CONTRIBUTION OF IMMIGRANT ENTREPRENEURSHIP TO ZIMBABWE.

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DEDICATION

A special dedication goes to my family, work mates and friends who taught and encouraged me to think, understand and express. I earnestly feel that without their inspiration, able guidance and commitment I would not be able to sail through the strenuous process of this research study.
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ABSTRACT

Entrepreneurship is an important concept in both developing and developed societies, and countries acknowledge the positive contribution that immigrants make to inclusive growth and sustainable development in countries of origin, transit and destination. This study aims to identify what the contribution of immigrant entrepreneurs is, within the Zimbabwean context, as well as the role that the government should play in order to benefit from such entrepreneur migrants.

The research design of this study is a case study and data was collected using face-to-face, semi-structured interviews. A purposive sampling technique was used to select 13 participants.

Results showed that immigrant entrepreneurship contributes to Zimbabwe mainly through employment creation; skills, expertise and technology transfer; government revenues; facilitation of trade and provision of products and services however the main constraints affecting immigrants’ businesses in Zimbabwe are policy inconsistencies in government agencies, inadequate provision of information and differences in language, culture and beliefs.

The study concluded that immigrant entrepreneurship has positive contribution to Zimbabwe, however there is room for improvement to maximise the benefits. It is therefore recommended that the government of Zimbabwe should implement a functional policy on immigrant entrepreneurship, harmonise government operations, and set up information centres and maintain updated websites.
TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPROVAL FORM</td>
<td>ii</td>
</tr>
<tr>
<td>RELEASE FORM</td>
<td>iii</td>
</tr>
<tr>
<td>DECLARATION</td>
<td>iv</td>
</tr>
<tr>
<td>DEDICATION</td>
<td>v</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENTS</td>
<td>vi</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>vii</td>
</tr>
<tr>
<td>TABLE OF CONTENTS</td>
<td>viii</td>
</tr>
<tr>
<td>LIST OF TABLES</td>
<td>xi</td>
</tr>
<tr>
<td>LIST OF FIGURES</td>
<td>xii</td>
</tr>
<tr>
<td>LIST OF ABBREVIATIONS</td>
<td>xiii</td>
</tr>
</tbody>
</table>

CHAPTER 1: INTRODUCTION AND BACKGROUND ......................... 1
1.1 INTRODUCTION .............................................................. 1
1.2 BACKGROUND TO CASE STUDY .............................................. 3
1.3 STATEMENT OF THE RESEARCH PROBLEM .............................. 4
1.4 RESEARCH OBJECTIVES AND QUESTIONS ............................... 5
   1.4.1 Prime Objective ...................................................... 5
   1.4.2 Specific Objectives .................................................. 5
   1.4.3 Research Questions .................................................. 6
1.5 RESEARCH PROPOSITION ................................................... 6
1.6 DELIMITATION OF THE STUDY ............................................ 6
1.7 RESEARCH ASSUMPTIONS ................................................... 6
1.8 SIGNIFICANCE OF THE STUDY ............................................ 7
1.9 STRUCTURE OF THE RESEARCH .......................................... 7
1.10 CHAPTER CONCLUSION ................................................... 8

CHAPTER 2: LITERATURE REVIEW ............................................ 9
5.3 EVALUATION OF RESEARCH PROPOSAL .......................................................... 76
5.4 RECOMMENDATIONS ....................................................................................... 76
  5.4.1 Functional policy on immigrant entrepreneurship ....................................... 76
  5.4.2 Harmonisation of government operations .................................................... 77
  5.4.3 Setting up and running of information centres .............................................. 77
5.5 STUDY LIMITATIONS AND RECOMMENDATIONS FOR FURTHER RESEARCH ...................................................................................................................................................... 77

REFERENCES ........................................................................................................... 78
APPENDIX 1: QUESTIONNAIRE FOR IMMIGRANT ENTREPRENEURS .......... 84
APPENDIX 2: QUESTIONNAIRE FOR GOVERNMENT OFFICIALS ............. 92
**LIST OF TABLES**

<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table 2.1</td>
<td>Previous Studies on Immigrant Entrepreneurship</td>
<td>28</td>
</tr>
<tr>
<td>Table 3.1</td>
<td>Relevant situations for different research strategies</td>
<td>36</td>
</tr>
<tr>
<td>Table 4.1</td>
<td>Demographic information of Immigrant Entrepreneurs</td>
<td>43</td>
</tr>
<tr>
<td>Table 4.2</td>
<td>Background information of immigrant entrepreneurs</td>
<td>44</td>
</tr>
<tr>
<td>Table 4.3</td>
<td>Dimensions of Contribution of Immigrant entrepreneurship</td>
<td>47</td>
</tr>
<tr>
<td>Table 4.4</td>
<td>Impact of immigrant entrepreneurship to Zimbabwe</td>
<td>51</td>
</tr>
<tr>
<td>Table 4.5</td>
<td>Constraints of IE in Zimbabwe</td>
<td>55</td>
</tr>
<tr>
<td>Table 4.6</td>
<td>Government policy on immigrant entrepreneurship in Zimbabwe</td>
<td>58</td>
</tr>
<tr>
<td>Table 4.7</td>
<td>Demographic information of government officials</td>
<td>62</td>
</tr>
<tr>
<td>Table 4.8</td>
<td>Background information of government officials</td>
<td>62</td>
</tr>
<tr>
<td>Table 4.9</td>
<td>Dimensions of contribution of immigrant entrepreneurship</td>
<td>64</td>
</tr>
<tr>
<td>Table 4.10</td>
<td>Impact of immigrant entrepreneurship to Zimbabwe</td>
<td>66</td>
</tr>
<tr>
<td>Table 4.11</td>
<td>Constraints of immigrant entrepreneurship in Zimbabwe</td>
<td>68</td>
</tr>
<tr>
<td>Table 4.12</td>
<td>Government policy on immigrant entrepreneurship in Zimbabwe</td>
<td>70</td>
</tr>
</tbody>
</table>
# LIST OF FIGURES

<table>
<thead>
<tr>
<th>Figure 2.1 Conceptual frameworks on IE</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31</td>
</tr>
</tbody>
</table>
LIST OF ABBREVIATIONS

CSR: Corporate Social Responsibility
EMA: Environmental Management Authority
FDI: Foreign Direct Investment
Forex: foreign currency
Gov: Government
IE: Immigrant entrepreneurship
Info: Information
NSSA: National Social Security Authority
Ops: operations
RBZ: Reserve Bank of Zimbabwe
Regs.: Regulations
SMES: Small and Medium Enterprises
vs: versus
ZIDA: Zimbabwe Investment Development Authority
Zim: Zimbabwe
CHAPTER 1: INTRODUCTION AND BACKGROUND

1.1 INTRODUCTION

International migration has become an integral component of the global development agenda. Both, the 2015 Addis Ababa Action Agenda and the 2030 Agenda for Sustainable Development acknowledge the positive contribution that migrants make to inclusive growth and sustainable development in countries of origin, transit and destination (OECD/ILO 2018). Bella, et al (2014), say that entrepreneurship of immigrants can provide vitality in cities, and immigrants who are business owners contribute significantly to host economies. The authors also say that entrepreneurship can provide immigrants with work and income as immigrants find it difficult to enter into the labour markets.

Immigrants therefore make substantial contributions to business ownership, business income and employment.

According to (OECD 2010), immigrants bring new skills to receiving countries, provide flexibility in the labour markets and help address labour shortages. They contribute to the economy as employees and also as entrepreneurs, by creating new firms and businesses. Immigrants’ contribution to growth in entrepreneurial activity and employment creation in the Organization for Economic Cooperation and Development (OECD) countries has increased over the past decade. The entrepreneurship of immigrants can contribute to the country’s recovery. Recent studies have shown that enterprises owned by immigrants and ethnic minorities have a significant effect on economic growth. The OECD states that entrepreneurship of immigrants contributes to the economic growth of the host countries and the reduction of unemployment, (OECD 2010).

OECD/ILO (2018), says that there are three main dimensions of the economic contribution of immigrants in developing countries, which are labour markets, economic growth and public finance. Aliaga-Isla & Rialp (2013), say that immigrant entrepreneurship is an important socio-economic phenomenon today.
According to Hohn (2012), in August 2011, the American Presidents’ Council on Jobs and Competitiveness met in Palo Alto, California, to highlight the need for reform of education and immigration policies and participants explained that the struggling U.S. economy needed more entrepreneurs and highly skilled workers to help create jobs.

Many studies have been developed in academic arenas of different disciplines on Immigrant entrepreneurship but there is evidence that most papers on immigrant entrepreneurship have focused on the reality of the USA, followed by Europe and then Oceania. Immigrant entrepreneurship as a research interest area was more prominent in areas where there was a marked growth of immigrant entrepreneurship as a phenomenon. This phenomenon was first observed in the United States and later in Europe, especially in the United Kingdom and was reflected in a series of publications, first in North America and later in Europe and Australia, Afewerki (2015).

Wainer (2015) says that in United States of America, Immigrant-owned small businesses generate $776 billion in business activity and sustain 4.7 million employees amounting to 14 per cent of all workers employed by U.S. small business owners. Forbes magazine (2018) says that some of the big companies in USA were founded by immigrant entrepreneurs or their children and include Silicon Valley high technology companies like Apple which was founded by Steve Jobs who was son of a Syrian Immigrant; Google was founded Sergey Brin, a Russian born Immigrant and Yahoo which was founded by Jerry Yang, A Taiwanese immigrant.

According to Fatoki, (2014), following South Africa’s independence in 1994, an increasing number of immigrants migrated to South Africa from other African countries and from other continents. These immigrants entered into entrepreneurship to provide themselves with work and income, as immigrants find it difficult to enter into the labour markets. The author said that, thus, immigrants become a significant driving force in the creation of new businesses and the reduction of South Africa’s high rate of unemployment, estimated at 25.6% in 2014.

Immigrant entrepreneurship creates opportunities that have important implications for the host economy, and by creating employment, immigrant entrepreneurship can be
one of the ways to reduce poverty, inequality and stimulate economic growth in South Africa, Fatoki (2014).

According to Omisakin, (2017), it is widely acknowledged and agreed that immigrants have a great potential to contribute positively to the socio-economic development of their host countries through economic growth; changing the urban landscape; revitalising abandoned city districts and local markets; supplying and creating new products and services at competitive prices; creating employment for themselves and for others; combating social exclusion and improving living standards of disadvantaged groups in their host societies; etc.

The rest of chapter one will cover the Background to the Case Study, that is immigrant entrepreneurship in Zimbabwe and the common sectors where immigrant entrepreneurs are found, the problem statement, prime and secondary objectives, research questions, proposition, delimitation to the study, significance of the study, the structure of the research and conclusion.

1.2 BACKGROUND TO CASE STUDY

Zimbabwe is a developing country which is still growing in many sectors. The country has been experiencing deep economic challenges for almost two decades, having been hit by the financial bubble around 2002, which repeated in 2008 and later around 2013 up to date.

However, throughout the whole period of economic challenges, Zimbabwe, like any other country, has been receiving immigrants, some of whom who came as employees while others became entrepreneurs. According to the Immigration Act Chapter 4:02 and Immigration Regulations: Statutory Instruments 195/98; 126/2005, there are various conditions under which an Immigrant can become an entrepreneur, and these include: firstly being a spouse of a resident or of a citizen, and willing to operate a business for sustenance; secondly, possessing a substantial financial means and being prepared to invest in Zimbabwe and finally having been in the country as an employee for a continuous period of 5 years and willing to operating own business. Immigration Department of Zimbabwe has tried, on behalf of the Zimbabwean Government, to
attract skilled immigrants and immigrant entrepreneurs to help propel the Zimbabwean economy, through relaxing the entry visa requirements to encourage immigrants to come to Zimbabwe. As a result, most countries now fall in either category “A” or “B” of the Zimbabwean Visa Regime, where category “A” comprise nationals of the countries which do not require visas to come to Zimbabwe while category “B” nationals get their visas at the ports of entries without much hassle. The move has resulted in nationals of countries like China, India, Iran, Russia among others moving from category "C“ which requires prior application for clearance and visa, to category “B" where both entry visa and clearance are done on arrival.

According to Zimbabwean Immigration Act, Chapter 4:02 (2001) a potential immigrant qualifies for a three-year entrepreneur work visa (residence permit) if he/she can secure a minimum capital investment of US$300,000 or indefinite residence permit when US$1 million or more has been transferred to Zimbabwe for the purposes of investing in the country but should have a clear business plan, clean history of no bankruptcy, business failure or fraud, and has good health and character, and should not be a prohibited person to Zimbabwe. In Zimbabwe, immigrants who have become self-employed are mainly found in sectors listed below. Indians are mostly known to be retailers, while Nigerians are mainly traders, Congolese are into transport business and small retail shops (tuck-shops) and the Chinese are known for small scale manufacturing of mainly plastic products like kitchen utensils and plastic shoes and also restaurant businesses.

However, Zimbabwe is still to benefit from the contribution of these Immigrant entrepreneurs.

1.3 STATEMENT OF THE RESEARCH PROBLEM
As cited in Section 1.1 above, literature has shown that, the entrepreneurship of immigrants are important contributors to their host-country economies can contribute to the host country’s recovery and development in areas like labour markets, economic growth, public finance and skills transfer among other benefits. In the United States, in 2010, more than 40 percent of all Fortune 500 companies were started either by an
immigrant or a child of an immigrant, Gomez et al (2015). However, contrary to literature, the current situation in Zimbabwe does not reflect that immigrant entrepreneurship positively contributes to the economy. Unlike in USA, there are no known big companies in Zimbabwe which were founded by immigrants or their children. The consequences of these challenges are that the natives and the immigrants begin to compete for the resources provided by the Government. The Immigrants will end up becoming a cost to the country and its economy.

The immigrant research problem is therefore to establish the extent to which Immigrant Entrepreneurship contributes to the Zimbabwean economy and make recommendations consistent with best practice in literature.

1.4 RESEARCH OBJECTIVES AND QUESTIONS

1.4.1 Prime Objective
To establish the contribution of Immigrant Entrepreneurs (IE) to Zimbabwe.

1.4.2 Specific Objectives
1.4.2.1 To identify the dimensions of contribution of Immigrant entrepreneurship to Zimbabwe.
1.4.2.2 To establish the impact of immigrant entrepreneurship on each of the identified dimensions.
1.4.2.3 To identify the constraints that affect contribution of Immigrant entrepreneurship in Zimbabwe.
1.4.2.4 To establish the existence and effectiveness of government policy on immigrant entrepreneurship in Zimbabwe.
1.4.2.5 To recommend measures that are required to ensure that Zimbabwe benefits from Immigrant entrepreneurship.
1.4.3 Research Questions
1.4.2.6 What are the dimensions of the economic contribution of immigrant entrepreneurs in Zimbabwe?
1.4.2.7 What is the impact of immigrant entrepreneurship on each of the identified dimensions?
1.4.2.8 What are the constraints that affect contribution of Immigrant entrepreneurship in Zimbabwe?
1.4.2.9 What government policies are in place on immigrant entrepreneurship in Zimbabwe?
1.4.2.10 What measures are required to ensure that Zimbabwe benefits from Immigrant entrepreneurship?

