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the People of Japan



LOCAL MARKET ASSESSMENT AND SKILLS TRAINING OPPORTUNITY AND CAPACITY ASSESSMENT REPORT

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LIST OF ACRONYMS

BDS	Business Development Service
BDSP	Business Development Service Providers
BEDCO	Basotho Enterprise Development Corporation
BoS	Bureau of Statistics
CAPI	Computer Assisted Personal Interview
COVID-19	Corona Virus Disease 2019
GDP	Gross Domestic Product
GoL	Government of Lesotho
ICT	Information and communication Technology
ILO	International Labour Organization
IOM	International Organization for Migration
LCCI	Lesotho Chamber of Commerce and Industry
LNDC	Lesotho National Development Corporation
LRA	Lesotho Revenue Authority
MICS	Multiple Indicator Cluster Survey
MoET	Ministry of Education and Training
MOST	Market-Oriented Skills Training
MSBDCM	Ministry of Small Business Development, Cooperatives and Marketing
MSME	Micro, Small and Medium Enterprise
MTI	Ministry of Trade and Industry
NGO	Non-Governmental Organization
NMDS	National Manpower Development Secretariat
NSDP II	National strategic Development Plan II
NUL	National University of Lesotho
PoC	Ports of Crossing
PoE	Ports of Entry
PSFL	Private Sector Foundation of Lesotho
SME	Small and Medium Enterprise
SMME	Small, Micro and Medium Enterprise
TVD	Technical Vocational Department
TVET	Technical Vocational Education and Training
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNICEF	United Nations International Children Education Fund
VTC	Vocational Training Centre

BACKGROUND

Migration is one of the dominant livelihood strategies for households in Lesotho. This is attributable to the proximity of some districts to Ports of Entries (POEs), official borders and Ports of Crossings (POCs), between Lesotho and South Africa. However, the impact of the COVID-19 pandemic on migration, both nationally and globally, has resulted in many Basotho migrants returning home due to various reasons including the eminent loss of jobs in host countries, especially from South Africa.

In response to the socio-economic and psychosocial needs of the returning migrants (returnees) and in addressing structural challenges to reintegration, the International Organization on Migration (IOM) has been at the center of designing and delivering return and reintegration of migrant returnees in Lesotho. Since 2020, IOM has been supporting the reintegration of returnees in the Southern Province through projects funded by UK Aid and ECHO.

In mid-2020, the IOM in partnership with Skillshare Lesotho conducted a rapid assessment of the livelihood situation of returnees and COVID-19 in Lesotho¹. To ensure social coherence and community stabilization, one of the recommendations from the Assessment was to identify locations with many returnees and develop community-based initiatives to unite returnees and host community members towards a shared goal².

With financial assistance from the Government of Japan, the IOM aims to contribute to sustainable reintegration of returnees through implementation of the project titled *“Socio-Economic Reintegration of Returnees and other vulnerable members in migration affected areas severely impacted by COVID-19 pandemic”*. The project started in March 2021, and it will end in March 2022.

In addition to the community-based development projects in the five migration-affected communities, IOM Lesotho has embarked on another component of the Socio-Economic Reintegration of Returnees Project, aimed at developing activities that are designed to improve and restore returnees’ livelihoods through maximizing income-generating opportunities and enhancing living conditions. This will be achieved through Market-Oriented Skills Training (MOST) and business setup support to the graduates from MOST.

The Objective and Scope

The effective implementation of this study will contribute to enhancing livelihoods of vulnerable Basotho returnees impacted by COVID-19, through restoration of their dignity, income generating opportunities,

¹ The Rapid Assessment of the Livelihood Situation of Returnees and COVID-19 Preparedness and Response level in Migration Affected Areas in Lesotho, July 2020

² Ibid

and specifically in the district of origin. This involves tailoring of livelihood support programs to the identified beneficiaries' needs and market opportunities.

The primary objective of the study is, therefore, two pronged, as illustrated below:

Conduct labor market assessment in selected districts and identify the most marketable trades which have community demands



Identify and conduct capacity assessment and profiling available local skills training institute (VTC), Small, Medium Enterprises (SMEs) or individual trainers

As depicted above, the first part of the objective addresses the labour market, while the second part centres round skills supply. To attain the outcome expected, the Consultant has, therefore, conducted local market assessment in the following migration affected districts; Leribe, Mafeteng, Mohale's Hoek, Quthing and Qacha's Nek districts, identifying the most marketable trades and conducting capacity assessment and profiling available local skills training institutes, Small and Medium Enterprises (SMEs) and/or qualified individual trainers.

INTRODUCTION

Contextual overview of Migration in Lesotho

Lesotho has a unique geographical location, being completely landlocked by South Africa. The two countries, Lesotho and South Africa, have distinct socio-economic factors. While South Africa is among the largest economies of Africa, Lesotho remains a lower middle-income country with high level of poverty and inequalities, characterized by lack of employment / income generating opportunities and limited access to basic services (education, health, electricity, etc.), particularly in rural areas³. These are the key drivers of "out-going migration flows" from Lesotho to South Africa.

The 2019 Bureau of Statistics (BoS) Labour Force Survey report defines migration in Lesotho as a geographic movement of people across a specified boundary for the purpose of establishing a new permanent or semi-permanent residence⁴. According to the report, the different factors that force a person to move from one place to another include social and economic factors, psychological (could be due to trauma) and political pressure.

Historically, Lesotho has been one of the major suppliers of labour to South Africa, especially to the mining industry⁵. Therefore, internal (rural-urban) and external migration continues to be a determining dominant livelihood strategy for households in Lesotho, with almost half (43 percent) of households reporting to have at least one member living and/or working in South Africa⁶.

The IOM 2020 report states that in the South African labour market, Basotho are over-represented in sectors which have greatly been impacted by COVID-19, such as agriculture, catering and hospitality, domestic work, textile industry, and construction work⁷. As a result, most migrants had to return to Lesotho, with many of the returnees (61.9 percent) having lost jobs due to the impact of COVID-19 and related movement restriction measures⁸.

Demographics of Migrants

The 2020 IOM regional analytical study indicates that out of the 16,918 of Basotho that were recorded across all the provinces of South Africa as of May 2020, 39 percent (6,552) are male and 61 percent are (10,366) female, indicating the specific vulnerabilities of Basotho migrant women⁹. The returnees are

³ IOM Migration Governance Snapshot: The Kingdom of Lesotho, 2018

⁴ Labour Force Survey Report, Bureau of Statistics, Lesotho, 2019

⁵ Ibid

⁶ Female Migration in Lesotho - Determinants and Opportunities, World Bank, 2018

⁷ IOM Regional Analytical Snapshot #1 Covid-19, 2020

⁸ The Rapid Assessment of the Livelihood Situation of Returnees and COVID-19 Preparedness and Response level in Migration Affected Areas in Lesotho, July 2020

⁹ IOM Regional Analytical Snapshot #1 Covid-19, May 2020

predominantly youth with the age distribution ranging from 26 to 35 years old (40 percent), 36 to 45 years old (24 percent) and below the age of 25 years (19 percent)¹⁰. In terms of education, most of Lesotho migrants (61 percent) have attained primary education, followed by 20 percent of those that have attained secondary education and 12 percent who attained high school education¹¹.

Many of the migrant are, therefore, not able to take up formal employment, and remain in the informal economy, due to their low level of education. This is evidenced by the rapid assessment of the livelihood situation of returnees and COVID-19 which confirmed that many of the returnees were daily wagers in South Africa, working in the informal sector or being self-employed in some of the sectors already underscored¹². The report further reveals that the majority (38 percent) of returnees have stayed in South Africa for less than a year, followed by those that have stayed between one and five years (36 percent)¹³. It is consequently inferred from the study that those who stayed in South Africa for a long period of time were not able to or seemed not to be interested to return to Lesotho during the lockdown¹⁴.

Consequently, most of the returnees are household heads, with 68 percent of the male returnees as heads of household and 46 percent of the female returnees as heads of household¹⁵. As such, they have families who depend on the remittances they send back home, about five to seven dependents per head¹⁶. According to the World Bank statistical data, the value of Lesotho's regular remittances in 2020 was recorded at 23.1 percent of the total GDP¹⁷. Notably, remittances to Lesotho should be much higher than the regular record, since there are more informal channels of remittances not accounted for by statistical data. However, due to COVID-19 the latter might have reduced significantly since 2020, as elaborated further below.

Impact of covid-19 on migrants

The Rapid Assessment of the Livelihood Situation of Returnees and COVID-19 report states that the COVID-19 crisis is impacting on macro and micro-economic factors of migrants, driving countries such as Lesotho into sharp decline of remittances as realized during the first and second quarter of 2020¹⁸. The report highlights that the returnees' livelihoods and that of the dependents have been negatively impacted due to the loss of employment, wages, and limited access to health services. In addition, the returnees are left without sufficient savings to endure an extended period of economic inactivity and job losses¹⁹.

¹⁰ The Rapid Assessment of the Livelihood Situation of Returnees and COVID-19 Preparedness and Response level in Migration Affected Areas in Lesotho, July 2020

¹¹ Labour Force Survey Report, Bureau of Statistics, Lesotho, 2019

¹² The Rapid Assessment of the Livelihood Situation of Returnees and COVID-19 Preparedness and Response level in Migration Affected Areas in Lesotho, July 2020

¹³ Ibid

¹⁴ Ibid

¹⁵ IOM Regional Analytical Snapshot #1 Covid-19, May 2020

¹⁶ Ibid

¹⁷ Data obtained from: <https://data.worldbank.org/indicator/BX.TRF.PWKR.DT.GD.ZS?locations=LS>

¹⁸ The Rapid Assessment of the Livelihood Situation of Returnees and COVID-19 Preparedness and Response level in Migration Affected Areas in Lesotho, July 2020

¹⁹ Ibid

The return of Basotho migrants due to job losses, therefore, has severely affected their ability to send money back home. Before COVID-19, female returnees used to earn an average of LSL 2,463 per month, with male returnees earning almost twice as much; LSL 4,041²⁰. Interestingly, despite the disparity in earnings, both female and male returnees routinely used to send almost 60 percent of their income as remittances to their home. Notably, before COVID-19, about 89 percent of the migrants used to send remittance to their families on monthly basis; LSL 2,426 among male migrants and LSL 1,456 among female migrants²¹. These returnees as well as their households which depend on remittance are, therefore, currently at high risk of slipping into extreme poverty due to loss of income and are further under psychological pressure to provide for families as heads of households.

Labour Market/Demand Side

Employment

The labour market of Lesotho is characterized by a low employment-to-working age population ratio²². The government is the main employer in the formal sector of the domestic economy, while the largest informal employer is the manufacturing sector²³. However, the high level of unemployment has led to increased numbers of the economically active Basotho citizens being employed in South Africa; the main destination for Lesotho's migrant labour as earlier highlighted²⁴.

According to the World Bank, Lesotho's rate of unemployment declined from 27.0 percent in 2010 to 23.0 percent in 2019²⁵. Likewise, although youth unemployment has consistently been declining since 1999 (49.8 percent), it remains a persistent challenge in 2020 (32.8 percent)²⁶. However, the distribution of the unemployed males/female per total district population in the five project location districts respectively stands as follows: Leribe (25.1 percent / 25.4 percent), Mafeteng (22.1 percent / 23.2 percent), Mohale's Hoek (16.7 percent / 17.9 percent), Quthing (12.4 percent / 13.1 percent) and Qacha's Nek (23.1 percent / 31.8 percent)²⁷. The unemployment rate is evidently higher for females, estimated at an average of 39.7 percent, compared to that of males at 26.2 percent nationally²⁸.

The Informal Sector

Most of the districts have people employed in the informal sector, representing 40.5 percent out of the total labour force²⁹. The informal sector comprises of 80 percent of the total Micro, Small and Medium Enterprises (MSME) sector³⁰. Women and youth make up a large proportion of people working in the

²⁰ The Rapid Assessment of the Livelihood Situation of Returnees and COVID-19 Preparedness and Response level in Migration Affected Areas in Lesotho, July 2020

²¹ Ibid

²² The Sources of Unemployment in Lesotho, Central Bank of Lesotho, Vol.9 No.5, May 2018

²³ Ibid

²⁴ The Sources of Unemployment in Lesotho, Central Bank of Lesotho, Vol.9 No.5, May 2018

²⁵ World Bank, Sustainable Development Goals, 2020

²⁶ Lesotho - youth unemployment rate 1999-2020 | Statista

²⁷ Labour Force Survey Report, Bureau of Statistics, Lesotho, 2019

²⁸ The Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

²⁹ Ibid

³⁰ Finscope MSME Lesotho, 2015

informal economy, involved mostly in subsistence agriculture³¹.

In terms of sectors, the informal sector mainly comprises of retail businesses, handicrafts, and the production of livestock and poultry³². Consequently, the most common recorded sources of income at the community levels include remittances from work in South Africa; factory work (mainly female); subsistence agriculture; livestock rearing; sale of wool and mohair; petty trading and casual work (e.g weeding, smearing, washing clothes and blankets); and food for work / money for work programmes (*fato-fato*)³³.

