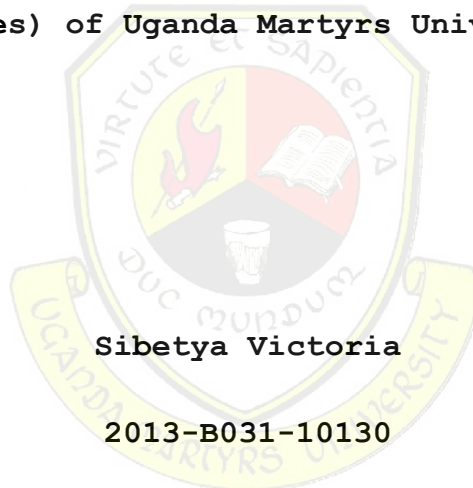


**FACTORS HINDERING WOMEN IN SMALL RESTAURANTS FROM IMPROVING
THEIR WELFARE**

Case Study: Kisenyi. Kampala District)

**A Dissertation Submitted to the Institute of Ethics and
Development Studies in partial fulfillments for requirement
for
Award of Degree of Bachelors of Arts (Ethics and Development
Studies) of Uganda Martyrs University.**



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Dedication

I thank my God who has enabled me to finish this dissertation. I thank God because he has given me the strength to this book and the knowledge of doing it, may his name be praised. Then I express my sincere thanks to all who assisted me in one way or another. These include my sister Berna Naggayi who always showed me what to do, guided me and checked on what I was doing in my dissertation. My brother Francis Ssibetya and to my lovely mother Mrs. Ssibetya Medrine Nakityo for all the support and encouragement. I wish to acknowledge my supervisor Dr. Mutyaba Emmanuel and other Uganda martyrs university lecturers who ensured that the best came out of my work, and my class mates for all the support they accorded to me.

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LIST OF ABBREVIATIONS

KCCA Kampala Capital City Authority

SEs Small Enterprises

Operational Definitions

1. Restaurant

It is a business which prepares and serves food and drinks to customers in exchange for money either paid before a meal or after a meal. (Spang, R,2000)

2. Entrepreneurship

It is the capacity and willingness to develop organize and manage a business venture along with any of its risks in order to make a profit. (Rodney M. 2014)

3. Business.

According to my understanding, business is an organization or economic system where goods and services are exchanged for one another or for money.

4. Welfare.

According to my knowledge, welfare is the availability of resources and presences of conditions required for reasonably comfortable, health and secure living.

Abstract

This conceptual study specifically aims at reviewing the factors hindering women in small restaurants from improving their welfare. It demonstrates the conceptual frame work independent and dependent findings of small restaurant literature. The reason of this study was to find out whether women in small restaurants are affected by poor planning, to find out whether high taxes and rents contribute to the failure of small restaurant business in Kisenyi, and also finding out other factors preventing small restaurants from improving women welfare. I used both quantitative and qualitative methods to come with the information from the respondents. The findings revealed that major factors hindering women in small restaurants were little time on making the business plan because they did not know what to do next, poor service delivery to the customers, un budgeted business, lack of enough research on the restaurant business, poor decision making, high prices on foods and drinks in the business, high taxes and rents, poor customer care paying too much for the labor, rent and materials, lack of information about what customers like and dislike lack of knowledge about what restaurant businesses are and also witchcrafts. In my conclusion, the findings that were revealed made me realize that there was a missing gap which made me research more in order to come up with the recommendations. First of all I recommend that the women in the small restaurant should first know what they really doing like getting to know more about the restaurant business, that is carry out enough research about restaurants. Secondly, they should know who their customers are, what their customers like and what they do not like in order not to waste buying foods that they will end up pouring so that they come up with good savings. I also recommend that the government reduces on the tax which favors the women in small restaurants so that they can be in the position to earn income in order their welfare to improve.

CHAPTER ONE

1.0 GENERAL INTRODUCTION.

This study focuses on small restaurant food vending. I got interest in this topic having seen women in Kisenyi work hard from very early morning to late in the evening selling food in small restaurants but with no desirable welfare. So I embarked on this research to find out factors hindering them from improving their welfare despite hard work. This chapter presents the introduction, the background of the study, problem statement, objectives, research questions, scope of the study, significance of the study, justification of the study, conceptual framework and also definitions of Key terms and concepts.

1.1 Background to the study

Entrepreneurship is increasingly recognized as an important driver of economic growth, productivity, innovation and employment, and it is widely accepted as a key aspect of economic dynamism. Transforming ideas into economic opportunities is the decisive issue of entrepreneurship. History shows that economic progress has been significantly advanced by pragmatic people who are entrepreneurial and innovative, able to exploit opportunities and willing to take risks (Hisrich 2005).

The contribution of entrepreneurship and an entrepreneurial culture in economic and social development has often been underestimated. Over the years however, it has become increasingly apparent that entrepreneurship indeed contributes to economic welfare. Nevertheless the significant numbers of enterprise were owned by men (ILO 2006). In other words, it was not common to see women owned businesses worldwide

especially in developing countries like Uganda. The idea and practice of women entrepreneurship is a recent phenomenon. Until the 1980s, little was known about women entrepreneurship both in practice and research which made its focus entirely on men. Scientific discourse about women's entrepreneurship and women owned and run organization is just the development of 1980s (ILO 20006).

Even though we observe a number of women entrepreneurs in the business, recent studies show that most of them are funds in small enterprises (SEs). According to the Ugandan bureau of statistics (2004), almost 50% of all new jobs created in Uganda are attributable to small business and enterprises, and roughly 49% of new businesses that were operational between 1991 and 2003 were owned by women. According to Eunice (2013) 98% of business firms in Uganda are small enterprises.

Among the towns in Uganda, Kisenyi is one in which a large number of women entrepreneurs are found. Uganda bureau of statistics (2013), and from the office of statistics information is taken that were then 1,000 women entrepreneurs are found in towns, of these about 420 are working in small enterprise like the region as a whole, women entrepreneurship problems are tremendous in town too.

To take appropriate measures for these problems, knowing the causes associated with the problems is a precondition for a problem well stated is half solved. Therefore, the aim of this research is to find out the contribution of small enterprises to economic welfare of women entrepreneurs in Kisenyi town in running their own businesses and recommend the appropriate measures to be taken.

1.2 Statement of the problem.

In my observation, many women small restaurant owners in

Kisenyi work a lot from morning to evening, from January to January despite all that effort, their economic welfare does not improve. This prompted me to find out the factors that hinder those women small restaurant owners from improving their economic welfare despite their hard work. Study focused on finding out the factors hindering economic welfare of women in Kampala taking small restaurant food vending as my case study since it is a small business that I see many women in Kampala engaging into.

1.3 Objectives of the study

1.3.1 General objectives

To identify the factors hindering women in small restaurants from improving their welfare

1.3.2 Specific Objectives

1.3.2.1 To find out whether women's small restaurants business are affected by poor planning.

1.3.2.2 To find out whether high taxes and rents contribute to the failure of small restaurant business in Kisenyi

1.3.2.3 what are the other factors preventing women in small restaurants in kisenyi from improving their welfare

1.4 Research question

1.4.1 How does poor planning affect women's small restaurant business in kisenye?

1.4.2 How do high taxes and rents contribute to the failure of women small restaurant business in kisenyi?

1.4.3 How do other factors prevent small restaurant business in Kisenyi from improving women welfare?

1.5 Scope of the study

The study covers the conceptual scope, Geographical coverage, and time scope.

1.5.1 Conceptual scope

This study focuses on the factors hindering women small entrepreneurs from improving their welfare in Kampala. The researcher examines the different aspects that the women working in Kisenyi practice, the factors that hinder them from not improving their welfare in their lives. The study seeks to understand the effect from these factors and why their welfare is not improving.

1.5.2 Geographical scope

The study is conducted in Kisenyi slum area with 118 km. It is located in Rubaga division Kampala city. The researcher chose this area because it is a slum area with different tribes like the Basoga, Baganda and refugees from Rwanda, Somalia, Kenya, and Ethiopia. There are different jobs in Kisenyi like Welding, Shoe making and shoe repairing, restaurant business of which so many women are engaged into so much, also the petty jobs. Thus the study aimed at finding out the factors hindering.

1.5.3 Time scope

These factors are believed to be a continuous process in a country. The researcher chose this period from 2015 to the new year 2016 a period that has experience a lot of challenges like political, economic social and cultural. Also it is an academic research and that is the time given to me complete the research.

1.6 Significance of the study

This study will help me to get the knowledge and

entrepreneurship skills as a student, in order to help the society to have better services and for women small entrepreneurs will be getting better skills which will help them improve their welfare. The researcher hopes that this study will help to guide in suggesting practicable solutions through which the small entrepreneurship women can change in order to improve their welfare.

1.7 Justification for the study

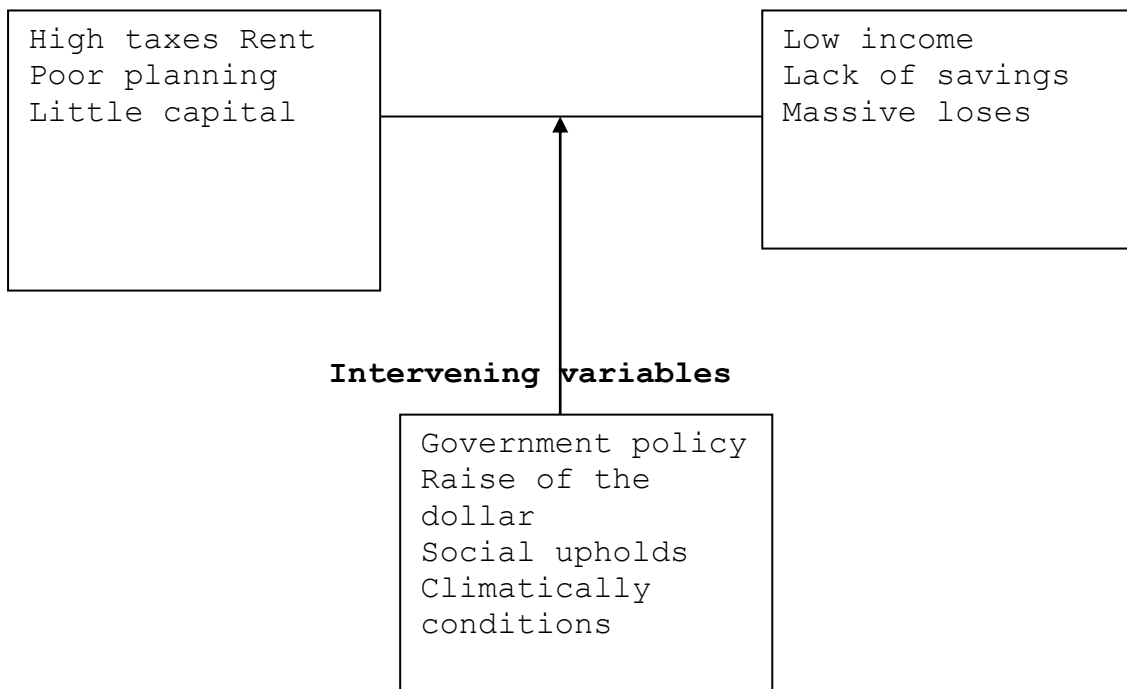
I carried out this study because it is a requirement for my bachelors degree completion and its one of my future plans to have a business of the same and as well help other students who will come after me to guide them on how to write a proposal.

