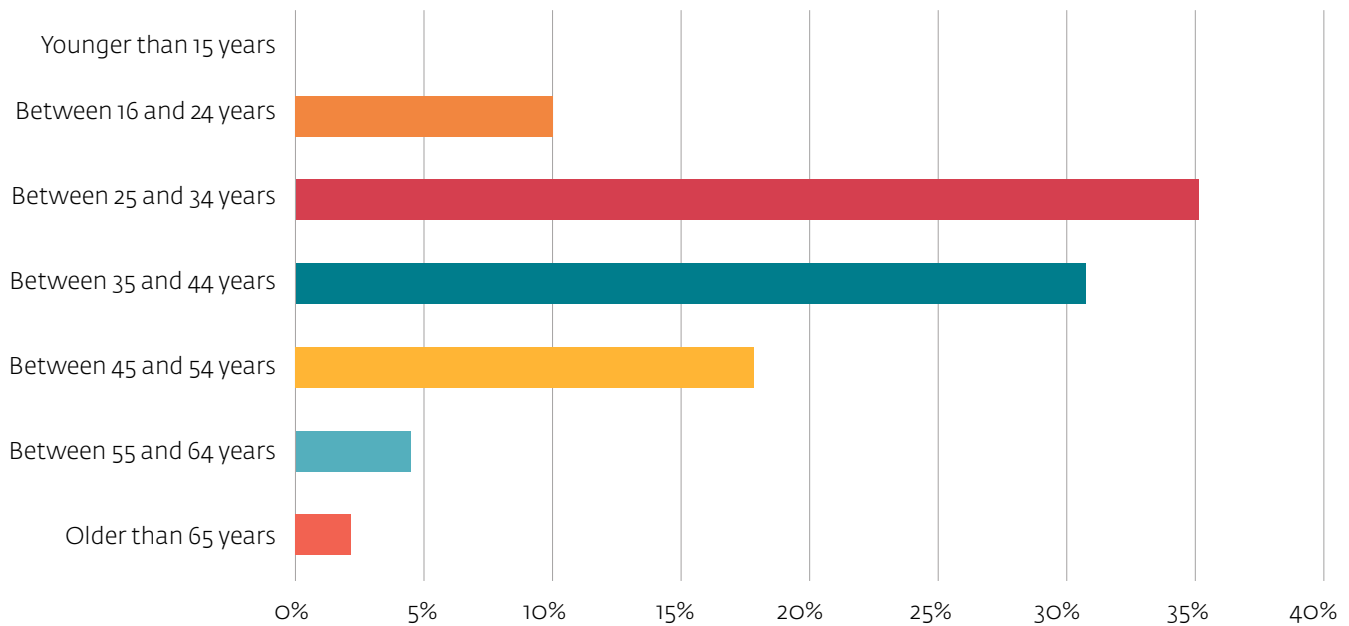


Source: TFWA Small-Scale Cross-Border Trade Survey.

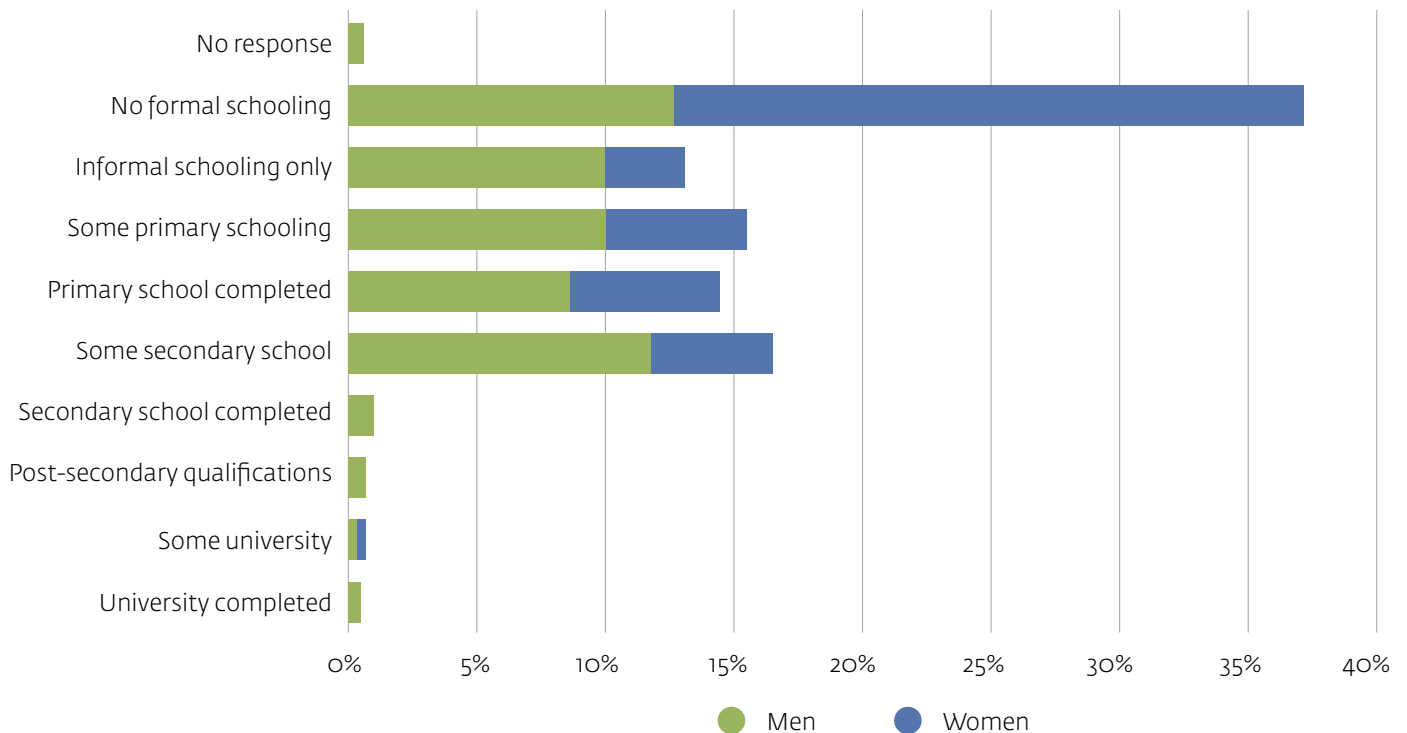
The sample contains 127 women traders (44 percent of all respondents; this share is higher than in the other corridors that were surveyed in West Africa). The ratio of men/women traders differs strongly across markets. In Malanville and Parakou, more than two-thirds of the traders are women, while in Dosso and Gaya only a quarter or fewer of the respondents are women. Women are strongly represented among food traders, while men dominate for consumer durables.

3.1.1 Characteristics of Traders

The vast majority of the traders are ages 25 to 55 years (84 percent), although there are some younger and older individuals in the sample (11 percent are younger than 25, and 2 percent are older than 65; figure 2). Half of all the respondents have received no or only informal schooling. Relatively few (3 percent) have completed secondary school or received more advanced education (figure 3).

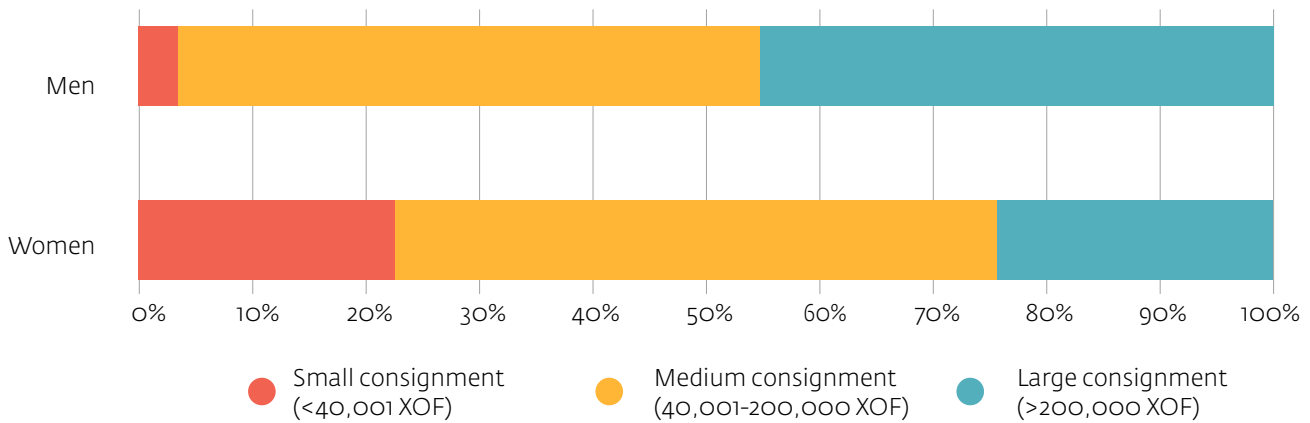
FIGURE 2: Age Distribution of the Traders

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

FIGURE 3: Education Level Attained by the Traders

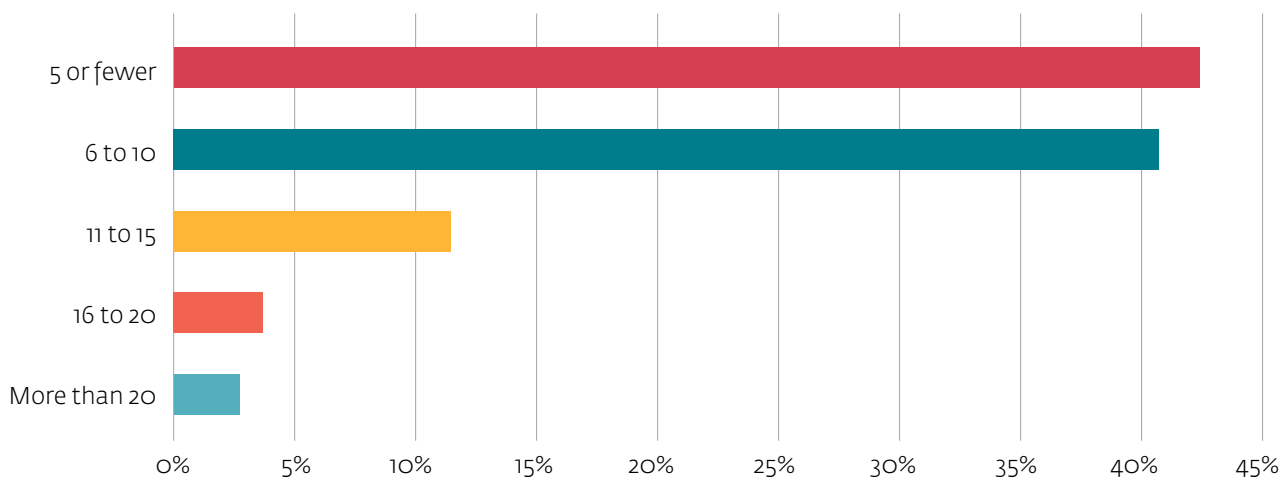
Source: TFWA Small-Scale Cross-Border Trade Survey.

The trading activity along the Cotonou-Niamey corridor is the main source of income for 37 percent of the respondents, with a substantially smaller share of women preponderantly dependent on income from trade (15 percent) than men (54 percent). On a related note the median value of consignments is larger for men than for women, as the latter tend to trade smaller consignments (figure 4).

FIGURE 4: Consignment Size, by Gender

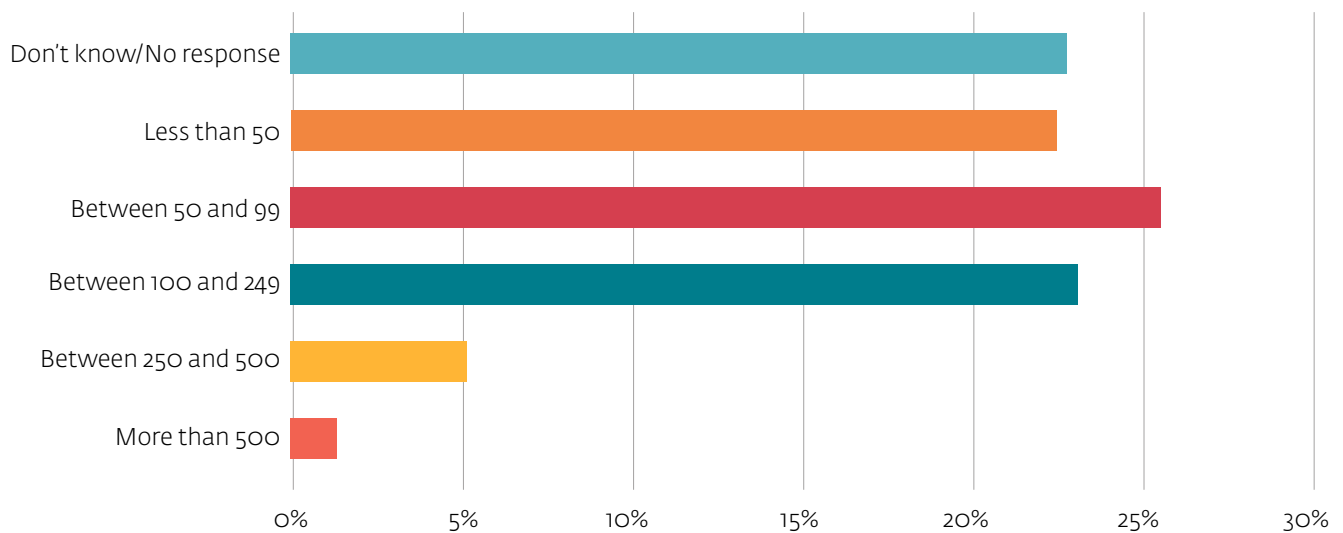
Source: TFWA Small-Scale Cross-Border Trade Survey.