Notably, despite the rapid growth of the informal sector in the past two decades, Lesotho still has no informal sector policy³⁴. To facilitate regulation, traders in this sector pay a fixed monthly fee to the City Councils, which varies according to the location of the market, security and facilities provided by the Councils³⁵. In addition, lack of financing is eminent among those engaged in informal sector, as most of the informal traders have no collateral to offer financial institutions and are in most cases not eligible for bank loans. Most, therefore, get capital from personal savings, family, and friends³⁶.

Skills and competencies within the informal sector

Lesotho has a persistent mismatch between the skills needed by labour market and those that are produced due to the country's education and training system that is not in line with the skills needs of the labour market³⁷. Likewise, businesses in the informal sector do not generate enough income to enable engagement of personnel with appropriate skills to run the businesses with or on behalf of the owner³⁸. Most MSME owners have some secondary level of education (61 percent have some secondary education and better), but the majority (78 percent) have acquired their business skills mainly informally through internal networks (family, friends, other business owners) or whilst managing the business³⁹. The general mismatch between skills produced and labour market demands and a limited investment environment have adversely affected employment opportunities, which in turn threaten the realization of poverty alleviation, job creation and decent work for all⁴⁰.

Challenges in the informal sector

Although, the informal sector comprises of 80 percent of the total MSME sector⁴¹, the sector faces challenges of limited growth, low productivity and poor-quality products that lead to a lack of competitiveness⁴². According to the Second National Strategic Development Plan (NSDP II), the six most

³¹ The Lesotho Decent Work Country Programme III, 2018/19 to 2022/23

³² Finscope MSME Lesotho, 2015

³³ Qualitative case study on social cash transfers and livelihood support in Lesotho, 2018

³⁴ Women, the Informal Economy, and the State in Lesotho, 2016

³⁵ Women, the Informal Economy, and the State in Lesotho, 2016

³⁶ Ibid

³⁷ The Lesotho Decent Work Country Programme III, 2018/19 to 2022/23

³⁸ Ibid

³⁹ Finscope MSME Lesotho, 2015

⁴⁰ Lesotho Common Country Analysis | United Nations in Lesotho

⁴¹ Ibid

⁴² Lesotho country analysis working document final draft, 2017

binding constraints to private sector investment across Lesotho's four most productive sectors are: (i) access to finance; (ii) access to land; (iii) access to infrastructure, including access to utilities and energy; access to skills; poor health; and (iv) regulatory environment⁴³. Zoning into the informal sector, the major operational challenges faced by businesses include access to finance, space to operate, and competition⁴⁴.

The financial sector analysis report indicates that MSMEs do not, however, have the necessary government support to thrive⁴⁵. Supportive measures such as a dedicated custom regime, economic zones operating under tailored regulations and fiscal regimes are largely absent⁴⁶. The report further highlights that since the private sector is characterized by a large informal sector, that normally pushes down prices; the sector experiences high costs of accessing utilities such as electricity connectivity, ICT, and physical infrastructure such as roads (especially in rural areas)⁴⁷. In addition, there are limited opportunities for short-term training on new technologies (plus exposure to use technology) for different sub-industries, such as cottage/crafts, food preparation, processing and safety, wood, and other artisanal areas⁴⁸.

Besides the stiff competition within the informal sector, other additional challenges faced by the informal sector include perishability of goods, failure by debtors to repay the goods taken on credit, rising transport costs, and harassment by municipality authorities (informal traders are often asked to relocate from their operational sites)⁴⁹. The former deputy Prime Minister, Mr Monyane Moleleki, while giving a keynote address at the centenary celebration of the International Labour Organization (ILO) in Maseru under the theme, "Promoting the Transition from Informal to the Formal Economy in Lesotho" on May 24 2019, denoted that *"It is high time informal sector workers were assisted in the growth of their businesses through access to finance while equipping them with marketing skills"*⁵⁰.

Economic Opportunities at Community Level

The government of Lesotho (GoL), through the NSDP II has prioritized four main sectors for economic growth, namely Agriculture, Manufacturing, Tourism and Creative Arts, and Innovation and Technology⁵¹. As presented in the NSDP II, the opportunities in agriculture sector include Commercial Poultry Production (Eggs, chicken), Potato Farming, Horticulture (Crop and Tree Farming), Red Meat Production, Medicinal Plants such as Cannabis plants, Wool and Mohair, hides and related products⁵². To leverage on the available opportunities within the sector at community level, community members can, for instance, engage in production of vegetables and poultry. For instance, community members can supply institutions

⁴³ Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

⁴⁴ Finscope MSME Lesotho, 2015

⁴⁵ Financial Sector Analysis, Millennium Challenge Corporation, 2018

⁴⁶ Ibid

⁴⁷ Ibid

⁴⁸ Lesotho country analysis working document final draft, 2017

⁴⁹ Women, the Informal Economy and the State in Lesotho, 2016

⁵⁰ Informal sector drives economy: Moleleki, Metro Newspaper, May 24, 2019

⁵¹ Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

⁵² Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

such as schools, mines, and highland projects with vegetables and eggs, and they can achieve mass production and economies of scale by producing in groups and/or aggregating their produce for high volumes supply. Most importantly, to effectively participate in these income generating opportunities within the agriculture sector, community members may need to be trained on horticulture technical skills, as well as poultry and piggery production.

Within the NSDP II, the Manufacturing sector presents opportunities including: Food processing, Sandstone Mining, Brick Making, Waste Management and Recycling, Leather Products and Handicrafts⁵³. At the community level, community members can for instance capitalize on these opportunities through production of handicrafts and leather products (that are used in everyday life activities within communities), collecting and re-selling waste (to those that recycle it), and manufacturing of bricks and/or mining sandstone (depending on location). Given that the sector is dominated largely by textiles, opportunities at the community level can further include production of school uniforms, branded masks for schools (especially during COVID-19), and attires for events such as weddings. Main skills that will be required in this income generating activities include tailoring and artisan skills.

Opportunities within the tourism sector include the development of accommodation and conferencing facilities, creative arts, hosting multi-sport, high-altitude training events, and a wider range of traditional leisure and adventure activities⁵⁴. Opportunities at the community level could, therefore, include production of crafts such as tapestry, rugs, paintings (to sell to nearby tourists and accommodation sites), traditional leisure and adventure activities such as hiring horses to tourists, and home stay accommodation for tourists, and food catering. Skills that may be necessary to fully participate in these activities may include tour operation (focusing on home stays and cultural heritage), professional cook, hotel management and crafts skills.

The level of technology adoption, innovation, and support for research and development remains relatively low in Lesotho⁵⁵. However, local higher learning institutions have started activities to encourage innovation and commercialize research in products that have potential to create employment and promote inclusive growth. For instance, the Research and Innovation Hub is already established at the National University of Lesotho (NUL), and the university has experimented with several products, some of which have been launched and commercialized while others are in the early research and development phases⁵⁶. This presents opportunities for Basotho to be part of initiatives such as this, and develop products using resources available from local communities, such as aloe, agave, and others. According to the NUL Research and Innovation Hub website, some of the products that have been launched include sorghum biscuits, rusks and muesli, Linford vodka, corn silk tea, Franso rub (medication), *Lehakoe* washing powder, *Molleloa* yoghurt and milk, *Sebatso* yoghurt, *Motoho*, potato chips (crisps), and

⁵³ Ibid

⁵⁴ Ibid

⁵⁵ Ibid

⁵⁶ Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

Mohalalitoe natural soap⁵⁷.

The NSDP II further highlights that internet infrastructure is available to serve mobile communication and internet users⁵⁸. Therefore, community members can explore opportunities such as setting up computer labs and internet cafés within the communities for use by students. Skills required to participate in this sector includes digital skills and sensitization on ICT potential.

Women-led Livelihood projects

There are sectors which have a higher female preference and representation. For instance, within the creative arts sector, participation in the music industry is skewed towards men, while crafts are dominated by women⁵⁹. This shows that women might be more interested in production of crafts such as rugs and tapestry, and handicrafts products such as hats and basket weaving, mosaics, beads, and quilting. There is also an exceptionally large representation of females in textile factories⁶⁰, which at the community level could mean women having more preference towards tailoring and dressmaking as income-generating activities.

Labour Supply - Overview of Education and Training

Education empowers people, provides a safe social space for interaction with others, and creates a better living standard and better opportunities. As such, the GoL invests considerably in education and has a good network of technical and vocational training institutions. Under the Education Act, primary education has been made free and compulsory for primary school learners and the Government has invested in building more schools to facilitate learning⁶¹. Furthermore, the country has schools for "those with special-needs" in four districts, namely Maseru, Berea, Leribe and Butha-Buthe. Some of these schools are specifically for visual and hearing impairments, while others cater for multiple disabilities.

Lesotho's population is one of the most highly literate in the sub-Saharan region. With the regional adult literacy rate of 65.5 percent, Lesotho ranks among the highest countries with a rate of 76.6 percent⁶². Compared to the adult literacy rates, youth literacy rates, on the other hand, are generally higher regionally (78.8%) and nationally (86.6%)⁶³. With the 86.6 percent rate in Lesotho, female literacy is at 94.0 percent, while male literacy records 79.6 percent⁶⁴. However, according to the NSDP II, the country's high literacy rates have not translated into employable skills for young people in Lesotho.

Despite the country's high adult and youth literacy rates, and relatively high expenditure on education

⁵⁷ [Home | NUL Research & Innovations \(nulresearchandinnovations.co.ls\)](http://Home|NUL_Research_&_Innovations_(nulresearchandinnovations.co.ls))

⁵⁸ Ibid

⁵⁹ Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

⁶⁰ Qualitative case study on social cash transfers and livelihood support in Lesotho, 2018

⁶¹ CRC/C/LSO/CO/2. Para. 53.

⁶² [Literacy rate, adult total \(% of people ages 15 and above\) - Sub-Saharan Africa | Data \(worldbank.org\)](https://data.worldbank.org/indicators/SH.UV.SRVS.CV.LS)

⁶³ Ibid

⁶⁴ UNESCO Institute for Statistics: Literacy rate in Lesotho. Check: www.unesco.org/lesotho

(14.6 percent of GDP in 2020/21⁶⁵), the quality of education⁶⁶ in Lesotho remains low⁶⁷. Only 45.0 percent of children aged 7 to 14 years demonstrate foundational reading skills in English or Sesotho, and only 15.0 percent demonstrate foundational numeracy skills⁶⁸. Amongst teachers, only 51.0 percent demonstrate adequate literacy knowledge and only 31.0 percent demonstrate adequate numerical knowledge. Furthermore, the average primary school class has one teacher per 63 students, which falls to one teacher per 79 students in secondary school. Furthermore, about 13.0 percent of students who complete primary school do not continue to secondary school, and only 30.0 percent of students complete secondary school⁶⁹. According to the United Nations Children’s Fund (UNICEF), rural boys are the most unlikely to complete education in Lesotho⁷⁰.

In addition, government’s spending is skewed towards tertiary education, benefitting an exceedingly small proportion of learners⁷¹. The country further suffers from serious skills mismatch between skills supply and labour market requirements. The NSDP II claims that the caliber of graduates of higher education institutions does not match the demands of what the country needs for sustainable economic growth⁷². The Plan suggests that graduates could have better success in the labour market if the education sector were reorganized to promote inter-sectoral coordination and involving the private sector in curriculum development (so that skill development meets the private sectors labour needs).

Technical and Vocational Education Training (TVET) is defined as an occupation and employment-based education⁷³. The nature of the content in TVETs is purposefully designed to prepare learners for specific trades, crafts, and careers, largely through practical-based learning and complementary theory to equip learners with the acquisition of practical competencies, the know-how and attitudes necessary to perform in their respective occupations within the labour market⁷⁴.

The Ministry of Education and Training (MoET) through the Technical and Vocational Department (TVD) is the umbrella body which has the primary mandate of first ensuring an adequate supply of well-trained manpower in all trades and occupations, and to conduct continuous evaluation of programmes to establish the relationship between training, job performance and employers’ requirements or national needs⁷⁵

Some of the TVET institutions in Lesotho are owned by the government (8 percent), community (24

⁶⁵ [2020/21 MID-TERM BUDGET REVIEW \(finance.gov.ls\)](#)

⁶⁶ UNESCO defines quality education as a human right and supports a rights-based approach to the implementation of all educational activities - [Promoting quality education: education for peace, human rights and democracy; education for sustainable development; curricula, educational tools and teacher training - UNESCO Digital Library](#)

⁶⁷ Ministry of Education and Training, 2018, Education Statistics Bulletin

⁶⁸ UNICEF, 2018, Multiple Indicator Cluster Household Survey (MICS)

⁶⁹ Ibid

⁷⁰ Ibid

⁷¹ Ministry of Development Planning, NSDP II (2018/19-2022/23)

⁷² Ministry of Development Planning, NSDP II (2018/19-2022/23)

⁷³ Education Statistics Report, Bureau of Statistics Lesotho, 2018

⁷⁴ Ibid

⁷⁵ Lesotho Education Sector Plan 2016 to 2026

percent), Religious entities (churches) (22 percent), while others are privately owned (46 percent)⁷⁶. The church owned institutions are founded with a strong mandate to serve the local communities surrounding them, and with a clear religious perspective coupled with a gender focus reflected in the curricula offered in such institutions⁷⁷. Although, the government has funded these institutions over time, the management has, however, been per church-oriented principles⁷⁸.