1.8 Conceptual frame work

Factors hindering small restaurants from improving the welfare of women economic welfare

Independent variables

Dependent variables



From the above illustration, the interaction between the different variables are showed a reflected in order to understand the pull and push factors leading to un improved

women 's welfare. The independent factors act as the push factors while the dependent are the pull factors and the intermediate are those that cut across either factor independent or dependent.

The rent is one of the independent variable which has led to low income in the women's restaurant business. Not all the time that these women get customers to support them in their business, sometimes they get few of them. Then at the end of the month they have to pay for the rents and these are high rents. For example he may be paying around 200,000 shillings per a month and yet she earns less. So this leads to low income at the end of the month.

High tax is also an independent variable that has led to lack of savings of these women in Kisenyi. Sometimes they raise the taxes very high and you find that these restaurants women do not benefit at all. These owners pay much tax and yet the food they sell, they get some times few customers and yet it is a must for them to pay tax. So in the end they do lack savings which can help them in future in their business.

Poor planning is another independent variable which has led to massive losses in women's restaurant business. There is no way your business will be a success one when you have not planned or when you have poor planning. Sometimes these women restaurant do not plan what they have to buy for each day. They buy things that they do not need at that moment and they forget to buy the ones that they do not need at all. So in the end they lose out because they prepare foods that their customers do not want and whatever they have prepared stays there and in the end they get massive losses because of poor planning.

We also see little capital as another independent variable that leads to women's failure in their business. There women

who start with little capital and they do not know how to use it. They do not know how much to spend and on what to spend. Instead they do their own way and yet they want their business to go forward. Definitely this will lead to the failure of their business and this is because of poor planning and sometimes this can lead to the collapse of their business.

There are also other causes that are facing the Kisenyi women not to earn income which can sustain their lives.

Government policy where by the government sets police that does not benefit the women owning businesses. Sometimes the government can set up a policy that will affect these women, sometimes the KCCA comes and chases them away, they are running up and down every day, running away from the KCCA and they get tired. In the end, it will be hard for them to sell and get money from their business. So at the end of the day, they will not earn which will lead to poverty.

The raise of the dollar affects these entrepreneur ladies very much. When the dollar is high, all the things go up and the Uganda money loses its value. So this affects the entrepreneurs because the food will be at the high prices and yet when they are selling people might not eat a lot because of the prices that have been increased. So this will affect them so much and in the end little income will be got which will make the researcher ask so many questions.

Social upholds and these include, the theft, conflicts among these women owning businesses, also witch craft because others are getting customers and other people are not getting which leads to jealousy among women and in this process they decide to use witch craft in order to destroy other people's business. So this can lead to theft, and witch crafts which will lead to some women owning businesses to leave and give up and in the end they will lack savings and if there are no

savings then it can be hard for them to continue with their business.

Climatic condition where the weather might not favor the women owning businesses in Kisenyi. Sometimes it rains hard and the customers fail to go to Kisenyi because the place becomes so muddy you can even end up falling because Kisenyi is a slum area and yet these people are losing. This is because they will cook food and make juice but because of the weather which is too high, no customer will buy this food and these owners will not make money because they have not got customers to buy their foods.

In conclusion, all the above variables lead to the failure of women owning small restaurant business. So I recommend the government to come up and help these women owning business because there is a missing gap the government has to do things like reducing tax, and setting up policies that will help these people so that they do not lose much so that these women owning business can be able to reduce poverty in their lives and to cater for their families and children.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter presents the views of different authors about factors hindering women in small restaurants from improving their welfare. It consists of literature which answers the research questions according to the specific objectives which focused on finding out whether poor planning, high tax and rent, and other factors have led to the failure of women's small restaurant.

2.1 To find out whether women's small restaurant businesses are affected by poor planning.

Lizio (2015), argues that most restaurant business owners have poor planning in their business. He says that the women restaurant owners usually have some types of capital to put into their business be it from personal savings, retirement account or loans from their friends and families. They usually do not have all the funds necessary to launch in their business and tend to struggle with allocating the money they do have to the numerous start-up expenses they will encounter. I agree with this author because most women restaurant owner do not plan or have poor planning for the capital they have. They do not realize that they have to put in more money in their business or getting a loan or even getting from their friends, and in the end this will affect their business.

Many new small restaurant businesses need all types of equipment for their businesses that allows them to make or provide their products and services (Muhammed Jah, 2015). He argues that a start-up business is considered a business in operation under one year, while Chen (2007), argues that during the operation period in a business, many businesses

generate financial assets but still find themselves lacking working capital.

In addition to my view, I find what Chen is saying is true because you find a business starting up buys assets which are financial but still lacking capital. Which means that there is poor planning somewhere may be bought assets that are unnecessary and it will not help them raise the money that they need in their business, so this will affect the business which will lead to failure in the business?

According to James Phillipson (2007), when a business is successful and grows, particularly when the growth is rapid, management is almost operating with limited financial management expertise, while Julie King (2007) argues that poor planning has affected women's businesses, they lack capital which is often the most critical challenge that a successful restaurant faces as its very success creates this and it quickly becomes a vicious circle. In my view both authors are true because some restaurant businesses can lack capital to add in their business which can lead to collapse of the business.

Julie King (2007), argues that lack of plan has affected the small restaurant businesses so much. She explains this by saying that lack of plan is often a fundamental problem for many small businesses. Also Andringa (1989) argues that if you do not plan you do not set out certain objectives you are more likely to achieve or exceed them than if you just keep barreling along.

In addition, Tinker (1987), says that small businesses spend so much time dealing with the alligators that are snapping at their rear end that it is difficult to reorganize the steps necessary to achieve their long term objectives. I agree with both authors because a plan disciplines you to look beyond

from time to time, it can also often alert you to find the growth projected and once recognized, you are in a position to better manage the limiting factor.

According to Rodney Muhamuza (2014), failure to plan for issues absorbing the majority of your time affects a small business. He says each of the above potential mistakes are common and are often encountered in business that could do lot better. While Ched Mod (2015), argues that the greatest failing that he encounters is an owner/manager not pausing to plan for the issues and solutions that are absorbing so much of his/her time and energy.

In addition, Kevin Del (2014), argues that the scarcest resource in most business is the time of owner/president. I feel this author is right because little time developing a strategy can often free up the opportunity to focus on real priorities.

Still Kevin Del (2014), argues that the lack of succession plan can affect a small business so much. He talks about nepotism, power, struggles, and significant players being replaced by people who are in over their heads all reasons many family businesses do not make it to the next generation. May be it could be true that some families fail to make it to the next generation because of poor succession they started with in the first place.

Lynda Moultry (2016), argues that due to loss of cost effectiveness, bad inventory can be quite costly to your restaurant business. She explains this by saying that if you have too much inventory, it has the time due to reasons beyond your control. And according to Mid size business center (2016), if you are spending more on additional inventory that you do not need because you do not know what you have, you are wasting money.

In th addition to the above, I agree with both authors because if you sit very well and take your time to find out how much inventory you still have in the restaurant before you add on, it can be easy for you to plan for the money on what to spend on and what not to spend on so that you do not waste the money on buying the unnecessary things because it will lead you to loss of money which will lead to the failure of your business.

Also Lynda (2016), argues that businesses track inventory so that they are able to fulfill the customers orders. Mid size business center (2016) also argues that small businesses plan a head. They go ahead and say that when you start with a bad cache of inventory, then you cannot properly plan, moreover if you have an unexpectedly large order which is great for business; financially speaking your bad inventory may again cost you money if you cannot fulfill it. In my point of view, if you want your business to improve, then you should hire an inventory consultant to periodically review your stock, show you where you can make improvements in storage and advise you on the process by which inventory moves in and out of your business.

Still Lynda (2016), argues that poor customer service can affect the small business due to lack of inventory control which can result in delayed product shipments to customer. Also Michael Donovan (2016), argues that bad inventory due to lack of control can create a scenario in which you do not have the proper parts available for a product, because you have failed to check your inventory. Yes I agree with both authors because this can result in customer dissatisfaction and overall poor service to the clients you serve.

According to Monica (2015), if you do not do equipment repair yourself, you spend all the money on equipment and at the end of the day you do not have money to sustain your business. She further argues that many women restaurant owners rely on

everything from refrigerator to gas ranges to bar blenders to floor mixers to prepare and serve your product every day. According to my understanding, when a piece of restaurant equipment goes down more than, likely your bottom line is going to be affected, not only in repair but also in lost revenue as well and this will affect your business in the end.

2.2 To find out whether high taxes and rents contribute to the failure of small restaurant business in Kisenyi.

Levin et al (1999), points out that higher tax rates may impact where small business, open shop or incorporate. For example, business owner decides where to locate her restaurant may try to find a place with the lowest rent but when there is a disparity between local tax rates applicable to the potential locations, the additional tax attributable to the higher tax rate must be considered along with the rent. But Maura Hart (2015), argues that for small restaurant businesses, local taxes are unavoidable costs of working where the owner lives.