Traders are often members of large families. More than 58 percent of the traders have six or more dependents, and 2 percent have more than 20 dependents (figure 5).

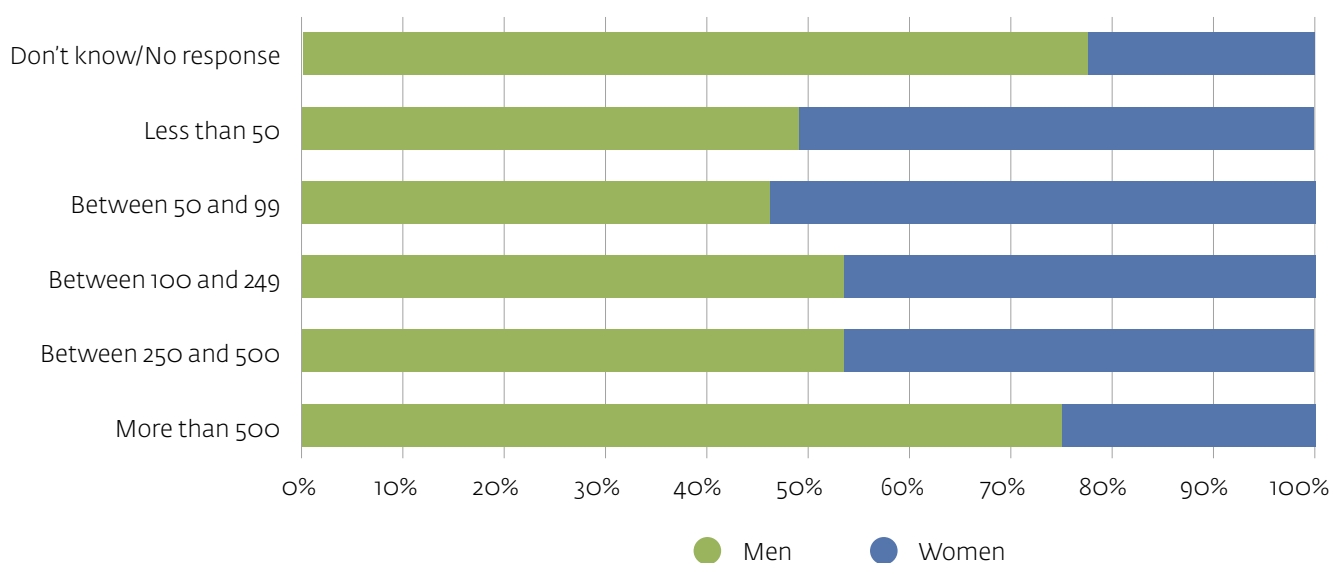
FIGURE 5: Number of Dependents

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

For a quarter of the respondents, individual monthly income falls in the \$50-\$99 bracket, with 23 percent making \$100-\$249, and 22 percent making less than \$50 (figure 6). Few of the traders reported monthly incomes that exceeded \$250. Women traders tend to be overrepresented in the lower income brackets (figure 7).

FIGURE 6: Average Monthly Income (USD)

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

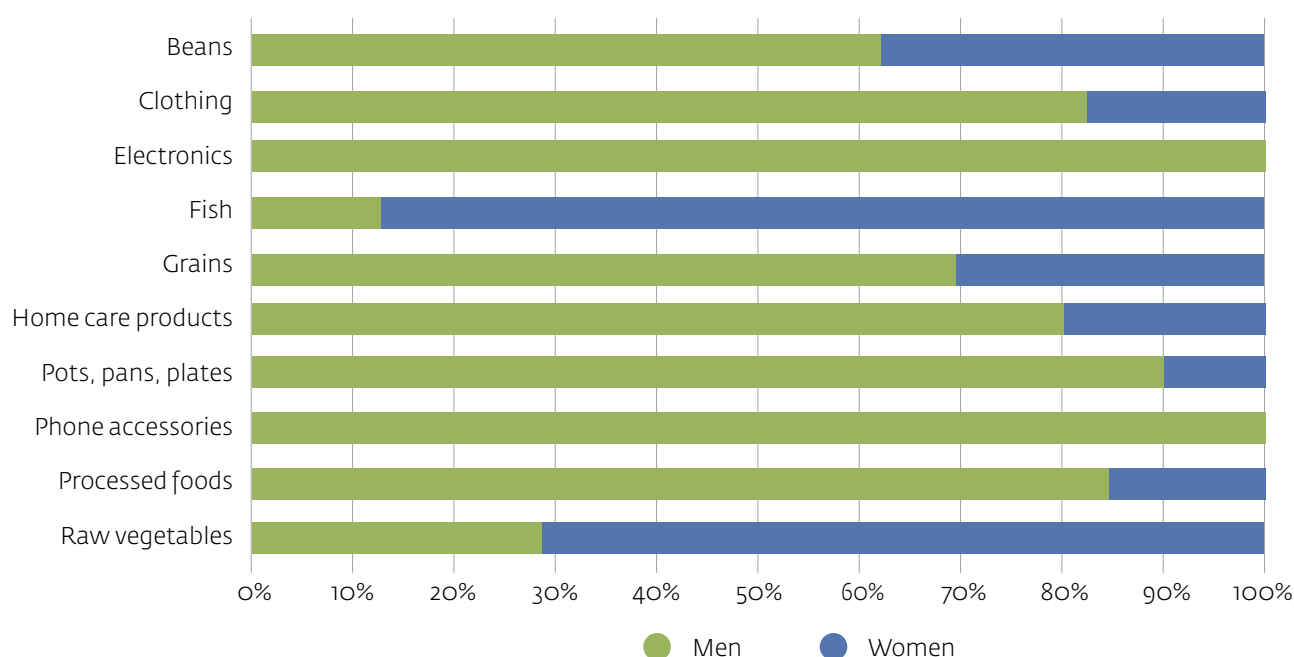
FIGURE 7: Average Monthly Income Distribution, by Gender (USD)

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

A large proportion of the traders specialize in food or durable consumer products. These categories comprise, respectively, 59 and 23 percent of all the traders in the survey. The remaining respondents trade in construction materials, agricultural inputs, or livestock (2 percent); a combination of products across category boundaries (5 percent); or did not provide an answer to the question on their product portfolio (11 percent).

Disaggregating the traded products reveals a certain level of gender-specific specialization. For example, 87 percent of all the traders who sell dried or fresh fish are women (figure 8). Another product group for which women are overrepresented is raw vegetables. Conversely, none of the women traders deal in phone accessories or electronics.

FIGURE 8: Share of Traders Offering Specific Products, by Gender (top 10 product groups according to frequency of product offer)



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

Another distinctive feature among the traders is the distance traveled to arrive at the market. The reported distance ranges from 2 to 1,500 kilometers (km), with a median of 300 km and a mean value of 400 km. These average travel distances are longer than those observed for other corridors in West Africa. About 3 percent of the traders travel 5 km or less, 34 percent between 5 and 50 km, and 63 percent more than 500 km. Of all the traders on the corridor, 51 percent travel by car or bus to their target markets, 29 percent by truck, 18 percent by motorcycle, and 2 percent by human propulsion (bike, pushcart, or foot). Hence, 80 percent of the traders use two-track means of transportation, and 20 percent use one-track vehicles or human propulsion.

The two dimensions—product specialization and transportation mode—give rise to a two-by-two matrix with four types of small-scale traders: (i) food/one-track (“food-1”), (ii) food/two-track (“food-2”), (iii) durables/one-track (“durables-1”), and (iv) durables/two-track (“durables-2”). Table 2 shows the percentage of traders in each of the four categories. This classification covers 82 percent of all the traders.¹

TABLE 2: 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 (%)	3	20
Food only (%)	14	45

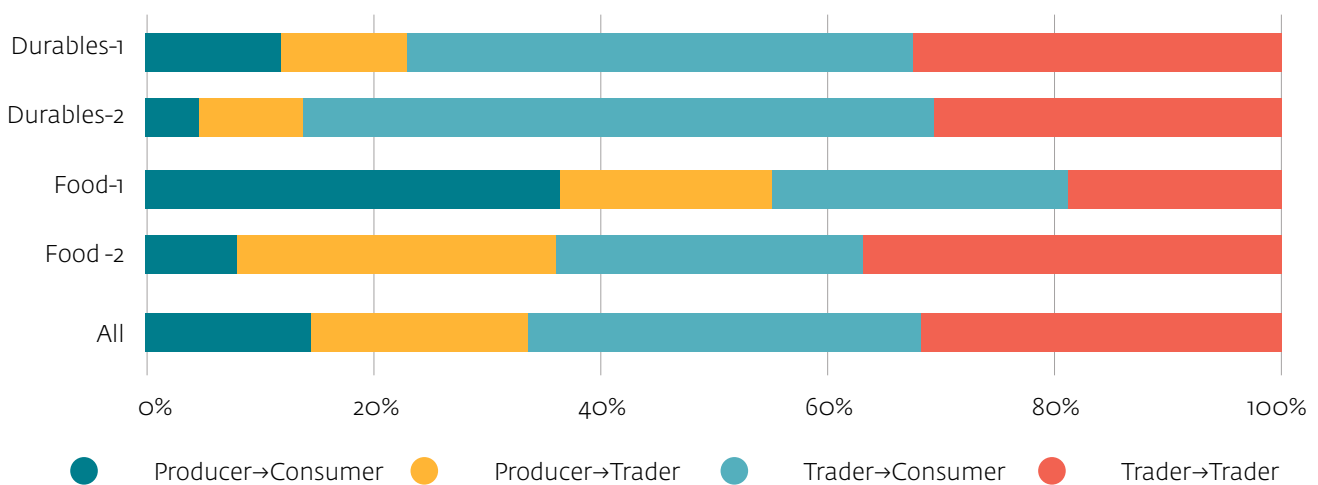
Source: TFWA Small-Scale Cross-Border Trade Survey.

¹ The remainder consists of mixed-product traders, livestock and production input traders, and nonresponses.

The vast majority of the traders serving the Cotonou-Niamey border markets buy their goods from wholesalers (63 percent) or retailers (7 percent), and only 30 percent produce the goods themselves (14 percent) or buy them directly from farms (11 percent) or other third-party producers (6 percent). On the destinations of the goods, 40 percent target end consumers, and the remainder sell their merchandise to retailers (41 percent) or wholesalers (12 percent).

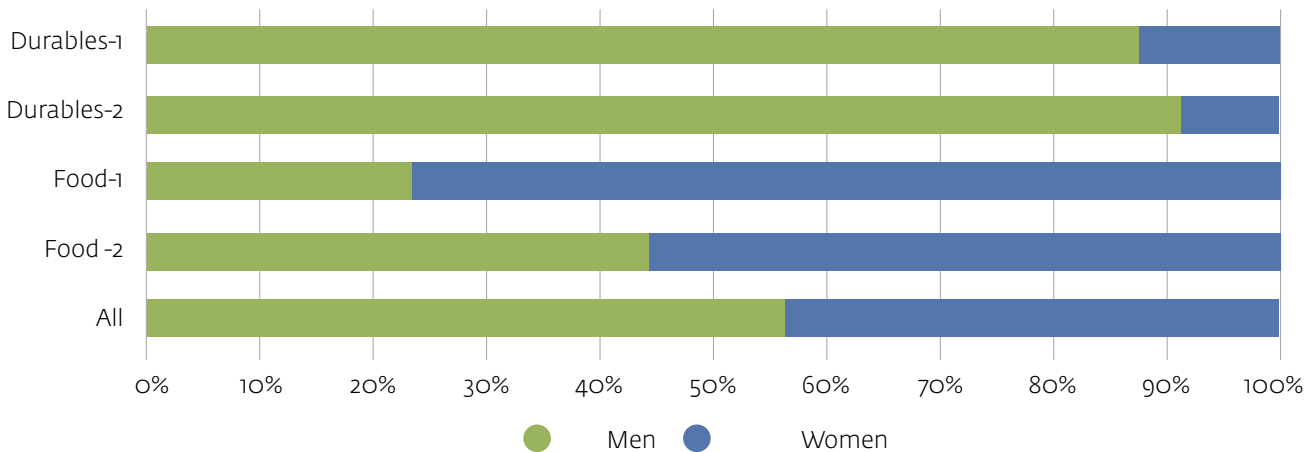
Food products that are transported by truck, bus, or car are to a substantially larger extent oriented toward final consumers, compared with durables or one-track food (figure 9). One-track food trade, which generally means shorter distance trade, is characterized by the strongest involvement of producers as traders.