In terms of enrolment in TVETs, a larger portion of students (38.8 percent) are enrolled in private institutions, while 24.9 percent and 24.5 percent are enrolled in church-owned and government institutions respectively⁷⁹. The TVET institutions are available in only seven out of ten districts, with most students located in Maseru (45 percent), Leribe (20 percent), and Maseru's Hoek (18 percent)⁸⁰. From the total enrolment in 2018, female learners constituted 57.7 percent, and their male counterparts accounted for 42.3 percent⁸¹. In terms of age distribution, on average most learners at TVETs are aged between 18 and 25 years⁸².

Courses Offered in TVETs

TVET institutions in Lesotho award appreciation, national and international certificates, and diplomas in a range of study fields from agriculture, basic handicrafts, home economics, hospitality, construction, engineering, business, management, and IT⁸³. The courses offered range from a period of one year to 36 months⁸⁴. Carpentry and Joinery and Bricklaying and Plastering have the highest enrolment proportion of 18.9 percent and 15 percent respectively⁸⁵. Other common courses in the TVETs are Sewing and Tailoring (13.2 percent), Metal Work (11.3 percent), Automotive Mechanics, Plumbing, Home Economics, and Agriculture at (7.5 percent), Electrical Installation and Leather Works (5.7 percent)⁸⁶. Notably, the Automotive Mechanics and Electrical Installation are, however, offered in few TVET institutions while the others are commonly offered⁸⁷.

Capacity and Challenges of TVETs

The 2018 Education Statistics Report states that teachers in TVETs are largely populated in the lower ranks of the teaching profession, qualifying as Assistant Teachers (35.9 percent) and assistant specialist Teachers (19.2 percent)⁸⁸. This is attributable to the eminent shortage of training facilities and funding, which impact the qualification of training staff as most acquire uncertified-on-the-job informal training⁸⁹.

⁷⁶ Ibid

⁷⁷ Ibid

⁷⁸ Ibid

⁷⁹ Education Statistics Report, Bureau of Statistics Lesotho, 2018

⁸⁰ National Strategic Development Plan, 2018/19 to 2022/23

⁸¹ Education Statistics Report, Bureau of Statistics Lesotho, 2018

⁸² Ibid

⁸³ Ibid

⁸⁴ Ibid

⁸⁵ Ibid

⁸⁶ Education Statistics Report, Bureau of Statistics Lesotho, 2018

⁸⁷ Lesotho Education Sector Plan 2016 – 2026

⁸⁸ Education Statistics Report, Bureau of Statistics Lesotho, 2018

⁸⁹ Lesotho Education Sector Plan 2016 – 2026

In addition, the TVET institutions have inadequate training spaces, facilities, and limited courses, resulting in low enrolments⁹⁰. Since TVET institutions are available in only seven out of ten districts, learners from the other three districts who could enroll under TVET often fail to do so because of costs unrelated to training, such as upkeep, transport, and accommodation⁹¹.

In terms of the offered curriculum, most TVET institutions do not supply market-demanded vocational and technical skills⁹². Notably, there are many factors at play, including lack of modern technology and equipment used in modern industry, unqualified teachers to implement the required changes in the curriculum, weak linkages between TVET institutions and the market or industry, and limited financial resources⁹³. Consequently, the courses offered in some of these TVET institutions do not respond to the ever-changing labour market demands, as most are still traditionally based and supply-driven⁹⁴. The inability of the TVET system, therefore, to produce the relevant skills is concerning from a development perspective, as it hampers private sector job creation and inclusive economic growth. For instance, in 2016 the then Letseng Diamonds Chairman, Clifford Elphick, publicly complained to the press that a dearth of technical skills was one of the major risks to the growth of the diamond mining sector⁹⁵.

Further challenges within the TVETs institutions include poor perception and attitudes towards TVET by the society, poor collaboration of public and private participation in the TVET system from policy to implementation levels, and limited support from government, enterprises, and society⁹⁶. Through implementation of the NSDP II and the Education Sector Strategic Plan for 2016-2026⁹⁷, however, the government plans to reform its education system by matching training with sector/industry specific needs, increasing utilization of ICT by all, and expanding and upgrading Technical and Vocational Education and Training (TVET).

Business Development Services Institutions, Service Providers and Programs

Business Development Service (BDS) institutions are defined as those entities that provide services to improve enterprise development, including access to market and ability to compete⁹⁸. The BDS ecosystem of Lesotho is led by public sector institutions which provide the policy and regulatory framework⁹⁹. The Ministry of Small Business Development, Cooperatives and Marketing (MSBDCM) is the primary ministry responsible for the development and oversight of policies to promote and facilitate establishment, operation, and growth of MSMEs including BDS¹⁰⁰.

At the policy implementation level, Basotho Enterprise Development Corporation (BEDCO) is the main institution responsible for implementing policies related to local enterprise development, and it is the

⁹⁰ Ibid

⁹¹ National Strategic Development II, 2018/19 to 2022/23

⁹² Lesotho Country Analysis, working document, Final Draft, 2017

⁹³ Ibid

⁹⁴ Lesotho Education Sector Plan 2016 – 2026

⁹⁵ Lesotho Times May 14th, 2016: “Skills gap stifles diamond mining”. Check: www.lestimes.com

⁹⁶ Lesotho Education Sector Plan 2016 – 2026

⁹⁷ [Education Sector Plan 2016-2026. Lesotho | Documents | Global Partnership for Education](#)

⁹⁸ Lesotho BDS Institutional Assessment Report, Economic Diversification Support Project, 2019

⁹⁹ Ibid

¹⁰⁰ Ibid

main implementer of entrepreneurship development in Lesotho¹⁰¹. BEDCO's mandate is to establish and develop Basotho owned business enterprises with particular emphasis on promotion of entrepreneurial skills¹⁰². In pursuit of its mandate, BEDCO provides the following services to MSMEs; business training, business advisory services, business incubation, market access facilitation, finance access facilitation, product market facilitation, preparation of business plans, and provision of rental space for MSMEs¹⁰³.

The Lesotho National Corporation (LNDC), on the other hand, is a parastatal that reports to the Ministry of Trade and Industry (MTI), and its mandate is to initiate, promote and facilitate the development of manufacturing and processing industries, mining, and commerce, many of which are MSMEs¹⁰⁴. The mandate is to further promote and facilitate the industrialization of Lesotho in general, which entails attraction of foreign direct investment and support of local enterprise¹⁰⁵. Notably, the types of BDS that LNDC provides include preparation of business plans, coaching and mentoring, aftercare services, and MSME financing through the Partial Credit Guarantee Facility¹⁰⁶.

One can confidently claim, therefore, that institutions that provide direct delivery of BDS to MSMEs in Lesotho are spread across the private sector, business associations & networks, tertiary institutions and finally NGOs and development partners¹⁰⁷. The business associations particularly play an active role in the provision of BDS to capacitate their MSME members¹⁰⁸. The three main business associations active in this space are the Lesotho Chamber of Commerce and Industry (LCCI) and the Private Sector Foundation of Lesotho (PSFL), and SMME Support Network-Lesotho (SMME Network)¹⁰⁹.

According to the LCCI, most of its members training programmes are provided in-house and the outreach is national¹¹⁰. Training mainly covers financial management, bookkeeping, store keeping, packaging, branding, and project management¹¹¹. The PSFL, on the other hand, promotes and ensures sustained dialogue between GoL and the private sector¹¹², while the SMME Network delivers services to MSMEs through training and other development programmes¹¹³.

Other active service providers who offer BDS services to the MSMEs are private consultants, commonly referred to Business Development Service Providers (BDSPs) The majority of these BDSPs (30 percent) have been in business for 5 years or less, followed by those who have been serving for 16 to 20 years at 26 percent¹¹⁴. These service providers mostly provide BDS on a part-time basis as part of many other activities they pursue to remain afloat¹¹⁵. The majority of BDSPs (88 percent) are a one-man only

¹⁰¹ Ibid

¹⁰² Assessment of the BDS Ecosystem in Lesotho, Economic Diversification Support Project, 2019

¹⁰³ Assessment of the BDS Ecosystem in Lesotho, Economic Diversification Support Project, 2019

¹⁰⁴ Ibid

¹⁰⁵ Lesotho BDS Institutional Assessment Report, Economic Diversification Support Project, 2019

¹⁰⁶ Ibid

¹⁰⁷ Ibid

¹⁰⁸ Ibid

¹⁰⁹ Ibid

¹¹⁰ Assessment of the BDS Ecosystem in Lesotho, Economic Diversification Support Project, 2019

¹¹¹ Ibid

¹¹² Ibid

¹¹³ Ibid

¹¹⁴ Ibid

¹¹⁵ Assessment of the BDS Ecosystem in Lesotho, Economic Diversification Support Project, 2019

consulting business, meaning that the majority of BDSPs in Lesotho are themselves microenterprises, and they operate in both urban and rural areas¹¹⁶.

About 90 percent of the BDS providers offer various types of training, with the most common being business management, financial management, marketing, and record keeping¹¹⁷. The remaining 10 percent is shared between ICT training and specialized training (mainly agricultural training)¹¹⁸. Only a few BDSPs provide general information, mentoring and consulting, and business incubation¹¹⁹.

Skills Required for Employability and Income-generating Activities

Increasing globalization and competition calls for multiplicity of skills in the labour force, commonly referred to as soft skills, comprising analytical, communication, good work ethic and culture of excellence, entrepreneurship, ICT, and critical thinking skills¹²⁰. However, the curriculum and quality of skills generated in the education system and training institutions in Lesotho, as earlier noted, do not reflect these new realities, as most graduates lack requisite skills¹²¹.

Challenges within Business Development Services Providers and Institutions

BDS Institutions

The main challenge when it comes to developing policies which support MSME and BDS growth in Lesotho is the poor coordination across state institutions, which has resulted in a lack of defined roles and responsibilities, duplication of efforts and the exhaustion of already scarce resources¹²². Furthermore, there is a lack of capacity and resources within the institution to effectively support small businesses to start-up and develop¹²³. Other challenges by the BDS institutions include difficulty in accessing funding, lack of qualified BDS expertise, and finally lack of support from the Government¹²⁴. Likewise, the performance of business associations and networks has been greatly constrained by a lack of funding, shortage of qualified staff to deliver services, poor relationships with key stakeholders, and a lack of buy-in from the BDS market¹²⁵.

Business Development Service Providers

The 2019 BDS Ecosystem Assessment Report states that in Lesotho, many BDS providers close their businesses due to poor demand for BDS and/or weak capacity¹²⁶. This points to the challenges that BDSPs in Lesotho face as businesses themselves, considering that they are also in need of support to grow and develop as businesses to better serve the MSME segment¹²⁷. BDSPs remain small and do not scale, and reasons include limited clientele, absence of a centralized source of information for BDS demand, poor

¹¹⁶ Ibid

¹¹⁷ Ibid

¹¹⁸ Ibid

¹¹⁹ Ibid

¹²⁰ Lesotho Country Analysis, working document, Final Draft, 2017

¹²¹ Ibid

¹²² Lesotho BDS Institutional Assessment Report, Economic Diversification Support Project, 2019

¹²³ Ibid

¹²⁴ Ibid

¹²⁵ Ibid

¹²⁶ Assessment of the BDS Ecosystem in Lesotho, Economic Diversification Support Project, 2019

¹²⁷ Assessment of the BDS Ecosystem in Lesotho, Economic Diversification Support Project, 2019

networking, competition from cheap but poor quality BDSPs, and lack of government support through preferential treatment for training and consultancy contracts¹²⁸.

Cross-Cutting Challenges

The Lesotho BDS Institutional Assessment Report indicates that the practice of financial assistance in the form of subsidies and grants for BDS, which is common in Lesotho, can have a distorting effect on BDS product pricing¹²⁹. As a result, BDS is regarded as a free good mainly provided by public institutions and donor agencies, which affects willingness to pay for such services at commercial rates¹³⁰. This practice adversely affects the growth of the BDS market not only in numbers, but in terms of capacity and capabilities, and by the same token, the performance of MSMEs is then ultimately negatively affected by a fragile and incapacitated BDS sector¹³¹.

Creating employment opportunities for, and improving livelihoods of, Basotho returnees and other at risk and vulnerable groups is one of the major priorities of the GoL. With the impact of COVID-19, the need has far increased beyond the baseline situation that existed before the pandemic hit. This rapid labor market assessment and capacity assessment, therefore, aims to provide key information on self-employment opportunities, alternative livelihoods opportunities, challenges and constraints for returnees and other vulnerable groups in each of the target districts, thereby providing a basis for the socio-economic reintegration programming. Thus, the supply and demand for labour and skills relevant in the target districts will form the core enquiry for the assignment. Given that the informal sector is often a major source of employment in Lesotho, the assessment will focus on both formal and informal sectors.