In addition, also John Scardapane (2010), argues that when a restaurant owner chooses among tax jurisdictions such as near the boarder or when expanding, higher tax rates may impact the final decision. In this way, the three authors are right because even if it is a small business you will still have to pay the tax of which may be high tax, yet it is still a new business. This will lead to the failure of your business because of the high tax that you are expected to pay and in that it will affect your business.

According to Harry Keller (2015), rent is negotiable for a period of years when a lease is first signed. Many leases set forth a base rent which is a fixed amount and a percentage rent which is calculated as a percentage of sales volume. But Salmon (2015), argues that if the lease terms specify that

rent is a fixed amount, the annual cost is indeed a fixed expense. I will less disagree with Harry and I will say it does not affect the business. This is because if you have agreed to pay for example, 100,000 per month and then you pay it for six months, then the better and you can start focusing on the profits.

In addition Hawes Mick (2015), says that however rent becomes a variable cost after the break point is reached. In other words rent is a variable cost once a percentage rent begins to exceed the minimum base rent.

The restaurant business, like many businesses is managed by ratios of expenses to gross sales (Richard, 2006). He argues that there are fixed costs and variable costs that a restaurant owner must control in order to run a profitable operation. The two controllable cost categories are cost of goods sold and labor. These two cost categories are called prime costs and the two together cannot exceed 62% to 68% of gross sales. Roever(2014), argues that if a restaurant is to stay in business and be profitable over the long run, all other expenses together including rent, or occupancy cost should be able held in the range of 24%to 32% of gross sales if the restaurant is to run at a profit.

According to Sean (2016), governments set tax policy to accomplish myriad goals, from raising revenue to directing business decisions, while Emily (2011), argues that for business leaders, taxes represent yet another cost involved in generating revenue, legislature seeking to discourage a particular activity to businesses. While Anthony (2011), argues that to help small businesses break into a developing field, such as food restaurant, the government may offer tax breaks and credits to subsidize private expenditure. I agree with Anthony because if these women restaurant owners are given a break of paying tax, this can help them in order not

their business not to fail because it fails women will not be able to cater for their families and also their welfare to improve.

Nissa (2014), points out those tax planners calculate additional costs or savings at the business marginal rate, the rate at which each new dollar would be taxed, for example a business that is in the 40% tax bracket would spend forty cents of each additional dollar on taxes. Also Diana (2015) argues that there is another type of tax rate planners often discuss is the effective tax rate which is the percentage of taxable income spent on taxes. An example of a business with a million in net income before tax and a tax expense has an effective tax rate of 25%, regardless of the marginal rate. I agree with Nissa and this affects especially the small business like restaurants. This because these are just small restaurants of which they do not have enough capital, or profits or even savings. So if when a dollar is new and it is taxed then this will affect them so much because it will be a high expense to them.

Also Nissa (2014) argues that taxes are typically levied as a percentage of a business net income in keeping with the general principle that governments should bill taxes when the tax payer has the ability to pay some taxes such as property taxes are levied on the value of an asset without regard to ability to pay. I less disagree with Nissa because if they let the tax payer pay she has the ability to pay then it will not affect the business instead she will be getting a chance to work hard without getting worried. But on the other hand, this tax payer will take things for granted. Every time she will be giving an excuse of not paying tax and yet it will be piling up and by the time she remembers to pay when the tax is too high which will lead to the failure of her business because she will have to pay all the taxes.

Ched mod (2015), there is competition in owning a restaurant which seems to be high. He says that most food vendors do not offer a real time price comparison tool and some charge monthly subscription fees. While Felipe Donnelly the executive chef and partner at colonia verde argues that if they do not charge your restaurant fees, you can even save 10% within the first order from your customers. Then dror (2015) argues that if the food vendors are confident and could get chefs on the platform on their restaurants, they can see savings and benefits.

Restaurants often get comfortable with certain suppliers and are inclined to experiment slowly (Kevin del 2014). He further argues that if you build trust with the people in your restaurant, you can be able to save 15% on cleaning suppliers. Michael whites 2014 also argues that 2014 that if other people can do it and their savings increase, also women food vendors can do it and manage to save like 5-8% on produce and dry goods. While Praisler (2015), argues that even 100 vendors using the tools other big restaurants are using will get to 20000 restaurants.

Train employees to make you money (Grey Mc 2011), argues that your employees are your biggest expense, and they should also be your big asset. That is why you need to give them the tools they need to make the biggest money. He says that take employees' suggestions and cycle back through your training and operation guidelines. He says that this can increase savings because well trained employees result in happy customers who tend to spend more than the ticket average. Also well trained servers and know how to up sell menu items or drinks.

Monica P (2015), argues that if you do not do equipment repair yourself, you spend all the money on equipment repairs and at the end of the day, you do not have savings. She says that

many women restaurant owners rely on everything from refrigerator to gas ranges to bar blenders to floor mixers to prepare and serve your product every day. When a piece of restaurant equipment goes down more than likely your bottom line is going to be affected, not only in repair but also in lost revenue as well.

Scardapane (2010), you can cut down and streamline your kitchen and hourly staff in the back of the house, but you can never cut down your sales force or the amount of staff you have in the front of the house to affect the speed of service. He argues that one customer that is unhappy and does not come back, costs you a lot more than the hourly rates you are trying to save by cutting back one employee. However, John Pepper (2012), the CEO of Boston says that new customers create profit potential but there may be only one chance to turn a one time visitor into a regular customer

Maura Hart (2015), argues that food vendors should use savings account after a sell in their business like Beta savings. She advises the food vendors that every day they should collect their savings deposition and they should use their savings to support their husbands and their children and to save for their children's school fees so that they are able to have a better future. An example of Imme a Nigerian food vendor in Lagos who chops and sells Okazi leaves, which are used to make traditional Nigerian soups. Imme uses a beta savings account and she has managed to increase her savings from food vending and she is supporting her husband and paying school fees for her children. According to me, it is a good advice and it can help the food vendors in increasing their savings.

Hawes (2015), restaurant would not put up prices simply. Instead they would introduce new menus with added values and increased prices. He further says that it is a matter of questioning and listening to your customers to understand

their frustration wants and desires. After they stand back and watch what happens. In the majority of cases savings simply improve, while Bremmer Michael (2015), argues that food vendors find difficulties in increasing their savings because the ones renting have to pay the rental bills every end of the month and they use the savings to clear the bills. I agree with Michael because it is happening to most food vendors mostly in Uganda.

Restaurant business owners often fail to realize that margins are fluid. Many restaurant businesses focus heavily on increasing income and forget that expenses are also fluid (Diana Santaguida 2015). While Harry Keller (2015), argues that sometimes the most effective way to improve your savings is to decrease your expenditures. He further explains this that it can be achieved through improving process efficiency leveraging emerging technologies or negotiating better rates when possible and when most food vendors reduce their expenditures they will be able to increase their savings.

2.3 To find out other factors preventing small restaurants in Kisenyi from improving women's welfare.

Phillipson (2007), argues that lack of management skills can affect the small restaurants because it is a problem that is very difficult to deal with in most small businesses as the size of the senior management team is necessarily limited. Also Rodney Muhamuza (2014), argues that there are some weaknesses in areas like finance, human resources marketing any area where the current management does not have the expertise or the time to deal with the issues. I disagree with both authors because if you can determine what those areas of weaknesses are and then to develop a plan for dealing with those challenges. And once you spend time to recognize a weakness as long as it is not in a core area for the specific business, it can often be compensated without a lot of time

effort or money.

According to Julie King (2007), lack of information about what is and what is not working can affect the small restaurant businesses. The reason she gives is it can be an issue and often companies small companies do not measure their results and when something specific causes a blip (positive or negative) in results, they do not know what has caused the success or problem. Yes, Julie King is much right because you can not be in the restaurant business when you do not know where the losses are coming from because they might affect your business. However this cannot stop you from working hard in order to sustain your business, as long as you sit down and get time to carry out some research and find out what is working in the business and what is not working.

Also Julie King (2007), argues that poor procedures are a constant challenge for a small business trying to manage with limited resources. She explains that most entrepreneurs do not realize that the procedures in place for managing the business needs to be well designed to reduce the incidence of errors. Kevin Del (2014), explains error correction as a major waste of time and particularly management time good procedures with a little time and effort invested upfront will usually pay enormous dissidents in time and cost savings on an ongoing basis. I agree with Julie because the knowledge I got in class in the course unit of entrepreneurship I was taught the procedures you need to follow when starting a business, be it other businesses different from the restaurant. If you do not follow the procedure then you will not know whether research is needed in order to find out how they run a business, you will not know how to deal with your competitors in case you have them.

In addition, you will not know the weaknesses and strength of your competitors, you will not know how to attract customers

and in this case your restaurant will not work and this will affect your business.

Still Julie Kings (2007), argues that many entrepreneurs ignore risks in their assessment of alternatives and opportunities. She says that a business is about taking managed risks and once cannot insure for and or avoid risk if one is in the business. While Chen (2001) argues that in his experience, once the small business owners have chosen a course of action, pause to consciously think of ways to manage the risk and determine procedures or steps that can be taken to reduce the risk and increase the chances of success. In my observation both authors are right. Julie King is right because if you ignore these risks, they will cause losses in your business which will lead to your failure.

In addition to the above, also Chen is right because you have to be determined when you are doing something you like in order to bring success in it, all you need to do is to follow the steps in entrepreneurship and put in a lot of effort in order to increase success and reduce the risks.

According to Emilly (2011), restaurants are commonly known for being risky ventures. Because they carry a terrific deal of overhead roughly two thirds of each dollar earned is allocated to food, beverages and labor. According to the national restaurant association (2014), there is the added expense of rent and utilities. Restaurants also have to comply with numerous regulations while satisfying demanding customers.