FIGURE 9: Origin and Destination of Merchandise, by Trader Type

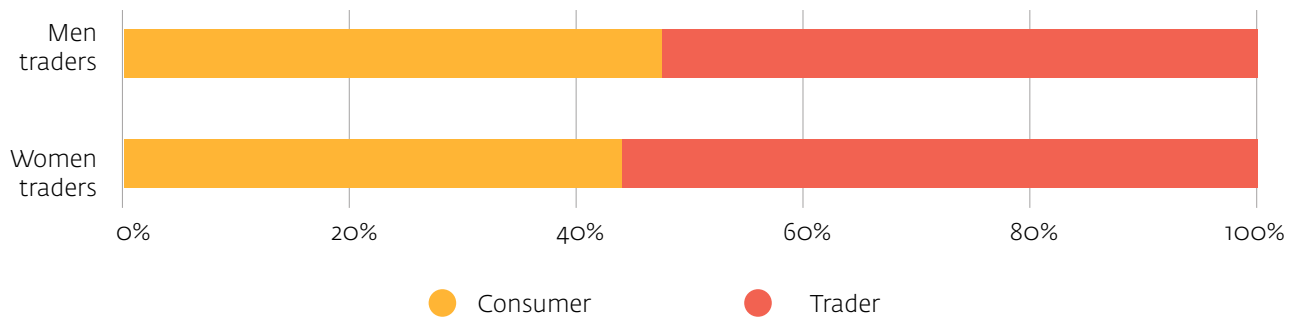


Source: TFWA Small-Scale Cross-Border Trade Survey.

The majority of the traders in the sample are men (56 percent). However, most of the respondents are women in the markets at Malanville (69 percent) and Parakou (77 percent). Women traders can be found among nearly all types of traders. However, their share is much higher among food traders than among traders of consumer durables (figure 10). There is no pronounced gender difference in sales destinations (figure 11).

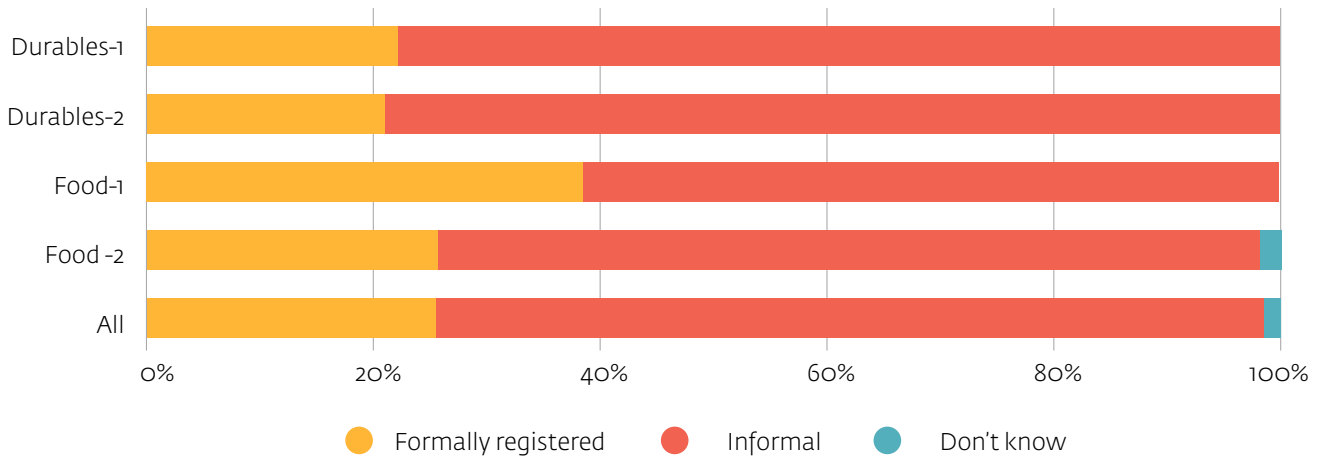
FIGURE 10: Gender of Respondents, by Trader Type

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

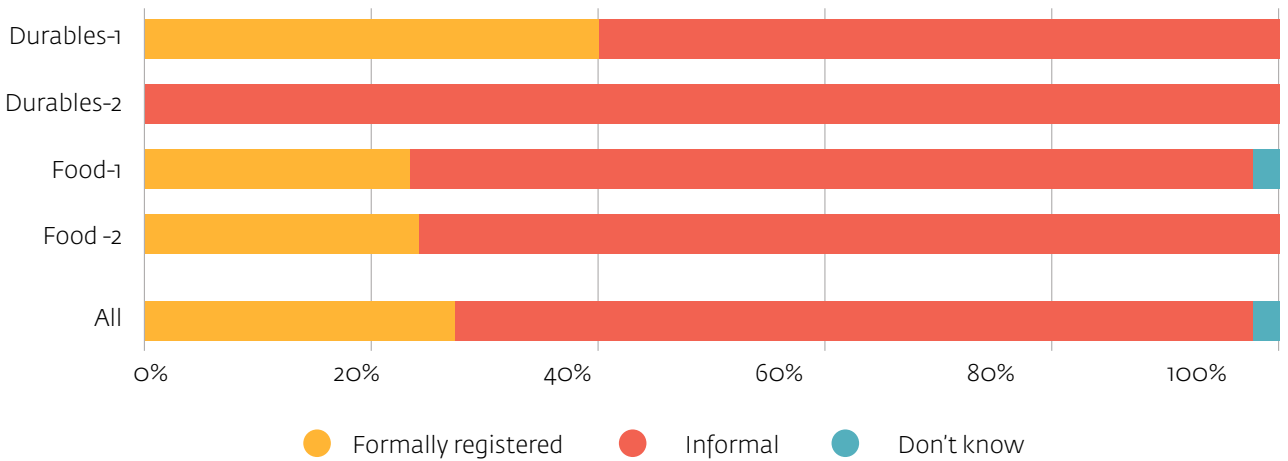
FIGURE 11: Sales Destination, by Gender of Respondents

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

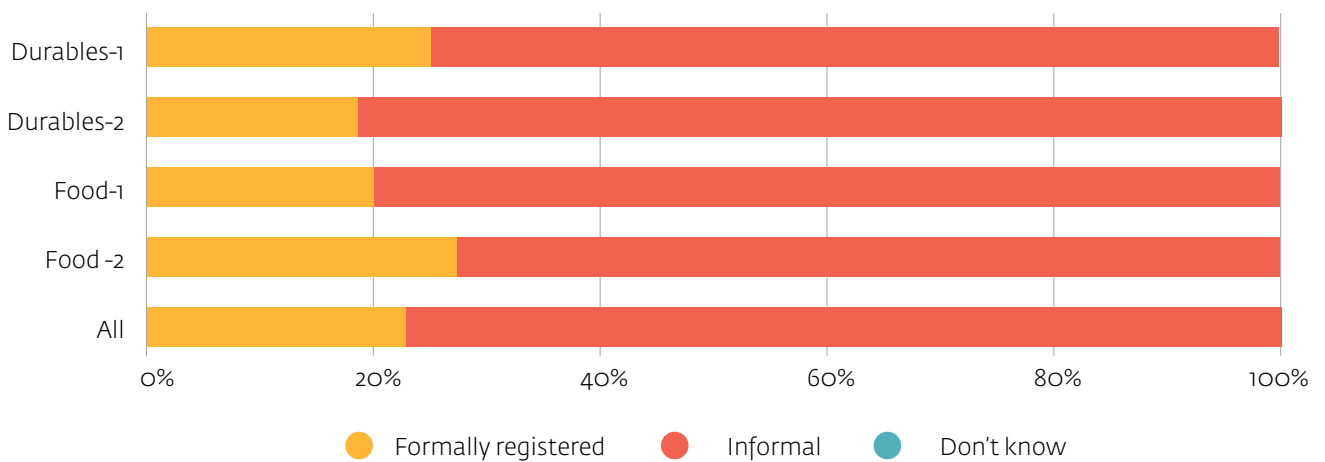
More than 25 percent of all the traders are registered business owners; the remainder are informal operators or not sure about the status of their activity. The highest extent of formality is observed for short-distance (“one-track”) traders of food products, and the highest degree of informality is among long-distance durables traders (figure 12). Women are slightly more likely to have formally registered their business, compared with men (28 percent versus 24 percent) (figures 13 and 14). All the women traders in the sample who engaged in short-distance trade of durables “durables-1” reported that they were informal operators.

FIGURE 12: Formal Business Status, by Trader Type

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

FIGURE 13: Formal Business Status, by Trader Type: Women

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

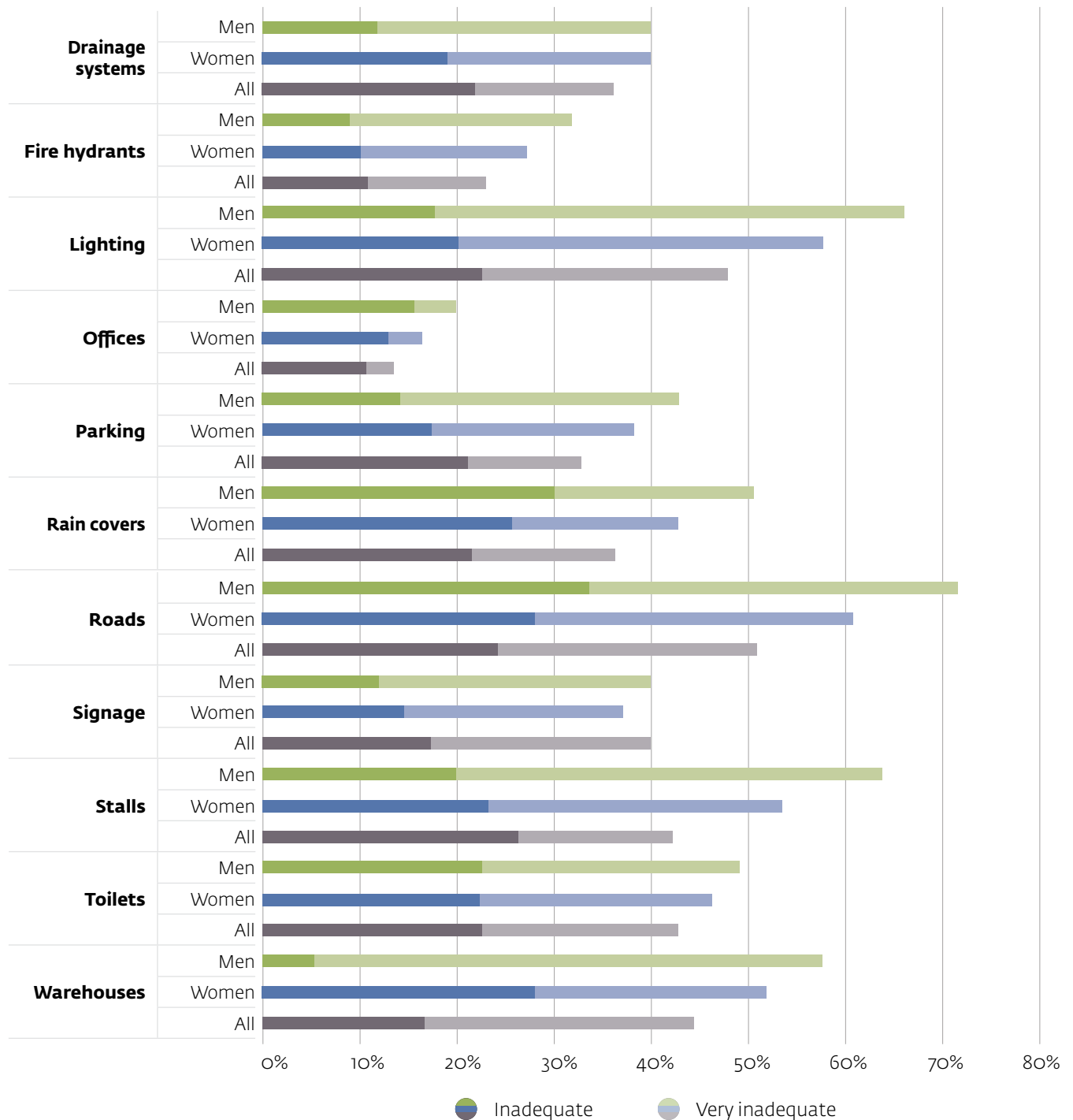
FIGURE 14: Formal Business Status, by Trader Type: Men

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

3.1.2 Traders' Perceptions of Border and Market Conditions

Many small-scale traders on the Cotonou-Niamey corridor have an unfavorable impression of the infrastructure that is available to them in the border markets. About 46 percent judge the infrastructure facilities to be inadequate, and 26 percent of these respondents assess them as being very inadequate. The amenities that are viewed most critically are the roads, market stalls, and warehouses. It is noteworthy that women perceive the infrastructure deficits as being less pronounced than men do (figure 15).