¹²⁸ Ibid

¹²⁹ Lesotho BDS Institutional Assessment Report, Economic Diversification Support Project, 2019

¹³⁰ Ibid

¹³¹ Ibid

METHODOLOGY

Targeting/Mapping of Stakeholders

The Consultant first conducted a basic stakeholder mapping or targeting to highlight key stakeholder groups to be consulted and encouraged to actively participate in the study, and to provide relevant data and information. The initial identification of stakeholders targeted or mapped out selected local businesses (producers or traders) per district, skills providers (TVETs and business development service providers), relevant government Ministries and local authorities, and groups that work directly with migrants and/or returnees. As such, the identified stakeholders in Table 1 have been respective sources for subsequent review of qualitative and quantitative data and information during the study:

Table 1: Identified Stakeholders Per Category

STAKEHOLDER CATEGORY	MAPPING
Government Ministries, Departments and Agencies and Other Relevant Stakeholders	Ministry of Social Development, Ministry Education and Training (Technical and Vocational Training Department), Ministry of Labour and Employment, Ministry of Small Business Development, Cooperatives and Marketing, District Administration Offices (Community Leaders) BEDCO (Maseru and District-based) Khathang-Tema Baitšokoli, Lesotho Chamber of Commerce and Industry (LCCI), Lesotho Micro Finance Association (LEMFA), TEBA, Lesotho National federation of Organizations of the Disabled (LNFOD)
Local Business (Producers & Traders)	Elected businesses per district
TVET Providers	<p><u>Mohale's Hoek</u> - Bethel Business and Community Development Centre, Ntlatfatso Skills Training Centre, Taung Skills Centre and Bernarda Home Economics School Bethel</p> <p><u>Leribe</u> - St Mary's Home Economics, Hlotse Computer Training Center, Chele Building Construction and Carpentry Vocational Training School, Crespam College, Leano College of Applied Education, St. Mary Mazzarello Vocational Training Center and Agri-Tech Institution of Lesotho.</p> <p><u>Outhing</u> - Technical institute of Leloaleng, Rutang School Church and SOS Vocational School</p> <p><u>Qacha's Nek</u> – No VTCs</p> <p><u>Mafeteng</u> – Mafeteng Agriculture Training Institution</p>

Process

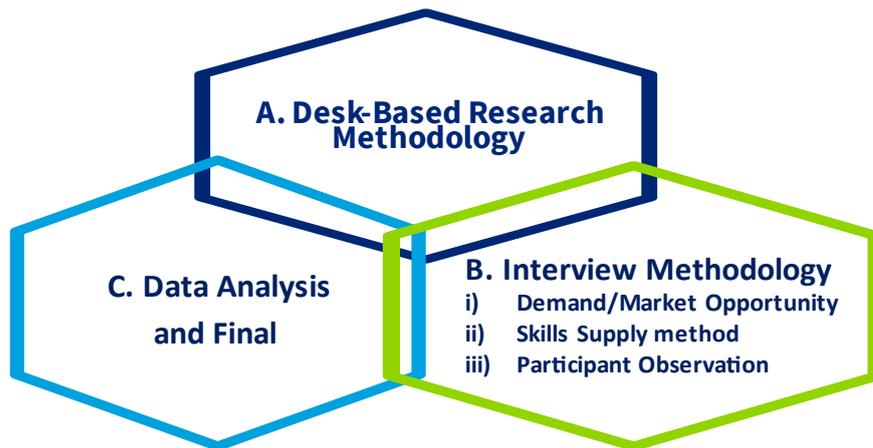
The proposed methodological approach was guided by the following five-step process:



Although the study's objective is two-pronged, assessing the country's labour market and skills opportunities and capacities, at community level the aim was to further identify any skills gaps in the labour market and assess linkages between the two factors. Considering the scope of the assessment, the approach adopted was characterised by both qualitative and quantitative methods. That is, data and information was derived from a review of secondary sources as well as from a broad range of interviews with key informants as already mapped out.

Approach

A three-pronged approach as illustrated below provides a clear depiction of the approach adopted by the Consultant:



A. Desk-Based Research

The desk-based research methodology mainly outlined the supply and demand systems background. This involved an extensive review of secondary data sources for background research, including a review of studies from Lesotho and other countries to identify best practices and/or possible areas for alignment. For available national information and data, the review was conducted to form a baseline or provide situational analysis on migration, economic opportunities, and skills development in Lesotho. In the context of migrants, the aim was to map out the institutional landscape within which economic development and education and training are planned, financed, regulated and/or delivered in Lesotho. Furthermore, the baseline further included analysis of the current mandates of, and the relationships between players in the broad fields of the labour market and the TVET system.

B. Interview Method

Three broad categories of identified stakeholders; Market Demand Opportunity respondents (producers/traders), and Skills Supply respondents (wide array of skills providers – TVETs and BDSPs), and other relevant stakeholders (government entities, local authorities and organizations that works with migrants and returnees) were interviewed face-to-face and through Computer Assisted Personal Interviews (CAPI) where possible. For each category of stakeholders, the study used a specifically designed semi structured tools for data collection, as attached in Annexure A. The questions are designed to further capture specific perspectives of both women and men, with expected outcome of disaggregation of gender and age. All the tools were administered through Kobo Toolbox, a digital mobile data collection tool, that was administered by fifteen recruited enumerators in the five targeted districts.

The latter was adopted to plough back in communities and to speed up the data-collection phase. The Consultant trained the enumerators on the following aspects of the assignment: objectives; identification of prospective respondents; assisting the team in obtaining written and informed consent from respondents, distribution, and populating the questionnaires. Although on a short-term basis, the initiative helped curb the high unemployment rate in Lesotho and provided the trainees with relevant research skills.

Sampling

The study employed 'purposeful sampling approach' to lead to a selection of a maximum variation framework. Selecting participants purposefully implied choosing those who can effectively contribute towards the study's purpose. Likewise, purposeful sampling of participants with wide-reaching information provided deeper understanding of the study.

Furthermore, the sampling strategy involved snowball sampling. Snowball/chain-referral sampling, a recruitment technique in which research participants are asked to participate in the study by further identifying other potential respondents within their social networks, was adopted, while ensuring gender balance in the sampling.

As guided by the adopted sampling, the study managed to interview the following number of respondents:

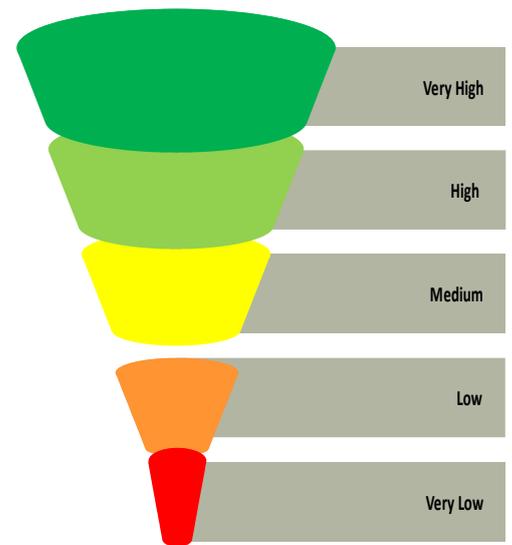
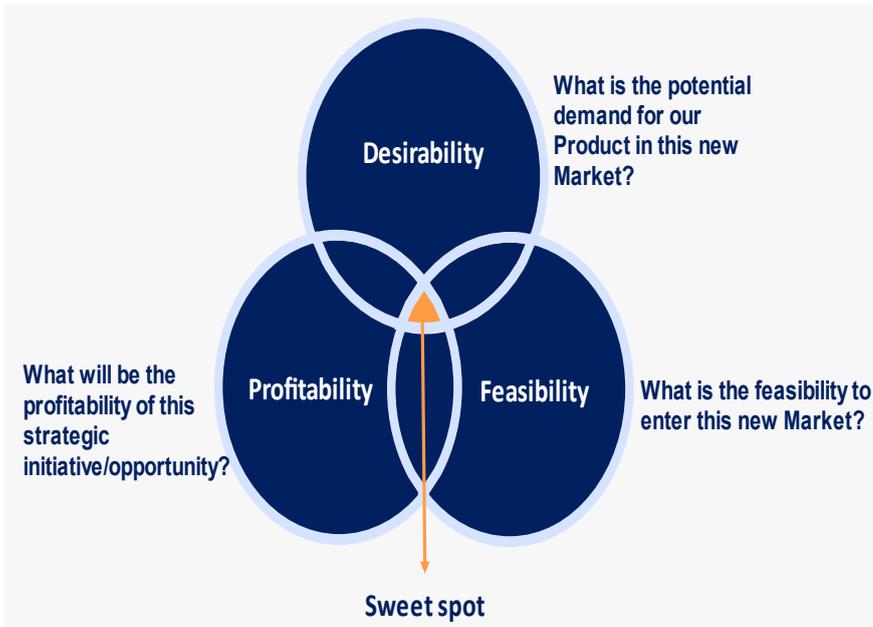
1. Producers/Traders (184)
 - a) Leribe (23), Mafeteng (71), Mohale's Hoek (30), Quthing (30), Qacha's Nek (30)
2. Vocational Training Centers (22)
 - a) Leribe (5), Mafeteng (1), Mohale's Hoek (4), Quthing (2), Qacha's Nek (0)
3. Individual/Group Service providers (52)
 - a) Leribe (9), Mafeteng (5), Mohale's Hoek (16), Quthing (7), Qacha's Nek (17)
4. District Administrators (5)
5. Key Stakeholders (8)

Lists of all categories of respondents with names, contact details, villages and districts, and type of employment (owner, manager, or employee) are attached as Annexure B.

i. Labour Demand Method

Under the labour demand method, the first step was to identify relevant potential economic opportunities. This assisted in outlining trades that are perceived by locals to be in demand within the local market, and identify the skills required to benefit from these opportunities. The aim of conducting the market opportunity interviews was to inform reforms to the TVET system, that is, to make it more demand driven, in the context of perceived profitable and viable trades. The design of the Demand/Enterprise tool captures the following factors: employment situation, main economic activities, and demand, and supply of different types of labour.

For thorough analysis of the findings from the market assessment, the Consultant used the 'Entering a New Market' Framework which has the following three components:



Each component has an underlying question that was answered to identify an effective strategic initiative/opportunity for returnees to enter a market. When the answer is “high” or “very high” to the three questions above, then it means that beneficiaries would benefit immensely in entering such a market. The findings from the three questions are presented on a standard Likert scale of five colours in the Findings Section.

ii. Labour Supply Method

This method mainly assessed the skills development capacity of providers. That is, the method determined who the major skills providers are and their capacity to provide high quality marketable skills to a wide range of returnees (with different needs). Additionally, it assessed the capacity of the providers to train and position graduates from their programs on the labour market and recommend, thereof, assistance packages to transition the participants from training into the labour market.

The skills supply data collection tool, therefore, explored vocational skills (courses offered and duration), local capacity of skills trainers (government providers, private providers, religious entities etc.), institutional framework, resources, facilities, supervision of the service providers, transition from training into the labour market (job placements, business start-ups, follow ups, business support etc.) and business advisory services.

iii. Participant Observation

For optimal collection of data, and more on individuals’ perspectives and experiences, the study further employed participant observation method. Interactions with respondent and knowledge sharing during participant observation was also identified as a distinguishing feature of the proposed method. For instance, the field team observed the operationalisation and functionality of businesses in each district

for thorough market assessment, and further observed how market factors linked with the provision of skills providers per district.

C. Data Cleaning, Merging and Analysis

Before merging of the raw data, the datasets from Kobo Toolbox were recoded and labelled to create identical variables. Data cleaning, merging and analysis were conducted using Microsoft Excel. That is, descriptive statistical analysis by means of frequency analysis were conducted after data was captured into an excel spreadsheet. Findings from the qualitative methods were further triangulated based on available grey and white literature where available, with most quantitative data analyzed through Excel spreadsheets. Data analysis included the creation of basic summary statistics, disaggregated by age group, gender, and district.

Research Limitations

The results of the study and the implementation of the program are expected to contribute to the enhancement of the quality-of-life migrant returnees and to rebuild the Lesotho economy through the revitalization of the eminent informal economy. However, the study initially identified the following limitations that had potential to hinder expected coverage:

- ✚ With soaring high infection rates of COVID-19 in Lesotho, the fieldwork could have been impacted. However, the Consultant employed locally based data collectors who were able to navigate the communities easily without any travel restrictions, while observing COVID-19 protocols.
- ✚ Low response rate from organizations as the country was still under some level of COVID-19 lockdown restrictions and some were not yet fully operational.
- ✚ The samples of the survey not representative of the population of the whole country, as only five districts were covered.

FINDINGS

The Findings Section first provides a general overview of the nature of businesses found in the five districts. The situational analysis identifies the following within each district: types of business, registration status, level of income, performance, and challenges faced. This is followed by analysis of perceived potential market opportunities, profitable trades, abundant resources, and viable women-led livelihood projects disaggregated per district. With this background, the study now focuses on the skills supply within districts, highlighting courses offered, level, duration, fees, and capacity of existing VTCs and individual trainers. Finally, a comparative analysis of the most profitable trades per district and the skills gap precedes a concluding sweet spot analysis using 'Entering a New Market' Framework to finally determine the most profitable trades per district.