Stephan (2015) lack of focus is a real challenge for an entrepreneur in a small business as there are constant changes in priorities, issues that need attention and other fires to be extinguished. Also Bremmer (2015), argues that often opportunities present themselves and it is difficult to say no to a short term opportunity that will distract you from your

long-term goals. Yes what the two authors are saying is true and they are so many restaurant owners who are not yet focused in their business and this will affect their business if they are not careful. However you just have to be clear on your long term objectives and the opportunities that will facilitate you're achieving this. Then evaluate other opportunities by the extent to which they draw resources away from your ability to achieve those long-term goals.

According to Goltz (2011), out of control growth might be the saddest of all reasons for the failure successful business that is ruined by over expansion. She says that this would include moving into markets that are not as profitable, experiencing growing pains that damage the business, or borrowing too much money in an attempt to keep growth at a particular rate. Sometime less is more. Goltz is true because if you start a business that has not experienced any damages then you might not be aware about what your business needs, or if you over borrow too much money, you will end up having so many dates in your business which will affect you at the end of the day.

Also Goltz (2011), points out poor accounting which is one of the factors that hinder small restaurant businesses. He argues that you cannot be in control of a business if you do not know what is going on. He says that with bad numbers or no numbers, a company is flying blind and it happens all the time, why? Also Stephan (2015), stresses that it is a common and disastrous misconception that an outside accounting firm hired primarily to do the taxes will keep watch over the business. In my observation, in reality that is the job of the chief financial officer one of the activities an entrepreneur has to wear until a real one is hired.

According to Dun and Bradstreet (2014), businesses with fewer than 20 employees have only a 37% chance of surviving four

years of business, and only a 9% chance of surviving 10 years. Restaurants only have a 20% chance of surviving 2 years of these failed businesses, only 10% of close involuntarily due to bankruptcy and the remaining 9% close because the business was not successful, did not provide the level of income desired or was too much work for their efforts. Mick Hawes (2015), argues that people do not plan to fail, they fail to plan certainly holds true when it comes to small business success. Whereas Bremmer Michael (2015), says that the failure rate for new restaurant business seems to be around 70% to 80% in the first year and only half of those who survive the first year will remain in business the next five years. I agree with Mick that people do not plan to fail but fail to plan.

In addition to the above restaurant owners or business people fail to plan for their business and there is no way your business will be successful when you have not planned. This is because planning is the key idea, it is needed every where even us students we need to plan for our pocket money in order to avoid situations like borrowing money. So business owners' should learn to plan for their businesses in order to be a success one.

Research indicates that investments in women owned businesses offer one of the highest return opportunities available in emerging markets (World Bank Economists 2014). The percentage of women investing in franchise business is growing high. While Kimorah (2011) argues that the biggest challenge in food vending business lies in securing the best locations for the machines. Del (2014), says present your operational skills for your investments to increase. He argues that many investors are impressed when the owner approaches them with tangible skills background in accounting. He says that any experience in food service industry, is helpful as well not only for your investing parties but also for your own success. While Rover

(2014), argues that usually investors receive equity in the restaurant business. This means that investors share a portion of the profits from the business, but lose only their investment if the restaurant does poorly. In addition, some restaurant owners recommend giving investors something valuable in return for their investments. Furthermore, if a restaurant owner is able to pay back a portion of the invested money at a decent interest rate, you may attract more investing parties. But Chen (2001) argues that instead of trying to find one or two investors to cover your entire start up finding needs, look for several investors to contribute smaller amounts. This is usually more agreeable to potential investors and an easier sell for the restaurant owner.

The biggest mistakes restaurants make and why they have a high failure rate, one of them is no market skills. This may be the biggest restaurant killer of them all, (Brandon O Dell 2014). This is because it is more important than good food and service or management skills. That is why in most restaurants, people fail to get customers not because they have bad food but they do not have skills of marketing. In the end, they get few customers and they earn little which cannot sustain their living for so long, (Silberman Gil2014). While Roever Sally 2014 argues that most food vendors provide the main sources of income and paying school fees for their children. That is why the food vendors sell everything from fresh vegetables to prepared foods such that they can earn enough to cater for their own families.

Silberman Gil 2014 argues that in some restaurants, the restaurant owners do not know what they should be paying for the services necessary to successfully operate a restaurant, and that is a problem because at the end of the day they spent more on services and yet the income was less. Silberman went ahead and said that every vendor out there whether food

distribution company, point of sales soft ware providers, chemical company payer goods, linen, they should be good negotiable skills. In many countries especially in Africa, the majority of food vendors are customers 88% in Ghana, 68% in South Africa, and 63% in Kenya, and 90% in Uganda (ILO and Wiego 2013). Only in a few countries where cultural norms restrict women economic activities do account for 10% or less of food vendors. Research has shown that women food vendors typically earn less than men and in many countries, less than half as much as men (Chen and Snodgrass, 2001).

I conclude by saying that much as there different factors given above that show that women in small restaurants are affected and their lives are not improving but there are also other factors that the respondents gave in the research field. Factors like witchcraft which is so common in Kisumu, poor decision making poor customer care. Which affect them so much and they feel their restaurants are not working, and the government needs to look into those reasons so that they help the women in order to improve their lives.

CHAPTER THREE

METHODOLOGY

3.0 Introduction

This chapter presents the research methodology that was used to obtain information in response to the topic of discussion. It includes the research design, area of the study, population of the study, sample size and sampling techniques data collection methods and instrument, validity and reliability, data analysis, ethical considerations and study limitations

3.1 Research design

Burns and Grove (2001), state that a research design guides the researcher in planning and implementing the study with the aim of solving the research problem. The research design adopted in this study is a case study research design. Kothari (2004), argues that the case study places more emphasis on the full analysis of a limited number of events or conditions and their interactions. The reason why the researcher used the case study was to locate the factors that hinder women in small restaurant from improving their welfare. In particular, case study strategy was used to identify the unexpressed concerns since it allows for in-depth investigation yet generating knowledge that is applicable to the rest of the population (Anastas, 1999; Stake, 1995; Yin, 2003).

The study used a qualitative approach and qualitative methods. This is because qualitative approach has the ability to permit the researcher to go beyond the statistical results that are reported in the quantitative research that is refine, confirm, and test the validity of the conclusion drawn.

3.2 Area of the study.

Kisenyi is a slummy area located in Uganda, state of western region and county of Kampala district. It is right in the

middle of down town Kampala central division. In this place there are people of different tribes including refugees from Congo, Rwanda, Somalia, and Ethiopia. It is 118km in size by the road directly south of the central district of Kampala city. The reason why the researcher chose Kisenyi was because it is accessible with different activities demanding for food vending where women dominate the restaurant business on small scale.

3.3 Population of the study

This was the larger group from which the sample was taken. Kisoga (n.d) explains study population as that element of methodology concerned with the size and type of population, the tribe, language and religions, economic activities, and any other key information. The study population included both young and older women working in or owning small restaurants, women and men eating out from small restaurants and local leaders. Kisenyi slum is a place with a mix of many languages spoken in Uganda such as Luganda, Congolese, Rwandese, English, Somalis, Kiswahili and Lusoga among others. Kisenyi has a total population of 30,000 out of which 45 percent are women (Urban Uganda, 2013). 50 percent of the women in Kisenyi run or work in small restaurants while the rest engage in other activities and businesses such as welding, shoe vending, cloth vending, casual labour and retail shops among others. There is mixed religious affiliations including Christians, Muslims, pagans and none-believers among others.

3.4 Sampling Procedure and Technique

3.4.1 Sample size

According to my Knowledge, sample size is that part of the population that is taken to represent the rest of the study population. The sample size of the study was 52 respondents

who were selected using area sampling because the total geographical area of interest happened to be a big one and the researcher looks at studying a specific group of people in this area, the study involved critically selecting respondents. There was a need to use a procedure in which questionnaires were used because the target population was in a general population. This catered for all categories of women and school girl dropouts.

3.5 Sampling technique

According to my knowledge, probability sampling technique is the type of sampling where all the respondents are given equal chances to be selected from the target population to be included in the study as respondents. The researcher used this type of sampling in collecting her data simply because; it is easy to adopt and non selective to the target population, it also gives the respondents equal chances to respond to the questions as they may be posed by the researcher. Therefore, these enabled the study to acquire the most reliable information while presenting her findings.

3.6 Data Collection Methods and Instruments.

Both primary and secondary data collection methods were used. Secondary data was obtained from literature sources such as journals, textbooks, newspapers, magazines and online. There were various techniques of collecting primary data on this study. The researcher used interviews, observation methods, questionnaires and focused group discussion as research tools.

Interviews

Key informant interviews were administered to local leaders, some women owners of restaurants and frequent customers of the small restaurants. This involved face to face exchange of ideas with the respondents. The interviews were effective in

clarifying the unclear questions, translating questions into local languages for the respondents who were not familiar with English. This was because through interviews, the researcher studied reality and it got a flexible structure and minimal restrictions.

Observation.

This method involves going out to the field and watching something or people carefully for a period of time. The researcher observed the behavior of respondents towards different aspects like relationship with each other, how they spoke, what language was commonly used at work when communicating with each other and the food they cooked. The researcher used direct and indirect observation through which she studied the respondents, individuals or in groups. It also helped the researcher in collecting information that the respondent were not willing to give. The researcher used an observation guide/ checklist which helped to identify the key issues without having to ask.

Questionnaires.

Questionnaires were given to literate business owners that could not spare time for the key informants but could fill them in at their own leisure. The researcher used both open ended questions and close ended questions. The reason why the researcher used open ended questions was because there were some respondents who were giving much information and they explained in details. The researcher also used close ended questions because she found out that some respondents were not willing to explain much about what they were going through and they were not comfortable to give out their information.

Focus Group Discussion

This involves holding discussions with the respondents in a

group, in order to obtain, gain knowledge and information for the study. Three focus group discussions were conducted, one composed of illiterate restaurant owners and another of women who work in small restaurants and the third one of female and male customers of small restaurants. The researcher approached the groups with an open mind. This method was used on the adults because they were mature enough to make sound decisions at will and included the choice to be open minded as well. The researcher got all the necessary information.

3.7 Quality Control Methods

In this regard, the researcher specifically designed tools that is to say the interview guides, the questionnaires, the focused group discussions related to the study.