1.5 RESEARCH PROPOSITION
The contribution of Immigrant Entrepreneurship to Zimbabwe is limited because there is no clear government policy.

1.6 DELIMITATION OF THE STUDY
The study will be confined to Immigrants who operate their own businesses in Harare and Government officials whose jobs are linked to immigrant entrepreneurship and/or their contribution to Zimbabwe. This was selected because Harare is the capital city of Zimbabwe where most businesses are located and also, that is where the researcher resides and it will be convenient to do the research.

1.7 RESEARCH ASSUMPTIONS
The assumptions are:

1.7.1 The respondents will be willing to participate in the research and answer all questions.
1.7.2 The participants will be knowledgeable, with full understanding of the area under study and will give authentic and reliable information.
1.7.3 Response rate will be adequate to validate findings.
1.7.4 That the environment will remain the same.

1.8 SIGNIFICANCE OF THE STUDY
The study will benefit a number of stakeholders as follows:

1.8.1 Academia and institutions of higher learning through adding to the existing pool of knowledge. The study will assist students and professionals pursuing research in the same study area, thus there will be a contribution to the literature.
1.8.2 Government, Policy formulators and Regulators: The study will assist policy makers in development of policies, strategies and infrastructure that are conducive for economic growth through Immigrant Entrepreneurship. The immigration, the Investment and other sectoral policies can also be designed and implemented to enhance immigrants’ contribution to development. Compliance of Immigrants with certain regulations e.g. tax compliance, environmental laws etc. can also reinforced.
1.8.3 The student who is an employee of The Department of Immigration.
1.8.4 Immigrant entrepreneurs in Zimbabwe.

1.9 STRUCTURE OF THE RESEARCH

Chapter 1.0
This chapter covers the introduction of the research. The chapter also gives a background of the study, the problem statement and of the background of the organisation being used as the case study. The objectives and justifications of the research are also indicated in this chapter.
Chapter 2.0
This chapter focuses on the literature review. It outlines some of the work that has been carried out by other researchers and the theory on the subject matter which will help determine the research gap in the study area.

Chapter 3.0
This chapter will focus on the research methodology that will be used in carrying out the study. It will explain in detail the research design and method that will be applied in conducting the research and analysing the research findings.

Chapter 4.0
The chapter looks at data analysis and discusses the findings. This chapter will apply the theoretical framework from Chapter 2 to the case study, and will see how the selected theory can explain the results obtained from case study. Within this chapter, the posed research questions in chapter 1 will be answered. The findings from the case study are discussed in this chapter.

Chapter 5.0
This chapter will incorporate the conclusions and recommendations based on the findings of the study.

1.10 CHAPTER CONCLUSION
Chapter one (1) above explained the background of immigrant entrepreneurship in Zimbabwe, the problem faced by the country that Zimbabwe does not seem to benefit from immigrant entrepreneurship as is expected under normal conditions, the main purpose of the study and the vital significance of the research. The next chapter will entail the literature review of the area of study that is the traditional or ideal scenario in different regions in the world, and also the current scenario in Zimbabwe as far as contribution of immigrant entrepreneurship is concerned.
CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

Literature review is done to aid the prevention of working on what has been done already without any perceived particular added value of the research (White, 2000). It also helps to bring clarity and focus to one’s research problem, through giving a better understanding of the subject area thus helping with the conceptualization of a research problem precisely and clearly (Kumar, 2011). In this chapter the researcher will start by examining the concept of entrepreneurship and immigration in general, then immigrant and immigrant entrepreneurship, making use of both the historical and recent existing literature in the area. This study will examine empirical research from articles which are found in academic peer reviewed journals. Published books on entrepreneurship in general and Immigrant Entrepreneurship in particular will also be studied.

2.2 DEFINITIONS

Globally, entrepreneurship is an important concept in both developing and developed societies today. According to Williams, Round and Rodgers (2010), there has been a growing interest by researchers investigating entrepreneurial activities and, as a result, entrepreneurship has become a popular construct but with various meanings. The authors said that today, in the academic world, there is no consensus or universally agreed upon definition of entrepreneurship; hence, many researchers adopt their own definitions and create their own terms within the area of their study. Omisakin (2017) says that entrepreneurs are regarded as extraordinary people with a great ability to utilise other factors of production to produce goods needed by mankind and are therefore regarded as active figures in the business world and its processes. The writer goes on to describe entrepreneurship as the interaction between individuals and opportunities in the environment and the ability to identify and exploit such opportunities, through bringing together a unique package of resources. From the above, entrepreneurship involves events such as recognition of an opportunity and acting on it.
For the purpose of this paper, an entrepreneur is defined as a person perceiving and creating new economic opportunities and introducing their ideas into the market, in the face of uncertainty and other obstacles and this includes individuals who take up self-employment, create businesses that employ others as well as the expansion of existing businesses, (Marchand and Siegel, 2015).

Vinogradov (2008), describes an immigrant entrepreneur as a person who arrives in the country and starts a business for the purpose of economic survival. According to Sinnya and Parajuli, (2012), immigrants are those people who come from another country to a certain host country changing their country of usual residence, while a migrant entrepreneur is defined as a foreign-born business owner or a member of an ethnic minority born in the receiving country, who seeks to generate value through the creation or expansion of economic activity, by identifying new products, processes or markets and can be self-employed, i.e. employing only themselves, or employ others. Fatoki (2014) says that immigrant entrepreneurship is described as the process by which an immigrant establishes a business in a host country (or country of settlement) which is not the immigrant’s country of origin and this definition will be used in this study.

2.3 THEORETICAL LITERATURE

2.3.1 Why Immigrants Become Entrepreneurs?
According to the World Migration Report of 2015 by Marchand and Siegel (2015), generally, migrants are often assumed to be more entrepreneurial than natives and this is based on the argument of positive selection of migrants. The authors say that migration itself is a risky activity and it reflects a certain risk attitude about the entrepreneur who takes an opportunity to migrate, and who may also be more likely to spot a good business opportunity.

Sinya and Parajuli (2012), say that it is important to understand why entrepreneurs in general choose to become self-employed as the majorities choose it because of the limited opportunities in the wage sector or lack of necessary skills to be successful in
the wage sector or because of the weak labour demand in the wage market. As a result, the opportunities that self-employment create to them, will be far better than being in a waged market. The authors further explain that individuals have various motivations to start entrepreneurship which are divided into four key drivers which are: desire for independence; monetary motivation; motivation related to work such as job dissatisfaction and redundancy; and family related motivations. They said most Turkish immigrant entrepreneurs in Finland are pushed into entrepreneurship due to strong barriers in the Finnish labour market for immigrants.

Tamang (2015) says that being an entrepreneur is not for everyone as characteristics like risk taking attitudes, passion, willingness to work hard, creativity, innovation and spotting opportunities are some of the qualities of entrepreneurs, and to learn to develop such qualities, there are psychological driving forces behind them.

Mitchell, (2015), identified three major perspectives that scholars have identified to influence an immigrant to turn into entrepreneurship and these include the cultural perspective; the structural perspective and the mixed perspective. The cultural perspective states that a person’s cultural background determines whether the person is prone or not, to an entrepreneurial endeavor, while the structural perspective, argues that an immigrant’s pre-disposition to become an entrepreneur depends on the economic nature, the need to survive or make a living and the mixed embedded perspective concludes that an immigrant entrepreneur is a product of both culture and necessity.

According to Fatoki (2014), individuals have various motivations for becoming entrepreneurs and these motivations can be classified under push and pull factors, where push factors are characterised by personal or external factors and include issues such as unemployment, redundancy, and lack of job or career prospects, while pull factors are those that draw people to start businesses and include opportunities identification. The writer points out that push and pull factors can be compared to necessity-based entrepreneurship and opportunity-based entrepreneurship, where
opportunity entrepreneurs are influenced by pull factors to start a business, while necessity entrepreneurs are affected by push factors. In South Africa, immigrants often start their businesses based on push (necessity) factors rather than pull (opportunity) factors, Fatoki (2014). Stephan et al (2015) say push factors which motivate individuals to choose to become entrepreneurs are mainly a combination of negative elements of the environment, resulting in the entrepreneurial motivation being based on need and such entrepreneurs are necessity driven entrepreneurs, while pull factors are conceived as positive factors within the environment which aid an entrepreneur in opportunity recognition. The authors say that literature acknowledges that necessity driven entrepreneurs often lack the required skill to pursue business opportunities and therefore, the likelihood for survival on a longer run is therefore low. The decision to pursue entrepreneurial interests is often preceded by extensive analysis and planning and this type of entrepreneurs are opportunity driven and they have the propensity to survive on a longer run and eventually provide means of employment for people, and contribute more towards economic development and growth (Gray et al 2006).

Levie & Hart, (2013) argue that necessity driven motives for entrepreneurship go beyond the unemployment but also other factors such as being the minority at work place, lack of recognition in the social environment, etc. can play roles for individuals to take up entrepreneurship. Afewerki (2015) says that research on Immigrant Entrepreneurs stipulate that they initially open up their ventures to cover the needs of other immigrants of various ethnic or socio-cultural classes and are mostly concentrated on the lower segments of the labour market, however, through time, a gradual expansion of their market segments towards a much broader market can be attained. Additionally they provide a set of connections and regular patterns of interaction among people sharing common national background or migration experiences. Chrysostome, (2010) says that in the earlier research on Immigrant Entrepreneurship, there was a general consensus that the immigrant ventures were meant as the only way of survival in the host country, however, currently the concept is heterogeneous and
refers to many immigrant entrepreneurs who start their own business not because of the usual obstacles they face in the host country, but as a consequence of the immigrants wanting to exploit business opportunities and make money.

According to the World Migration Report by Marchand and Siegel (2015), the main possible motivations of migrants for becoming entrepreneurs include: 1. Extrinsic Rewards, which are the economic reasons that motivate entrepreneurs to work; 2. Intrinsic Rewards, which are related to self-fulfillment and growth; 3. Independence and Autonomy, which is the desire to be one’s own boss; 4. Family Security, where entrepreneurship is seen as a way to secure a job for oneself as well as for family members; 5. Necessity, which occurs when there is no, or there are limited, options; 6. Opportunity, when one takes advantage of a spotted opportunity and 7. Upholding tradition, where it is a family tradition to run a business. The authors go further to say that it is important to note that the motivational factors are different for every person, and often, it is also not just one factor driving the entrepreneurial decision, but a combination of factors.

Taylor (2018), says that Immigrant Entrepreneurs are motivated by varied factors, where Albanians in Macedonia were motivated by the opportunity to be independent, the Dutch in New Zealand were motivated by social acceptance and wanting to fit into the host country’s society, and some ethnic entrepreneurs open businesses as a means of overcoming social challenges, such as limitations in using the native language (i.e., to improve their language acquisition) and being recognized as having qualifications that allow them to contribute to society.

EESC, (2012) say that migrants from different regions of origin have different propensities to become entrepreneurs, with Asian migrants having the highest propensity and Latin-American and African migrants the lowest. They said the differences in education and wealth may explain an important part of the differences in entrepreneurship behaviour between migrant groups. Some origin countries traditionally have a higher share of entrepreneurs in their economies, and individuals that migrate from such countries are more likely to establish businesses in recipient countries.
2.3.2 Contribution and Significance of Immigrant Entrepreneurship to Host Countries

According to Fritsch (2013), Immigrant Entrepreneurs have a positive value to economic growth and are globally perceived as being highly skillful, entrepreneurial and needed for growth, development and innovation with their contributions being visible in most countries, in both developed and developing economies.

Fairlie & Lofstrom, (2013) say that most developed and developing countries have created special visas and entry requirements in an attempt to attract immigrant entrepreneurs who make substantial contributions to business ownership, business income and employment in the United States of America. They said statistics indicate that there are 2.4 million immigrant business owners, (representing 18.2 percent of all business owners) and 16.3 percent immigrant work force in USA, implying a higher business ownership rate.

According to EESC (2012), the contribution of migrant entrepreneurial activities in Europe has been increasing over the last decade and they contribute to the economic growth of their local area, often rejuvenating neglected crafts and trades, and increasingly participating in the provision of value-added services and also forming important bridges to global markets. In addition, the authors said that migrant entrepreneurial activities in Europe are important for the integration of migrants into employment, through creating employment for themselves, but also increasingly for the native population. The writers further indicated that migrant entrepreneurs also enhance social opportunities for migrants, create more social leadership, increase self-confidence and promote social cohesion by revitalising streets and neighbourhoods.

EESC, (2012), says that the contribution of migrant entrepreneurs to European Union countries comes in three (3) main areas which are labour; economy and trade. The EU Labour Force Survey (1998-2008) highlights the positive contribution of migrant entrepreneurs to employment with the number of individuals employed by migrant entrepreneurs increasing in Spain, Italy, Austria, Germany, and the Netherlands, while in the United Kingdom and France, the contribution to employment has been consistently high, (EESC 2012).
Literature says that migrant entrepreneurs’ contributions are not limited to job creation; but they also contribute to the overall economic growth of the receiving country in the EU, with data from France showing that in 2009, immigrants in France received EUR 47.9 billion from the French state (welfare, housing, education, etc.), but they contributed EUR 60.3 billion, thus immigrants contributed a net EUR 12.4bn to public finances (EESC, 2012).

Migrant Entrepreneurs also help create trade opportunities for the receiving country by lowering trade-related transaction costs with their countries of origin, using their contact networks and knowledge about the markets in their countries of origin. For example in Sweden, 22% of foreign-owned businesses target their goods and services, towards the international market, compared with 15% of native-owned businesses. It has also been shown that a 10% increase in the migrant stock in Sweden has been associated with a 6% increase in exports and a 9% increase in imports on average. This finding suggests that migrants can play an important role as facilitators of foreign trade by reducing implicit trade barriers with their countries of origin. In UK, Migrant Entrepreneurs provide direct access to a growing Diaspora community, with an estimated disposable income in excess of EUR 30 million, as well as opening up new business opportunities in global markets such as India, China and countries in Africa, the Caribbean and Latin America (EESC, 2012).

Marchand and Siegel (2015) say that immigrant entrepreneurs and their businesses also contribute to the host country economy through increased trade and use of networks in home and host countries, to establish trade links across borders. They can also utilize the networks for their own businesses by importing goods from abroad to sell or use for production. They may also export their own products and services to the home country, thus increasing host country exports, and in addition, may also facilitate trade between third parties, for example business partners in both countries and in the cities where they reside. Marchand and Siegel (2015), also say that there is evidence that migration increases FDI inflows to countries of destination and where this is the case, these increased FDI flows are a positive effect of Immigrant Entrepreneurship for the cities reached by these investments.
According to OECD/ILO (2018), there are three main dimensions of the economic contribution of immigrants in developing countries, which are Labour Markets, Economic Growth and Public Finance.

Labour Markets look at how well immigrants are integrated into the host country’s labour markets which are directly linked with their economic contribution to their destination countries. Immigrants in most host countries have higher labour force participation and employment rates than native-born workers. However, the quality of jobs that immigrants usually take remains a concern because they often face a lack of decent work. Economic growth is the estimated contribution of immigrants to gross domestic product (GDP) of the host countries while Public finance is how immigrants affect the fiscal balance and the quality of Public Services in developing countries? Immigrants help increase overall government revenues, but the increase may not be always sufficient to off-set the public expenditures they generate and the net fiscal contribution is therefore generally positive but limited (OECD/ILO 2018).