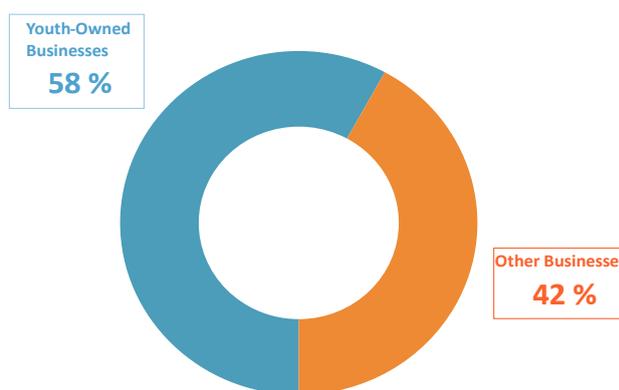
Demographics

Out of the 184 profiled businesses, 59 percent were female owned enterprises, while 41 percent were owned by men, as depicted in Figure 1. Female-owned enterprises had a higher representation in trades including catering, saloon, selling clothes, decoration, tailoring and selling fruits and vegetables. The male counterparts had more representation in trades including leather works and shoe repairs, electronic repairs, electricians, plumbing, welding, mechanics, carpentry, barbershop, convenience stores, printing shops, bricklaying, and aluminum works. Interestingly, youth (between the 18 and 35 years) owned businesses were high in all the five districts, with an overall of 58 Percent, as illustrated in Figure 2.

Figure 1: Gender



Figure 2: Age



Business Profiling

Below is a profiling of interviewed businesses (producers and/or traders) from the five targeted districts:



Carpentry, Welding, Hairdressing, Bricklaying, Micro Finance, Transport Services, Pharmaceutical Services, Clothes Shops, Recycling and Scrap Services, Fast Foods, Convenience Stores, Printing and Internet Cafe, Decoration, and Tailoring

Car wash businesses, Fast foods, Farming and selling of agricultural inputs, Shoe-making and repairs, Clothes shops, Bricklaying, Welding, Tailoring, Hairdressing, Printing shops, Convenience stores, Electronic repairs, Micro finance services, and Production of aluminum products.

Fruits and vegetables stalls, Mini convenience stores (grocery spaza shop), Fast foods, Clothes shops, Printing and internet cafe, Hairdressing, Carpentry, Leather works, Tailoring, Decoration, Welding, and Mechanics.

Hairdressing, Fast foods and Catering, Convenience stores, Shoe repairs and Leather works, Carpentry, Plumbing, Welding, Electronics repairs and Electrical installations, Mechanics, Decorations, and Car wash.

Hairdressing, Fast food, Tailoring, fruits and vegetables stalls, Selling clothes, and Selling window glasses.

About 70 percent of the businesses listed above were established before 2019, that is, before Lesotho encountered the covid-19 pandemic. It can be inferred from this that, comparatively few businesses were established following the pandemic, which has resulted in drastic decline in economic growth, including a 30 percent loss in jobs and closure of 59 percent of businesses in Lesotho¹³².

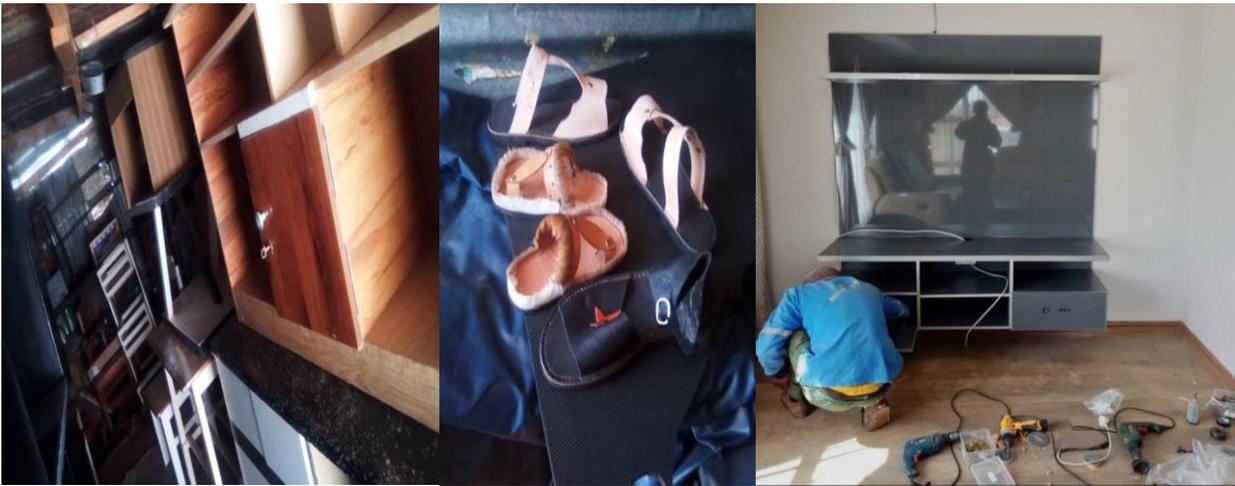


Welding businesses in Leribe and Mafeteng

¹³² BOS, Socio-Economic Impact on Households Survey, October 2020



Bricklaying businesses in Mofales' Hoek, Mafeteng and Leribe



Carpentry in Quthing and Qacha's Nek, and Leather works in Qacha's Nek



Tailoring in Mafeteng and Mofales's Hoek

About 63 percent of the profiled businesses are not registered, and respondents attribute this to the avoidance of paying tax to the Lesotho Revenue Authority (LRA). The Finscope MSME survey further shows that most businesses are not registered because of the size of the businesses (most being too

small), high registration fees, and the perceived complex and inefficient licensing process¹³³. Of the 37 percent registered, 72 percent are registered with the Ministry of Trade and Industry (MTI), and 28 percent with the community councils.

Businesses registered with MTI are mostly registered as sole proprietors, and this aligns to the Finscope MSME survey which shows that of the MSMEs that are registered, 82 percent are registered as sole proprietors¹³⁴. Businesses registered with the community councils are those mostly operating from the shacks in town. For Procedure, before one can choose a place to operate from, they must get permission for using that place or for placing their shack from the market committee, a body within the community council. Besides from getting permission for a place to operate from, other reasons for registering with the community councils include affordable rent and the fact that businesses operating from shacks cannot be licensed by the MTI, but only those operating from a building.

In terms of business registration per district, Qacha's Nek has the highest number of registered businesses at 80 percent, with 65 percent of those registered with the community councils, and only 35 percent registered with the MTI. This is followed by Quthing and Leribe with 61 percent of registered businesses per district. About 85.7 percent of these in Leribe are registered with the MTI, and 14.3 percent with community councils, while all businesses in Quthing are registered with the Ministry of Trade. Mafeteng and Mohale's Hoek, however, have the lowest numbers of registered business, with a record of 21.1 percent and 26.7 percent, respectively. The variations on the levels of registration shows the prevalence of the informal sector in Lesotho, with 80 percent of MSMEs being in the informal sector¹³⁵, while the preference of owners in authorized register is attributable to the red tape within the designated institutions.

In terms of monthly turnover, 12.5 percent make between LSL 5,000 and LSL 10,000.00 per month, 78.3 percent make less than LSL 5,000 per month, 4.9 percent were not sure how much of turnover they make, while 4.3 percent claim to be currently running a loss in their businesses. This is consistent with findings from the Finscope survey, where most of the businesses in Lesotho were found to make an income that is relatively hand-to-mouth based (the average monthly business turnover being LSL 3,877.00, yet the average expense being calculated to LSL 3,052.00)¹³⁶.

Below is a table summary of trades and their turnover per district:

Table 2: Trades with Monthly Turnover

Trades					
Turnover	Leribe	Mafeteng	Mohale's hoek	Quthing	Qacha's nek
Less than M5,000	Interior Architect, Tailoring, Hair	Cleaning, Farming, Car Was,	Leatherworks, Convenience Stores,	Cooking X8, Welding, Barbershop,	Catering, Tailoring, Selling Clothes,

¹³³ Finscope MSME Lesotho, 2015

¹³⁴ Ibid

¹³⁵ Ibid

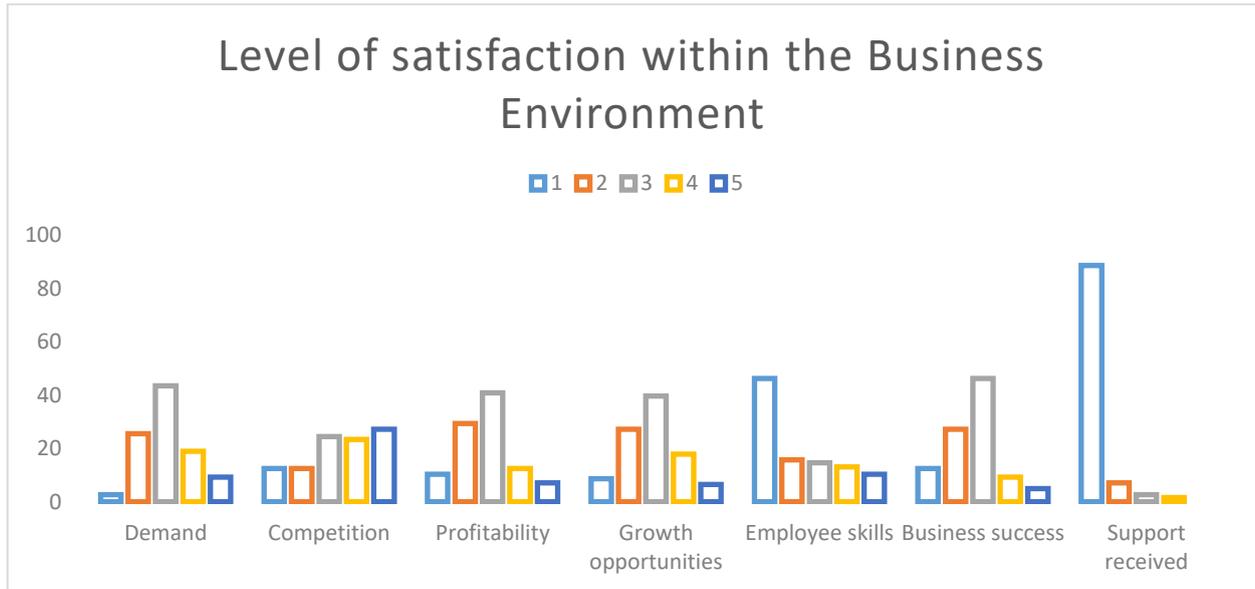
¹³⁶ Ibid

	Dressing, Welding, Brick Making Pharmacy, Spaza Shop, clothing Shop, Fast Food, Chicken Farm, General Dealer	Selling Seeds Printing, Catering, Wool Products, convenience stores, Hairdressing, Tailoring, selling Fruits Selling packaging bottles, Electronic Repairs, Selling Clothes, shoe making, welding,	Hairdressing, Street Vendor, Printing, Selling Clothes, Carpentry, Decoration, Barbershop	Spaza Shop, Shoe Making, Saloon, Carpentry, Electronics Repair, Mechanic, Production of Yoghurt, Electrician	Fruits and Vegetables, Hair salon
Between M5,000 and M10,000	Scrap Metal, Micro Finance, Mechanics, Welding, Pharmacy, Hair Dressing, Carpentry	Decoration, Aluminum, Carpentry, Mechanics, Micro Finance	Mechanics, Printing, Welding, Catering	Catering, Plumbing, Electrician	None
Between 10,000 and M30,000	Carpentry, Recycling	None	bed and breakfast	None	Glass cutting
Over M30,000	Decorations (wall painting)	None	None	None	None
Making loss / Don't know	none	None	Tuck-shop, nail shop, tailoring	None	None

Level of satisfaction within the Business Environment

Using a 5 Likert scale, 1 being very dissatisfied and 5 being very satisfied, producers and traders ranked their level of satisfaction on; demand, competition, profitability, opportunities for growth, business support in the sector, skills of employees, and overall performance of their business as multi-depicted in Figure 3.

Figure 3: Level of Satisfaction within the Business Environment



The above illustration shows that some of the businesses ranged from dissatisfied (2) to satisfied (4) on the level of demand, profitability, and growth opportunities in their sectors, while the level of competition was neutral for most businesses. However, most business were not satisfied with the level of their employee skills, and with the support received in their respective sectors, as these ranged from very dissatisfied (1) to neutral (3). Employees lack mainly technical vocational skills and require constant supervision by the owner, and they get trained on the job on those technical skills by the owners. The NSDP II explains that there are shortages in qualified artisans and people with technical and managerial skills, as well as low entrepreneurship capacity, and this gap exists despite Lesotho’s significant investment in education with an 80 percent literacy rate¹³⁷.

Challenges faced by Producers and Traders

In all the targeted districts, the main challenge experienced by most businesses in setting up their enterprises was lack of startup capital at 36.2 percent, followed by sourcing out clients / customers at 30.8 percent, finding best location at 19.1 percent, finding equipment and materials at 12.4 percent, and finding skilled employees at 1.5 percent. In terms of the challenges experienced while running the business include cash flow problems stand at 27 percent, customers buying on credit and bad debts at 20.3 percent, high production costs, lack of equipment and inadequate demand at 16.1 percent, 14.6 percent, and 11.0 percent respectively, and regulations challenges and inaccessibility of raw materials at 5.5 percent each. Once again, these numbers are consistent with the findings from the Finscope Survey, which show that major operational challenges faced by businesses include access to finance, space to operate, and competition¹³⁸.