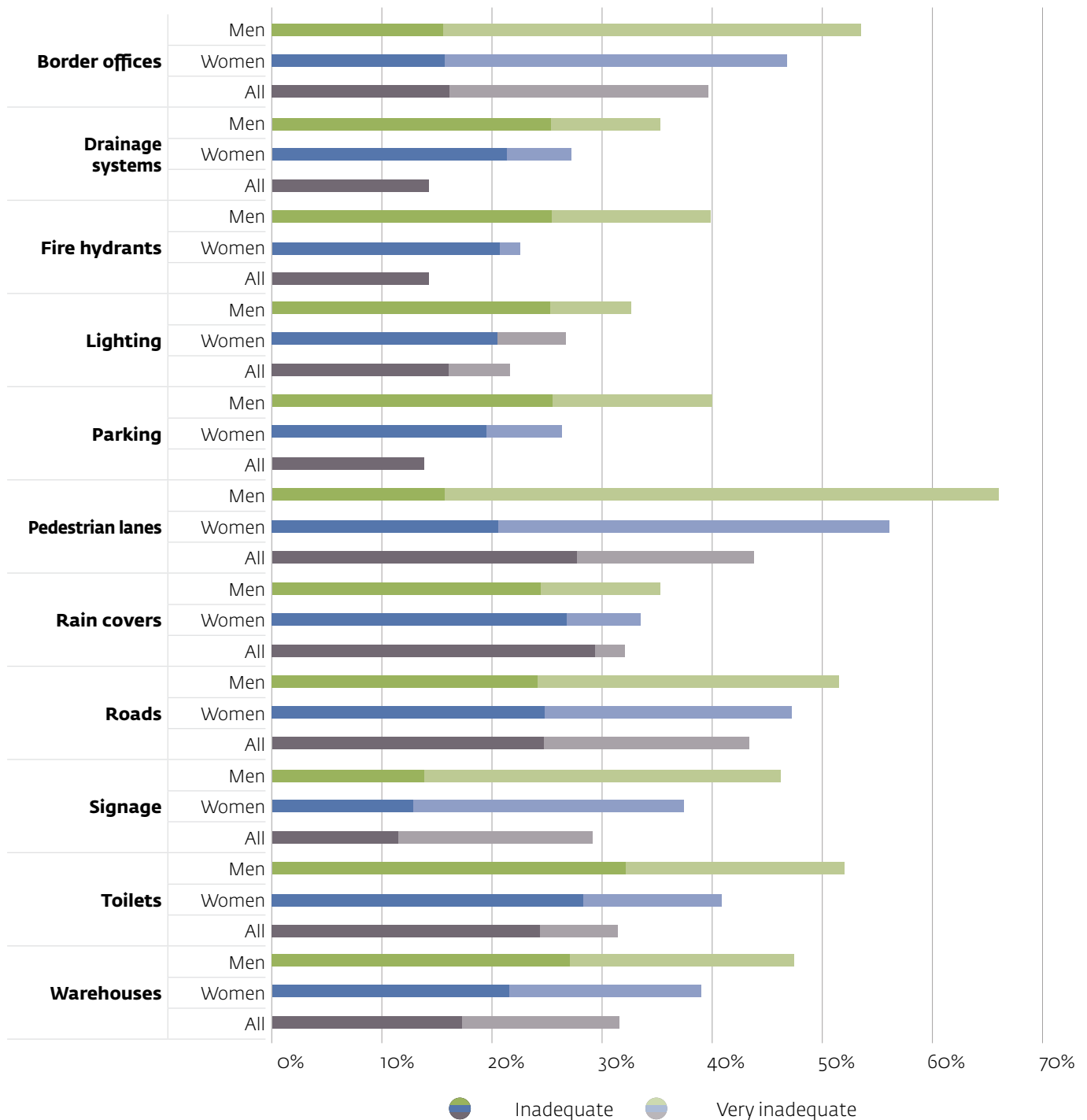
FIGURE 15: Traders' Perceptions of Market Infrastructure, by Gender



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

Many small-scale traders have a negative perception of the quality of the infrastructure at the border between Benin and Niger. On average, 41 percent of the respondents perceive the border infrastructure as inadequate, with 20 percent of these judging it to be very inadequate. The quality of the pedestrian lane, road, and border office top the list of grievances (figure 16).

FIGURE 16: Traders' Perceptions of Border Infrastructure, by Gender

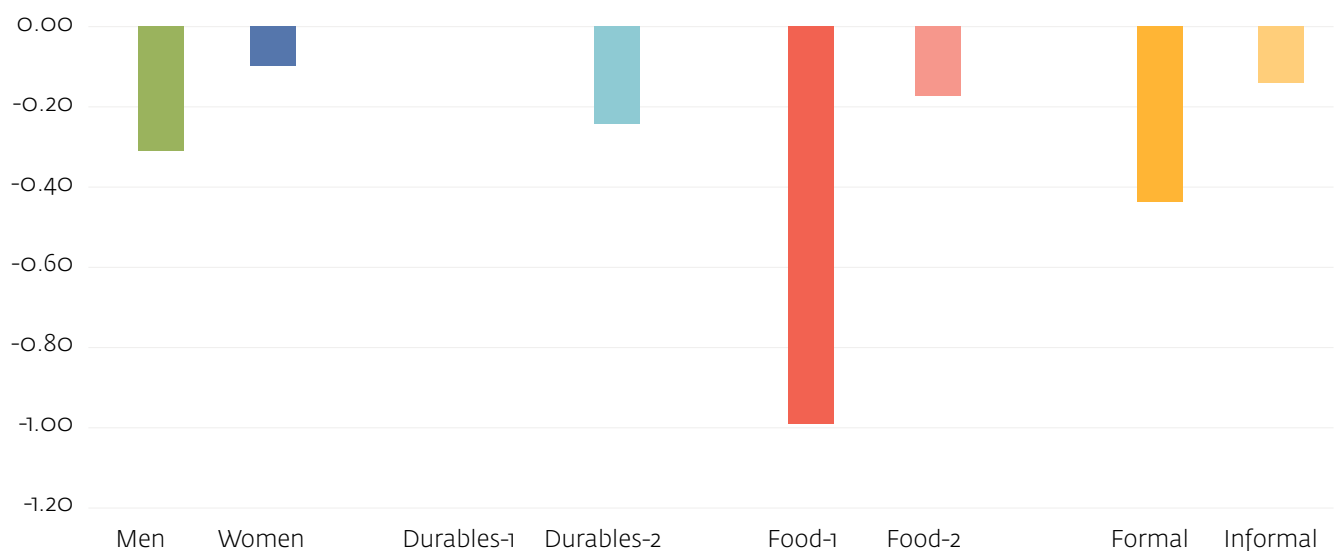


Source: TFWA Small-Scale Cross-Border Trade Survey.

The assessment of border clearance procedures shows a mixed picture. A significant share of the 148 traders who responded to the respective question rated border clearance as being complex (38 percent), of which 24 percent assessed the procedures as being very complex. By contrast, 36 percent perceived border clearance as being simple, and some of these respondents (4 percent) viewed border clearance as very simple. The remainder (26 percent) had a neutral position.

If the intervals on the 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, the overall score for all the respondents comes out as slightly complex (-0.25). However, there are notable differences across trader types and groups (figure 17). In particular, women on average perceive a slightly better border clearance experience than men do. Moreover, it is notable that food traders who rely on one-track transport (motorcycle or human propulsion) view the border clearance experience as worse than other traders do.

FIGURE 17: Traders' Perceptions of Border Clearance, by Gender, Trader Type, and Formality Status (average score on a scale from -2 to +2)



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

The vast majority of the traders (84 percent) claim to have no awareness of the trade rules, regulations, and procedures at the border. Women traders face a near universal lack of knowledge on border formalities (99 percent claim no awareness), while 27 percent of men report at least limited awareness. Similarly, only 2 percent of women and 22 percent of men are aware of existing regional provisions, such as the ECOWAS Common External Tariff and Trade Liberalization Scheme.

The reported border clearance times range from one minute to 20 hours, with a median time of four minutes.

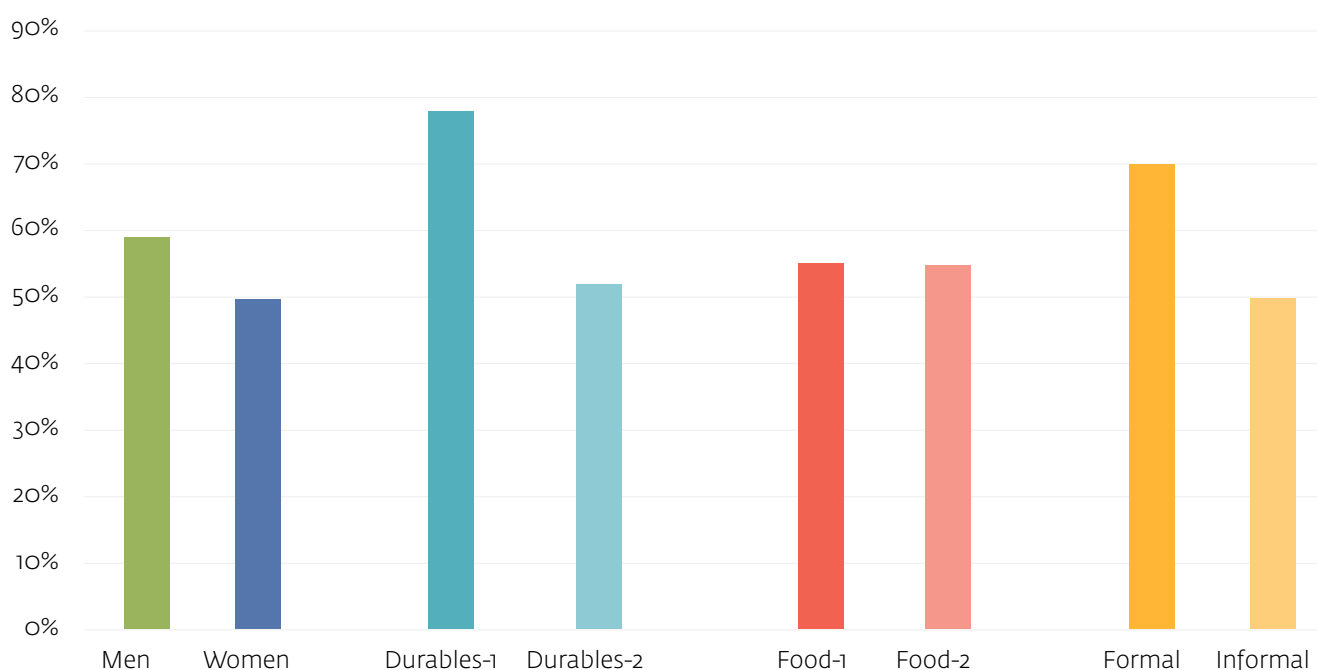
On average, food traders (one-track and two-track) face longer border clearance times than their colleagues who trade in durables. Within the latter group, one-track durables traders require less time to cross the border than their two-track counterparts. Individuals who perceive the border clearance procedures as being very complex also report a higher than average border clearance time (average 12 minutes).

More than 73 percent of the small-scale traders pay border clearance fees, notably at customs, but also at other agencies (for example, immigration and phytosanitary control). Payments are almost always made in cash. Of the 291 respondents, only six reported using checks, and three traders said they use mobile money. A sizable share of

the traders reported having been asked for facilitation payments. About 13 percent claimed that this is always the case; 16 percent reported that they are often asked for bribes; 1 percent mentioned sporadic demands; and 21 percent told the enumerators that they sometimes receive requests for irregular payments. By contrast, 42 percent of the traders reported that they have never been confronted with demands for facilitation payments.

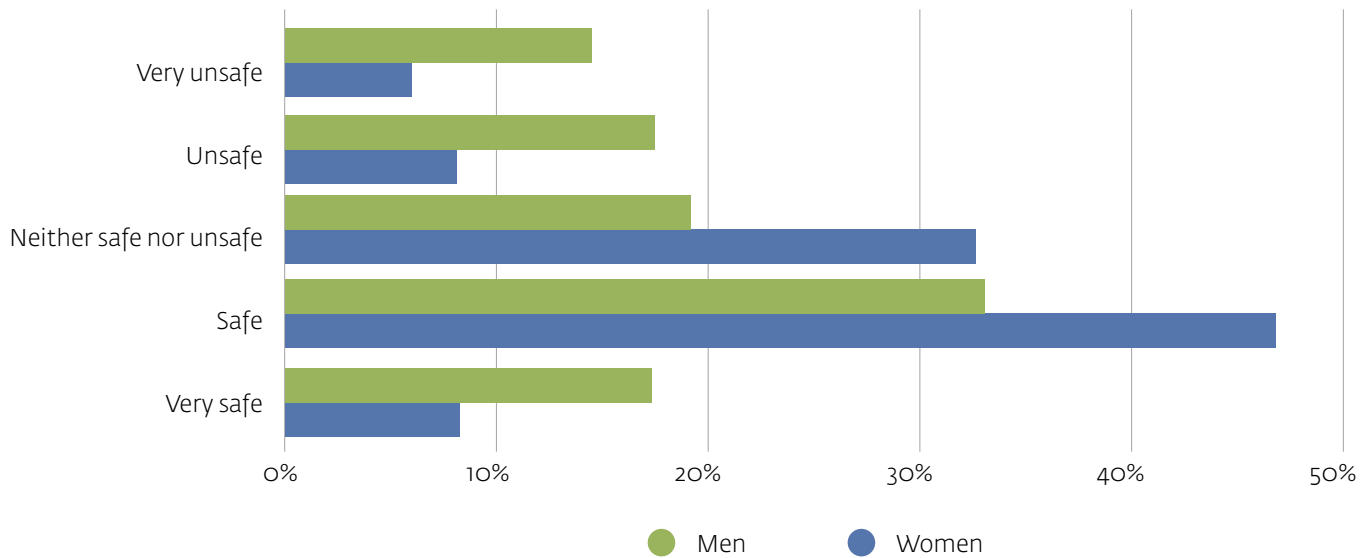
The share of women who reported being asked at least sometimes to make facilitation payments is somewhat lower than the corresponding share of men (figure 18). Moreover, one-track traders of consumer durables seem particularly exposed to bribery demands. And formal business operators reported that they more frequently are subjected to demands for bribes, compared with informal traders.