Fatoki (2014) says that immigrant entrepreneurs create jobs for both immigrants and natives, as most Immigrant Entrepreneurs start by employing relatives or fellow immigrants from the home country, but as the business grows, more natives (South Africans) are employed, and thus, once the business is well-established, the major beneficiaries in job creation are South Africans. According to Fatoki (2014), immigrant entrepreneurs in RSA are mainly in retail or service sectors rather than production activities and about 80 per cent of African Immigrant Entrepreneurs interviewed in South Africa employ South Africans in their businesses, thus entrepreneurial skills are transferred from Immigrant Entrepreneurs to their South African employees. Therefore, Immigrant Entrepreneurs contribute to the growth and development of South Africa.

2.3.3 Theoretical Perspectives of Immigrant Entrepreneurship (IE).
This section will examine the theoretical perspectives of the study of immigrant entrepreneurs that will be used in analysing the contribution and constraints of
immigrants in Zimbabwe. According to Volery, (2007) the main theories developed on the study of I E are: cultural theory; middleman minority theory; ethnic enclave; labour disadvantage theory and opportunity structure theory. This is also supported by Omisakin (2017), who indicates that several theoretical paradigms are relevant to the investigation of immigrants’ business opportunities, but the most prominent being the five listed above.

According to Afewerki (2015), the theories and perspectives of success, performance and contribution of immigrant businesses can be categorized into three main perspectives: Supply side perspectives, (the cultural and ethnic perspectives) and the Demand side perspectives, (the labour disadvantage perspective) and the institutional perspective, (context which shapes the interplay between the demand and supply perspectives).

2.3.3.1 Cultural theory
Afewerki (2015) says that cultural theory is commonly called “Cultural thesis” and it states that immigrants bring with them unique characteristics that assist them in succeeding in doing business in the host society. The cultural perspective also suggests that immigrants who relocate to their host country with: entrepreneurial skills and abilities previously developed in their home country; a pre-migration cultural tradition of entrepreneurial mentality; great knowledge of an ethnic social network, and with an ethnic niche market, will be successful in their immigrant entrepreneurial performance (Chrysostome & Arcand, 2009). Cultural theory also suggests that ethnic and immigrant groups have culturally determined features such as commitment to hard work; living in austerity; membership in a strong ethnic community; accepting risk; accepting social value patterns; and orientation towards self-employment (Masurel et al., 2004).

2.3.3.2 Ethnic Enclave Theory
According to Afewerki (2015), the idea behind enclave theory is that newly arrived immigrants can find opportunities in locations where there are businesses that are
already set up by immigrants from the same ethnic group, and ethnic enclaves are characterized by spatial concentration of businesses owned and operated by immigrants from the same country of origin (or their direct descendants) to serve their own market as well as the mainstream society. A substantial proportion of workers from the same country (Co-ethnics) are employed in these firms and the firms are not limited to a single economic niche, but rather in a variety of manufacturing and commercial sectors.

2.3.3.3 **Opportunity structure theory**

According to Aldrich and Waldinger (1990), migrant opportunity structure is made up of “market conditions, access to ownership, job market conditions, and legal and institutional frameworks”. Opportunity structures may be available as channels through which migrant entrepreneurs can access business opportunities. The idea behind the opportunity structure theory is that the host country may have demands for small-scale commercial activities that do not favour the big scale distribution and production or not appeal to the interest of the native entrepreneurs; hence the barrier of entry is low for the immigrants to achieve access to business ownership Zhang, (2010). Another typical opportunity can emerge from the development of a new ethnic community, which has specific needs which only co-ethnics are capable of satisfying (Volery, 2007). An opportunity structure can also include other conditions, such as the legal and institutional framework which can limit opportunities no matter how big the market is (Volery, 2007). The institutional structure is critical in the emergence of business ventures and therefore entrepreneurial performance and success will vary depending upon the policy initiatives designed by the government (Kloosterman & Rath, 2001). The policy on immigrant entrepreneurship is mainly focused on the stimulation of immigrant businesses development through education and training, information provision and relaxation of regulations as well as through financial incentives and loans. General government policies can also affect the opportunities available to immigrants to start a business or the types of businesses (Aldrich & Waldinger, 1990). Many communities have zoning and regulations, which prohibit certain types of businesses to be operated by immigrants, (van Delft et al., 1999), and Zimbabwe is a typical scenario. According
van Delft et al., (1999), immigrant entrepreneurs also lack access to formal knowledge and consequently lack awareness about host countries laws and regulations and this is a major weakness of immigrant businesses especially in the start-up phase and there is a need for the establishment intermediaries or agencies that could co-ordinate movement of information. However, Van Delft et al., (1999), argue that there is no uniform panacea or policy measure that may act as simple remedy as immigrant entrepreneurs are diverse in nature. The success and failure of a specific policy targeting immigrant entrepreneurship is dependent on the condition of the immigrants and the assessment of the needs of immigrant entrepreneurs.

Unlike markets with low economies of scale that do offer opportunities for immigrants (of which a typical example is the retail business), the existence of high entry barriers, can limit opportunities to immigrants wanting to enter the open market, which is occupied by local entrepreneurs (Kloosterman & Rath, 2001). However, these authors claim that immigrant entrepreneurs not only take advantage of the opportunity structure, but also have the tendency to create their own opportunity through innovative ideas that may not have previously existed, for example, the introduction of ethnic (exotic) food to the mainstream population. Opportunity structure is however criticized for failing to consider the external environment and the differences between ethnic groups on immigrant entrepreneurship (Zhang, 2010).

### 2.3.3.4 Labour Disadvantage Theory

The disadvantage theory of business enterprise suggests that entrepreneurship is a common response by minorities to blocked opportunities in the economic mainstream (Boyd, 2000). Labour disadvantage theory involves a set of structural circumstances, which the immigrant groups encounter in host countries that direct them into entrepreneurship (Lo, et al 2002). The labour market disadvantage indicates that it is the desperate situation that the immigrants face upon arrival in host countries that prompts them to take up self-employment, as it is the only option they have (Volery, 2007). From this perspective the elements that influence entrepreneurial success, performance and contribution are the commitment and the determination to succeed by the immigrant, and self-employment is the only viable job alternative (Chrysostome &
Arcand, 2009). Disadvantages in the labour market, such as unemployment; fear of unemployment or under employment often compel members of underprivileged minorities to pursue independent means of livelihood (Boyd, 2000). This theory implies that most immigrants have significant disadvantages hampering them upon arrival, but, at the same time steering them to self-employment as it is their only alternative to solve unemployment (Volery, 2007). Entrepreneurship or self-employment amongst immigrants maybe a result of, firstly, their lack human capital skills such as language, education and experience, which prevent them from obtaining salary jobs, thereby leaving self-employment as the only option and secondly, lack of mobility due to poverty, discrimination and limited knowledge of the local culture, leading ethnic minorities to seek self-employment. According to Bates, (1997), research findings suggest that among ethnic minorities, entrepreneurship is a way to cope with low prospective returns to salary work because of discrimination, language barriers, incompatible education and training, non-transferability of human capital and blocked promotional paths. For immigrants, human capital acquired in the home country is often not transferable to the primary job market in the host country, but can be applied toward self-employment, (Tienda & Raijman, 2004). Therefore, self-employment appear more attractive than the wage and salary sector because it promises higher earnings, enhanced professional standing, a greater sense of independence and flexibility to accommodate family needs (Fairlie & Meyer, 1996).

Labor market disadvantage theory is criticized for failing to explain differences in self-employment rates between equally disadvantaged immigrant groups and overplaying the structural dimension at the expense of cultural processes (Vinogradov, 2008).

2.3.3.5 Middleman Minority Theory

Middleman minorities are minority entrepreneurs who mediate between the dominant and subordinate groups, that is, between immigrant markets and suppliers; and their customers who are typically members of marginalized racial or ethnic groups that are segregated from the majority group. These are minority groups serving an intermediary position between the majority group and other segregated minority groups, (Tucker, 2007). In contrast to many ethnic minorities, the middlemen occupy a unique position of
intermediate rather than low status, and they usually operate in selected occupations (e.g., bankers, brokers, launderers, and restaurateurs) between the elite and the masses; between the producers and the consumers (Afewerki, 2015). Key characteristics and the tendencies of middleman minorities are to be sojourners (people who intend to return to their country of origin) and because of this their migration is economically driven (Tucker, 2007). Afewerki (2015) says, for Immigrant businesses serving the needs of immigrant population to start-up, grow and succeed according to this theory, two conditions have to be met. The first is that there must be enough customers for the products sold by these businesses, and secondly, the immigrant entrepreneurs (middleman minorities) in contrast to being sojourners, should have an intention to permanently settle in the host countries and also bring their families along, otherwise, the immigrant community may be too small to generate demand for the products, and investments for the business may not be available if money has to be remitted home to family and relatives, thereby negatively impacting the availability of, for example, start-up capital (Afewerki, 2015).

2.3.4 Analytical Perspectives on Contribution of Immigrant Entrepreneurship

According to Afewerki (2015), the theories and perspectives of success, performance and contribution of immigrant businesses can be categorized into two main perspectives: Supply side perspectives, such as: the cultural and neo classic perspectives; and the Demand side, such as: the labour disadvantage perspective and the condition or the context which shapes the interplay between the demand and supply perspectives, i.e., the institutional perspective.

The labour market disadvantage perspective indicates that it is the desperate situation that the immigrants face upon arrival in host countries that prompts them to take up self-employment, as it is the only option they have (Volery, 2007). From this perspective the elements that influence entrepreneurial success, performance and contribution are the commitment and the determination to succeed by the immigrant, and self-employment is the only viable job alternative (Chrysostome & Arcand, 2009). The cultural perspective on the other hand suggests that, immigrants move to a host country with own entrepreneurial abilities which they have already developed in their home country.
According to this perspective, the pre-migration cultural tradition of entrepreneurial mentality, the ethnic social network and the ethnic niche market are the elements that are critical for the immigrants’ entrepreneurial success and performance (Chrysostome & Arcand, 2009).

According to the Neo-classic perspective, entrepreneurship is a result of arbitration between the earnings expected from self-employment and the wages expected from being an employee, hence, entrepreneurial performance and success is influenced by risk management, innovative ideas, managerial skills, education level and work experience (Chrysostome, 2010). Similarly, the institutional perspective, argues that the institutional structure is critical in the emergence of business ventures. According to this view entrepreneurial performance and success will vary depending upon the policy initiatives designed by the government (Kloosterman & Rath, 2001).

Thus, based on the above discussions, the elements that influence the entrepreneurial performance and success among immigrants can be categorized into five categories namely: ethno-cultural, financial, managerial, behavioral and institutional framework (Chrysostome & Arcand, 2009).

### 2.3.4.1 Ethno-Cultural elements

According to Afewerki (2015), the key components of the ethno-cultural elements that are critical for the immigrants’ entrepreneurial success and performance are the ethnic niche market, ethnic social network and ethnic labour.

The term market niche in immigrant entrepreneurship context refers to the market in which mainstream entrepreneurs are not doing business given the opportunity structure of the host country (Chrysostome & Arcand, 2009). This is very important to the success and performance of immigrant entrepreneurs. Some of the reasons for the success of immigrant entrepreneurs can be explained by the low interest of native entrepreneurs in such markets because they are deemed not to be generating sufficient economic rewards and the lack of appropriate skills by the natives.

According to Chrysostome & Arcand, (2009), there are two types of market niches: the **ethnic** and **non-ethnic** market niches. The ethnic niche market refers to the co-ethnic consumers of the immigrant entrepreneurs. In general this market is targeted with ethnic
products such as ethnic food, ethnic newspapers (Chrysostome & Arcand, 2009). In this market the immigrant entrepreneurs; in addition to providing ethnic products to their ethnic market, they can easily develop profitable social networks with their co-ethnic consumers because they share the same culture and identity with them (Chrysostome & Arcand, 2009). The ethnic market niche is critical element in the performance and success of the immigrant entrepreneur because of their competitive advantages. The ethnic solidarity which the immigrants get from their ethnic communities through various social actions can also help maintain or increase the ethnic market share.

The size of the ethnic market share of the immigrant entrepreneur is influenced by the size of the ethnic community, and if the size of the ethnic market share is not large enough to generate a sufficient volume of sales to cover the costs incurred in operating the business, the critical ethnic skills of the immigrant entrepreneur will become useless (Chrysostome, 2010).

Businesses in the non-ethnic market niche on the other hand do not require any ethnic products or ethnic community and unlike the ethnic market niches that cannot be considered by the native entrepreneurs because of their limited skills for such a market niche, these markets are generally neglected by native entrepreneurs because of the insufficient return they offer and the effort that targeting such markets requires (Chrysostome & Arcand, 2009). A typical example of this type of market is the parts trading business.

The success of the immigrant businesses in this market is influenced by the fact that the immigrant entrepreneurs in this market do not face any significant competition from mainstream entrepreneurs because they are not attracted by the effort required to satisfy the non-ethnic market niche and the low return it provides.

2.3.4.2 Access to finance

One of the most important barriers preventing would-be entrepreneurs from starting businesses and small businesses from growing is inadequate access to financial capital (Fairlie, 2012). Immigrant entrepreneurs particularly, find it very difficult to have access to financial resources from the formal financial sources, such as banks and other types of financial institutions. This situation can even be worse for the necessity immigrant
entrepreneur because their businesses generally do not involve any innovative product or activity that can impress financial institutions (Chrysostome & Acrand, 2009). Fairlie, (2012), claims that there is a strong positive correlation, for example, between startup capital; business performance, and eventually business contribution to host country, as firms with higher levels of startup capital are less likely to close and have higher profits and sales, and are likely to hire more employees. This positive relationship is consistent with the inability of some immigrant entrepreneurs to obtain the optimal level of startup capital because of borrowing constraints (Fairlie, 2012).

According to Fairlie (2012) the most common source of startup capital for immigrant firms is from personal or family savings and in addition to personal savings, immigrant business owners also commonly use personal and family assets and home equity loans to finance business startup.

2.3.4.3 Human capital/managerial resources

The managerial aspect of the immigrant business owner is also important determinant of immigrant business performance, success and contribution and is mainly associated with the educational background and previous experience of the immigrant entrepreneurs. Brüderl et al., (1992), distinguishes between general and specific human capital.

The general human capital is measured in terms of years of schooling and years of working experience.

The notion of specific human capital can be further divided into industry specific and entrepreneur specific human capital. The most important indicator of entrepreneur specific human capital is years of schooling and the prior self-employment experience. A second indicator is the leadership experience i.e. experience in managing and directing employees. The third indicator is the parental self-employment.

Educational level plays an important role in the performance and success of the immigrant entrepreneurs, in such a way that it helps the entrepreneurs understand the challenges faced in the host country and devising the best approaches to meet those (Chrysostome & Arcand, 2009). According to Fairlie & Lofstrom, (2013), although its role in explaining entry into business ownership is unclear, education is also likely to
generate skills that are associated with greater success, such as the analytical ability, communication skills, and other skills needed to run a business successfully. Therefore, the education level plays an important role in the decision process of the immigrant entrepreneur (Chrysostome, 2010).