¹³⁷ Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

¹³⁸ Finscope MSME Lesotho, 2015

Market Assessment

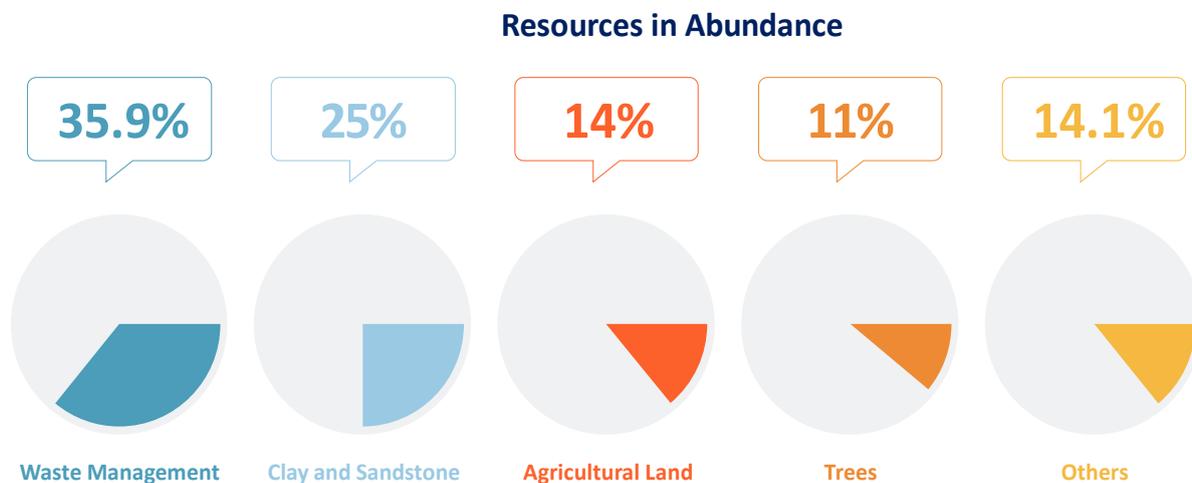
The section provides analysis on products that are in demand but not available per district, businesses that are perceived to be profitable, abundant resources in the districts, and products that can be produced from them.

Leribe

In identifying types of businesses that are in demand but do not currently exist in Leribe, 17.5 percent of the respondents said recreational parks and game resorts, 13.8 percent movie theatres, 10.2 percent dairy, and poultry products, followed by those who said veterinary services, sheep rearing services (*sikiri*), and 24/7 cab services at 9.0 percent each. Other trades include furniture cleaning business, fumigation business, fast food restaurants, grocery shops, refrigeration repairs, music recording studio, each at 5.3 percent.

On most perceived profitable businesses within the district, 21.0 percent said convenience (grocery) stores are most profitable, followed by 9.0 percent each on public bars '*libara*' and fast-food restaurants. Other trades, accounting for 6.78 percent each, said car wash, hairdressing, automotive, carpentry, tailoring, cab services, welding, butchery, and house rentals '*malaene*'.

In terms of abundant resources, Leribe has the following:



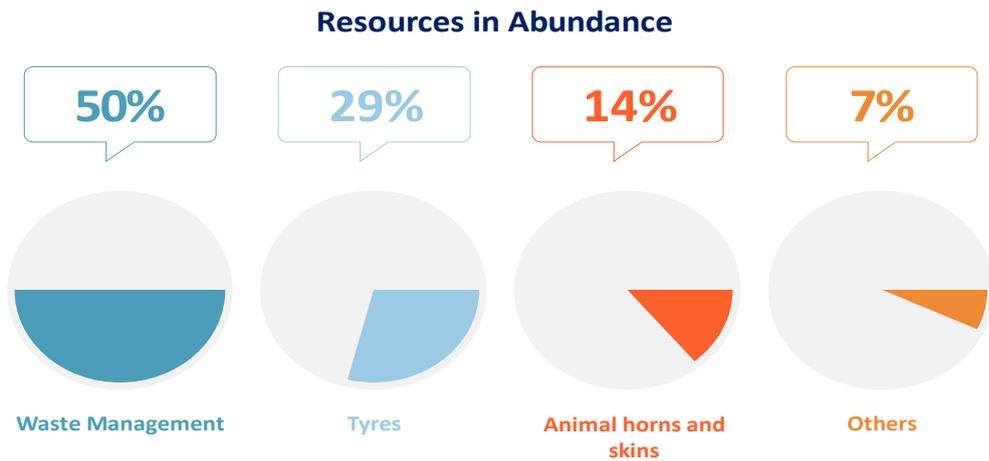
Products that can potentially be made from factory waste include pillows, plastic mats, and hats, while some waste can be sorted and recycled to produce paper. Clay, on the other hand, can be used for producing ornaments such as pots, pottery products, and utilized for sculpture modeling, while sandstone can be mined for bricklaying and tile-making.

Mafeteng

In Mafeteng district, 44 percent of respondents claimed that the businesses most in demand are poultry, followed by convenience stores at 24 percent and farm feeds and paving at 8 percent each. Other trades, accounting for 6 percent each, include bakery, seedling business and carpentry and joinery. The officials in Mafeteng highlighted that there is high demand in Mafeteng for shacks, as most people operate their

businesses from shacks, and use them during the construction phase of building houses. Therefore, carpentry and joinery business focusing on building shacks, is also a highly demanded trade in the district.

Interestingly, on perceived profitable businesses, poultry business was leading at 18 percent, followed by convenience stores, car wash, fast foods, public bars, and catering at 12 percent each. Other trades, accounting for 5.5 percent each, include make-up artist, handicrafts, aluminum products, and a driving school.

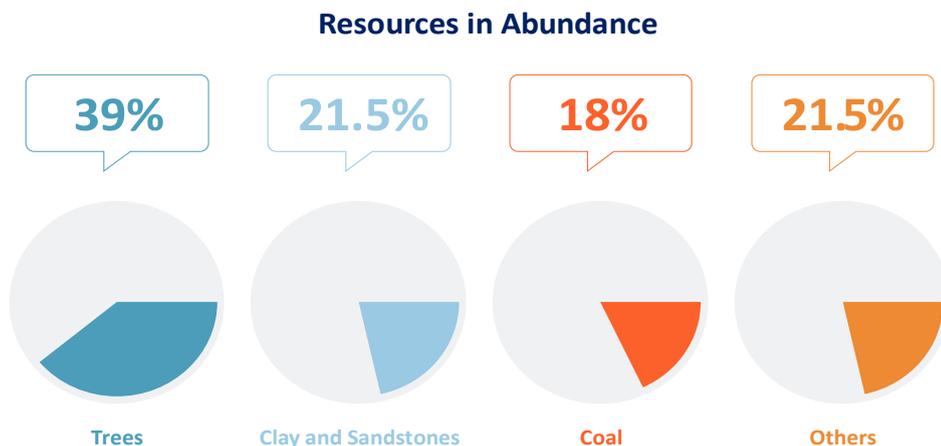


Plastic and bottles can be upcycled to make products such as flowerpots, sunhats, and mats, while used and old tyres can innovatively be used to make outdoor seats, and animal skin used for various leather products.

Mohale’s Hoek

The most leading business in demand in Mafeteng is petrol station at 27 percent, followed by production of farm feeds and animal medicine provision at 18 percent, hardware stores, night clubs, hairdressing at 14 percent each, motor spares at 9 percent, and selling of firewood and chicken layers at 2 percent each.

The most perceived profitable ones, however, are convenience stores at 18 percent, hairdressing and clothes shops at 14 percent each, poultry at 9 percent, and butchery, farm feeds, public bars, motor spares, fast food, fruits and vegetables stalls and tailoring at 6.4 percent each.

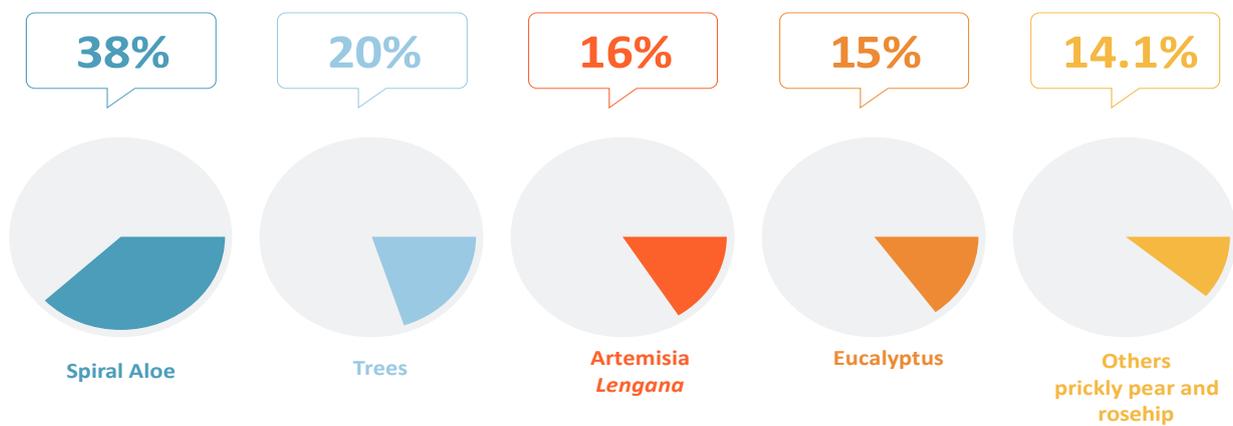


Trees can be utilized for products related to timber and coal can be mined and sold. The officials in the district further emphasized that coal has been discovered in the district, with promising potential to be mined. This would, therefore, require more research and analysis beyond the scope of this study.

Quthing

In Quthing, 32 percent of respondents claim that supermarkets seem to be most in demand, but not available, followed by clothing retail shops at 13 percent, hardware, butchery, cosmetics shop and internet café at 11 percent each, night club at 8 percent, and welding at 5 percent. Perceived profitable businesses include convenience stores, fruits and vegetables stores at 25 percent each, hairdressing at 9 percent, clothing business, fast food, butchery, and liquor off-sales at 8 percent each, and catering, car repairs and paraffin distributors at 3 percent each.

Resources in Abundance



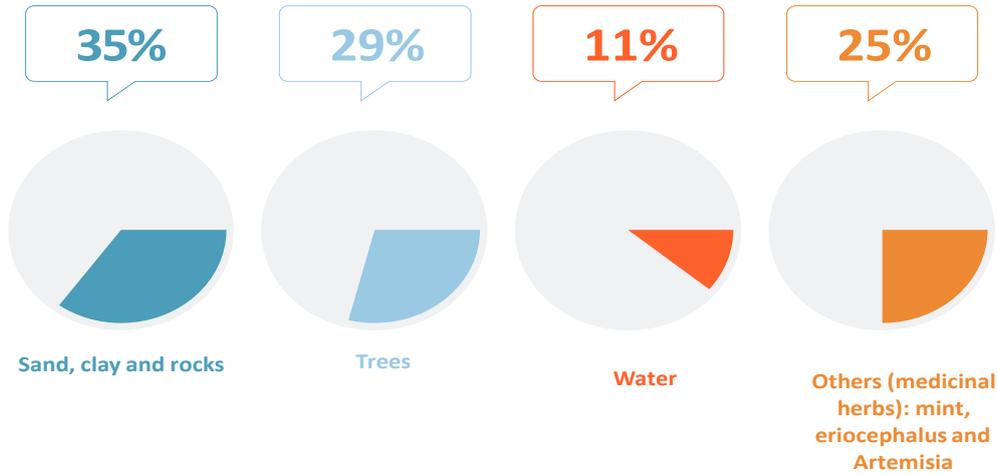
Aloe, Artemisia, and eucalyptus can be used for herbs and medicinal products, rosehip and prickly pear and aloe can be used for cosmetics such as petroleum jelly and hand sanitizers.

Qacha's Nek

About 29 percent of respondents in Qacha's Nek claim that motor spares and mechanic services are businesses most in demand, followed by convenience stores at 24 percent, while 18 percent suggested mobile money services (Mpesa and Ecocash), followed by hair products shop and hardware at 6 percent each, and PPE products, stationery and printing, animal foods and butchery at 4.3 percent each. The officials in Qacha's Nek highlighted that due to the influx of import cars in the country, the district also has many car owners. However, their main challenge is in sourcing car parts or motor spares, and the mechanic services available in the district are limited (for instance, there are no mechanics who know how to fix gear boxes).

Furthermore, 23 percent of respondent in Qacha's Nek perceive electrician services as profitable, 16 percent say car mechanics, 9 percent clothing shops, and 6.0 percent each for fruits and vegetables, butchery, Mpesa and Ecocash agents, and restaurants. Other trades include restaurants, carpentry, electricity shop, plumber, printing and internet shop, tailor and fabric shop, and these account for 4 percent each.