Validity

It is the degree to which an instrument measures what it is supposed to measure and it has got 3 important aspects like content, criterion-referenced and construct validity (Polite, et al 2001). In this study the content validity of the instrument and content validity index were computed to assess the relevance of the items on a four-point scale

Reliability.

Polite, et al (2001) described reliability as the consistency with which an instrument measures the attribute. An instrument is said to be reliable if its measures accurately reflect the trace score of the attribute under investigation. To re-enforce and assess the reliability of the instrument, the researcher tested and re-tested the questionnaires and schedules to assess the stability. The comparison procedure is performed objectively by computing the liability coefficient.

3.8 Data analysis

In order to ensure logical completeness and consistency of responses, data editing was done day by day by the researcher. Identified mistakes and data gaps were rectified as soon as possible. Once editing was finished, data was then analyzed qualitatively and quantitatively. The qualitative data from the questionnaires was secondary documents, were analyzed using content analysis and logical analysis techniques.

Quantitative data analysis was done by the use of Microsoft excel 2003 - integrated package on a personal computer and the Statistical Package for Social Sciences (SPSS) software.

The technique for quantitative data analysis intended to be used was the frequency distribution and percentages, which was be used to determine the proportion of respondents choosing the various responses. This had to be done for each group of items relating to the research questions. The proportions that were showed to the diverse views of food restaurants on the various sub-issue, tables, charts and graphs were also used to ensure easy understanding of the analyses.

3.9 Ethical considerations

The researcher paid close attention to the Ethical considerations while in the field, which considerations included;

The issue of anonymity and confidentiality in their work of Armstrong (1999) defines anonymity as concealing the identification of the participants in all documents resulting from the research. Confidentiality on the other hand is concerned with who has the right of access to the data provided by the participants. The researcher assured her respondents of utmost anonymity and confidentiality in their identity, especially when filling in the questionnaires. She

only concealed their personal information/sensitive data when allowed to.

Before distributing questionnaires to the respondents, the researcher first introduced herself to them. Then stated the purpose for carrying out the research, the objectives of the study and the expected benefits from the study.

The researcher obtained permission from the chairman and the community leaders of Kisenyi where the research took place. In addition to this, the researcher further obtained permission from the potential respondents before the real activities data collection begun. Not all data collected was lawful, or based on known statements, events and/or conditions (Burns and Burns). Therefore the researcher intended to collect data for which consent was obtained and was relevant to the research.

3.10 Study Limitations

In accessibility to reliable records and reports, the records showing the performance activities of small enterprises, within the past years was limited, thereby confining the research investigation. Therefore, the researcher used the little available information and carried out the study.

Time, in addition to the above, the time at the researcher's disposal may was inadequate to carry out the research. The distance to Kampala was long, thus this made the researcher to delay in organizing the findings especially using interviews, questionnaires and observation. In this, the researcher stayed at a relative's place next to Kisenyi so as to gather the required data at appropriate times.

Limited trust availed to the researcher. To make answering the questionnaires easier, the researcher first assured the respondents of extreme confidentiality and privacy of each one's details, and yet it was really hard to convince the

potential respondents that the information they were giving was held with utmost secrecy. In so doing, the researcher assure them that it was part of her work and so showed them the letter from the administration from which trust was likely to be driven.

3.11 Conclusion

This study made use of various methods of data collection, interview, observation method, questionnaires and focus group discussion. The major tool of data collection guide, the manual counting by using excel used for data analysis to generate frequency tables with percentage easily.

CHAPTER FOUR

DATA PRESENTATION, DISCUSSIONS AND ANALYSIS

4.1 Introduction

Chapter four contains the presentation, discussions and analysis of findings obtained from the field regarding the factors affecting women in small restaurant businesses in Kisenyi. Slum area from 52 respondents was guided by themes organized in lines with specific research objectives which focused on the poor planning, high taxes and rents, and other factors preventing women from improving their welfare.

The study findings were generated through the use of interview guide; questionnaires and focus group discussion guide, the presentation of the findings were facilitated by the use of tables, percentages, frequency, and graphics.

4.2 The demographic description of the Respondents

The study was carried out in Kisenyi slum area, Kampala district. A total of 52 respondents took part in the study, and these were placed into four categories, namely; 1 local chairman, 6 school girl drop outs including from campus, 10 clients who eat from Kisenyi restaurants, and 35 women small restaurant entrepreneurs. It was used to get information from different gender, age group, marital status, level of education and period of working, these were vital to get information from different people and how they were affected by the subject under investigation. See details of the categories of respondents in table 2 below:

Table 1: categories of Respondents involved in the study.

CATEGORY	NO. OBTAINED	PERCENTGES (%)
Local chair man	1	2.0
6 school girl drop out including from compass	6	11.5
Clients who eat from Kisenyi	10	19.2
Women small restaurant entrepreneurs	35	67.3
Total	52	100

Source: primary Data April 2016

Table 1 above shows the population of respondents the research targeted to get all the information for the study. Population referred to as; "an entire group of individuals, events, or objects having common observable characteristics" (Mugenda and Mugenda, 2003:9). And she succeeded to interview the chair man targeted due to his busy schedules in office and he was around during the time of data collection. With a percentage of 2.0, 6 staffs were with a percentage of 11.5 from the school girl drop outs including the ones from compass, 10 with a percentage of 19.2 clients who eat from Kisenyi restaurants returned the questionnaires out of the 10 targeted respondents. The category of the respondents with the highest response from the four categories was the women small

restaurant entrepreneurs with a total number of 35 and a percentage of 67.3 respondents.

Although the women small entrepreneurs was the highest, it does not invalidate the response from other categories and the data collected represents the different views enough to validate the relevancy and reliability of the study. All in all the views of all the categories were taken into consideration.

Gender of Respondents

Both men and women were reached in the study as indicated in table 2 below:

Table 2: Gender of the Respondents

Gender	Frequency	Percentages (100%)
Female	27	51.9
Male	25	48.1

Source: primary Data April; 2016

Results in table 2 above show the participation of the respondents according to the gender in the study which was equally represented so as to get information from the different gender. The size of the respondents composed of 27 females with 51.9% and 25 males with 48.1% respectively. This showed how poor planning, high taxes and rents and other factors affect the women in small restaurant businesses for both gender irrespective of the 2% difference. This shows that Women have to look for food, look after children, and take care of the home, and this made some women not to attend the focus discussion.

Age and marital status of respondents

Categories of the respondents were from different age groups and marital status as illustrated in table 4 below

Table 3: Age group and marital status of the respondents

Age Group (years)	Frequency	Percentages (%)	Marital status	Frequency	Percentages (%)
Below 25	7	13.5	Widowed	9	17.3
26-30	20	38.5	Single	22	42.3
31-39	10	19.2	Divorced	3	5.7
40 above	15	28.8	Married	18	34.6
Total	52	100		52	100

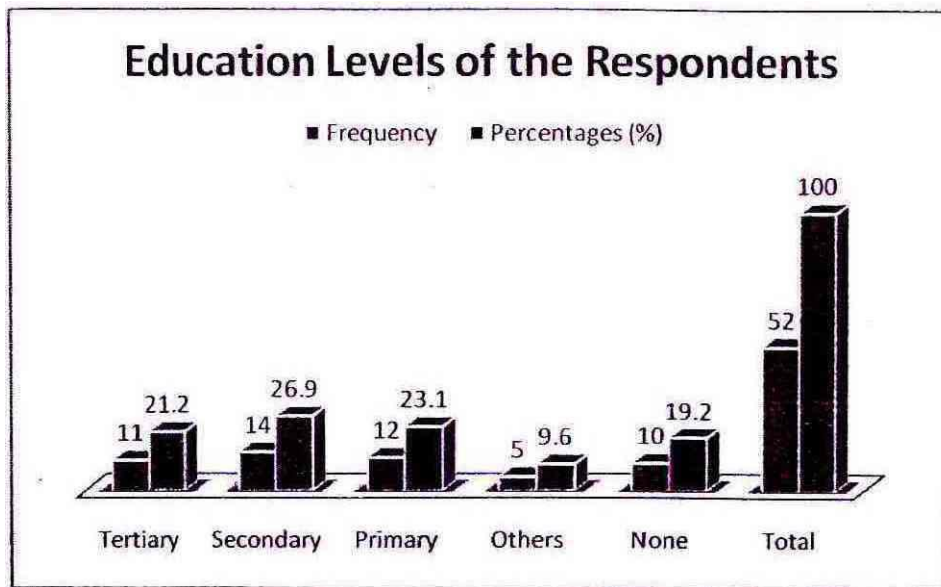
Source: primary Data April 2016

Table 3 above shows that 38.5% of the respondents were between the age of 26-30. This implies that between the age of 26-30 involved most in factors affecting women small restaurant business and also affects the majority who fall in this age. 28.8% were above 40 years, 19.2% were under 31-39 years and 13.5% were below 25. The research then showed that all age categories were taken care of in the study, since the factors affecting women small entrepreneurs were perpetuated by both, affecting all of them, and both contributed to the poor welfare of women. The singles were 42.3%, married with 34.6%, divorced 5.7% and widowed 17.3%.