As indicated above, the immigrant’s previous experience, (such as the leadership experience including experience in managing and directing employees and previous business ownership experience) can also be crucial for immigrants’ entrepreneurial activities (Brüderl et al., 1992). Having the experience of exposure to the challenges related to starting a new business, can make the immigrant entrepreneurs to learn and develop relevant managerial skills in their home country before they leave for their host country (Chrysostome & Arcand, 2009).

Children of entrepreneurs often have access to their parents’ workplaces from childhood and in the process they acquire entrepreneurial qualification and at the same time have their self-employed parents serving as role models (Brüderl et al., 1992). This is mostly common amongst retail entrepreneurs of Asian origins, the Indians.

Learning can result from both positive and negative previous experiences. When a previous venture was successful, the immigrant entrepreneur tends to replicate the previous successful business practices, but in the case of failure of a previous venture, learning occurs as the immigrant entrepreneur tends to avoid the mistakes that led to the previous failure (Chrysostome & Arcand, 2009).

2.3.4.4 Individual behavioral elements

Individual behavioural factors in this thesis’s context include the important personality traits that are crucial when one runs a business. Risk aversion and commitment can especially be important indicators of entrepreneurial performance and success.

Tang & Tang, (2007) describe risk-taking propensity as an individual’s current tendency to take or avoid risks. Risk taking is considered to be a fundamental part of entrepreneurship because a person cannot know with certainty if the desired products can be produced to meet the needs of consumers, or if profits can be generated (Tang & Tang, 2007). It was found that managers’ risk aversion and their investment decisions are negatively correlated (Chrysostome & Arcand, 2009). The higher the degree of risk
aversion, the lower is the earnings. Entrepreneurs with higher motivations are expected to exhibit lower level of risk aversion propensity because they have the desire to fulfill their need for self-actualization even if the situation they are facing are full of uncertainty and unpredictability (Tang & Tang, 2007).

Risk aversion can be a serious impediment to entrepreneurship in general and immigrant entrepreneurs in particular given their specific circumstances, because immigrant entrepreneurs who have high risk aversion tend to overestimate the probability of loss resulting from strategic choices that have uncertain or unforeseeable outcomes, the immigrant entrepreneurs who have a low risk aversion on the other hand tend to overestimate the probability of gains (Chrysostome & Arcand, 2009).

Commitment is also critical for necessity immigrant entrepreneurs, (especially because starting up a business represent the last resort in the host country) as it assures the continuous existence of the business given the very challenging circumstances of their businesses.

For example, some Indians, Chinese, Jewish and Iranian immigrant entrepreneurs are particularly prepared for such commitment because family business is almost part of their cultures. The failure of their entrepreneurial activities is seen in general as a failure of a family dream they have been nurturing for many years and they are aware of the various psychosocial consequences that such a failure can have on them. Therefore they make an incredible amount of sacrifices by; working long hours, their readiness for demanding work and less time for both family and social life, and inadequate salary in order to overcome the challenges they face (Chrysostome, 2010).

2.3.4.5 Institutional framework

The policy on immigrant entrepreneurship is mainly focused in the stimulation of immigrant businesses development through education and training, information provision and relaxation of regulations as well as through financial incentives and loans. Waldinger, et al., (1990), argue that the general government policies can affect the opportunities available to immigrants to start a business or the types of businesses they start. For example, many communities have zoning and regulations, which prohibit certain types of businesses to be operated by immigrants, a typical scenario in
Zimbabwe. Immigrant entrepreneurs also lack access to formal knowledge and consequently lack awareness about host countries laws and regulations. This might contribute in such a way that the ethnic resources may have positive or negative impact on the performance of immigrants businesses.

Van Delft et al., (1999), argue that there is no uniform panacea that may act as simple remedy (policy measure) as immigrant entrepreneurs are diverse in nature. The success and failure of a specific policy targeting immigrant entrepreneurship is dependent on the condition of the immigrants and the assessment of the needs of immigrant entrepreneurs. For example the provision of training courses should be fine-tuned to the needs of the immigrant entrepreneurship.

Mastery of the host country language is key, but the success of the policy, and hence, the success of immigrant businesses is also conditioned by their provision of reliable service, business ethics and good corporate citizenship and not least professionalism as well as assessing the conditions for higher education enrolment is also important performance contributor (van Delft et al., 1999). Lack of information is a major weakness of immigrant businesses especially in the start-up phase. According van Delft et al., (1999), there is a need for the establishment intermediaries or agencies that could co-ordinate movement of information.

The presence of clear financing scheme is also important especially to the maturity of immigrant businesses (Chrysostome, 2010). The facilitation of these financial support schemes for specific ethnic entrepreneurial initiatives might include, the provision of risk capital, lease of buildings, franchising, local enterprise funds, trust funds, soft loans…etc. According to Desiderio, (2014), targeted business-support programs for immigrant entrepreneurs are necessary.
## 2.4 Empirical Findings on Immigrant Entrepreneurship

Table 2.1: Previous Studies on Immigrant Entrepreneurship

<table>
<thead>
<tr>
<th>Article</th>
<th>Research Objective</th>
<th>Theoretical Perspective</th>
<th>Country</th>
<th>Immigrant Group</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bagwell (2006)</td>
<td>To explore traditional cultural influences on business practice.</td>
<td>Mixed embeddedness</td>
<td>UK</td>
<td>Vietnamese</td>
<td>Attitudes towards the family, trust, and language have a key impact on the start-up and operation of businesses. Intergenerational differences found. Mixed embeddedness approach needs to incorporate a historical dimension.</td>
</tr>
<tr>
<td>Barett, Jones &amp; McEvoy (2001)</td>
<td>Influences of the socio-economic situation and unintended outcomes of government policy on ethnic minority business</td>
<td>Mixed embeddedness</td>
<td>Britain</td>
<td>Black Caribbeans, South-Asians</td>
<td>Support policy is ineffective. Unintended outcome - entry of large scale chains into formerly protected niches of South-Asian owned businesses</td>
</tr>
<tr>
<td>Basu &amp; Goswami, (1999)</td>
<td>Relationships between socio-economic, social &amp; cultural factors &amp; growth</td>
<td>Cultural thesis</td>
<td>Britain</td>
<td>Indian, Pakistani, Bangladeshi, East-African</td>
<td>Moving away from a style of management based on immigrant culture has a positive impact on growth. Strengthening links with the country of origin has the same effect. Human capital is more crucial than financial resources.</td>
</tr>
<tr>
<td>Clark &amp;</td>
<td>Influence of</td>
<td>Blocked</td>
<td>Britain</td>
<td>Indians,</td>
<td>Discrimination contributes to ethnic minority</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Author(s)</th>
<th>Focus</th>
<th>Controls</th>
<th>Findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Van Tuergen, (2005)</td>
<td>Examining the role of Immigrant’s country of origin, country of destination &amp; combination of thereof in the likelihood of immigrant being self-employed.</td>
<td>Multiple alternatives are described-no particular alternative is emphasized.</td>
<td>Multiple</td>
</tr>
</tbody>
</table>

*Adopted from Vinogradov (2008)*
2.5 CRITIQUE OF LITERATURE AND RESEARCH GAP

Most of the existing literature on immigrant entrepreneurship refers to experiences in other countries, mainly America, Europe and Asia. There is no literature that relates to immigrant entrepreneurship in Zimbabwe.

The reviewed literature does not clearly state how I E contributes to the development of the host country, more so in the Zimbabwean scenario. Whilst literature claims that there is a positive relationship between I E and the economic development, trade, labour, social and public finance of the host country, this however is not the position in Zimbabwe. This could therefore mean that there are other forces working against achieving what literature has prescribed and this study is therefore meant to assess on all possible reasons for the country’s failure to achieve expected benefits of Immigrant Entrepreneurship.

Also, the bulk of the available literature on IE is mainly on developed countries, with very few studies having been done on developing countries. Studies on entrepreneurship and the ethnic groups in Zimbabwe were not included. Therefore, the available literature has a weakness because it does not address the research objectives cited above; hence this investigation was aimed at filling this research gap by investigating the contribution of immigrant entrepreneurship in Zimbabwe.
### 2.6 CONCEPTUAL FRAMEWORKS ON IMMIGRANT ENTREPRENEURSHIP

**Figure 2.1 Conceptual frameworks on IE**

<table>
<thead>
<tr>
<th>Independent Variables</th>
<th>Assumed causes of IE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Push factors (necessities)</td>
<td></td>
</tr>
<tr>
<td>Pull factors (opportunities)</td>
<td></td>
</tr>
<tr>
<td>Institutional frameworks</td>
<td></td>
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<tr>
<td>Psychological forces</td>
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<tr>
<td>Culture</td>
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</table>

<table>
<thead>
<tr>
<th>Dependent Variables</th>
<th>Assumed benefits of IE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labour Markets</td>
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<tr>
<td>Economic development</td>
<td></td>
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<tr>
<td>Trade Increase</td>
<td></td>
</tr>
<tr>
<td>Social Networks</td>
<td></td>
</tr>
<tr>
<td>Public Finances</td>
<td></td>
</tr>
</tbody>
</table>

**Extraneous Variables: affecting IE Relationship**

- Government Policy
- Resources Availability
- Effective Communication

*Adapted from Yin (2008)*
For Immigrant Entrepreneurship to successfully contribute to the host country, there are variables which have to be considered by the immigrants. These variables include existence of a need or necessity which has to be satisfied by taking up entrepreneurship or an opportunity to take advantage of. Existence of institutional frameworks on IE can also determine level and success of IE in the host country. Psychological forces like the immigrants’ attitude to risk and their culture are variables that can also determine the performance and success of IE. When all the independent variables have been considered and applied in support of IE, the host country is expected to benefit from the entrepreneurship resulting in increased labour markets; economic development; trade increase; enhanced social networks and even increase in the public finances. However, it is important to note that there are other external factors that affect the relationship between the causes and benefits of IE. These variables include existence or non-existence of government policy on IE; availability of resources (capital, financial, human) and existence of effective communication or lack of it. These extraneous variables can affect the relationship above resulting in distorted benefits of IE.

2.7 CHAPTER CONCLUSION
This chapter discussed the determinants, performance, constraints and contribution of Immigrant Entrepreneurs to host countries and looked at available literature and experiences in other countries, with previous studies mainly on North-America, Europe and Oceania. However, the available literature is weak because it does not answer the research objectives outlined in chapter 1; hence this study which seeks to examine contribution of Immigrant entrepreneurship from a Zimbabwean perspective. The study is guided by the conceptual framework in Figure 2.1 above and the research methodology discussed in the next chapter.
CHAPTER 3: RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter covered the research methodology used for the study. According to (Brynard, Hanekom & Brynard, 2014), research methodology refers to a systematic process that consists of sequential steps to be followed when conducting a research study. In this chapter, the researcher discussed the research design, the research philosophy, the research approach and the research strategy used to carry out the study. The researcher explained the rationale for using a single-case study and justification for the research design including the sampling techniques, data collection methods and instruments as well as the data analysis and validation.

3.2 RESEARCH DESIGN

Research design is the plan, structure and approach used to achieve the research objectives and to answer the research questions (Chisnal, 2005:18). It is the logical sequence that connects the empirical data to the study’s initial research questions and ultimately to its conclusions (Yin, 2003). It is the “glue” that holds all the elements in a research together.

According to Saunders et al (2009), there are three main types of research design which are exploratory; descriptive and causal (explanatory). The researcher used the exploratory research design, and Saunders et al (2009), say that it is a valuable means of finding out what is happening; seeking new insights; asking questions and assessing phenomena in a new light. The justification for choosing this design is because the problem under investigation has not been studied more clearly in Zimbabwe before and the research is meant to discover ideas and insights into the problem.

3.3 RESEARCH PHILOSOPHY

According to White (2000) research can be carried out by either using the qualitative or quantitative approach or a combination of the two approaches, and the process of enquiry in science is the same whatever method is used.
3.3.1 Quantitative Approach

Burns and Bush (2014), states that quantitative research approach reveals generalisable information for a large group of people and the data can be quantifiable. According to White (2000), quantitative research is an iterative process through which evidence is evaluated, and theories and hypotheses are refined and tested. Quantitative approach is associated with positivism research philosophy, and it employs empirical methods and makes extensive use of quantitative analysis, or develops logical calculi to build formal explanatory theory. Positivism applies to natural sciences where reality is external and objective; and knowledge is based on observation and results in law-like generalisations.

3.3.2 Qualitative Approach

Bradley (2013:236) defines qualitative research as a holistic approach that encompasses techniques that attempts to gain an understanding of the existence of attitudes and opinions. The author continues to say, rather than measurement tools associated with quantitative methods, qualitative research make use observations, discussions and projective methods to obtain elicit responses which do not measure the amount of emotion or opinion, but could give an indication of the dominant feeling. On the other hand, Silverman (2000), explains that qualitative research is often treated as a minor methodology and further goes on to suggest that it should only be contemplated at early or exploratory stages of a study and can thus be used to familiarise the researcher with a setting, and formulating a theory before the serious sampling and counting begins.

Qualitative approach is associated with interpretivism research philosophy where the researcher must understand differences between humans in their roles as social actors who interpret these roles according to their own meaning and understanding, thus the researcher has to adopt an empathetic stance. This philosophy emphasizes the differences between conducting a research among people rather than objects.
3.3.2.1 **Merits of Qualitative Research Method**

Qualitative methods use open-ended interviews to explore opinions, behaviours and attitudes of individuals or groups of individuals (White, 2000). The data collected by means of such methods is usually in the form of descriptions. Silverman (2000) says the merits of this approach is that it provides a deeper understanding of social phenomena than would be obtained from purely quantitative data. In the same vain, Mark *et al.* (2005) states that qualitative methods are flexible as compared to quantitative methods and that they allow more spontaneity and adaptation of the interaction between the researcher and the respondent.

3.3.3 **Selecting the Suitable Approach**

According to Denzin and Lincoln (2005), the main difference between qualitative and quantitative research is that qualitative research generates, rich, detailed and valid data that contributes to in-depth understanding of the context while quantitative research generates generalisable and quantifiable data for a large population. The choice of whether to use quantitative or qualitative research depends on the nature of the research, the type of information, availability of resources and the context of the study (Yin, 2008). This research used a qualitative approach, and the information required to answer the research questions was obtained through personal interviews to explore experiences, ideas, perspectives, views and situations with a small number of respondents (which enabled the researcher to gain an in-depth understanding) and also access to reality was achieved through social actors (humans) and constructions.

3.4 **RESEARCH STRATEGY**

Yin (2008), says that case studies, experiments, surveys, histories and the analysis of archival information are the various many ways of doing research. He further states that these strategies have peculiar merits and demerits depending on three conditions: 1) The type of research question. 2) The focus on contemporary as opposed to historical
phenomena; and 3) The control which the investigator has over the actual behavioural phenomena.

Yin, (2008) says that a case study comprises questions like ‘how’ and ‘why’ about a contemporary set of events, over which the investigator has little or no control.