FIGURE 18: Exposure to Demands for Facilitation Payments, by Gender, Trader Type, and Formality Status (share of individuals who were at least sometimes asked for facilitation payments)



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

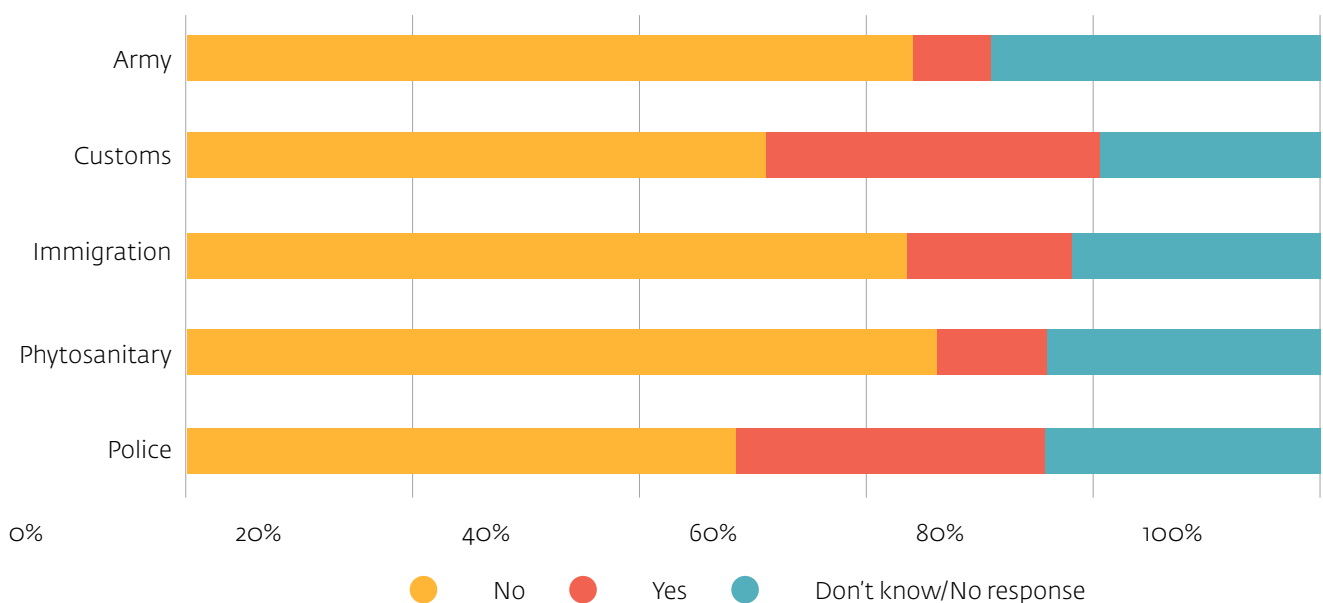
Lack of safety and security is a concern for a quarter of the traders on the Cotonou-Niamey corridor. About 23 percent of the respondents reported that they feel unsafe, including 10 percent who feel very unsafe. The fragile safety situation affects men and women (figure 19).

FIGURE 19: Border Safety Assessment, by Gender

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

The feeling of insecurity at the border is at times reinforced by the inappropriate behavior of border officials.

About 32 percent of the respondents reported that they have witnessed verbal or physical harassment at least once over the past six months. Eight percent of the traders claimed that they were subjected to this form of abuse multiple times a day. Customs and police officers are most frequently cited as the perpetrators (figure 20). Moreover, 13 percent of the traders have heard of a case of sexual harassment over the past 6 months,² and 12 percent claimed that they have been subjected to such inappropriate advances.

FIGURE 20: Verbal or Physical Harassment of Traders, by Perpetrator Category

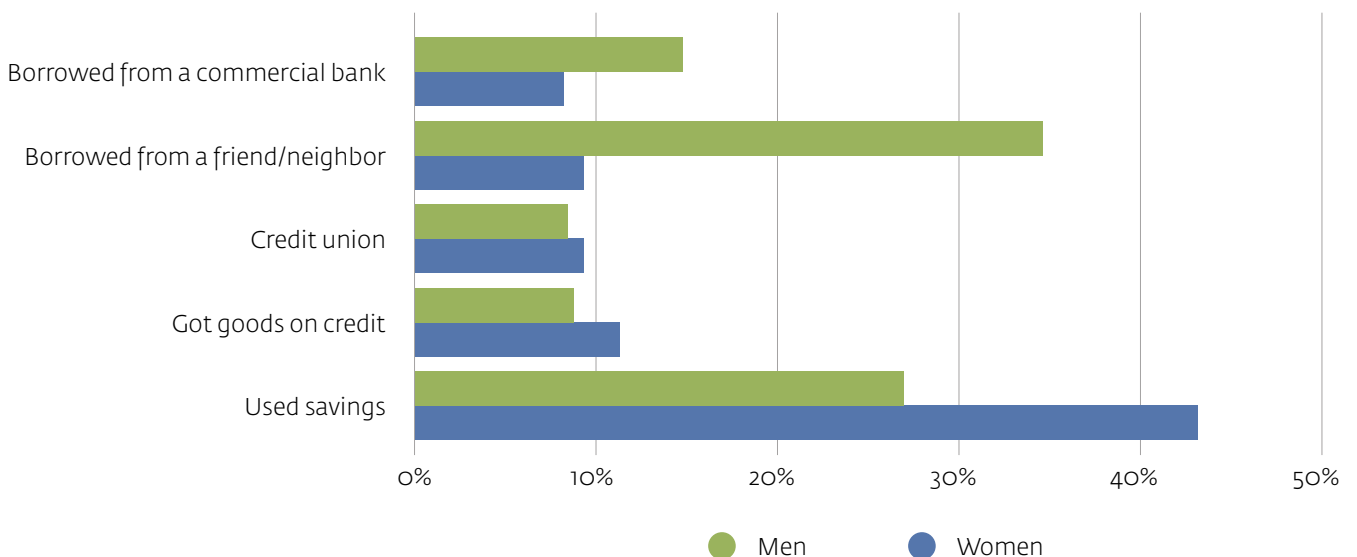
Source: TFWA Small-Scale Cross-Border Trade Survey.

² Comprising cat calls, unwelcomed touching, winking, licking lips, name calling, patting, punching, stroking, squeezing, tickling, pinching, or brushing of body parts.

About 33 percent of all the respondents are members of an association of traders, with membership being more prevalent among women (38 percent) than men (29 percent). One reason for the low rate of association membership might be the lack of effectiveness of the available organizations. Only 2 percent of the 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, the overwhelming majority of the respondents obtain market-relevant information from other traders in the market or friends back home.

Many small-scale traders (33 percent) are self-financed and rely on their accumulated savings to fund their operations. Some others borrow from friends or neighbors (25 percent) or operate on supplier credit (10 percent). Only a relatively small minority take out loans from a commercial bank (9 percent) or credit union (8 percent). In this context, it is noteworthy that women traders rely to a larger extent on own savings and supplier credit, compared with their male colleagues (figure 21).

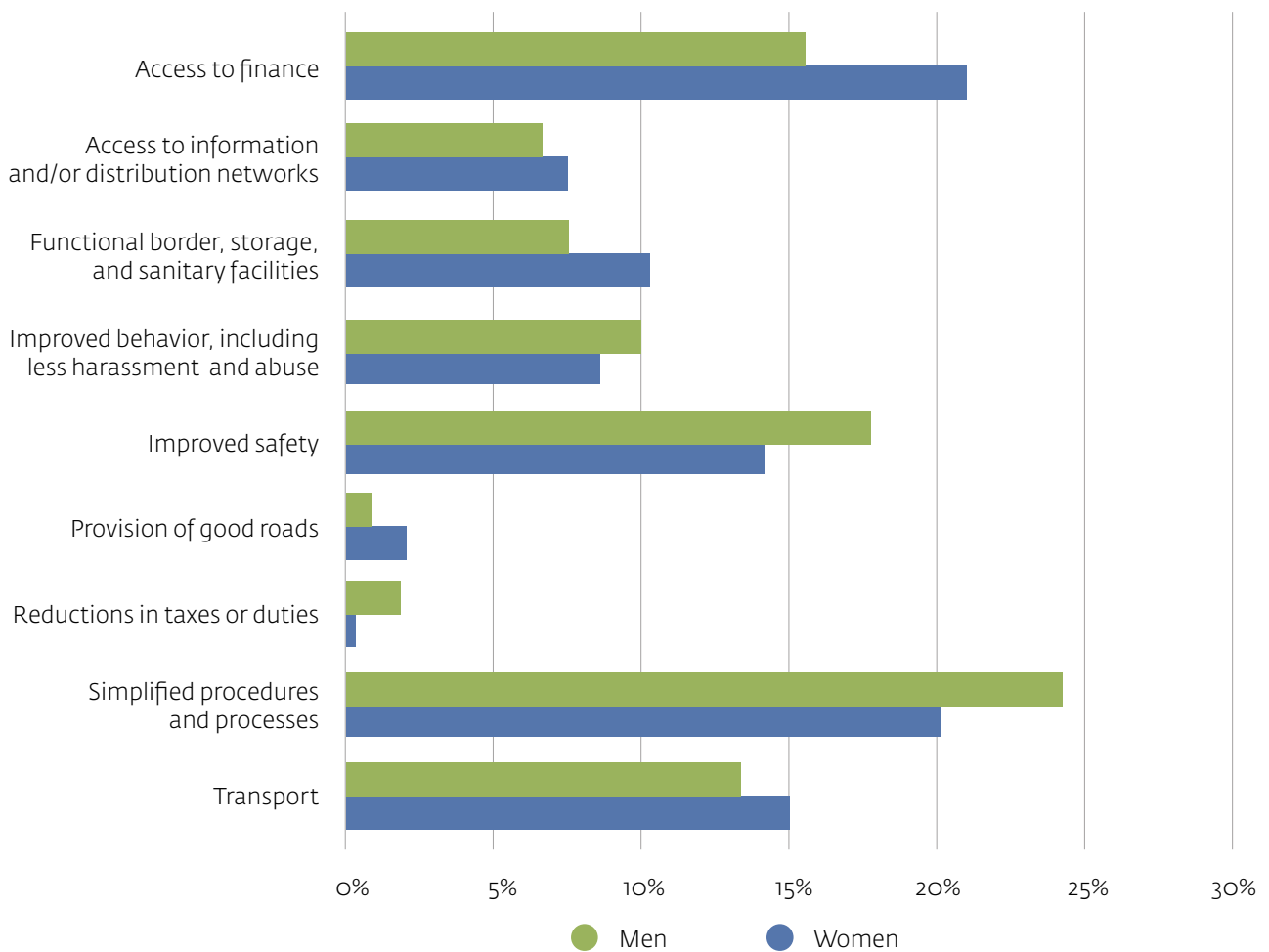
FIGURE 21: Sources of Finance, by Gender of Trader



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

When asked about their priorities for improvements to the border environment, traders on the Cotonou-Niamey corridor listed simplified procedures, access to finance, and improved safety as their main demands (figure 22). Access to finance, better transport, and better sanitary facilities feature more prominently among women traders' priorities than those for men.

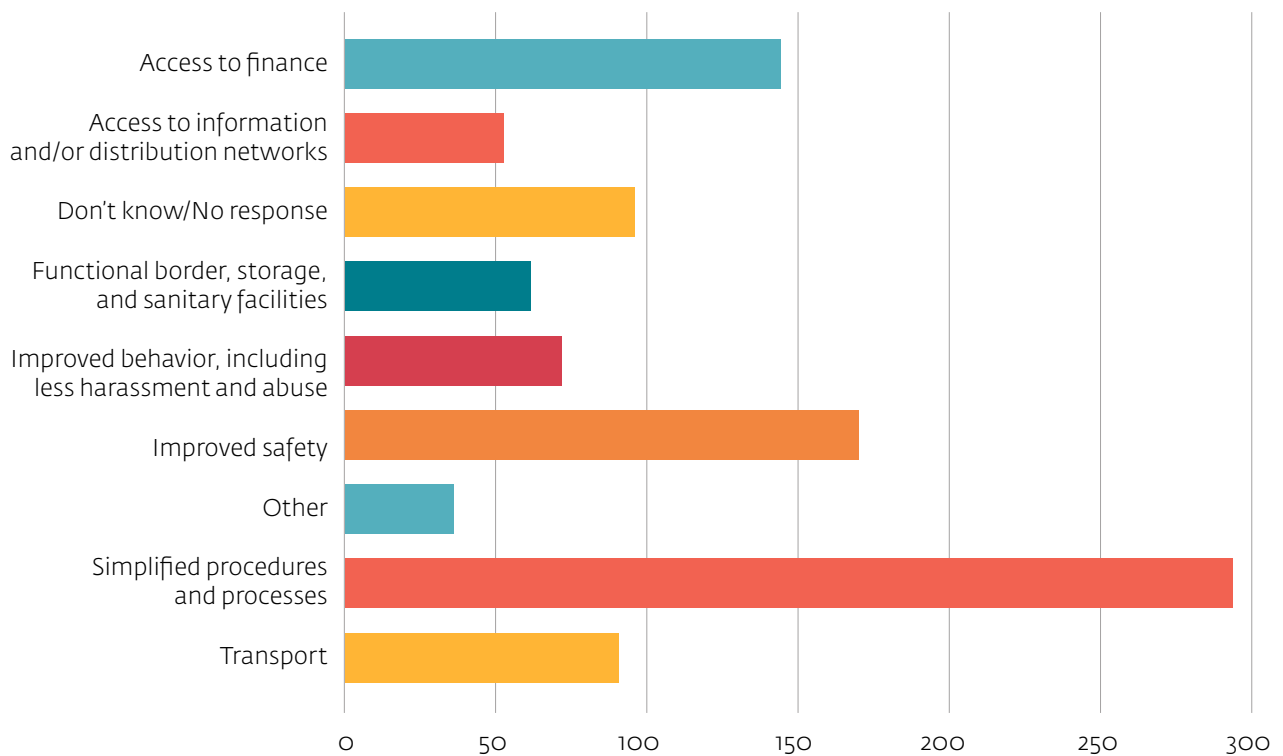
FIGURE 22: Priorities for Improvements to the Border Environment
(share of individuals who listed the issue among their top three priorities)