Level of education

Respondents with different levels of education were reached as showed in figure 3 below:

Figure 1: Level of Education of the Respondents



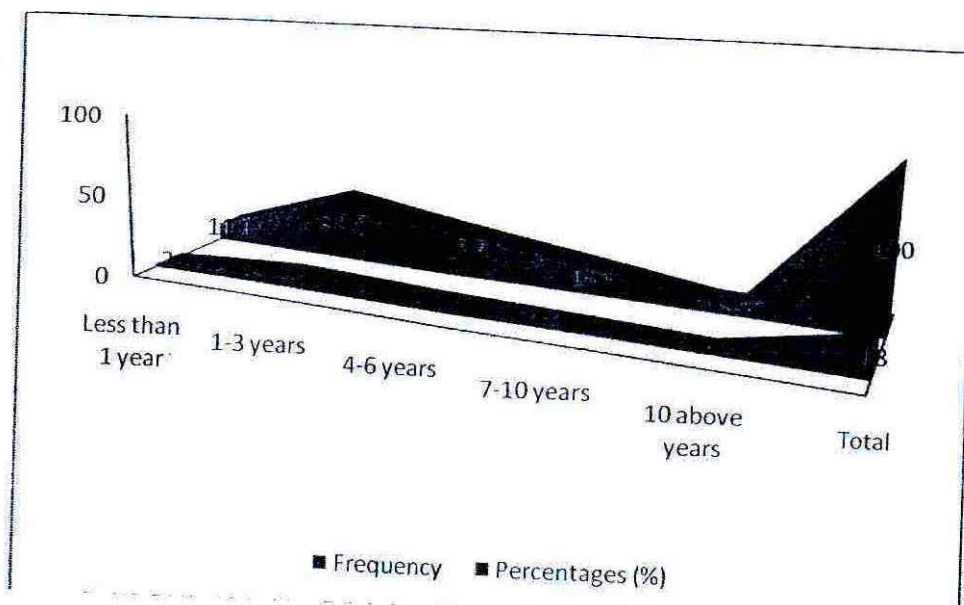
Source: primary Data April 2016

Findings in figure 1 above show that 26.9% respondents have acquired secondary Education, 23.1% acquired primary Education, 21.2 attained tertiary Education, 19.2% did not acquire any Education at all, and 9.6 others attained some other Education levels. The research shows that people with different levels of education are affected by the poor planning factors though the authors did not talk about how they are affected. But to my observation and to the research I got from different respondents, that was how they were affected.

Duration in services

The categories of the respondents from women small entrepreneurs, 1 chair man clients who eat from Kisenyi restaurants had Different Durations In services as illustrated.

Figure 2: period of working of the Respondents. (Women small restaurant entrepreneurs, 1 chair man and clients of Kisenyi restaurants).



Source: primary Data April 2016

Figure 4 above shows how long the 3 categories of respondents mentioned above have worked in the small restaurant businesses. 38.8% have worked for 1-3 years, 27.7% for 4-6 years, 16.6% for 7-10 years, 11.1% less than 1 year and 5.5% have worked for 10 and above years.

4.3 poor planning

The first objective of the study was to find out whether women's small restaurant business is affected by poor planning in Kisenyi slum area. Respondents were got by seeking information's from the four categories of respondents on what they understand by the term small restaurant business, the poor planning and the parties involved in the poor planning.

The findings revealed a common understanding by the respondents on poor planning as lack of concentration or lack of knowledge or research about the business you are doing, revealed that poor planning is caused by a number of factors

as showed in table 4 below:

Table 4: poor planning

Causes	Frequency	Percentages (%)
Little time on making the business plan	19	36.5
Poverty	6	11.5
Lack of enough research	8	15.4
Too much disorganization in the business	6	11.5
ignorance	4	7.7
illiteracy	2	3.8
Un budgeted business plan	4	7.7
Poor service Delivery	3	5.7
Total	52	100

Source: primary Data April 2016

In table 4, the research findings showed that 36.5% respondents mentioned little time on making the business plan as the reason why poor planning affects the women in small restaurant and this is negatively affected them because if you do not spend your time very well on your business, the clients can easily run away. Like Lizio (2015) argues most women in small restaurants fail to attain success because of poor planning. The other reason why poor planning is hindering women in small restaurant include lack of enough research about what the restaurant business is all about. If you do not carry out research on the business you are doing, then you can

never know how you are supposed to have the customer care in your restaurant. Poor service delivery 5.7% was another reason respondents gave that was affecting their lives not to improve, which is dangerous in the business. If you do not serve your customers well and you have a poor service, then the customers will run away from you to go to another restaurant which has good services. and un budgeted business plan which made the women small restaurant entrepreneurs not to focus and run their restaurants well in the slum area and this affected the local areas due to struggling with in the restaurant owners for individual gains as attributed by 3.8%respondents.

In conclusion the causes of poor planning are little time on making the business plan, lack of enough research, poverty, and too much disorganization in the business, illiteracy, un budgeted business plan, poor service delivery and lack of knowledge about the business you are going to do. And the perpetrators of poor planning are the youth, elders, and parents.

4.4 High taxes and rents in contribution to the failure of small restaurant businesses.

The second objective of the study was to find out the contribution of high taxes and rents to the failure of small restaurant businesses in Kisenyi slum Area. In order to establish that, the respondents were interviewed, given questionnaires and a focus group discussion were held to find out how high taxes and rents affected the women in small restaurant businesses. Which government activities on collecting taxes affected, who are most affected by these taxes and what other cross cutting issues affect the restaurant business in spite of failure of women small restaurant. Generally, it was agreed by the respondents that

there were many effects resulting from high taxes and rents and this negatively affected the small restaurant business and below is a table showing the effects.

Table 5: High taxes and rents on women small restaurant business.

Responses	Frequency	Percentages (%)
Low stock in the restaurant business	9	17.3
High prices of foods and drinks to the customers	5	9.6
Poor decision making	10	19.2
Un stable business due to high rents	6	11.5
Corruption	5	9.6
Difficult to Attract customers	6	11.5
Low quantity of things to buy	4	7.7
Lack of equipments to use in the restaurants	7	13.5
Total	52	100

Source: primary Data April 2016

In table 5 above, 19.2% respondents said that high taxes and rents scare away women small restaurant business due to improving their economic welfare. There is fear and panic

among workers to continue working because of the high rents which makes them to run away from duty and some do not even return back. This finding was not got in the literature review but the respondents said that when their land lords come to collect their money, in fear they run away because they fear to be ashamed of not paying for the rentals. This puts the women restaurant workers in real dilemma and makes mobility very limited, even motivate them to live the good life in their families and their lives. As noted by chairman,

''The slum area requires the people in charge of raising taxes to reduce on those high taxes which can favor the small restaurant businesses in Kisenyi. However, the ever intensifying high taxes and rent between Kisenyi areas made the government reluctant to undertake field travel to reduce on the high taxes and high rents secure their businesses and also the conditions of living in such areas. My work too was affected because I could not go to monitor and evaluate the activities done by the people in charge of reducing those high taxes and rents in the field because of the conflicts and unstable restaurants in the area and Kisenyi has been one of the areas in Kampala Districts that the government people have feared to go and work (interview with the chairman, District leader's office, 15th APRIL 2016).

The absence from duty by government negatively affects the efficiency of government people to carry out the highly sensitive work of reducing on the high taxes and rents small women restaurant entrepreneurs, even if they stay in their duty areas. Certain acts of violence results in temporary or permanent disruption of unfavorable taxes (people work in the government might not return to work, land lords and ladies may close down and so on). This affects customers over time and this is further proof of the fact that even, when the restaurant women are not directly attacked, their work can be

hindered by uncertain security conditions.

Low stock in the restaurant business was noted by 17.3% of the respondent to decrease the efficiency and effectiveness of the high taxes and rents hence affecting the women's welfare outcomes and attainment of the welfare goals. This too has led to unsustainable restaurant business delay in the lives of the women in the restaurant unit, the workers also report late to work, and customers become inadequate since they cannot eat in such area. Financial resources, competent women workers facilities and equipments, essentials and supplies, and operational policies in the restaurant business centre are affected and not adequately delivered. Some respondents lamented during a Focus Group Discussions, "some of us live far from the Kisenyi restaurants and because some areas are no longer taken care of by the government due to this insecurity, we have to some distance up to Kisenyi slum areas to get what to eat and drink since there are no restaurants which are cheap, workers run back to town and stay there and there is no help for customers" (Focus group discussions, Headquarters of the slum area, 12th April 2016).

13.5% respondents said lack of equipments to use in the restaurants affects the women small restaurant businesses. The women working in the restaurant do conduct activities of welcoming customers and serving them food, number of customers is still low and the women restaurant entrepreneurs are continuously suffering from these high taxes and rents. This is in line with what the researcher asked the respondent about Government activities affected by high taxes and rents and different percentages were in view of the following the activities as show in the figure below;

The findings show that high taxes and rents affect the women

small restaurant business in the Kisenyi slum area as mentioned by the respondents above as well as other parts of the district.

However, the respondents there are other cross cutting factors that too affect women small restaurant business in spite of women small restaurant business and among them are poor decision making, unstable rents due to high taxes and rents, difficult to attract customers, lack of equipments to use in the restaurant, low quantity of things to buy in the restaurant, high prices on foods and drinks to the customers, corruption and embezzlement and political interference in the district and the all of the country.

4.5 Other factors prevent women small restaurant from improving their welfare.

The third objective of the study was to find out other factors preventing women restaurant from improving their welfare in Kisenyi slum area. Through questionnaires, interviews and focus group discussions used to collect data from the respondents, the four categories respondents thus one chairman, women small entrepreneurs, clients, and school girl dropouts of Kisenyi agreed and acknowledged other factors preventing women small restaurant entrepreneur from improving their welfare. And the following are the interventions:

One of the other factors that the respondents mentioned was lack of information about what customers want and what they do not want to eat.

They said that this is a big issue because if you do not know what customers eat most, whatever you have prepared can be wasted. And Julie Kings (2007) argues that lack of information about is and not working can affect the small restaurant businesses. It is good the respondents noted this as a big

issue in the food industry as one of the factors preventing women restaurant entrepreneurs from improving their welfare. This will help all the other women small restaurant entrepreneurs to make sure that they carry out enough research about what their customers want to eat and what they do not want to eat from their restaurants. Many women small restaurant entrepreneurs are starting to carry out some research and this is going to help them to improve their welfare because they will be selling and getting customers which they will be earning money in order their lives to improve." (Interview with the LC, district offices, 17th April 2016).

During a focus group Discussion with the kisenyi community members, 14th April 2016, it was reported, "ignoring risks in the restaurant business has destroyed their business. These small restaurants tend not look at such risks like cooking much food and yet the customers come few. So the rest of the food is poured and at the end of the day they make a big loss which will let their business down. And this can make the women their lives not improve because they will be not working at all".

The above is complemented by Julie King, (2007) who says that many entrepreneurs ignore risk their assessment of alternatives and opportunities. This has been going on in Kisenyi restaurants since it started. The owners of the small restaurant businesses in Kisenyi have not worked enough in order to find out what risks are in their businesses and they have not found out why these risks are occurring. For them their work is to come and demand for the money that these women have worked in a day, instead of getting a solution such that next time they avoid the issue of risks in their restaurant businesses in Kisenyi.