### Table 3.1: Relevant situations for different research strategies

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Form of research question</th>
<th>Requires control of behavioural events</th>
<th>Focuses on contemporary events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experiment</td>
<td>How, Why?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Survey</td>
<td>Who, What, Where, How many, How much?</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Archival analysis</td>
<td>Who, What, Where, How many, How much?</td>
<td>No</td>
<td>Yes/No</td>
</tr>
<tr>
<td>History</td>
<td>How, Why?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Case study</td>
<td>How, Why?</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Source: Yin, 2008

According to the description of the presented Table 3.0 above, the three conditions illustrated consist of the type of research question posed, the extent of control that an investigator has over actual behavioural events and the degree of focus on contemporary as opposed to historical events.

Case studies focus on one or few instances and then give wider implications and provide an in-depth account of events, relationships or processes to discover things that are not apparent such as beliefs, attitudes, behaviours. Yin (2008) emphasizes that a case study is an empirical inquiry that investigates a modern phenomenon within its real-life context, especially when the boundaries between phenomenon and the context are not clearly evident. The case study method was chosen as the strategy used in the
research because it allowed the researcher to concentrate on fewer immigrant entrepreneurs to obtain an in-depth knowledge through qualitative means.

3.4.1 Advantages of the case study strategy
Case studies allow the researcher to use multiple sources and methods as part of the investigation, to deal with subtleties and complexities; relationships and processes in a holistic manner resulting in high validity (Yin, 2008). Case studies thus simplify complex concepts. According to Saunders et al (2009), case studies also expose participants to real life situations and they add value to participants through improving analytical thinking, communication, developing tolerance for different views on the same subject and ability to defend one’s own point of view with logic.
Case studies are also suitable where the researcher has little control over events.

3.4.2 Disadvantages of case study strategy
Yin, (2008), says that the greatest concern about the use of case study has been the lack of rigor, which is less likely to be present when using other strategies possibly because of the existence of a number of methodological texts that provide researchers with specific procedures to follow. The author goes on to say that case studies have also been criticised because they provide little basis for scientific generalisation. However, he further states that case studies like experiments are generalizable to theoretical propositions and not to populations or universes. The case study therefore does not represent a sample but the goal is to expand and generalise theories and not to enumerate frequencies.

3.5 DATA COLLECTION
3.5.1 Population
Polit & Beck, (2017), say that population refers to the aggregate or totality of all the objects, subjects or members that conform to a set of specifications that the researcher is interested in gaining knowledge. In this research the population constituted all
immigrants who are based in Harare and operate their own businesses and also the
government employees who deal with immigrants and/or investments.

3.5.2 Sampling Strategy
Sampling strategy is the process of selecting a portion of the research population in
such a way that the individuals represent the larger group from which they were
selected, to participate in a study, (Polit and Beck, 2017). According to Betram and
Christiansen (2014), there are two major types of sampling methods, namely, non-
probability and probability sampling. Probabilistic sampling is when there is a known
chance of someone being chosen and non-probabilistic sampling, when it is not exactly
known what the likelihood of being chosen is.

3.5.2.1 Purposive sampling
Purposive sampling defines a non-probability sampling technique that enables the
researcher to use his/her judgement to select cases that will be best able to answer the
research questions and to meet the research objective (Saunders et al., 2009). This is
one of the most common sampling strategies which involve grouping participants
according to pre-selected criteria relevant to a particular research question (Denzin and
Lincoln, 2005). According to Polit and Beck (2017), purposive sampling approach is
practical and economic, however, they say the disadvantage is that not every element
of the population has an equal opportunity of being included in the sample, therefore the
sample cannot claim to be representative thus limiting the generalizability of the
research results.

The study used non-probability purposive sampling because it allowed the researcher to
identify and choose immigrant entrepreneurs and other government officials who are
best able to answer the set questions and meet the objectives. The research had 5
government officials and 8 immigrant entrepreneurs.
3.6 RESEARCH INSTRUMENTS

The study used questionnaires and actual interviews to collect data.

3.6.1 Questionnaires

A questionnaire is a tool for gathering self-report information from the respondents about their attitudes, knowledge, beliefs and feelings (Polit and Beck, 2017). Questionnaires can be used to collect primary data. The researcher used a semi-structured questionnaire to gather focused, qualitative textual data.

The use of questionnaires has the following advantages and disadvantages (Salant and Dillman, 1994).

Advantages:

i. There is anonymity and respondents are comfortable to answer any question without feeling any pressure or bias.

ii. They are cost effective to administer.

iii. The questionnaire format was standardised for all respondents resulting in a rapid and efficient data collection process.

Disadvantages:

i. The respondents may misread or misunderstand questions, and as a result the response given will not be the correct one.

ii. The respondent may be interested in certain questions and lack interest in other thereby ending up partially completing the questionnaire.

iii. Forced rating scales for certain questions may cause respondents to choose from available responses, even if it would not portray their perceptions correctly.

To overcome these disadvantages, open ended questions were included in the questionnaire in an attempt to enable respondents to express their perceptions,
recommendations or suggestions in their own words. Personal interviews were also carried out.

3.6.2 Personal Interviews
According to Salant and Dillman (1994), a personal interview is a method of collecting data using an interview guide containing a list of pertinent questions for investigative enquiry. An interview guide was drafted using both the semi structured and unstructured open ended questions. This was done as to be able to gather in-depth information and allow room for probing for clarity on any responses. The interview guide was pre-tested before use in order to establish if it is useable and if the questions would be easily answered by the interviewees. The interviews were done face to face at the immigrants’ places of business.

This data collection has its merits and demerits according to Salant and Dillman (1994), which are listed below

**Merits of Personal Interviews:**

i. It offers room for further probing

ii. Non-verbal responses can be picked up by the interviewer

iii. Responses are immediate

**Demerits of Personal Interviews**

i. High costs

ii. Time consuming

The researcher used both methods of questionnaires and personal interviews to collect data on the same problem to assure validity of the research.

3.7 DATA ANALYSIS
Neuman (2006), states that there is no standard format in data analysis in a qualitative research. Qualitative data analysis can be described as the process of making sense
from research participants’ views and opinions of situations, corresponding patterns, themes, categories and regular similarities (Cohen et al., 2007). Gibbs (2007), says qualitative data analysis is a process of transformation of collected qualitative data, done by means of analytic procedures, into clear, understandable, insightful, trustworthy and even original analysis.

The data was analysed by going through all the questions and establishing common themes, patterns and relationships. The information gathered was all analysed against theory cited in the literature review and the appropriate inferences were made.

3.8 ETHICAL CONSIDERATIONS
In observance of ethical constraints underlying the undertaking of a research project, the following aspects were considered:

i. Permission to collect data

ii. Informed consent

iii. Confidentiality and anonymity

3.9 CHAPTER CONCLUSION
This research chapter looked at the research methodology and the design of the research which is the whole research plan. The main focus was on the research philosophy that was adopted which is an interpretivist research, with an inductive approach. A case study was used and data collected using both questionnaires and personal interview. Data displays and write-ups were chosen to analyse findings. In the next chapter the researcher discusses and analyse the findings of the research.
CHAPTER 4.0 RESULTS AND DISCUSSION

4.1 INTRODUCTION
In this chapter the researcher presents the research findings from in-depth interviews and analyses these results through the use of content analytic tables. The results in the tables were explained followed by a discussion of the implications and the link to literature. The chapter comprises of two sections that summarize the responses of the face-to-face interviews conducted with the Immigrant entrepreneurs, and the government officials who work for different departments and which are linked Immigrant entrepreneurship. The chapter will cover of all responses per each posed question during the interviews.

4.2 PART A: IMMIGRANT ENTREPRENEURS
Face-to-face interviews were carried out with the eight (8) Immigrant entrepreneurs who operated their own businesses in Harare. The respondents were 1 Chinese national, 2 Indians, 2 Cameroonian, 1 Nigerian, 1 Korean and 1 DRC national. The questions asked to these respondents were divided into 5 main sections which are:

A. Demographic information
B. Dimensions of contribution of immigrant entrepreneurs
C. Impact of immigrant entrepreneurship on identified dimensions.
D. Constraints of immigrants entrepreneurship in Zimbabwe
E. Government policy on immigrant entrepreneurship in Zimbabwe

4.2.1 Section A: Demographic & Background Information:
This section covers responses on:

- Age; gender and educational qualifications
- Ethnicity
- Type of business
- Number of employees, branches and family members in the business
Motivating factors to start business in Zimbabwe

Immigrant generation and period of doing business in Zimbabwe

Table 4.1: Demographic information of Immigrant Entrepreneurs

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Age</th>
<th>Gender</th>
<th>Education level</th>
<th>Ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>41 - 46</td>
<td>M</td>
<td>First Degree</td>
<td>Chinese, Asian</td>
</tr>
<tr>
<td>2</td>
<td>41 - 45</td>
<td>M</td>
<td>Diploma</td>
<td>Indian, Asian</td>
</tr>
<tr>
<td>3</td>
<td>Above 50</td>
<td>M</td>
<td>Other (High school)</td>
<td>Nigerian, African</td>
</tr>
<tr>
<td>4</td>
<td>Above 50</td>
<td>M</td>
<td>Other (High school)</td>
<td>Cameroon, African</td>
</tr>
<tr>
<td>5</td>
<td>46-50</td>
<td>M</td>
<td>First Degree</td>
<td>Cameroon, African</td>
</tr>
<tr>
<td>6</td>
<td>41 - 45</td>
<td>M</td>
<td>Masters</td>
<td>DRC, African</td>
</tr>
<tr>
<td>7</td>
<td>Above 50</td>
<td>M</td>
<td>First Degree</td>
<td>Korean, Asian</td>
</tr>
<tr>
<td>8</td>
<td>46-50</td>
<td>M</td>
<td>First Degree</td>
<td>Indian, Asian</td>
</tr>
</tbody>
</table>

Source: Primary data

Demographic information

All respondents in Table 4.2 were male adults who were above 40 years old and doing business in Zimbabwe. The respondents’ ethnicities were Asians and Africans. There were a total 4 Asians, 1 from China, 2 from India and 1 from Korea and the other 4 were Africans, 2 of who were from Cameroon, 1 from DRC and 1 from Nigeria. Five of the eight respondents have at least a first degree, one had a diploma and two had high school certificates. Therefore, all respondents had an appreciation of the issue under discussion.
### Table 4.2: Background information of immigrant entrepreneurs

<table>
<thead>
<tr>
<th>Respondent</th>
<th>No of employees</th>
<th>family members &amp; payment</th>
<th>Branches</th>
<th>Type of Business</th>
<th>Motivating factors</th>
<th>Generation &amp; period of doing bus. in Zim</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>100</td>
<td>2, yes</td>
<td>4</td>
<td>Manufacturing of synthetic hair products &amp; international trading</td>
<td>different lifestyle; abundant bus opportunities</td>
<td>1st, 8 years</td>
</tr>
<tr>
<td>2</td>
<td>19</td>
<td>1, yes</td>
<td>4</td>
<td>electrical, hardware &amp; farm equip trading</td>
<td>Seeking bus. opportunities</td>
<td>1st, 22 years</td>
</tr>
<tr>
<td>3</td>
<td>04</td>
<td>Nil, n/a</td>
<td>1</td>
<td>Auto spares trading</td>
<td>Marriage, support family</td>
<td>1st, 15 years</td>
</tr>
<tr>
<td>4</td>
<td>15</td>
<td>2, yes</td>
<td>1</td>
<td>Energy supply</td>
<td>Marriage, Untapped bus opportunities,</td>
<td>1st, 14 years</td>
</tr>
<tr>
<td>5</td>
<td>15</td>
<td>Nil, n/a</td>
<td>4</td>
<td>Household electricals, car &amp; home security systems</td>
<td>Family, peaceful environment</td>
<td>1st, 10 years</td>
</tr>
<tr>
<td>6</td>
<td>05</td>
<td>Nil, n/a</td>
<td>1</td>
<td>Medical Surgery</td>
<td>Peaceful environment - refugee</td>
<td>1st, 8 years</td>
</tr>
<tr>
<td>7</td>
<td>500</td>
<td>4, yes</td>
<td>5</td>
<td>Synthetic hair manufactures</td>
<td>Attractive business opportunities</td>
<td>1st, 16 years</td>
</tr>
<tr>
<td>8</td>
<td>150</td>
<td>3, yes</td>
<td>6</td>
<td>Hardware, electrical &amp; plumbing wholesale &amp; retail</td>
<td>Abundant, attractive &amp; peaceful bus environment,</td>
<td>1st, 22 years</td>
</tr>
</tbody>
</table>

*Source: Primary data*

### Employees, family members in business and branches

All the interviewees had employees within their respective companies with the smallest business owned by respondent number 3 having four (4) employees and one branch in Harare and there were no family members employed within this business. The biggest company had 500 employees and 5 branches in Zimbabwe and belonged to interviewee number 7. There were 4 family members employed within this company and they all held strategic positions in the organisation.
Respondent 1 employed 100 workers and of these, 2 were family members who received payment from the company. The business now had a total of 5 branches and all were in Harare, including the factory. Respondent number 2 is an immigrant business employing 19 workers and only 1 being a family member to the entrepreneur. The business operates a total of 4 branches in Harare. Respondent number 4 employs a total of 15 workers and 2 of those being family members to the entrepreneur and the company only has 1 branch. Respondent number 5 has a total of 15 employees working from all his 4 branches in Harare. No family member is employed within this business, while interviewee number 6 has only 1 branch with 05 employees, and no family member is employed within the business. Lastly, respondent number 8 had 150 employees and 03 of whom were family members on payroll and had 6 branches in Zimbabwe.

**Type of business**

Respondents 1 and 7 are into similar business of manufacturing synthetic hair products but 1 is also into international trading where the manufactured synthetic hair products are taken to other countries for consumption. Business for interviewee number 2 is trading of electrical, hardware and farm equipment. Company for respondent number 3 is doing trading of auto spares while respondent number 4 is trading energy through operating bulk fuel trading. Respondent number 5 was into trading of household electrical gadgets and fixing of home and car security systems. Respondent 6 operated a medical surgery and offered medical services and lastly, respondent 8 was into trading of hardware, electrical and plumbing wholesaling and retailing.

5 out of 8 respondents were into trading of various commodities, 2 of the 8 respondents doing manufacturing whilst one was into the service industry.

**Motivating factors**

The respondents were motivated to do business in Zimbabwe by varied factors and this statement was supported Fatoki (2014), who said that individuals have various motivations for becoming entrepreneurs and these motivations can be classified under push and pull factors, where push factors are characterised by mainly negative personal
or external factors such as unemployment, redundancy, war, while pull factors are those positive factors that draw people to start businesses and include opportunities. The author points out that push and pull factors can be compared to necessity-based entrepreneurship and opportunity-based entrepreneurship, where opportunity entrepreneurs are influenced by pull factors to start a business, while necessity entrepreneurs are affected by push factors.

Respondent numbers 3 and 4 have been motivated by marriage to Zimbabweans and the need to look after their families whilst in Zimbabwe. Meanwhile, respondents 1, 2, 7 and 8 were motivated by the abundance of business opportunities in Zimbabwe which they then tried to exploit. Respondent 5 was motivated by family members who were already operating businesses in Zimbabwe and also the peace that the country was experiencing. All the above motivations are supported by Stephan et al (2015) who say that pull factors are conceived as positive factors within the environment which help an entrepreneur in opportunity recognition. Meanwhile, respondent number 6 was motivated to doing business in Zimbabwe after he came to the country as a refugee running away from war in his home country, and according to Stephan et al (2015) push factors which motivate individuals to choose to become entrepreneurs are mainly a combination of negative elements of the environment, based on the need, and such entrepreneurs are necessity driven entrepreneurs.