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

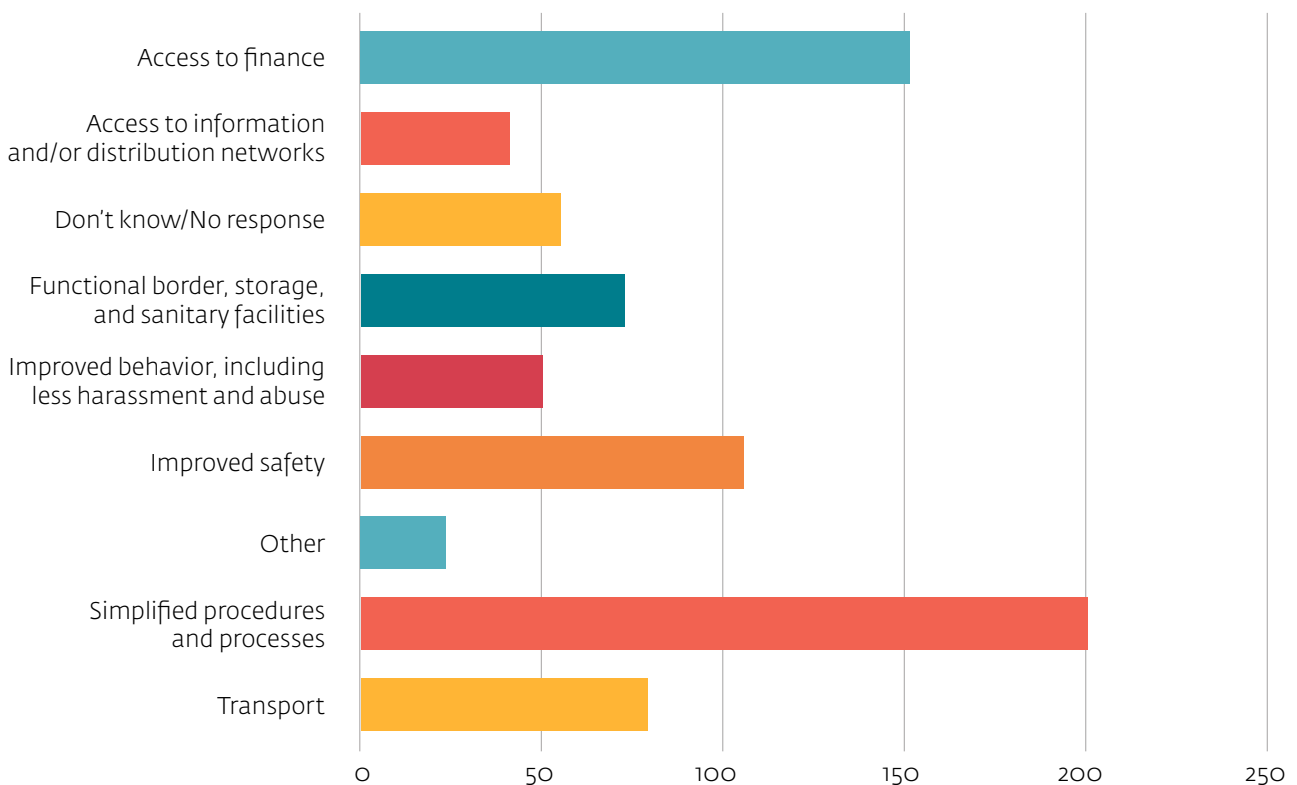
The respondents were asked to rank their top three priorities, so it is possible to take advantage of the relative rankings to obtain a clearer picture of the desired improvements. For example, a weighted score can be calculated that assigns three points to the top priority, two points to the second, and one point to the third. Figures 23 and 24 show the resulting weighted scores for men and women traders, respectively. The figures show that, compared with men traders, women traders place relatively greater emphasis on access to finance and functional border, storage, and sanitary facilities.

FIGURE 23: Priorities for Improvements to the Border Environment: Men Traders (weighted priority score)



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

FIGURE 24: Priorities for Improvements to the Border Environment: Women Traders (weighted priority score)

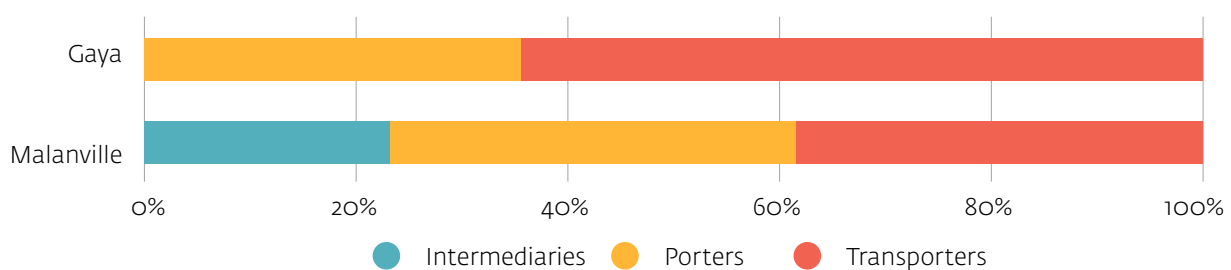


Source: TFWA Small-Scale Cross-Border Trade Survey.

3.2 Porters, Intermediaries, and Transporters

A total of 162 individuals at Gaya (82 respondents) and Malanville (80 respondents) who serve the markets as porters, intermediaries, and transporters (PITs) completed the survey. The sample contains sizable numbers of porters and transporters in both markets; responses from intermediaries were obtained only at Malanville (figure 25). Porters transport goods back and forth across the border using carts, bicycles, or headloads. Transporters ship cargo across borders using cars, mini-vans, buses, or trucks. Intermediaries take orders on behalf of traders and help make arrangements to transport their goods across the border (83 percent of the respective individuals in the sample) or help traders to process their documents and clear their goods (17 percent).

FIGURE 25: Sample Composition of Porters, Intermediaries, and Transporters at the Border Markets

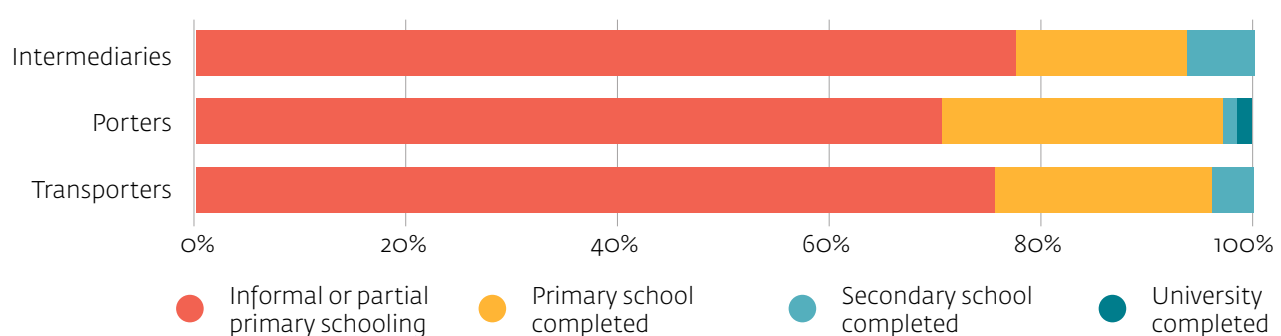


Source: TFWA Small-Scale Cross-Border Trade Survey.

3.2.1 Characteristics of Service Providers

All the PITs in the sample are men, except one woman transporter. Less than 30 percent of the service providers have completed primary school. There are no fundamental differences between the groups of service providers in educational attainment (figure 26).

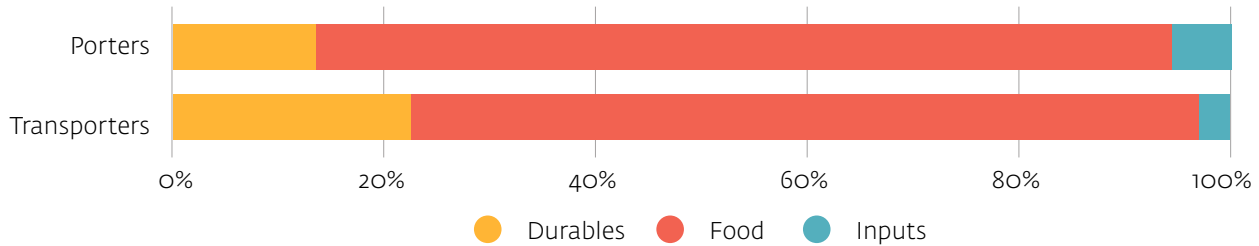
FIGURE 26: Highest Level of Educational Attainment among Porters, Intermediaries, and Transporters



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

More than 80 percent of the transporters ship food products; the porters carry a somewhat higher share of durables (figure 27).

FIGURE 27: Products Transported by Transporters and Porters
(share of individuals who carry the respective products)

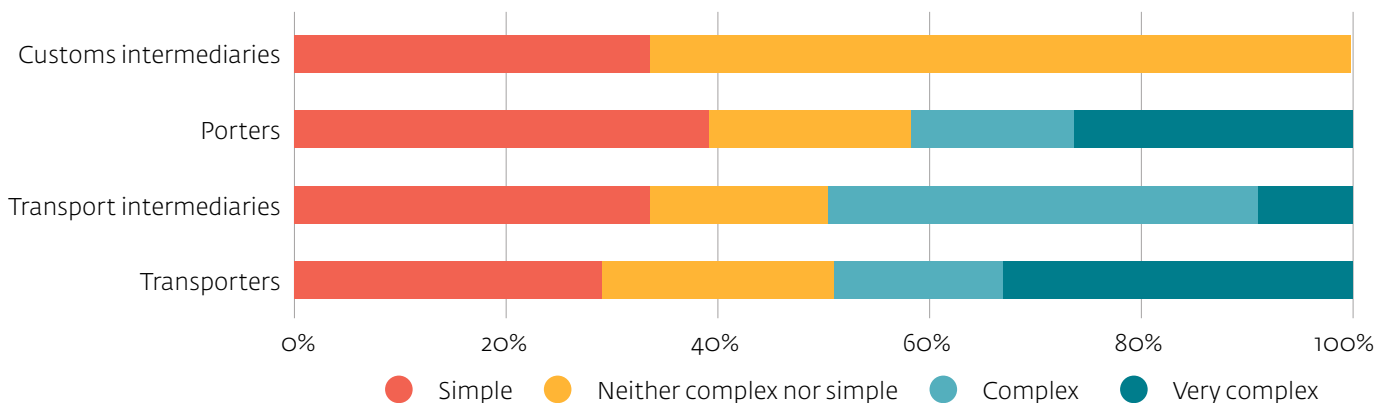


Source: TFWA Small-Scale Cross-Border Trade Survey.

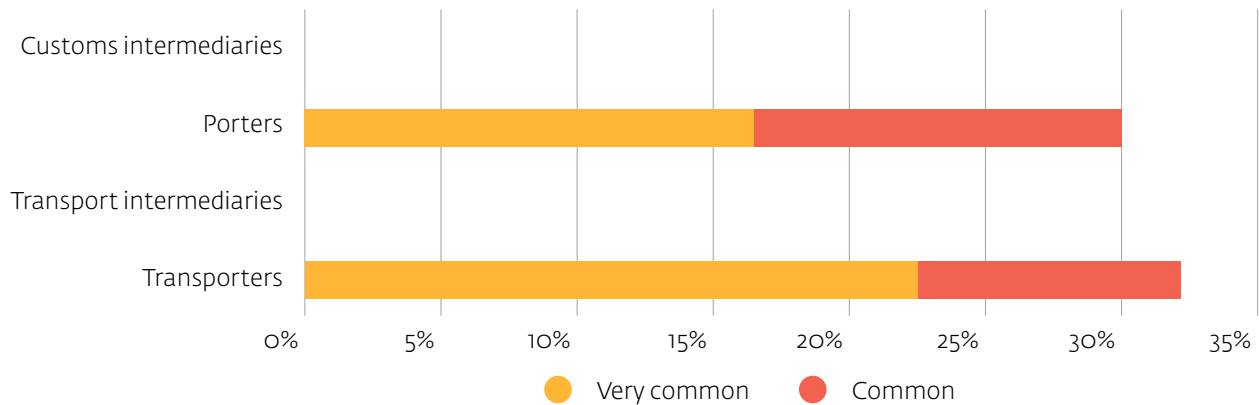
3.2.2 Service Providers' Perceptions of Border Conditions

Almost half of the service providers (45 percent) find the border clearance procedures to be complex or very complex. Customs intermediaries are the group of service providers who are most familiar with the border procedures and complain the least about the complexity of the clearance process (figure 28). Theft of goods is a problem for 28 percent of the service providers. It is noteworthy that only porters and transporters complained about this issue. Intermediaries did not raise theft as a common problem (figure 29).