Resources in Abundance



Once again, trees can be used for making timber and firewood, while mint, eriocephalus and Artemisia for making traditional medicine, and water can be bottled for selling.



Abundant Resources from Leribe, Mafeteng, Mohale’s Hoek, Quthing and Qacha’s Nek



Skills Supply

For this assessment, skills supply in the five districts was assessed through analysis of information from VTCs and Individual and Group Trainers/Service providers. As depicted below, most of the VTCs are

privately owned at 59.1 percent, followed by those owned by church at 22.7 percent, government-owned at 13.6 percent and NGO-owned at 4.5 percent. In addition, about 76.0 percent of the courses are offered at certificate level and 24.0 percent at diploma level.

Figure 4: Ownership

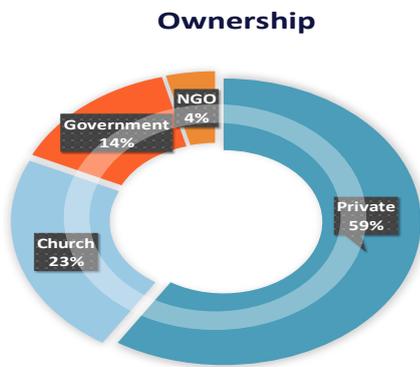
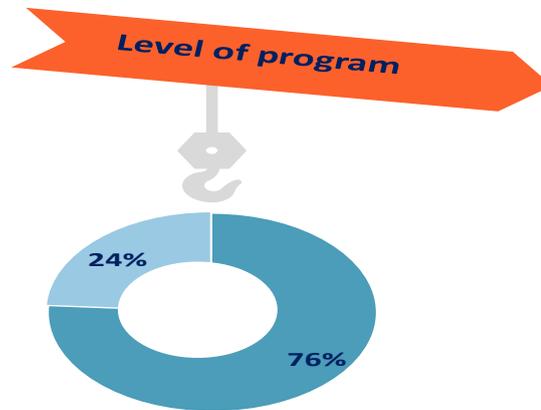
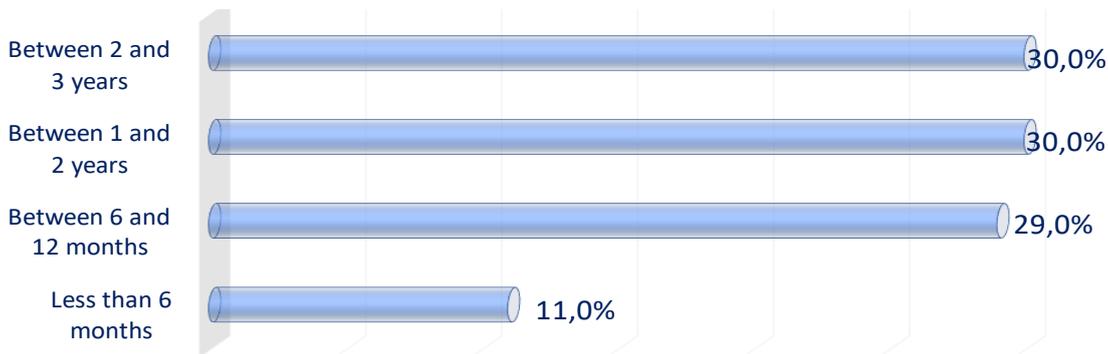


Figure 5: Level of program



Only 11.1 percent of the courses are offered for a period less than 6 months, with the rest being offered in differing durations between 6 and 36 months at 29.6 percent each as depicted on figure 6 below.

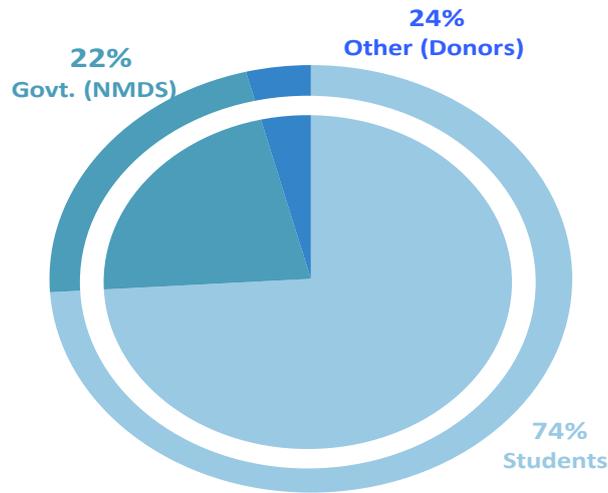
Figure 6: Duration of Courses



Overall, 64 percent of the VTCs indicated that they do not have enough teaching materials, with main shortage including, but not limited to classrooms, equipment and working tools, working materials, chairs, tables, projectors, laptops, printers, and textbooks.

In terms of finances, 53.4 percent of the VTCs indicated that their annual tuition fee is less than M5,000, followed by 33.3 percent who indicated between M5,000 and M15,000, and 14.3 who said their fee is above M15,000. In relation to who pays the tuition fees, about 73.9 percent indicated that the school fees are paid by the students, 21.7 percent by government through the National Manpower Development Secretariat (NMDS), and 4.3 percent paid for by donors as depicted in Figure 7.

Figure 7: Who Pays the Fees



Below are pictures of some of the VTCs and BDSPs in the districts:



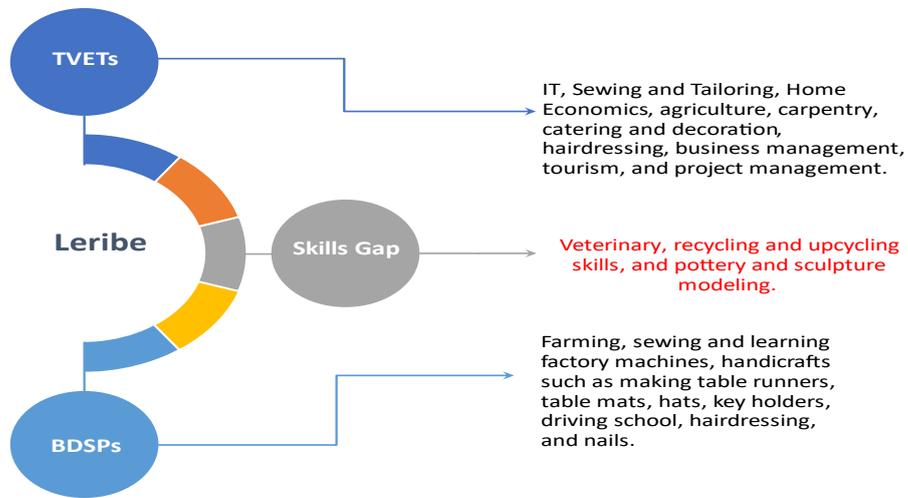
Some of the VTCs and BDSPs in the four districts



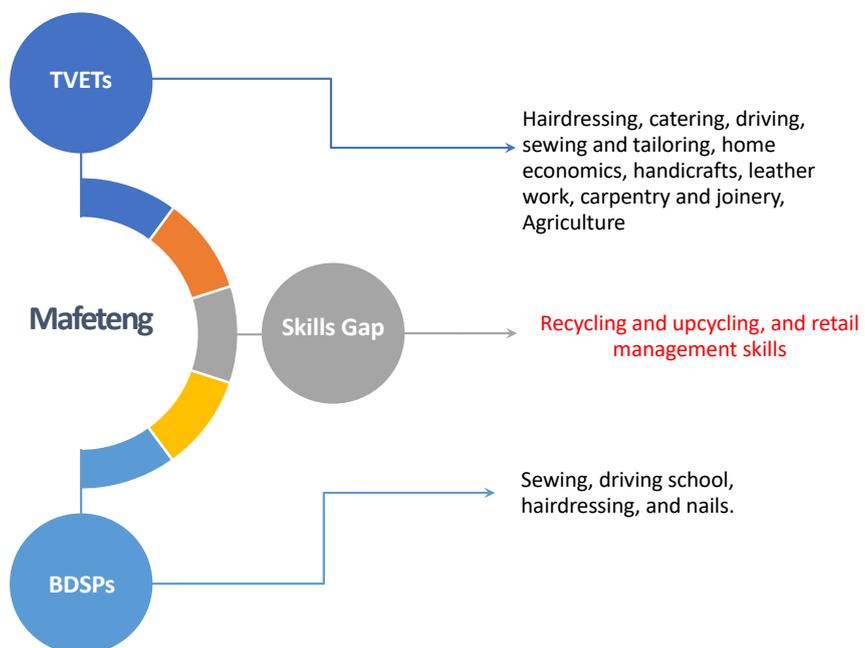
Linkages between labour market and Skills Supply

In Leribe district, for the identified most perceived profitable trades (dairy, poultry, veterinary services, recycling, waste management and pottery and sculpture modeling), the vocational skills required to participate in these trades are agriculture (focusing on dairy, poultry, veterinary skills including *ho tipa*

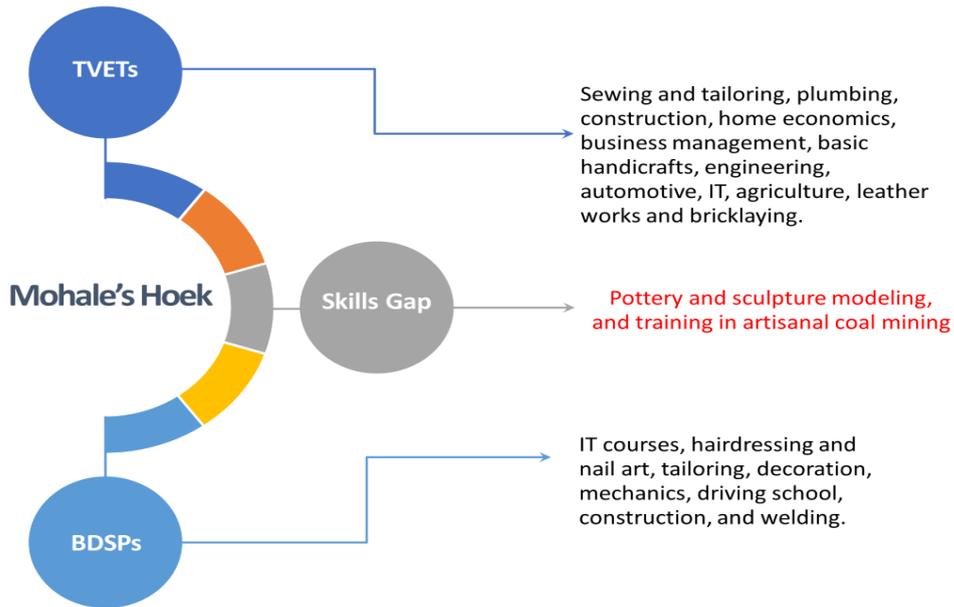
liphoofofo), sculpture modeling and recycling and upcycling skills. The skills gap in the district is depicted as follows:



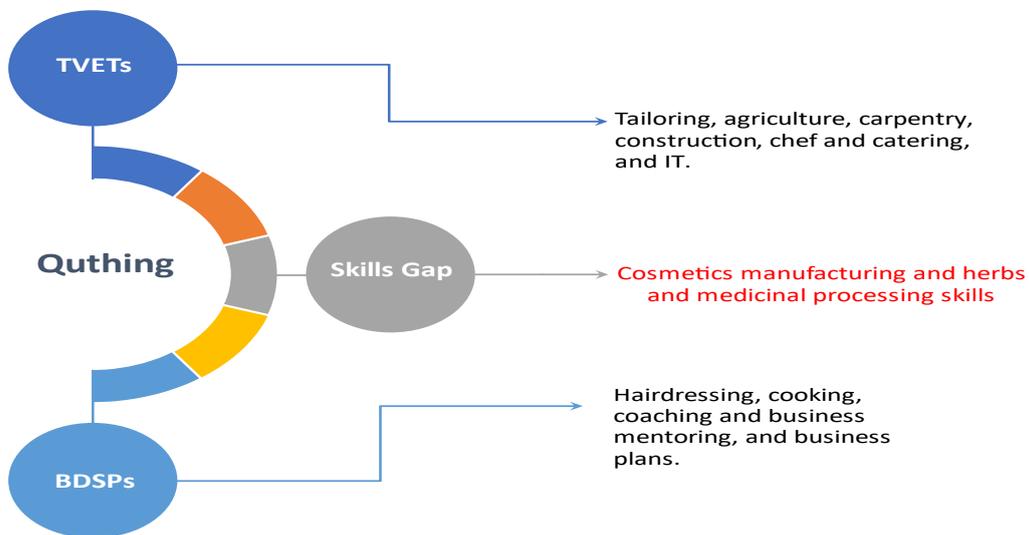
In the Mafeteng district, for the profitable trades (poultry, farm feeds, convenience stores, recycling business and car wash, fast foods, and public bar business), the vocational skills required to participate in these trades are agriculture (focusing more on poultry farming and animal feeding), retail business management, catering, and recycling and upcycling. The skills gap in the district is depicted as follows:



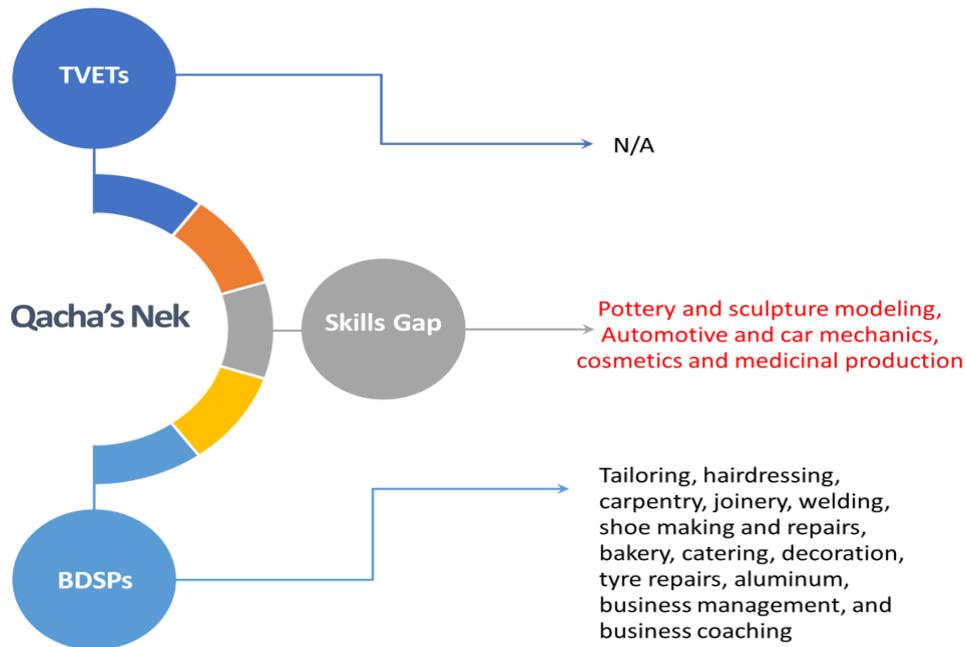
In Mohale's Hoek, profitable trades are farm feeds, motor spares and cosmetics and hair products businesses. The required skills are agriculture (focusing on animal feeding) and introduction to automotive. The skills gap in the district is depicted as follows:



The perceived profitable trades in Quthing are cosmetics production using local natural resources such as aloe and rose hip, processing herbs such as *lengana*, aloe, prickly pear and *kuena* for making herbs and other products such as tea, and internet and printing café. Skills needed for these trades are cosmetics manufacturing, natural herbs processing, and IT. Of these trades, the only skill(s) available in the district is IT. The skills gap in the district is depicted as follows:



In Qacha's Nek district, the most profitable trades include motor spares, motor repair (mechanic) services, mobile money agents, and cosmetics shop. Skills needed to participate in these trades are automotive and cosmetics manufacturing. Of these required skills, those available in the district is only tyre repairs. The skills gap in the district is depicted as follows:



Profitable Trades: The Sweet spot analysis

A market potential tool called 'Entering a New Market' Framework is used to determine the most profitable trades, and it has the following three components:

- ✦ **Desirability:** This criterion helps to determine if there is enough demand for the product, as well as the level of competition intensity. Indicators assessed in this criterion include product, customers, competition, and market size.
- ✦ **Feasibility:** This criterion determines affordability on capital requirements, availability of inputs/materials, as well as capacity or skills availability for trade. Assessed indicators include capital requirement, legal requirement, political risk, and capability.
- ✦ **Profitability:** This criterion determines the production and operational costs, expected revenue, as well as profit margins. Assessed indicators include cost, revenue, profit, and return on investment.
- ✦ **Skills Supply:** This criterion assesses the availability on skills supply from TVETs and BDSPs

The attractiveness of each trade is rated on scale of very low to very high as follows:

Caption: Very Low Low Medium High Very High

Assessment of some of the indicators above has been subjective, as some information was not accessible for the Consultant. However, basis was more on the analysis of responses from all participants in the survey. The identified potential trades per district, based on the market assessment feedback are, therefore, assessed on desirability, feasibility, and profitability, to determine market potential or what the study terms as 'sweet spot'.

Leribe

Trade	Desirability	Feasibility	Profitability	Skills Supply	Market Potential
Dairy Supply	Green	Yellow	Green	Green	Green
Tailoring	Green	Green	Green	Green	Green
Poultry business	Green	Green	Green	Green	Green
Veterinary services	Green	Green	Green	Red	Yellow
Waste Management business	Green	Green	Green	Red	Green
Recreational services	Green	Red	Green	Green	Yellow
Catering	Green	Green	Green	Green	Green
Convenience stores	Green	Green	Green	Green	Green
Pottery and Sculpture modeling	Green	Green	Green	Red	Green
Hairdressing	Green	Green	Green	Green	Green
welding and joinery (for shack-building)	Green	Green	Green	Green	Green

From the sweet spot analysis in Leribe district, supply of dairy business is highly demanded, and is profitable, even though the capital requirements are moderately high (requires a large capital investment). Tailoring, poultry, catering, hairdressing, welding, and joinery trades have high market potential, as well as convenience stores. Waste management business (such as collecting and selling recyclable waste, recycling, and upcycling) is also in high demand, as towns such as Maputsoe are abundant with waste, while Leribe is further abundant with sandstone for bricklaying and tile-making. Other potential trades include production of ornaments such as pots and sculpture modeling, given the abundance of clay resource. Even though recreational services (recreational park, games resorts, cinemas, etc.) were sought after by many people, the capital requirements may be high, thus putting it on a medium level on overall score.

Mafeteng

Trade	Desirability	Feasibility	Profitability	Skills supply	Market Potential
Poultry	Green	Green	Green	Green	Green
Farm feeds	Green	Green	Green	Red	Green
Convenience stores	Green	Green	Green	Red	Green
Carpentry and joinery	Green	Green	Green	Green	Green
Car wash, fast food (catering), public bars	Yellow	Green	Green	Red	Green
Waste Management	Green	Green	Green	Red	Green
Tannery and leather products	Green	Green	Green	Green	Green
Welding	Green	Green	Green	Green	Green
Tailoring	Yellow	Green	Green	Green	Green

Poultry, farm feeds, welding and joinery are highly profitable potential trades, with convenience stores, waste management business and car wash, fast food, and public bars category also profitable. Welding and joinery particularly in the case of building shacks, is highly desirable trade in the district, given the high demand for shacks. Convenience stores, tailoring, tannery and leather products, as well as car wash, fast food and public bars businesses are in high demand, although the level of competition is high.

Mohale's Hoek

Trade	Desirability	Feasibility	Profitability	Skills Supply	Market Potential
Tailoring	Green	Green	Green	Green	Green
Farm feeds	Green	Green	Green	Green	Green
Carpentry and joinery	Green	Green	Green	Green	Green
Motor spares and automotive	Green	Green	Green	Green	Green
Hairdressing and hair products	Green	Green	Green	Green	Green
Convenience stores	Green	Green	Green	Green	Green
Selling clothes	Green	Green	Green	Green	Green
Pottery and Sculpture modeling	Green	Green	Green	Red	Green
Catering	Green	Green	Green	Green	Green

In Mohale's Hoek, motor spares supply, convenience stores, selling of clothes and hairdressing products and services, tailoring, catering, and pottery and sculpture modeling are high potential trades, with farm feeds being the most lucrative potential trade in the district. There is a further a potential to grow trees seedlings for selling them to for example to the Ministry of Forestry, Range and Soil Conservation.

Quthing

Trade	Desirability	Feasibility	Profitability	Skills Supply	Market Potential
Hardware	Green	Red	Green	Green	Red
Butchery	Green	Green	Green	Green	Green
Cosmetics production and supply	Green	Green	Green	Red	Green
Convenience stores	Green	Green	Green	Green	Green
Fruits and vegetables Stalls	Green	Green	Green	Green	Green
Hairdressing	Green	Green	Green	Green	Green
Internet and printing shop	Green	Green	Green	Green	Green
Processing of natural herbs for medicine and supplements	Green	Green	Green	Red	Green
Catering	Green	Green	Green	Green	Green
Welding	Green	Green	Green	Red	Green

In Quthing, butchery is the most lucrative trade in the district, followed by catering, welding, convenience stores, fruits and vegetables, cosmetics business, internet café and processing of natural herbs trades. Cosmetics manufacturing using aloe, prickly pear, and rosehip, as well as processing of natural medicinal herbs such as aloe, *Lengana*, eucalyptus are potential trades in Quthing as the district is abundant with these resources. Even though hardware stores are in high demand, the capital requirement is not feasible hence this cannot be a potential livelihood trade.

Qacha's Nek

Trade	Desirability	Feasibility	Profitability	Skills Supply	Market Potential
Motor spares	Green	Green	Green	Red	Green
Carpentry and joinery	Green	Green	Green	Green	Green
Cosmetics shop	Green	Green	Green	Red	Green
Convenience stores	Green	Green	Green	Green	Green

Mobile money agents					
Motor repair services / mechanic					
Pottery and Sculpture modeling					
Catering					
Tailoring					

Supply of motor spares, motor repair services and convenience stores are highly demanded trades in Qacha’s Nek, followed by, cosmetics products, catering, tailoring, pottery and sculpture modeling, as well and mobile money agents. Other trades that have a potential to thrive in this district include bottling of water, growing trees’ seedlings, and rocks for building. Like other districts, hardware stores are desirable but not feasible.

Livelihood projects for women

The Study further analyzed the livelihood projects that could be more viable, sustainable, and practical for women. About 27 percent of all respondents indicated catering, followed by poultry at 24 percent, production of cosmetics and medicinal herbs 16 percent, tailoring at 14 percent, animal feeds at 12 percent and hairdressing at 7 percent. This data is further supported by the sampled businesses in this study, which show higher representation of female-owned businesses in catering, hairdressing, selling fruits and vegetables, selling clothes, tailoring and decoration trades. With the large representation of females in textile factories in Lesotho¹³⁹, this could also mean more women being skilled and possibly interested in other trades could help ease the pressure on textile industries.

With all the above trades identified in collaboration with all respondents, the Consultant provides as a conclusion the top prioritized trades that IOM can consider, and districts in which such could be sampled.

¹³⁹ Qualitative case study on social cash transfers and livelihood support in Lesotho, 2018

CONCLUSION

The top seemingly profitable and common trades within the five targeted districts, which could be considered with the adoption of a cooperative model, include waste management, poultry and farm feeds, production of cosmetics and medicinal herbs, internet and printing shops, motor spares and repairs, and convenience stores. For individual trades, priority falls on carpentry and joinery, tailoring, catering, welding, tannery and leather products and bricklaying.

Based on desirability and feasibility (demand and availability of resources per district), the waste management business, and poultry can be piloted in Leribe and Mafeteng; Internet and printing shops and automotive can be piloted in Mohale's hoek, Quthing and Qacha's Nek, and cosmetics and medicinal herbs production piloted in Quthing and Qacha's Nek, farm feeds, pottery and sculpture modeling, and sandstone mining in Leribe and Mohale's Hoek, with opening of convenience stores cutting across all districts. Interestingly, preference on the latter trade could be a result of COVID-19 (with closure of borders and/or inter-district restrictions at times) or possibly since products sold in convenience stores are always in demand, irrespective of the economic situations, as people will always need grocery and household usable items. With regards to individual trades, all seem to be common in all districts, and could be piloted in any of the five.

The identified perceived profitable trades, to a certain extent, align well with the identified opportunities within the priority sectors in the NSDP II. For instance, Commercial Poultry Production (Eggs, chicken), Medicinal Plants, recycling, sandstone mining, and pottery and sculpture modeling are identified as key opportunities in the NSDP II under the productive sectors¹⁴⁰.

With the Research and Innovation Hub already established at the NUL, and the university having experimented with several products, some of which have been launched and commercialized while others are in the early research and development phases¹⁴¹, such as the Franso rub (medication), Lehakoe washing powder, and the Mohalalitoe natural soap¹⁴², there is an opportunity to develop and launch some cosmetics products and natural herbs and medication using the locally available resources. Furthermore, with improvement and broad coverage of ICT infrastructure to serve mobile communication and internet users¹⁴³, internet cafés can indeed flourish as a potential trade.

¹⁴⁰ Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

¹⁴¹ Ibid

¹⁴² [Home | NUL Research & Innovations \(nulresearchandinnovations.co.ls\)](http://nulresearchandinnovations.co.ls)

¹⁴³ Lesotho National Strategic Development Plan II, 2018/19 to 2022/23

ANNEXURE A - Data Collection Tools



Beneficiaries%20Tool.docx

Beneficiaries Tool



Producers%20and%20Traders%20Tool.docx

Producers Tool



District%20Administrators%20Tool.docx

District Administrator Tool



Skills%20Training%20Institutions%20Tool.docx

Skills Training Inst. Tool



BDSP%20Tool.docx

BDSP Tool

ANNEXURE B - List of Respondents

List of Traders



Annex 1 - Traders.docx

List of Vocational Training Centers

List of Individual Service Providers



Annex - VTCs.docx



Annex - Individual Service Providers.docx

List of Key Stakeholders

List of District Administrators



Annex - Key stakeholders.docx



Annex - District Administrators.docx