**Immigrant generation & period of doing business in Zimbabwe**

All respondents are first generation business entrepreneurs in Zimbabwe who migrated to Zimbabwe, and set-up businesses. As far as the period of doing business in Zimbabwe is concerned, respondents 1 and 6 indicated that they have been doing business in the country for the past 8 years whilst respondent number 5 had been around for 10 years. Response from 4 indicated that he has been in Zimbabwe for 14 years, whilst respondents 3 and 7 have been doing business for the past 15 and 16 years respectively.

Respondent numbers 2 and 8 have been doing business in Zimbabwe for the past 22 years.
4.3.2 Section B: Dimensions of Contribution

This section covers responses on:

- Areas where business is contributing.
- Benefit of business to Zimbabwe
- Contribution to social welfare of employees
- Forms of taxes paid

### Table 4.3 Dimensions of Contribution of Immigrant entrepreneurship

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Areas of Bus Contribution</th>
<th>Benefit to Zimbabweans</th>
<th>Contribution to social welfare</th>
<th>Forms of taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Jobs created; skills; taxes, trade</td>
<td>Yes; products to markets</td>
<td>NEC and NSSA</td>
<td>Vat; Corporate tax; PAYE &amp; Excise duties</td>
</tr>
<tr>
<td>2</td>
<td>New technology &amp; products, licences, employment</td>
<td>Yes, employment, skills transfer</td>
<td>NSSA, medical help</td>
<td>Duties; VAT; PAYE; Corporate tax</td>
</tr>
<tr>
<td>3</td>
<td>Skills, employment, taxes, customs duties</td>
<td>Yes, bus skills, employment</td>
<td>NSSA, and hospital bills where necessary</td>
<td>Corporate tax, PAYE, VAT, Customs duty</td>
</tr>
<tr>
<td>4</td>
<td>Economic development, employment, fees</td>
<td>Yes; product, employment</td>
<td>NSSA, Medical and funeral assistance</td>
<td>PAYE, VAT</td>
</tr>
<tr>
<td>5</td>
<td>Entertainment, security, entrepreneurial skills, employment, duties and taxes</td>
<td>Yes, security, products, entrepreneurial skills</td>
<td>-</td>
<td>VAT, PAYE, corporate tax</td>
</tr>
<tr>
<td>6</td>
<td>Employment, Health services</td>
<td>Yes, affordable medical services</td>
<td>-</td>
<td>VAT, PAYE, new 2%</td>
</tr>
<tr>
<td>7</td>
<td>Employment, products, Trade &amp; links, levies</td>
<td>Yes, employment, skills and technology, improved lifestyles</td>
<td>NSSA</td>
<td>VAT, Corporate tax, PAYE, Excise duty</td>
</tr>
<tr>
<td>8</td>
<td>Employment, products, levies trade, economic growth, trade</td>
<td>Yes, employment, expertise, use of products.</td>
<td>NSSA</td>
<td>VAT, PAYE, Corporate tax</td>
</tr>
</tbody>
</table>

*Source: Primary data*
Areas of business contribution

Respondent 1 indicated that his business was contributing to creation of jobs; skills transfer; payment of various taxes and trade enhancement, while respondent number 2 said that IE was contributing to introduction of new technology and products, payment of licences and employment creation. Interviewee 3 alluded to the fact that IE contributed to skills transfer, employment and payment of customs duties and taxes to the government of Zimbabwe. Response from number 4 indicated that IE contributed to overall economic development, employment creation and payment of various fees.

Respondent number 5 said that IE helped in the provision of entertainment, security, entrepreneurial skills, employment and payment of taxes and duties, while number 6 said that IE helped in the areas of employment creation and health services provision. Respondents 7 and 8 said that IE contributed to employment creation, provision of products, trading facilities and links and payment of different levies, and number 8 further indicated that IE contributed to economic growth of the country.

All respondents concurred that IE was providing employment to Zimbabwe and this is supported by EESC (2012), who said that migrant entrepreneurial activities are important for the integration of migrants into employment, through creating employment for themselves, but also increasingly for the native population.

All respondents also said that IE contributed to Zimbabwe through skills and expertise transfer and this is in concurrence with Chrysostome & Arcand, (2009) who suggest that immigrants relocate to their host countries with entrepreneurial skills and abilities previously developed in their home country and a pre-migration cultural tradition of entrepreneurial mentality.

Benefit of IE to Zimbabwe

All the eight respondents acknowledged that IE was beneficial to Zimbabweans in various ways as indicated below.

Responses from 1 indicate that IE benefitted Zimbabweans through provision of products to the markets, while 2 and 3 said that locals benefitted through employment
and skills transfer. Respondent number 4 said that Zimbabweans benefitted from employment created and provision and use of various products. Interviewee number 5 said that Zimbabweans were benefitting from immigrant entrepreneurship through provision of products, security services and entrepreneurial skills while respondent number 6 said that locals benefitted from affordable medical services.

Respondent number 7 said Zimbabweans benefitted from employment creation, skills and technology transfer and overall improved lifestyles through better looks due to use of hair products. Respondent 8 said that Zimbabweans benefitted from employment created by IE, expertise and skills transfer and use of the products.

The respondents agreed that IE provided products and / or services to locals and this is supported by Marchand and Siegel (2015) who say that immigrant entrepreneurs and their businesses contribute to the host country economy through importing goods from abroad for use in production or for consumption by natives.

**Contribution to social welfare**

6 of the 8 respondents in Table 4.3 indicated that they contribute towards their employees’ social welfare while respondents 5 and 6 said that they do not make any social welfare contributions. Respondent 1 indicated that he contributed to National Social Security Authority (NSSA) and the National Employment Council (NEC) and respondents 2, 3 and 4 said that they contribute to NSSA but also offer medical and funeral assistance where necessary; however, they do not make regular contributions on those, whilst respondents 7 & and 8 indicated that they only contribute towards NSSA.

EESC (2012) say that migrant entrepreneurs also enhance social opportunities for both migrants and natives, create more social leadership, increase self-confidence and promote social cohesion by revitalising neighbourhoods and the general livelihoods.
Forms of taxes

All respondents indicated that they pay taxes in various forms to the government of Zimbabwe. Respondents 1, 2, 3 and 7 said that they paid corporate tax, PAYE, VAT, and excise duties. Responses from 5 and 8 indicated that their businesses paid VAT, PAYE and corporate tax whilst numbers 4 and 6 said that they paid PAYE and VAT only.

The payment of various forms of taxes is supported by OECD/ILO (2018) which say that immigrants help increase overall government revenues through payment of different levies.

4.3.3 Section C: Impact of I.E

This section covers responses on:

- Employees annual remuneration
- Employment created
- Ploughing back to community (corporate Social Responsibility)
- Total duties and taxes paid
- Local understudies
- Total social welfare contribution
- Total paid towards licenses and fees
Table 4.4: Impact of immigrant entrepreneurship to Zimbabwe

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Annual remuneration approx.</th>
<th>Employment created</th>
<th>CSR</th>
<th>Annual duties, taxes paid (approx)</th>
<th>Local Understudies</th>
<th>Social Contribution per year</th>
<th>licenses statutory fees paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$360 000</td>
<td>200 (100 direct, and 100 indirect)</td>
<td>-</td>
<td>$120 000</td>
<td>Yes; 12</td>
<td>$35 000</td>
<td>$40 000</td>
</tr>
<tr>
<td>2</td>
<td>$120 000</td>
<td>44 (19 direct, 35 indirect employees)</td>
<td>Equip donations</td>
<td>$52 000</td>
<td>Yes; 5</td>
<td>$5 000</td>
<td>$60 000</td>
</tr>
<tr>
<td>3</td>
<td>$24 000</td>
<td>105 (4 direct, 12 hire, 40 small scale traders, 15 garages with at least 3 employees)</td>
<td>Various donations</td>
<td>$20 000</td>
<td>Yes, 1</td>
<td>$3 500</td>
<td>$20 000</td>
</tr>
<tr>
<td>4</td>
<td>$90 000</td>
<td>75 (15 direct; 60 downstream)</td>
<td>donations</td>
<td>$40 000</td>
<td>Yes, 2</td>
<td>$18 000</td>
<td>$10 000</td>
</tr>
<tr>
<td>5</td>
<td>$70 000</td>
<td>35 (15 direct; 20 indirect)</td>
<td>Various donations</td>
<td>$110 000</td>
<td>Yes, 4</td>
<td>-</td>
<td>$25 000</td>
</tr>
<tr>
<td>6</td>
<td>$62 500</td>
<td>5 (nil indirect)</td>
<td>Humanitarian and free medical services to underprivileged</td>
<td>$11 000</td>
<td>Yes, 1</td>
<td>-</td>
<td>$3 500</td>
</tr>
<tr>
<td>7</td>
<td>$1.8 million</td>
<td>700 (500 direct; 200 indirect)</td>
<td>Donations, Partnership s.</td>
<td>$300 000</td>
<td>Yes, 30</td>
<td>$150 000</td>
<td>$100 000</td>
</tr>
<tr>
<td>8</td>
<td>$600 000</td>
<td>230 (150 direct and 80 indirect)</td>
<td>Donations, Partnership s, Sponsorship s</td>
<td>$450 000</td>
<td>Yes, 20</td>
<td>$60 000</td>
<td>$50 000</td>
</tr>
</tbody>
</table>

Source: Primary data

**Annual Remuneration**

Table 4.4 shows that all the 8 respondents had an obligation to pay their employees’ salaries and the remuneration which ranged from $24 000 per annum for respondent number 3 with 4 employees during the year 2018 to $1.8 million per annum for respondent number 7 who had 700 employees. Response from interviewee 1 showed that $360 000 was paid to 100 employees in 2018 as remuneration whilst respondent
number 2 paid $120,000 during the same year to 19 employees. Respondents 4 and 5 both employed 15 workers each within their businesses and paid them with approximate totals of $90,000 and $70,000 respectively in the year 2018. Respondent number 6 paid a total of about $62,500 towards 5 of his employees in 2018. Response from 8 showed that the immigrant entrepreneur paid about $600,000 towards 230 workers for the previous year of 2018.

**Employment created**

All interviewees confirmed that they had created employment either directly or indirectly through downstream related businesses or operations. Respondent 1 had created a total of 200 jobs, 100 direct employees and the other 100 being a result of other downstream industries like hair salons and individual dealers. Respondent number 2 said that he had created about 44 jobs, 35 of which being a result of indirect employment through smaller retailers and traders.

Respondent number 3 said that he had created approximately 105 jobs in total, with only 4 of those being direct and permanent employees. The respondent said that due to the nature of his business (auto spares trading) the business had many downstream employees including about 12 seasonal workers who get hired during busy times, about 40 small individual traders and about 15 garages (which employ at least 3 people each) were supplied with products. Respondents 4 and 5 created a total of about 75 and 35 employees respectively. Respondent 4 was into fuel trading and supply, and supplied garages which also employed other people while respondent number 5 was into household electricals trading and home and car security systems and had downstream employees mainly in the car security industry.

Respondent number 6 had no downstream workers as the business offered medical services directly to the consumers. Respondent 7 created a total of 700 jobs, 200 of which were indirect through people employed in supermarkets, salons and small traders where the products were being sold. Respondent 8 created a total of 230 jobs and 80 of which were indirect as a result of downstream operations and trading.
Corporate social responsibility (CSR)

Of the 8 respondents, 7 said that they were giving back to their local communities in various ways, except respondent number 1 who said that he was not. Respondent number 2 said that he mainly donated generators and bicycles to the local police and surrounding churches. Responses from 3, 4 and 5 indicated that they mainly donated foodstuffs, stationery and clothing to local charities and churches to help the underprivileged members of the community. Respondent 6 said that he offered free medical services to the needy and underprivileged members of the community. Meanwhile, respondents 7 and 8 said that over and above donations, they had partnered various organisations and sponsored projects. Respondent number 8 said that he had sponsored the painting of hospitals and more than 50 schools, and had partnered with organisations like The Angel of Hope Foundation. According to Azmat & Zutshi (2012), CSR is important to IE in that it builds relationships and trustworthiness between immigrants’ businesses and the natives.

Duties and taxes paid

All the 8 respondents acknowledged paying duties and taxes for their businesses. Respondent number 1 said that he paid $120,000 for the year 2018, while respondents 2 and 3 paid $52,000 and $20,000 respectively. Responses from 4, 5 and 6 showed that the immigrant businesses paid $40,000, $110,000 and $11,000 respectively towards duties and taxes for the year 2018. Respondent 7 paid about $300,000 while number 8 paid about $450,000 towards duties and taxes.

Local Understudies

Table 4.4 also showed that all the respondents had local understudies within their companies for skills and expertise transfer. Respondent number 1 had 12 understudies in technical, production, designing and management departments, while respondents 2 and 3 had 5 and 1 understudies respectively, and they were all management understudies. Response from interviewee number 4 showed that the organisation had 2 understudies while respondent number 5 had 4, and these were also all in management. Respondent number 6 had a single understudy who was a junior medical
doctor. Meanwhile, respondents 7 and 8 had 30 and 20 understudies respectively and these were spread throughout all departments of the businesses. For respondent number 7, understudies were in the production department and all its lines, in the warehousing, retailing and also management, while for the business of respondent 8, understudies were spread from the procurement, warehousing, retail and management departments.

The idea of having understudies is supported by OECD/ILO (2018) which says that immigrants create job opportunities and promote innovation, skills and expertise transfer and technological change.

**Employee social welfare contributions paid**

6 of the 8 respondents except respondent numbers 5 and 6 concurred that they contributed towards the social welfare of their employees and they mainly contributed towards NSSA because the contributions were mandatory. Respondent 5 said that he only offered assistance on need basis, whilst number 6 did not contribute anything.

**Licenses and statutory fees paid**

Table 4.4 also shows that all respondents paid their licences and statutory fees which were a prerequisite for them to operate their businesses. Respondent number 1 paid $40 000 as licences and statutory fees for the year 2018 and respondent numbers 2 and 3 paid $60 000 and $20 000 respectively for the year. Respondent 4 paid $10 000 and respondent 5 paid $25 000 whilst respondent 6 paid the lowest amount towards fees and licences of $3 500. Respondent number 8 paid $50 000 towards fees and licenses whilst respondent No 7 paid the highest amount amongst all the respondents, of $100 000.

All this money went to the government and this is supported by OECD/ILO (2018) which says that immigrants contribute to their host countries' economies through public finance, including fiscal contributions and help increase overall government revenues through payment of different levies.
4.3.4 Section D: Constraints of Immigrant Entrepreneurship in Zimbabwe.

This section covers responses on:

- Main barriers for Immigrants to start business
- Access to information and advice
- Business performance hindrance
- Current challenges
- Overall business climate

Table 4.5: Constraints of IE in Zimbabwe.