FIGURE 28: Service Providers' Perceptions of Border Clearance



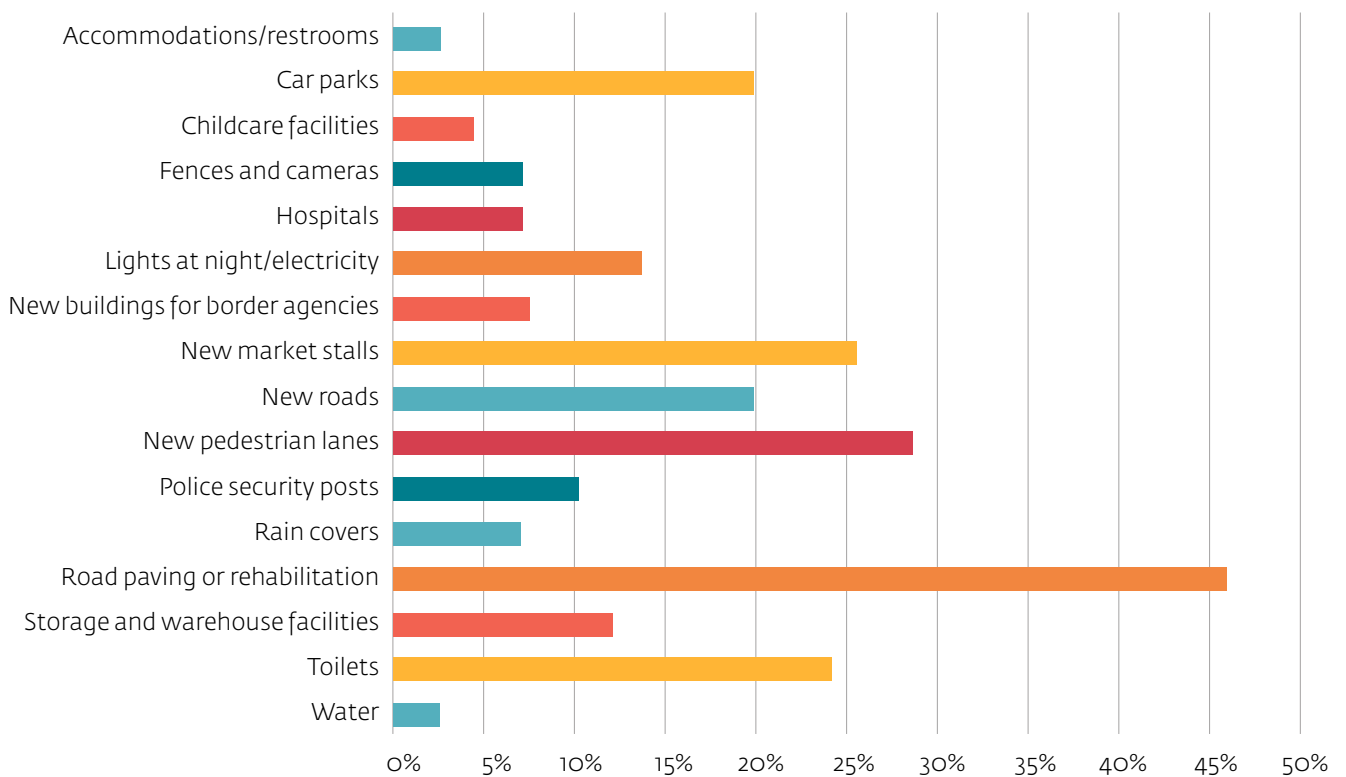
Source: TFWA Small-Scale Cross-Border Trade Survey.

FIGURE 29: Service Providers' Perceptions of Theft of Goods

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

Note: All the customs and transport intermediaries reported that theft was rare or very rare.

On improvements to the infrastructure in the border area, the trade service providers see road paving and rehabilitation as the top priority, with 46 percent mentioning this issue. Moreover, the trade and transport service providers frequently mentioned new pedestrian lanes, market stalls, and toilets as highly desirable infrastructure developments (figure 30).

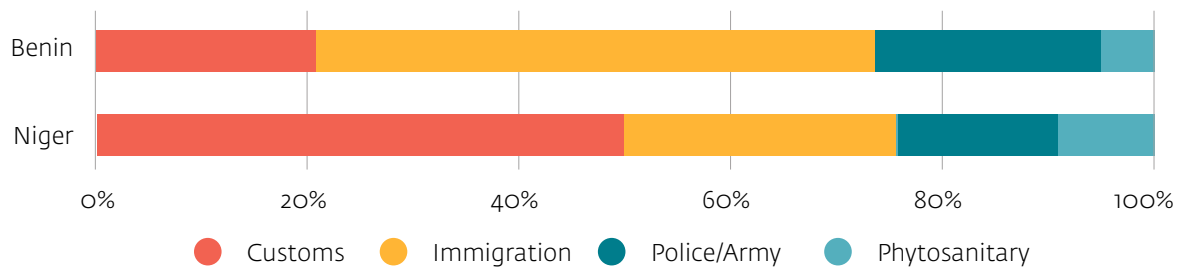
FIGURE 30: Service Providers' Priorities for Border Infrastructure Improvements (percentage of service providers mentioning the issue)

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

3.3 Border Officials

The regional field survey also contains a questionnaire for customs, police, immigration, and phytosanitary officials. On the Cotonou-Niamey corridor, 40 individuals answered the detailed set of questions, with 20 officials each participating on the Benin and Niger sides of the border. Figure 31 summarizes the composition of the sample across border agencies.

FIGURE 31: Respondents, by Border Agency

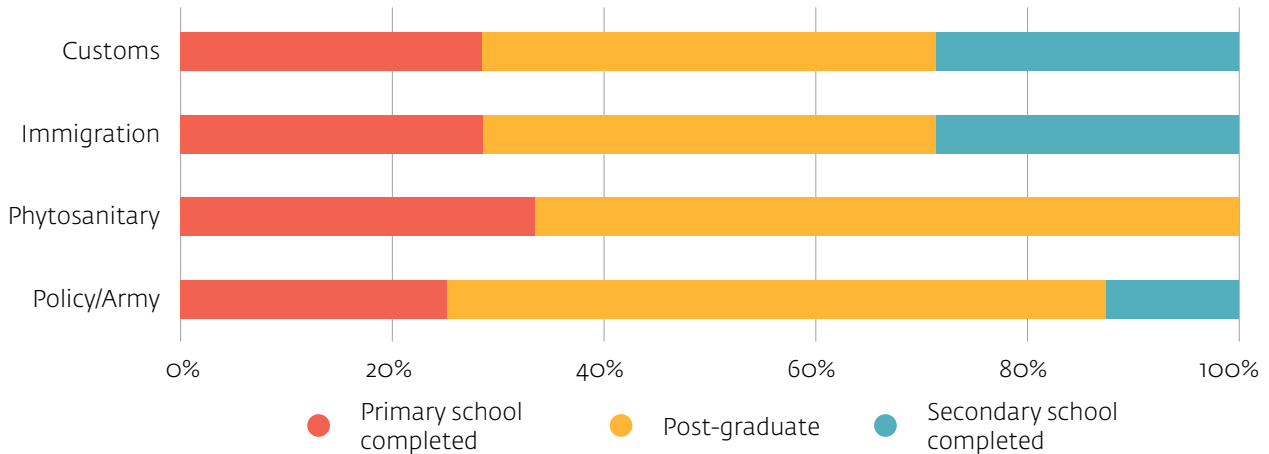


Source: TFWA Small-Scale Cross-Border Trade Survey.

3.3.1 Characteristics of Border Officials

The majority of the border officials on the Cotonou-Niamey corridor are men. Three women officers participated in the survey on the Niger side of the border, and all the officials in Benin were men. The educational attainment of border officials is substantially higher than that of traders and service providers. Every border official had completed primary school, and the vast majority (75 percent) had completed secondary school. About 28 percent of the officials hold a university degree. Indeed, two-thirds of the sanitary/phytosanitary officers in the sample had completed university studies (figure 32).

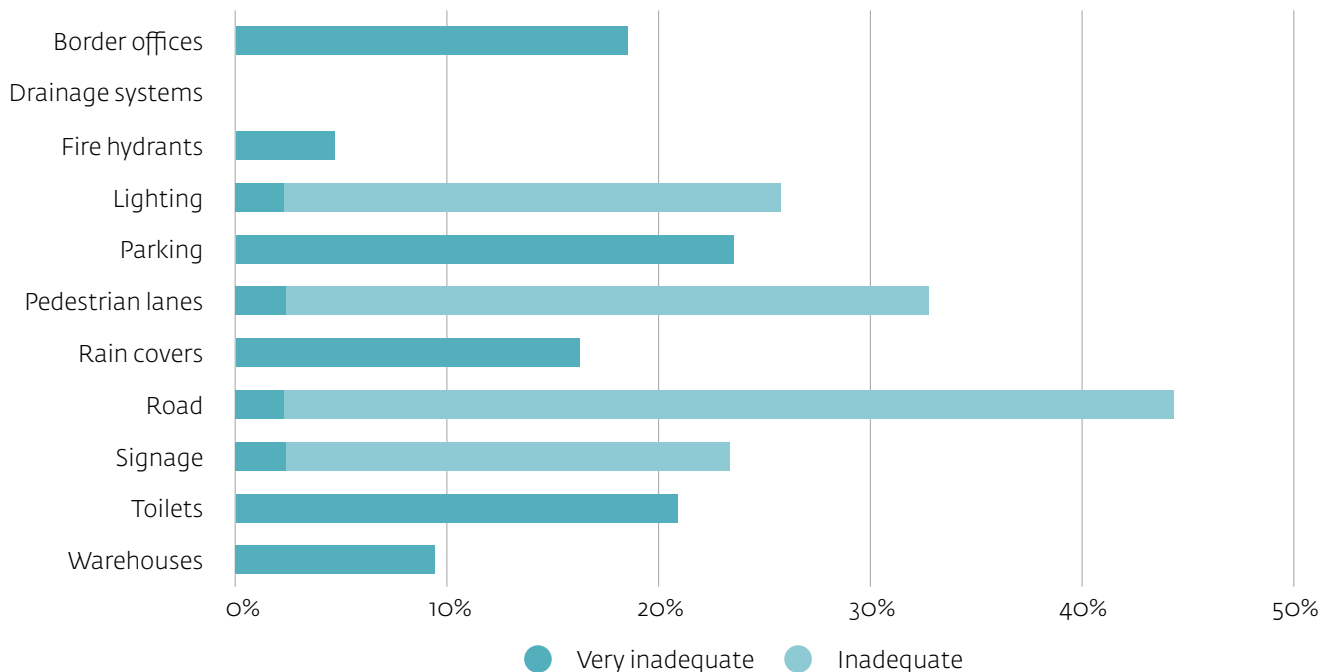
The total work experience of the border officials ranged from one to 36 years, with average experience of 17 years. Average tenure at the border amounted to about five years. The phytosanitary officers had been stationed at the border for the longest period on average (14 years). In contrast, the immigration officers in the sample had been in their posts on average for 2.5 years.

FIGURE 32: Educational Attainment of the Border Officials

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

3.3.2 Border Officials' Perceptions of Border Conditions

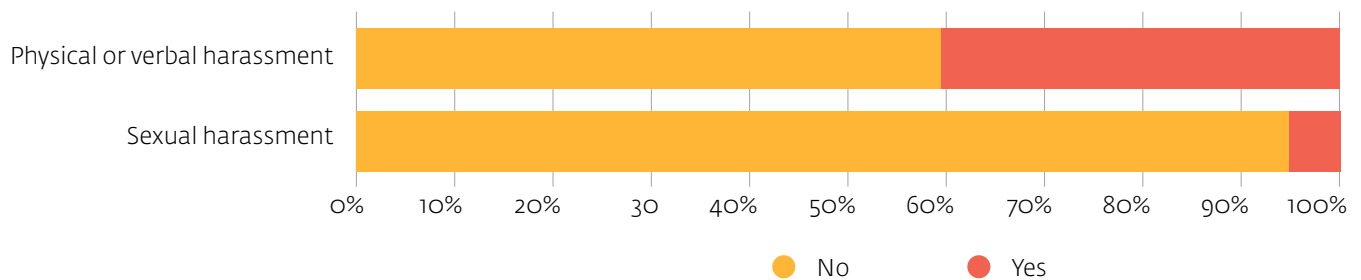
The border officials joined the traders and service providers in the view that there are infrastructure deficits at the Cotonou-Niamey border. No less than 44 percent of the border officials perceived the roads as being inadequate or very inadequate (figure 33). Moreover, a third of all the officials saw the pedestrian lanes as being inadequate.