Lessons have been brought in place by the people in charge of

the restaurants in Kisenyi and others are noted, by 11.5% respondents. The successful women entrepreneurs are calling in meetings to the small women entrepreneurs and they want to help them find out why they are working but their welfare is not improving. These successful women owners are suggesting ideas on how to improve the women small entrepreneurs' welfare. First thing they suggested that these restaurant women should know who their customers are, secondly they should know the likes and dislikes of the customers such that if they are to prepare food they know that customers eat most and best so that they do not incur a lot of losses their business. And with this, most small women restaurants have started using it as a solution to overcome the losses in their businesses. This working for them and some of them, their welfare is improving.

According to the clients or customers, there is a challenge of lacking focus in the business to the customers. This is because the women working in the restaurants do not focus on what they are doing. They tend to serve two masters at ago. This is seen when you find these women cooking in the kitchen at the same time they are the ones serving food, at the same time they are the ones welcoming other customers. So in the end you find out that they are not paying much attention to these clients, who are already seated, and they take to forget what they have ordered for and this makes the clients not to come back again. And at the end of the day these small restaurants will not be working and the women will not be earning money and through this their lives will not change because this will lead to poverty". (Interview with the slum area chief, in the Kisenyi headquarters office, on 17th April 2016).

9.6% respondents said there is lack of knowledge about what business you are doing. They said that because they want to

get money, they are doing which they do in the restaurant as long as they know that at the end of the day they are able to sell to their customers and get money. But what these women small restaurant people do not know is you cannot just wake up one day and start a restaurant without having the knowledge about it, because whatever you will do, you will be getting losses. And yet with entrepreneurship, you have to have the knowledge about what business you are doing. You have get the knowledge on how weaknesses are dealt with in order to come up with much strength into your restaurants.

7.7% of the respondents said that there is paying too much for rent, labor, and materials. They said that sometimes the money they pay for the rent is too high and sometimes they find it hard to pay their land lords because sometimes the customers do not come in big numbers as they thought in the first. Also the materials they use in the restaurants are of high prices and yet they do not have money to buy them. So they end up giving up because sometimes they do not even make profits and yet they have to look for that money in order to buy what they are supposed to use in the restaurants in order to keep the business active and also getting customers. They also have to pay the labor and yet they have not been doing so well in terms of money. So you find that also these labor people need to be paid because they also have families to cater for. So this shows that they have to divide this money and still it is not enough to support the business most especially in buying their needs. This will not improve the welfare of the women restaurants because they are not bringing in profits; they have to look for that money to pay for the rents which are so high, buying the equipments to us in their restaurant businesses.

An equal 7.7% of the respondents respectively said that there

is lack of management skills in the restaurant business. They said that most of the small restaurants are not managed very well or they do not have skills that can run make it go forward. And according to Phillipson(2007), lack of management skills affects the women restaurant businesses so much. And it is a big problem to deal with in most small restaurants. These areas of weaknesses could be in finance, human resource. So if there are no management skill in the restaurant business then it might fail to go on because there are other successful restaurants out there that you are competing with, and if you have no skills to us then the business might collapse at the end of the day and this will be affecting the lives of the women because they will not improve. The other factors that the respondents talked about were fear in the business, infrastructural development, and lack of capital to add in the business, witch crafts among their fellow women, negative attitude towards the restaurant business, too much competition, and disappointments within the workers in the restaurant.

The table below shows the detailed percentages of other factors preventing women from improving their welfare in Kisenyi slum area.

Table 6: Other factors preventing women small entrepreneurs from improving their welfare.

Other factors	Frequency	Percentage (%)
Lack of information about what customers want and what they do not want to eat.	5	9.6
Paying too much for labor, rent, and material to use in the restaurants.	7	13.5
Lacking capital to put in the business.	5	9.6
Lack of knowledge about what business you are doing.	5	9.6
Ignoring risks	4	7.7
Lack of management skills development	3	5.7
Infrastructural development	6	11.5
Lack of focus in restaurant and to the customers.	4	7.7
Witch crafts among their fellow women	4	7.7
Negative attitude towards the restaurant business	3	5.7
Fear in the business restaurant.	2	3.8
Too much competition	1	1.9
Disappointments within the workers	3	5.7
Total	52	100

Source: primary Data April 2016

In the findings paying too much for labor, rent, and material to use in the restaurants takes the highest on the many measures. This is a missing gap which is not in the literature review but it is to be field with a solution. Other factors

mentioned by the respondents include lack of management skills where in small restaurants they do not have skills that they can come up in order to sustain the business or attract the customers by 5.7% respondents in the table This is because Phillipson(2007), argues the same factor that lack of management skills can affect the small restaurants Because, it is a problem that is very difficult to deal with in most small businesses as the size of the senior management team is necessarily limited. And similarly there is "negative attitude towards restaurant business" where the women restaurant entrepreneurs have the negative thinking about the restaurant business, which is another missing gap in literature review. They said they do it just because they want money in order to improve their welfare. But they are saying the attitude towards restaurant is not good, because it is not the business a woman would feel proud to mention that they are working in. And 3.8% attributed "fear in the business restaurant" which is another factor that is preventing women from improving their welfare and 1.9% of the respondents said, there is too much competition among the women small restaurant entrepreneurs themselves, and this scares them so much in that some women are forced to go to the witch doctors such that they can win the competition.

However, Julie (2007) says that since small restaurant businesses are facing factors hindering them to improve their welfare, like no research about their business is carried out, little knowledge about the business they are doing, poor management skills used in the restaurant business, paying too much for the labor, rent, and material, she emphasizes that the women small entrepreneurs should always carry out enough research about restaurants and find out how they can run their restaurant business. Find out what their customers eat most and what they hate. And if they do this, they will not have to waste money on buying things that are going to bring

losses in their business.

The local chairman of Kisenyi said, although there are some talks through local meetings in Kisenyi encouraging the women small restaurant entrepreneurs about working hard and not to give up, they still face some problems with women carrying out witch crafts among themselves. And this is a big issue because they have lost two people because of this. The chairman said that if women some women working in the restaurants see that they have not got any customers and yet other neighbors are getting, they become jealousy and what they do is to go to the witch doctors in order to end their lives so that them they start getting them. And this is not only in the restaurant businesses but also happens everywhere.

9.6% of the respondents said that, there is a problem of lacking capital to add in the business. The respondents said that in most cases they find difficulties in getting more or capital to add in their restaurant business. This is because when they sell, sometimes they get few customers because of what they prepare and sometimes the customers may not be in the moods of eating what they cooked. So at the end, they make losses, and they find that at the end of the week, they have made little profits or no profits at all. And this is because of the factors I have mentioned above. To avoid the issue of lacking capital, they should learn how to budget for their capital once got and avoid the losses through carrying out enough research about their customers' likes and dislikes such that they can attract more customers into their restaurants. And if they do this they improve little by little and at the end of the time, the women small restaurant entrepreneurs will get money which will improve on their welfare.

4.6 Conclusion.

In conclusion, the findings from the research study were discussed, analyzed were got from the questionnaires, interviews and focus group discussions conducted with the respondents. I found out factors like lack of skill management from the respondents which was talked about by Phillipson (2007), lack of information about what the business is and what is not by Julie Kings (2007), and also lack of focus by Stephan (2015), which showed that the information I got from the respondents was agreed with the literature review. Also there is a missing gap in the literature review on factors like witchcrafts, disappointments within the workers, lack of capital to put in the business, difficulty to attract customers, and little stock. It has presented the demographic characteristics of the respondents and the specific objectives of the study which are; find out whether women small restaurant entrepreneurs are affected by poor planning, high taxes and rents, and also other factors affecting small restaurant business that prevent the welfare of women in small restaurant in Kisenyi.

CHAPTER FIVE

SUMMARIES, CONCLUSIONS AND RECOMMENDATIONS.

5.0 Introduction

This chapter gives a summary of the study findings on the factors affecting women's small restaurant entrepreneurs in improving their welfare in Kisenyi slum area. The thematic findings presented in the previous chapter following the specific objectives of the study on the poor planning factor, high taxes and rents, and the other factors preventing women's welfare. Recommendations made to solve the factors hindering the women small restaurant business so as to have women's lives and their welfare improving. An effective and efficient suggestion for further research.

5.1 Summary of the findings.

5.1.1 Summary of the responses to research question one which inquires on how poor planning affect women's small restaurants business in Kisenyi revealed that poor planning affects the small restaurant business.

From the findings, A greater percentage of the respondents admitted that they spend no time on planning for their small restaurant businesses which affects its smooth running while only 5.7% denied poor planning as the cause of their business failure.

Conclusion

From the above mentioned finding, the researcher concluded that poor planning is one of the major factors hindering small scale businesses from grooving up.

5.1.2 Summary of the responses to research question two which asks that how do high taxes and rent contribute to the failure of women small restaurant business reveals that there are various ways in which they do.

From the findings the greater percentage of the respondents claimed that the high taxes, rent fees consume all the profits of their businesses resulting into working hard without gain. Only 9.6 % seemed to deny that fact.

Conclusion

From the above mentioned finding, the researcher concluded that high taxes and high rental fees contribute to the failure of women small restaurants in a way that they create a situation of hard work without gain.

5.1.3 Summary of the responses to research question three which inquires that how do other factors prevent small restaurant business in Kisenyi from improving women's welfare.

From the findings the majority of the respondents said that paying too much for labor, purchase of commodities, and other material to use in the restaurant work, poor climatic conditions affect the smooth running of their businesses. While 5.7 % of the respondents put the blame to lack of management development skills and negative attitudes towards the restaurant business by people as the added factors that prevent small restaurant business in Kisenyi from improving women's welfare in a way that weaken them and eventually result in failure.