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Barriers to start-ups</th>
<th>Access to info and advice</th>
<th>Hindrance to business performance</th>
<th>Current challenges</th>
<th>Zim Bus. Climate rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Corruption, lack of information; labour act</td>
<td>Difficult</td>
<td>Unpredictable economy low disposable income</td>
<td>Foreign currency, pricing</td>
<td>3/5</td>
</tr>
<tr>
<td>2</td>
<td>Language, inadequate info, Economic instability</td>
<td>Difficult, done by accountant</td>
<td>Economic challenges</td>
<td>Economy; forex</td>
<td>2/5</td>
</tr>
<tr>
<td>3</td>
<td>information, local language &amp; culture</td>
<td>Difficult</td>
<td>Economic &amp; political instability, forex</td>
<td>No access to loans &amp; forex</td>
<td>3/5</td>
</tr>
<tr>
<td>4</td>
<td>Bureaucracy, corruption, access to info</td>
<td>Fair, not all info is available on internet</td>
<td>Economic environment</td>
<td>Unstable economic environment, forex</td>
<td>2/5</td>
</tr>
<tr>
<td>5</td>
<td>No barriers</td>
<td>Easy, available</td>
<td>Drop in disposable income</td>
<td>Economic challenges, forex</td>
<td>4/5</td>
</tr>
<tr>
<td>6</td>
<td>Language, information bureaucracy</td>
<td>Fair, to be improved</td>
<td>Economic challenges,</td>
<td>Language, low disposable income</td>
<td>3/5</td>
</tr>
<tr>
<td>7</td>
<td>Bureaucracy, info, labour &amp; corruption</td>
<td>Not easy, esp when starting</td>
<td>Economic challenges, labour costs, foreign debt</td>
<td>Economic challenges, labour costs, foreign debt</td>
<td>2/5</td>
</tr>
<tr>
<td>8</td>
<td>Long cumbersome processes, info</td>
<td>Difficult</td>
<td>Economic challenges, Forex</td>
<td>Economic hardships, forex</td>
<td>3/5</td>
</tr>
</tbody>
</table>

Source: Primary data
Barriers for immigrants’ start-up businesses

From Table 4.5 above, 7 out 8 responses cited lack of adequate information as the main barrier to starting up a business in Zimbabwe and this is supported by van Delft et al., (1999), who say that immigrant entrepreneurs lack access to formal knowledge and consequently lack awareness about host countries laws and regulations and this is a major weakness of immigrant businesses especially in the start-up phase. Respondent number 5 however said that there are no barriers to starting up a business in Zimbabwe. Responses from 1, 4 and 7 also indicated corruption as a barrier to start-up businesses, whilst respondents 4, 6, 7 and 8 agreed that bureaucracy was a major barrier to starting up a business in Zimbabwe. Respondents 2, 3 and 6 cited language and culture as barriers to starting up business in Zimbabwe. Lastly, responses from 1 and 7 cited the labour act as a hindrance, which they claimed favoured the employee more.

Assessment of the process of accessing information and advice

All responses except by number 5 indicated that access to information and advice was a difficult process; however, respondent number 5 differed with everyone else and said that information was easily and readily available.

Hindrances to business performance in the next 12 months

All the eight responses from all the interviewees indicated that the prevailing economic challenges were a major hindrance to business in the next 12 months. Respondents 1 and 5 cited the dropped disposable income for households as hindrance to continuity, as people won’t be able to buy products. Respondent numbers 3, 7 and 8 also cited lack of access to foreign currency, and therefore failure to service foreign debt and to access to supplies, as challenges in the next 12 months.

Current business challenges

7 out of the 8 respondents indicated lack of access to foreign currency as one major challenge which was affecting their businesses in the short term. Respondent number 1 also indicated pricing challenges as result of the prevailing economy, while respondent
number 6 said language and low household disposable income were the current challenges he faced within his business.

**Overall Zimbabwe business climate rating**
On A scale of 1 up to 5, four of the responses from numbers 1, 3, 6 and 8 indicated that the business climate in Zimbabwe was rated at 3 out of 5, while 3 responses from numbers 2, 4 and 7 rated Zimbabwe at 2 out of 5 and respondent number 5 rated the business climate in Zimbabwe at 4 out of 5.

### 4.3.5 Section E: Government Policy on Immigrant Entrepreneurship (IE) in Zimbabwe

This section covers responses on:
- What the government should do to ensure IE thrives
- Regulations to be removed
- Regulations to be created
- Support systems to be put in place
- How government can improve IE
- How entrepreneurs can improve IE
Table 4.6 Government policy on immigrant entrepreneurship in Zimbabwe

<table>
<thead>
<tr>
<th>Responder</th>
<th>Gov. role to ensure IE thrives</th>
<th>Regs. to remove</th>
<th>Regs. to create</th>
<th>Support Systems to put</th>
<th>Gov. role to improve IE</th>
<th>Immigrant role to improve IE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Consistent &amp; transparent policies; labour laws, economy</td>
<td>Indigenization laws</td>
<td>Reduced duties, tax exemptions</td>
<td>Forex allocation; one-stop-shop</td>
<td>Ease access of info</td>
<td>Zim laws, culture; genuine business</td>
</tr>
<tr>
<td>2</td>
<td>Attractive economic measures, Good policies</td>
<td>Indigenization laws</td>
<td>Tax leave</td>
<td>One-stop – shop, foreign access</td>
<td>Good economic measures</td>
<td>Unions with access to government; respect local laws</td>
</tr>
<tr>
<td>3</td>
<td>equal opportunities, economy, adjust labour laws</td>
<td>Indigenization laws,</td>
<td>Loan facilities</td>
<td>Loan facilities, foreign availability</td>
<td>Policies encouraging immigrants to be free, easy access to documents</td>
<td>Meet obligations, harmonious work environment, local laws</td>
</tr>
<tr>
<td>4</td>
<td>macro-economic issues, Ease of doing business</td>
<td>Bureaucracy, revise city council by-laws</td>
<td>Relax immigration laws, shorter periods of processing documents</td>
<td>Forex allocation, business premises, loans</td>
<td>Ensure ease of doing business, effect ZIDA</td>
<td>more funding, local regs</td>
</tr>
<tr>
<td>5</td>
<td>Issuance of permits easily &amp; faster, Economic issues</td>
<td>Too many offices</td>
<td>Facilitate loan provisions</td>
<td>Loan and credit facilities</td>
<td>Stable economy</td>
<td>Provide low priced, quality and variety of products</td>
</tr>
<tr>
<td>6</td>
<td>Economy, harmonise government ops, flexible processes</td>
<td>Too many authorities for a process</td>
<td>Facilitate loans</td>
<td>Loan facilities, harmonization of processes</td>
<td>Harmonize government ops</td>
<td>local language, culture and laws, genuine business</td>
</tr>
<tr>
<td>7</td>
<td>economic challenges, revise labour laws</td>
<td>Indigenization, bureaucratic systems</td>
<td>Tax incentives</td>
<td>Foreign currency</td>
<td>Harmonise government ops</td>
<td>Understand local laws</td>
</tr>
<tr>
<td>8</td>
<td>Harmonise processes, fore, labour laws</td>
<td>Indigenization, bureaucracy</td>
<td>Incentives to encourage operations</td>
<td>Foreign currency allocation</td>
<td>Economic challenges, one-stop-shop</td>
<td>Know customers preferences and provide</td>
</tr>
</tbody>
</table>

Source: Primary data
From the responses in Table 4.6 above, it is apparent that all the respondents have agreed to the fact that the government should play a significant role in the success of IE in Zimbabwe and this is supported by Aldrich & Waldinger, (1990) who said that general government policies can affect or promote the opportunities available to immigrants to start a business or the types of businesses.

**Government role in ensuring IE thrives**

All the eight respondents agreed that the government needed to address the current economic challenges faced by the nation as a way to ensure that IE thrives. 5 out of the 8 respondents, who are numbers 1, 4, 5, 6 and 8, cited the need to harmonise government operations and processes to ensure faster responses and the ease of doing business. Respondents 1, 3, 7 and 8 also indicated the need by government to address and adjust the labour laws which they said seemed to favour the employees more than the employers.

**Regulations to be removed**

Responses from five of the respondents who included 1, 2, 3, 7 and 8 indicated that indigenisation law should be removed as it affects serious business moves by immigrants and this is supported by literature which says that many communities have zoning regulations, which prohibit certain types of businesses to be operated by immigrants, (van Delft et al., 1999).

5 responses also indicated that the bureaucratic systems must be abolished for efficient processes, and the respondents were numbers 4, 5, 6, 7 and 8.

**Regulations to be created**

Four out the 8 respondents felt that the government must introduce functional tax incentives and tax leave to encourage investments by immigrants and this was raised by respondent numbers 1, 2, 7 and 8.

Respondents 3, 5 and 6 felt that the government must introduce facilities that offer financial loans to immigrants, and this was supported by Fairlie, (2012), who says one
of the most important barriers preventing would-be entrepreneurs from starting businesses and small businesses from growing is inadequate access to financial capital as immigrant entrepreneurs particularly find it very difficult to access financial resources from the formal financial sources. Respondent number 4 felt that Immigration laws must be revised to ensure shorter and faster processing times.

Support systems to be put

6 of the 8 respondents said that they needed adequate and timely foreign currency allocation for smooth operations of business and responses from numbers 3, 4, 5 and 6 indicated that they also needed credit loan facilities in order to operate their businesses in a better manner, and this was supported by Chrysostome, (2010), who says that the presence of clear financing scheme is important especially to the maturity of immigrant businesses, and targeted business-support programs for immigrant entrepreneurs are necessary.

How the government can improve IE

To improve IE in Zimbabwe, six of the eight respondents who are 1, 3, 4, 6, 7 and 8 felt that the government needed to create a conducive environment for ease of doing business by harmonising government operations, and also to effect the Zimbabwe Investment Development Authority (ZIDA) and the one-stop-shop. Respondents 2, 5 and 8 felt that the government should strive to create a stable economic environment, whilst to ensure IE is improved.

How entrepreneurs can improve IE

To ensure their situation improves as immigrant entrepreneurs, 6 of the 8 responses from 1, 2, 3, 4, 6 and 7 said that immigrants should make an effort to understand the local laws and regulations, and to know the local language and culture, and this was supported by The Diversity Institute (2017), which say that studies have found that IE lacked knowledge on regulations like business registration, licensing and taxes of the host countries. The authors further said that language and culture are among the greatest barriers to entrepreneurial success.
Respondents 1 and 6 said that immigrants needed to be involved in genuine business operations and not shoddy deals, and respondent numbers 5 and 8 felt that immigrant businesses should provide quality products and services to meet customer preferences.

4.4 PART B: GOVERNMENT OFFICIALS

Face-to-face interviews were carried out with five (5) senior government officials that were mainly at the middle management level and directly involved with the daily managerial operations of their departments or organisations. The respondents were 2 immigration officials, 1 Zimra official; 1 official from NSSA and another one from Environmental Management Authority (EMA). The questions posed to these respondents were divided into 5 main sections.

A. Demographic information
B. Dimensions of contribution of immigrant entrepreneurs
C. Impact of immigrant entrepreneurship on identified dimensions.
D. Constraints of immigrant entrepreneurship in Zimbabwe
E. Government policy on immigrant entrepreneurship in Zimbabwe

4.4.1 Section A: Demographic & Background Information:

This section covers responses on:

- Age; gender and educational qualifications
- Current position in the organisation
- Period of working for Government
- How their job is linked to immigrant entrepreneurship
### Table 4.7 Demographic information of government officials

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Age</th>
<th>Gender</th>
<th>Education Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>31-40</td>
<td>M</td>
<td>Master’s degree</td>
</tr>
<tr>
<td>2</td>
<td>46-50</td>
<td>M</td>
<td>Master’s degree</td>
</tr>
<tr>
<td>3</td>
<td>31-40</td>
<td>F</td>
<td>First Degree</td>
</tr>
<tr>
<td>4</td>
<td>31-40</td>
<td>M</td>
<td>Higher Diploma</td>
</tr>
<tr>
<td>5</td>
<td>Above 50</td>
<td>M</td>
<td>Master’s degree</td>
</tr>
</tbody>
</table>

*Source: Primary data*

### Demographic information on government officials

All the 5 respondents were above the age of thirty and 4 of them are male, with only 1 female respondent in the whole research. All the respondents were academically abled; and 3 of them who are respondent numbers 1, 2 and 5 had masters’ degrees, respondent number 3 had a first degree whilst respondent number 4 had a higher diploma.

### Table 4.8 Background information of government officials

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Management Level</th>
<th>Period in Gov. (Years)</th>
<th>Job link to IE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Middle</td>
<td>13</td>
<td>Facilitate entry, exit issue permits</td>
</tr>
<tr>
<td>2</td>
<td>Middle</td>
<td>20</td>
<td>Ensure payment of duties and taxes</td>
</tr>
<tr>
<td>3</td>
<td>Middle</td>
<td>16</td>
<td>Ensure payment of NSSA contributions</td>
</tr>
<tr>
<td>4</td>
<td>Lower</td>
<td>11</td>
<td>Issue environmental assessment licences</td>
</tr>
<tr>
<td>5</td>
<td>Middle</td>
<td>30</td>
<td>Entry, exit, business facilitation</td>
</tr>
</tbody>
</table>

*Source: Primary data*

### Management level and period in government

The findings in table 4.7 showed that the respondents were all at the managerial level of their organisations and the majority of the respondents who were 1, 2, 3 and 5 were at middle level management and only respondent number 4 was at the lower management
level. All the five respondents had more than ten (10) years’ experience of working for the government.

How government officials’ jobs linked to IE

All the respondents’ jobs were linked to immigrant entrepreneurship in one way or the other. Respondents 1 and 5’s jobs included facilitating entry, exit and business to immigrants in Zimbabwe, while respondent number 2’s job included making sure that all taxes and duties which fall due were paid by immigrants. Respondent 3’s job ensured that the welfare of employees was catered for through payment of NSSA obligations by immigrant entrepreneurs in accordance with the law and respondent number 4’s job was to ensure that immigrant entrepreneurs do their businesses in a way that did not violate the natural environment.

All the respondents were mature and had a strong understanding of the operations of their different departments within government and therefore had a deeper understanding of IE which enabled the researcher to attain rich and valuable information from the interviews.

4.4.2 Section B: Dimensions of Contribution of IE.

This section covers responses on:

- Whether IE is important to Zimbabwe.
- Areas which IE is contributing to the country.
- How IE is benefitting the locals.
<table>
<thead>
<tr>
<th>Respondent</th>
<th>Areas of contribution of IE</th>
<th>Benefit to locals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes; forex, skills, technology, employment, different management practice</td>
<td>employment</td>
</tr>
<tr>
<td>2</td>
<td>Yes; forex, expertise, taxes</td>
<td>Job creation, products &amp; services</td>
</tr>
<tr>
<td>3</td>
<td>Yes; forex</td>
<td>employment</td>
</tr>
<tr>
<td>4</td>
<td>Yes, Forex, technology, new culture &amp; ideas</td>
<td>Employment, goods &amp; services; infrastructure development</td>
</tr>
<tr>
<td>5</td>
<td>Yes; forex, technology, cultural diversity</td>
<td>Employment; SMES trading</td>
</tr>
</tbody>
</table>

**Source:** Primary data

**Importance of IE to Zimbabwe**

All the 5 respondents concurred that Immigrant entrepreneurship was important to the country.