FIGURE 33: Border Officials' Perceptions of Border Infrastructure

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

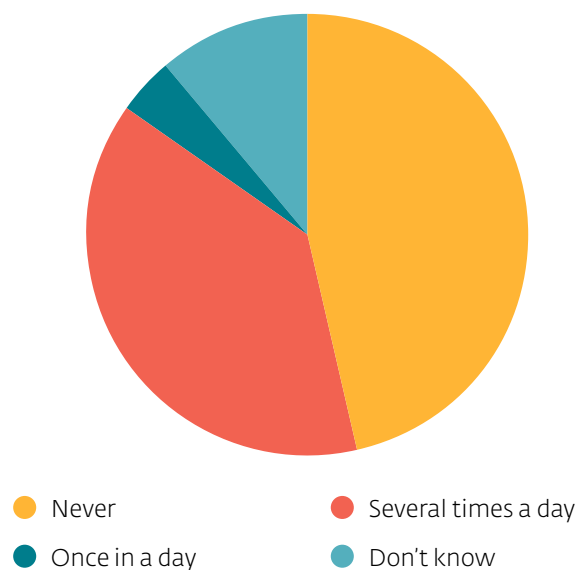
The officials are relatively familiar with instances of abuse and harassment, but cases of sexual harassment are much less known to them. About 40 percent of the border officials were aware of cases of insults or physical violence at the border. Yet, only two officials (5 percent) reported that they knew about a case of sexual harassment (figure 34). On facilitation payments, about 38 percent of the officials had witnessed bribe-taking over the past six months (figure 35). More than half of the officials justified facilitation payments as indispensable or otherwise justified (figure 36). At the same time, 35 percent of the officials noted that such payments were not acceptable or illegal.

FIGURE 34: Border Officials' Awareness of Harassment

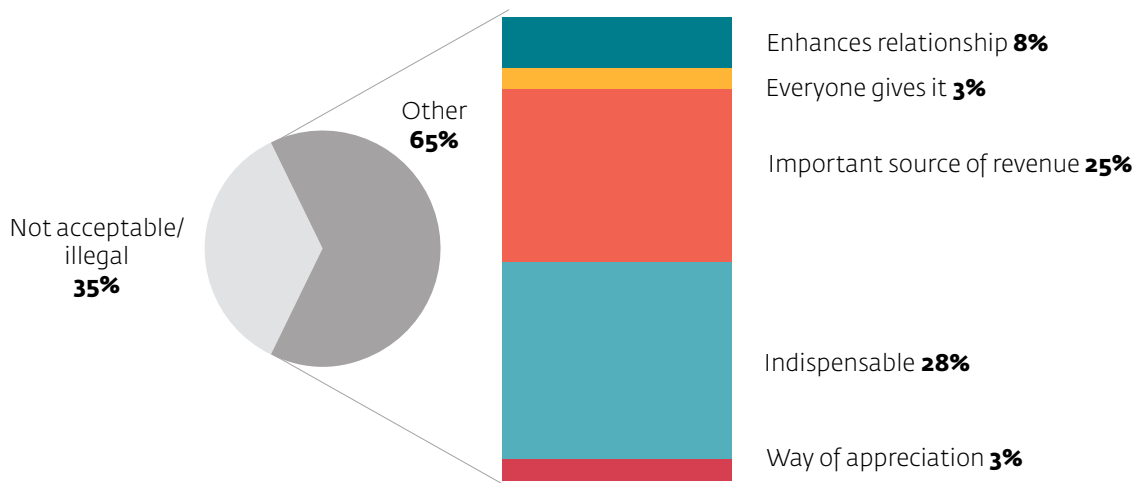


Source: TFWA Small-Scale Cross-Border Trade Survey.

FIGURE 35: Border Officials' Awareness of the Frequency of Facilitation Payments

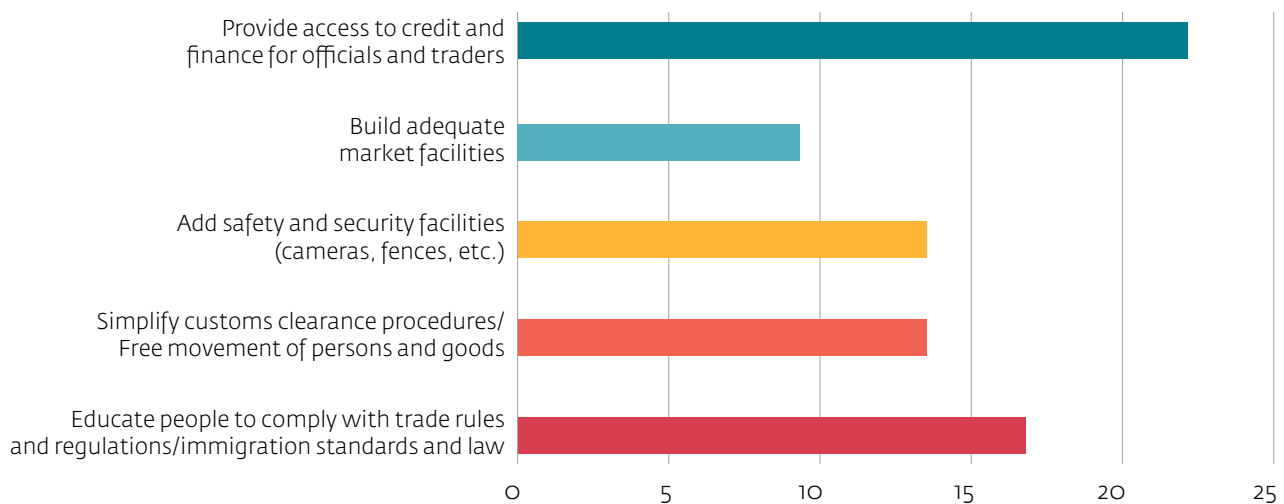


Source: TFWA Small-Scale Cross-Border Trade Survey.

FIGURE 36: Attitudes toward Facilitation Payments among Border Officials

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

When asked about their suggestions for activities that the TFWA could usefully support to foster small-scale cross-border trade, the border officials mentioned a range of issues (figure 37). Improved access to finance tops the list of priorities, and capacity building for traders on trade rules and regulations also features prominently. Improvements to safety and market infrastructure were also mentioned, but somewhat less frequently.

FIGURE 37: Border Officials' Recommendations for TFWA Activities (frequency count)

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-on-one 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.³ In addition, some questions were open ended and asked respondents for brief write-in responses (for example, values of the current transactions).

³ 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 robust sampling frame for the random selection of participants for the survey.
- Random selection of participants for the survey was done using a public ballot.
- Supervisors 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 equally 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

Country	Coverage			Men	Women	Total
	Border corridor	Border market	In-country market	Survey (n)		
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

Country	Coverage			Men	Women	Total
	Border corridor	Border market	In-country market	Survey		
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

Coverage			Customs		Immigration		Police		Phytosanitary		Other agencies		Total
			Men	Wom.	Men	Wom.	Men	Wom.	Men	Wom.	Men	Wom.	
Country	Border corridor	Border market	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	Ouangelodougou	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

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

TABLE A.2: Completed Qualitative Interviews

a. Focus group discussions

Coverage			Number of participants								FGD total (48)
			Men only (12)		Women only (12)		PIT (12)		Border officials (12)		
Country	Border corridor	Border market	Target	Present	Target	Present	Target	Present	Target	Present	
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	Ouangelodougou	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	

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	Madaoua	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 recruitment 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. Where appropriate, the information is complemented by a combination of satellite imagery analysis and de-identified cell data analysis.

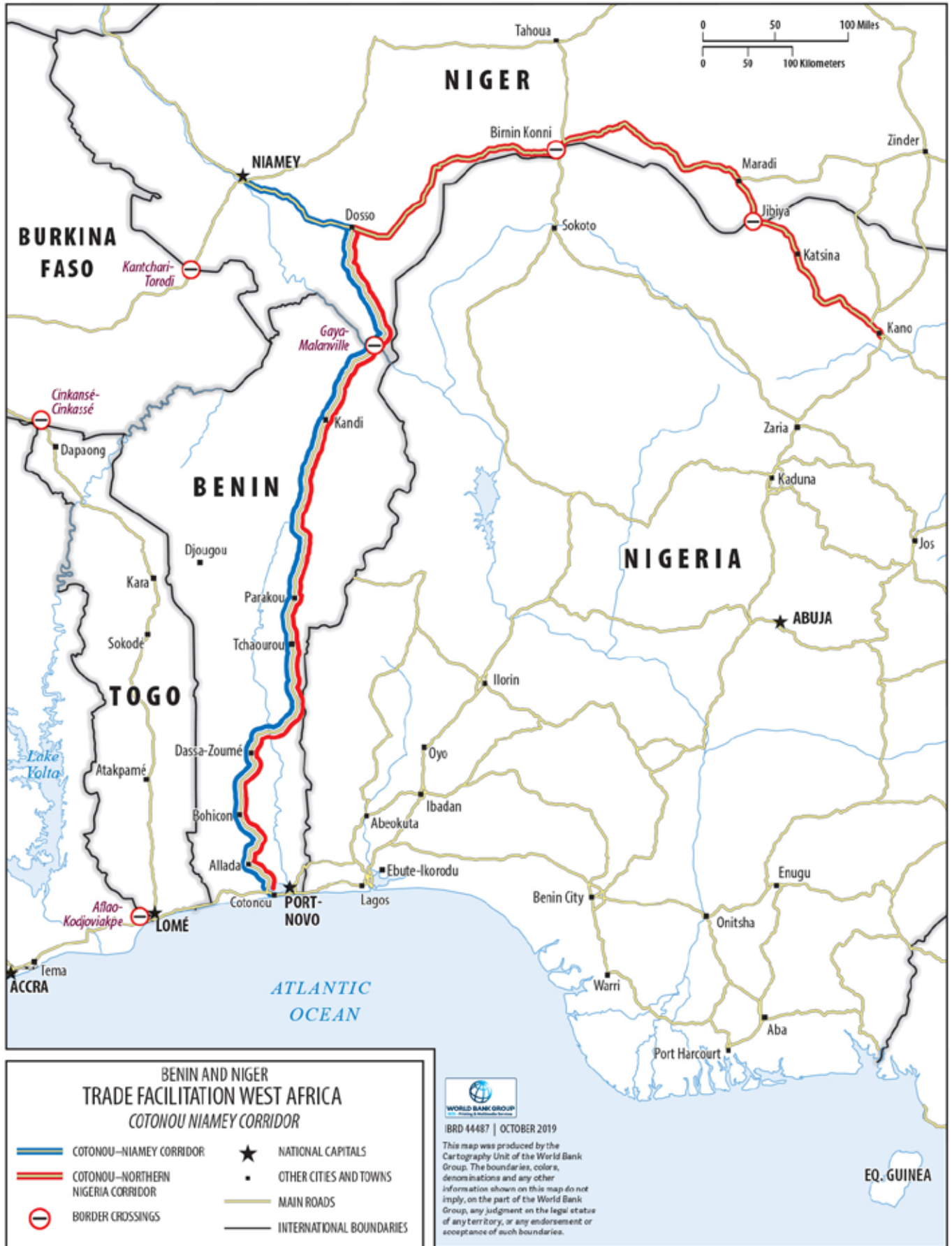
Parakou Market, Benin. This is a busy market, hosting a wide variety of goods and sellers. Located next to several hotels and restaurants, the market covers a total area of 17,989 square meters. A section of the market is enclosed and covered by a shared roof, so stall count is difficult to assess, but the estimated number is 115+ stalls. The inferred level of lighting safety ranges from low to medium, indicating that some areas have artificial lighting fixtures while others do not. The cell data show a total of 150 traders at this post.

Malanville Market, Benin. This market is in Malanville, a prominent trade city across the Niger River in the northernmost part of Benin. Malanville market is typically very busy, featuring more than 300 stalls, and covers an area of just 59,774 square meters. The vast majority of the stalls are covered (225, compared with 75 that are uncovered), with low to medium levels of lighting. Most of the stalls have adequate artificial lighting, but some areas—mostly those that are uncovered—rely on natural light and have inadequate lighting. The imagery shows two trucks and 11 cars at this location. The market caters to cross-border traders from Niger and Nigeria. According to cell phone data, there are on average 40 traders at this location daily. However, given the high number of stalls counted from the imagery, the number of traders is estimated to be closer to 100 to 150.

Gaya, Niger. Gaya market is a large, densely packed market in Gaya, Niger, very close to the Niger River and Benin border. The market is 23,884 square meters in size and features more than 350 makeshift stalls (composed of crude material). However, many of the stalls share a single roof, making it difficult to provide an accurate stall count. Lack of electrical fixtures in the market area suggests that there is limited artificial lighting. Based on the stall count (350+), it is estimated that there are around 125 to 175 traders at this market.

Dosso, Niger. Also known as the Grand Marché de Dosso, this market (area: 22,283 square meters) is a mall-like shopping center located in the middle of Dosso, Niger. The market contains mostly covered stalls (185+) under a few separate building structures, with a few uncovered stalls (10+) dispersed between them. Based on the stall count, there are around 65 to 95 traders. Lighting at this site is low to medium. Although it is one of the largest markets in Dosso, the Grand Marché de Dosso is not the only market in the area. One or more Dosso traders have spent significant amounts of time at a hotel located a few kilometers from the market site.

Map B.1: Cotonou-Niamey Corridor





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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