Conclusion

From the above mentioned finding, the researcher concluded

that paying too much for labor, and on the purchase of materials to use in restaurant is key in preventing small restaurants business in Kisumu from improving women's welfare because it weakens them and eventually fail

5.2 Recommendations.

5.2.1 The researcher recommend that women who own small restaurants should always have a business plan first before they think of starting a business, and if they do this, they will grow into big restaurants because when restaurants plan, they can know what to buy and what not to buy.

5.3.3 I recommend that the government through revenue Authority reduces on taxes and rents such that also the women in small restaurants can be favored. This is because the government raised taxes so high and you find that the women in small restaurants cannot afford to pay them, so the government should reduce them.

5.3.4 The government given the women in small restaurants a voice and pay attention to them. They say that the government should help them give out money to each person who wants to start up a restaurant business such that they can have more capital the start with than getting a loan from the bank and yet they will have to pay it back.

Suggestions

I suggest that women in small restaurants find out who their customers are and if they find out what their customers like and what they do not like then this will be easy for them to know what kind of food they must buy and what they must not

buy so that they do not waste money which will help the save in future.

I suggest that that the women in small restaurants should develop a positive attitude towards restaurants. When their thinking is changed, then they will be able to develop the love for their business and they will be able to put in much effort and work hard in order to improve their welfare.

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APPENDIX A

QUESTIONNAIRE FOR WOMEN IN SMALL RESTAURANTS IN KISENYI.

Dear respondent, my name is Sibetya Victoria, a third year student at Uganda Martyrs University pursuing bachelors of degree in Ethics and Development Studies. I am conducting a research on finding out the factors hindering women small restaurant business in Kisenyi Kampala district. You are randomly selected because of your knowledge on the topic of research. The information that you will provide in this questionnaire will be treated with the highest level of confidentiality and will help in gathering recommendations for improving women welfare. Your response in this questionnaire is highly valued.

Section A

Background Characteristics

1. Name of respondent.....
Age.....
. Sub-county.....Parish.....Village.....

Gender of the respondent (please tick where appropriate)

2. Sex

1) Male 2) Female

3. Marital status

1) Married 2) Single

4. Religious affiliation

1) Catholic 2) Protestant
3) Muslim 4) others (specify)

5. Name of

residence.....

To find out whether women's small restaurant is affected by poor planning.

4 In your opinion, do you think that poor planning has affected your restaurant business?

.....
.....
.....

5 Can poor planning lead to losses in the restaurant business, if yes how?

.....
.....
.....

6 According to you, how can a plan discipline you to look beyond from time to time and alert you to find the growth projected?

.....
.....
.....

7 Do you think you can start a restaurant business without planning first? explain your answer.

.....
.....
.....

8 Can poor planning lead to lack of working capital in a restaurant as it grows? explain your answer.

.....
.....
.....

B To find out whether high taxes and rents contribute to the failure of women's small restaurant business.

1 How have high taxes and rents contributed to the failure of your restaurant?

.....
.....

2 How do you manage to pay the high taxes and rents in order to keep your restaurant working?

.....
.....
.....

3 How often do you pay for the taxes and how much are you paying?

.....
.....
.....

4 Can high taxes and rents contribute to the failure of women's welfare in the restaurants?

.....
.....
.....

5 Has the government done anything to reduce on the high taxes and rents in order to favor the small restaurants?

.....
.....
.....

C To find out other factors preventing women small restaurants from improving their welfare.

1 Apart from poor planning and high taxes and rents, which other factors hinder women small restaurants?

.....
.....
.....

2 Do you think the other factors can affect the success of restaurant business?

.....
.....
.....

3 Do you think ignoring risks is one of the other factors that prevent you from improving your welfare?

.....
.....
.....

4 How much do you agree that these factors are preventing women in small restaurant from improving their welfare?

.....
.....
.....

5 Which strategies do you think you can come up with in order to sustain your restaurant business and your welfare to improve?

.....
.....
.....

END

Thanks for your cooperation.

Name of residence.....

5. Name of a school

Primary: Yes secondary university

A To find out whether women's small restaurant is affected by poor planning.

1 As you students, do you think poor planning has affected the women small restaurant business?

.....
.....
.....

2 Can the women in small restaurants achieve their targets set when poor planning?

.....
.....
.....

3 According to the knowledge of students, how much has poor planning contributed to the failure of the women welfare in restaurant business?

.....
.....
.....

4 Without planning, do you think the women in small restaurants can be able to go forward?

.....
.....
.....

5 According to your knowledge as a student, what measures can the women in small restaurants come up with in order to improve their welfare?

.....
.....
.....

B To find out whether high taxes and rents contribute to the failure of women small restaurant business.

1 How are high taxes and rents affecting women in small restaurants in Kisenyi?

.....
.....
.....

2 According to the knowledge you have, how should the government help the women in small restaurants to reduce on the high taxes and rents?

.....
.....

3 Do you think these women in small restaurants can do the restaurant business from homes to avoid the high rents?

.....
.....

4 According to their income how much should they be paying for taxes such that it does not affect their restaurant business?

.....
.....

5 What should they do in order the high taxes and rents do not affect their income?

.....
.....
.....

C To find out the other factors preventing small restaurants from improving women's welfare.

1 What factors do you think as a student affects the small restaurants for women?

.....
.....
.....

2 Do you think the other factors lead to women poverty in the restaurant business?

.....
.....

3 Because of the other factors, do you think they have contributed to the loss of students' school fees?

.....
.....
.....

4 How have you students helped your parents in small restaurants to work hard in order to avoid these factors?

.....
.....

5 What should they do in order to work hard and get money to contribute to your school fees?

.....
.....

END

Thanks for your cooperation

APPENDIX C

QUESTIONNAIRE FOR THE CLIENTS IN KISENYI (UGANDA)

Dear respondent, my name is Sibetya Victoria, a third year student at Uganda Martyrs University pursuing a Bachelor's degree in Ethics and Development Studies. I am conducting a research on finding out the factors hindering women's small restaurant business in Kisenyi towards improving women's welfare. You are randomly selected because of your knowledge on the topic of research. Your response in this questionnaire is highly valued.

SECTION A:

Background characteristics of Respondents (Tick the correct alternative or write your response in the space provided)

1. Gender.

- i Male
- ii. Female

2. Religion of the respondent:

- i. Catholic
- ii. Protestant
- iii. Moslem
- iv. Others (Specify)

3. Name of

residence.....

4. Occupation

- i. Accountant
- ii. Teacher
- iii Business
- Iv. Entrepreneur
- v. other

SECTION B:

A To find out whether women's small restaurant business is affected by poor planning.

1 Do you think poor planning can affect the women small restaurant business?

.....
.....

2 Do you think poor planning can lead to losses in the small restaurant business?

.....
.....
.....

3 How has poor planning in women small restaurant affected the clients?

.....
.....

4 Does poor planning lead to the loss of clients in women small restaurants?

.....
.....

5 what strategies can women in small restaurants come up with in order to attract clients to come to their restaurants in Kisenyi?

B To find out whether high taxes and rents contribute to the failure of women's small restaurant business.

1 How do high taxes and rent affect women's small restaurant business?

.....
.....

2 According to you clients do you think high taxes and rents can be reduced by the government in order to help the small restaurant business?

.....
.....

3 Can women do their restaurant business from home so that they avoid the high rents?

.....
.....

4 How much do the small restaurants pay to the government?

.....
.....

5 As you clients, which advise do you give to the women in small restaurants in order to avoid high taxes and rents?

.....
.....

C To find out other factors preventing small restaurant from improving women's welfare.

1 According to you clients, which factors affect the women small restaurants in Kisenyi?

.....
.....

2 How much do other factors contribute to the failure of women's welfare?

.....
.....

3 Can the other factors lead to the loss of clients in the restaurant business?

.....
.....

4 How can the other factors help the women in small restaurant look beyond from time to time?

.....
.....

5 How can women in small restaurant improve their welfare with the factors hindering them?

.....
.....

END

Thanks for your cooperation.

APPENDIX D

QUESTIONNAIRE FOR CHAIR MAN

Dear respondent, my name is Sibetya Victoria, a third year student at Uganda Martyrs University pursuing a Bachelor's degree in Ethics and Development Studies. I am conducting a research on finding out the factors hindering women's small restaurant business in Kisenyi towards improving women's welfare. You are randomly selected because of your knowledge on the topic of research. The information that you will provide in this questionnaire will be treated with the highest level of confidentiality and will help in gathering recommendations for improving women's welfare.

Section A

Background Characteristics

Gender of the respondent (please tick where appropriate)

Sub county.....Parish.....

Village.....

1. Name of the respondent.....

Age.....

2. Sex

i) Male

ii) Female

3. Marital status

i) Married

ii) Single

iii) Catholic

iv) Protestant

v) Muslim

vi) others

(specify)

A To find out whether women's small restaurant business is affected by poor planning.

1 As a chairman of Kisenyi do you think poor planning is affecting women in small restaurant business?

.....
.....

2 Do losses in the restaurant business come because of poor planning?

.....
.....

3 Do you think the women can continue working in the restaurant without planning first?

.....
.....

4 As a chairman knows how to plan for his activities, what have you done in order to help the women avoid the failures in the restaurant businesses?

.....
.....

5 What strategies should they come up with in order their lives to improve?

.....
.....

B To find out whether high taxes and rents contribute to the failure of women's small restaurants.

1 Can high taxes and rents contribute to the failure of women's welfare?

.....
.....

2 As a chairman of Kisenyi, how can you help the women small restaurants to overcome the high taxes and rents?

.....
.....
.....

3 Are these taxes bringing losses in the small restaurant business?

.....
.....

4 Women in small restaurants cannot pay their children's school fees because of high taxes and rents. Is it true?

.....
.....

5 What has the government done in order to help the women in small restaurant business to achieve their targets set?

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C To find out other factors preventing women small restaurant business from improving their welfare.

1 As a chairman of Kisenyi, which other factors could be hindering the women small restaurant business?

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2 Do you think these factors can bring in losses in the small restaurant business?

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3 How much do you agree that these factors are preventing the welfare of women in small restaurant?

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4 How much have you done as a chairman in order to avoid these factors from preventing women's welfare?

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5 Which strategies can the women in small restaurant come up with in order to improve on their small restaurants and improve on their welfare?

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END

Thanks for your cooperation.