**Areas of contribution of IE to the country**

The five respondents concurred that IE helped to bring in foreign currency (forex) to the country and this is supported by Marchand and Siegel (2015), who said that there is evidence that migration increases FDI inflows to countries of destination.

Four of the respondents 1, 2, 4 and 5 also agreed that IE resulted in expertise, skills and technology transfer, and this is supported by Chrysostome & Arcand, (2009) who suggested that immigrants relocate to their host countries with entrepreneurial skills and abilities previously developed in their home country and a pre-migration cultural tradition of entrepreneurial mentality.

Response from 1 pointed out that IE brings in different management practices and assists in employment creation. Respondent 2 said that IE helps the country through payment of taxes, OECD/ILO (2018), says that IE contributes to public finance by increasing government revenues and this can be in form of various levies like duties, licenses and statutory fees, and taxes. Respondents 4 and 5 agreed that IE brings in cultural diversity and new ideas to the country.
How immigrant entrepreneurship was benefitting locals.

All the five respondents in Table 4.7 concurred that locals were benefitting from employment creation by IE and this position is supported by Fatoki (2014) who says that immigrant entrepreneurs create jobs for both immigrants and natives.

Respondents 2 and 4 also said that IE provided goods and services to the native Zimbabweans, and Marchand and Siegel (2015), say that IE helps to facilitate trade of goods and services between home and host countries. Respondent number 4 further indicated that IE also brought infrastructure development while respondent number 6 said that IE benefitted SMES through formal and informal trading.

4.4.3 Section C: Impact of IE.

This section was targeting specific respondents for particular questions as different departments had different mandates as far as IE is concerned.

It covers responses on:

- Rating entrepreneurial skills transfer from immigrant entrepreneurs to locals.
- Comparison of duties and taxes paid by foreigners against those by locals.
- Employees’ social welfare contribution by immigrant entrepreneurs.
- Total estimate paid for licences and statutory fees by immigrant entrepreneurs.
- How immigrant entrepreneurs give back to communities.
Table 4.10 Impact of immigrant entrepreneurship to Zimbabwe

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Skills transfer rate</th>
<th>Duties and taxes by foreigners vs locals</th>
<th>Employee social welfare</th>
<th>Licences and fees paid</th>
<th>CSR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>minimal</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>-</td>
<td>Pay more than locals</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>3</td>
<td>-</td>
<td>-</td>
<td>They pay NSSA contributions</td>
<td>-</td>
<td>Jobs, donations, sponsorship</td>
</tr>
<tr>
<td>4</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>Projects; conservation of resources</td>
</tr>
<tr>
<td>5</td>
<td>low transfer</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Source: Primary data

Rate of skills transfer from immigrant entrepreneurs to locals

Respondent numbers 1 and 5 both concurred that the rate of skills transfer from immigrants to locals was at its minimal, mainly because most immigrant entrepreneurs manage their own businesses or appoint one of their own, mainly due to trust or language issues. According to Fritsch (2013), immigrant entrepreneurs have a positive value to economic growth and are globally perceived as being highly skillful and entrepreneurial and their contributions being visible. However, contrary to Fritsch, IE contributions as far as skills transfer in Zimbabwe were minimal, and this was supported by Fatoki (2014) who say that Immigrant Entrepreneurs start by employing relatives or fellow immigrants from the home country, but as their businesses grow, more natives become employed.

Comparing of duties and taxes paid by foreigners against locals.

According to respondent number 2, immigrants pay more duties and taxes than what locals do, respondent 2 said that this was usually because foreigners were registered and therefore were easier to monitor and follow-up unlike locals who may operate briefcase companies. Respondent 2 further explained that foreigners however siphon out more money than locals. Respondent 2 is supported by OECD/ILO (2018) which says immigrants help increase overall government revenues, but the increase may not
be always sufficient to off-set the public expenditures they generate and the net fiscal contribution is therefore generally positive but limited.

**Immigrant entrepreneurship contribution to employees’ social welfare**

Respondent number 3 said that immigrants paid their contributions towards employees’ welfare but however said that immigrants businesses mainly paid NSSA and not much of other social welfare areas like funeral assurances, medical support or extending any loan support to employees.

**Estimated total paid for licences and statutory fees by immigrant entrepreneurs**

No information could be obtained specifically for immigrant entrepreneurs as available information was on the total paid by foreigners who travelled to Zimbabwe or paid statutory fees for various reasons in the year 2018 including holiday visitors, transits and other permits.

**How immigrant entrepreneurs give back to local communities (CSR).**

Respondent number 3 said that IE offered first priority for job opportunities to local residents before moving to far away areas and further said that IE gave out various donations and sponsorships to their communities. Respondent number 4 said that Immigrant entrepreneurs initiated environmentally friendly projects like waste recycling and rehabilitation of damaged and polluted environments and also helped communities to preserve natural resources like wetlands and forests.

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**4.4.4 Section D: Constraints of IE in Zimbabwe.**

This section covers responses on:

- Barriers for immigrants to start a business in Zimbabwe
- Efficiency of information and advice dissemination processes.
## Table 4.11 Constraints of immigrant entrepreneurship in Zimbabwe

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Barriers to IE</th>
<th>Information provision efficiency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Too many regulatory authorities; Red-tape, High fees, Policy inconsistencies</td>
<td>Not efficient, out-dated websites, lack of coordination</td>
</tr>
<tr>
<td>2</td>
<td>Bureaucracy; economic uncertainties unfavourable monetary policies</td>
<td>Not efficient, relevant stakeholders not available at ports of entries</td>
</tr>
<tr>
<td>3</td>
<td>Language, culture, beliefs, too much paperwork</td>
<td>Inefficient, inadequate info available.</td>
</tr>
<tr>
<td>4</td>
<td>Policy inconsistencies, economic instability, corruption, bureaucracy</td>
<td>Poor</td>
</tr>
<tr>
<td>5</td>
<td>Many policies, too much paperwork, political interference, investment laws.</td>
<td>Poor, misrepresentations at embassies, out-dated websites</td>
</tr>
</tbody>
</table>

*Source: Primary data*

## Barriers to starting up IE business in Zimbabwe

The findings in Table 4.9 showed that the respondents identified various barriers that hinder immigrants from starting businesses. All the five respondents mentioned bureaucracy or red-tape as a result of too much paperwork and many regulatory players as one major barrier to IE. This is supported by Kordestani *et al.* (2017) who said that IE is seriously affected by legislative constraints and bureaucracy of the government process. Policy inconsistencies have also been cited by respondent numbers 1, 4 and 5 as barriers to IE, and Waldinger, *et al.*, (1990), argue that the general government policies can affect the opportunities available to immigrants to start a business or the types of businesses they start. Respondent number 3 reported language, culture and beliefs as barriers to IE and is supported by literature from Volery, (2007) who says entrepreneurship amongst immigrants maybe hindered, firstly, by their lack human capital skills such as language, education and experience. Respondent number 5 said political interference is also a major barrier to IE in Zimbabwe.
Efficiency of information and advice dissemination processes.

All the five respondents concurred that the process of information dissemination from officials to immigrant entrepreneurs was poor and inefficient.

Respondent number 1 said that this was because the websites were out-dated and there was lack of coordination amongst officials. Respondent number 2 felt that the inefficiency was a result of the fact that relevant stakeholders were not always available to meet and provide information to immigrants at strategic points, like at ports of entries. According to respondent number 5, the inefficient information dissemination process was a result of misrepresentations at embassies and out-dated websites.

According to literature, lack of information is a major weakness of immigrant businesses especially in the start-up phase and therefore there is a need for the establishment of intermediaries or agencies that could co-ordinate movement of information, (van Delft et al., 1999).

4.4.5 Section E: Government Policy on IE in Zimbabwe

This section covers responses on:

- Whether there is a policy to support IE in Zimbabwe.
- What measures are there to ensure Zimbabwe benefits from IE
- If no policy, any plans for it.
- Any regulations to be removed to support IE.
- Any regulations to be created to support IE.
- Measures to ensure immigrants entrepreneurs comply with their obligations.
Table 4.12 Government policy on immigrant entrepreneurship in Zimbabwe

<table>
<thead>
<tr>
<th>Respondent</th>
<th>Policy existence</th>
<th>Measures to ensure benefit</th>
<th>If no policy, any plans</th>
<th>Regs. to be removed</th>
<th>Regs. to be created</th>
<th>Compliance measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes, with own challenges</td>
<td>RBZ involvement, statutory fees indigenisation laws</td>
<td>n/a</td>
<td>Individual stakeholders fees</td>
<td>Coordination of systems.</td>
<td>Permit restrictions, tax clearances, projects inspections</td>
</tr>
<tr>
<td>2</td>
<td>Not aware</td>
<td>Legal obligation for duties &amp; taxes payments</td>
<td>Not aware</td>
<td>Indigenisation law to review downwards</td>
<td>Not aware</td>
<td>Tax clearances, high penalties, inspections</td>
</tr>
<tr>
<td>3</td>
<td>Yes, not effective</td>
<td>Payment of fees, licences, taxes before operations</td>
<td>n/a</td>
<td>Reduce paperwork, moving from one dept to the next for same business</td>
<td>Functional policy on IE, one-stop-shop</td>
<td>Compliance inspections</td>
</tr>
<tr>
<td>4</td>
<td>Yes, with short-comings</td>
<td>Payment of requisite levies to operate, ZIDA</td>
<td></td>
<td>Stakeholders' individualism</td>
<td>Harmonise different legislations and Acts</td>
<td>Licences, inspections</td>
</tr>
<tr>
<td>5</td>
<td>Yes, but exclusive</td>
<td>Payments of customs duties, levies, taxes, licenses, fees</td>
<td>n/a</td>
<td>Restricted business sectors</td>
<td>Inclusive and comprehensive policy, conducive systems</td>
<td>Ensure registration, bus assessments and inspections</td>
</tr>
</tbody>
</table>

Source: Primary data

Existence of policy to support IE in Zimbabwe

According to responses in Table 4.11, four of the five responses who were 1, 3, 4 and 5 concurred that policy existed but it was ineffective. Waldinger, et al., (1990), argue that the general government policies can affect the opportunities available to immigrants to start or run their businesses.
Respondent number 2 was not aware whether or not immigrants’ entrepreneurship policy existed in Zimbabwe and whether or not there were any plans for any policy.

Measures to ensure Zimbabwe benefits from IE

All the respondents in Table 4.11 concurred that before immigrants are able to operate in Zimbabwe, they must pay all the requisite fees, levies, taxes and duties, and in that way, the nation would benefit from IE. Respondent number 4 said that with the introduction of ZIDA, an effective and inclusive policy will be formulated to regulate and support IE and benefit will therefore be guaranteed to Zimbabwe. Further responses from number 1 were that the involvement of the Reserve Bank of Zimbabwe in regulating movements of funds and the indigenization law will ensure the country and locals benefit from IE.

Regulations to be removed as a way to support of IE.

Respondent number 1 proposed removal of individual stakeholders’ departmental fees and respondent number 2 suggested review of indigenisation laws. Response from number 3 was to see reduction in paperwork and processes within government. Number 4 wanted to see stakeholders’ individualism removed while respondent number 5 wanted the restrictions on business sectors undertaken by immigrants to be removed.

Regulations to be created in support of IE.

All respondents except number 2, who was not aware of regulations to create, wanted to see coordination of systems and harmonization of legislation. Respondent number 3 also wanted a functional policy on IE to be created and the one-stop-shop to be operational. Respondent number 5 wanted to see the creation of a comprehensive policy.

Measures to ensure immigrants entrepreneurs comply with their obligations

Responses from Table 4.11 indicated that all the five respondents concurred that inspections should be carried out regularly to ensure that immigrants comply with their obligations. Respondent numbers 1 and 2 also agreed that tax clearances could also
help to ensure compliance by immigrant entrepreneurs. Respondent 1 added that permit restrictions in terms of both time and activity, will assist in monitoring immigrants’ businesses for compliance, while number 2 said that high penalties in the event of breach or default may deter any further breaches with obligations. Respondents 4 and 5 also said all immigrant businesses should be registered with the relevant authorities and licenced operate, for easy of monitoring and tracking.

4.5 SUMMARY OF FINDINGS
The study was aimed at investigating the Contribution of Immigrant Entrepreneurship in Zimbabwe: Case of Harare.

4.5.1 Dimensions of contribution of immigrant entrepreneurship
The research found that immigrant entrepreneurship contributes to Zimbabwe largely through:

4.5.1.2 Employment creation;
4.5.1.3 skills, expertise and technology transfer;
4.5.1.4 Government revenues
4.5.1.5 Trade and provision of products and services.

4.5.2 Impact of immigrant entrepreneurship on identified dimensions
The study found that immigrant entrepreneurship result in:

4.5.2.1 Increase in government revenues,
4.5.2.2 Direct and indirect employment.
4.5.2.3 A knowledgeable society through skills and expertise transfer.
4.5.2.4 An improvement in the social welfare of the locals.

4.5.3 Constraints of immigrant entrepreneurship in Zimbabwe.
The research found that the main constraints affecting immigrants’ businesses in Zimbabwe are:
4.5.3.1 Serious policy inconsistencies amongst government players.
4.5.3.2 Lack of adequate information.
4.5.3.3 Language, culture and beliefs differences.

4.5.4 Government policy on immigrant entrepreneurship in Zimbabwe.
The study found that:

4.5.4.1 Policy on immigrant entrepreneurship exists but is not effective.

4.6 CONCLUSION
The aim of chapter 4 was to report on the findings and results of the study and to discuss them, taking note of their implications and to link them to the literature. The next chapter will cover the conclusions deduced from the research; recommendations that are done based on the findings; the limitations of the study and recommended areas for further research.
CHAPTER 5.0 CONCLUSIONS AND RECOMMENDATIONS

5.1 INTRODUCTION
This chapter makes extrapolates information from the findings from Chapter 4, making the essential conclusions and recommendations. This chapter also explains the extent to which this dissertation satisfied the objectives and aims that had been set at the commencement of the research study. Chapter 5 will also reflect on the areas for further study and the limitations of the research.

5.2 CONCLUSIONS
The overall conclusion drawn from this study is that immigrant entrepreneurship has a positive contribution to Zimbabwe; however there is room to maximise the benefits, as there are areas that need improvement, as evidenced by the following conclusions to the research objectives:

5.2.1 Dimensions of contribution of immigrant entrepreneurship to Zimbabwe.

5.2.1.1 Objective
To identify the dimensions of contribution of Immigrant entrepreneurship to Zimbabwe.

5.2.1.2 Finding
The research found that immigrant entrepreneurship contributes to Zimbabwe mainly through employment creation; skills, expertise and technology transfer; government revenues; facilitation of trade and provision of products and services.

5.2.1.3 Conclusion
The study concludes that immigrant entrepreneurship has a positive effect to the Zimbabwean economy which can be maximised by putting in place the right structures.
5.2.2 Impact of Immigrant Entrepreneurship on the identified dimensions.

5.2.2.1 Objective
To establish the impact of immigrant entrepreneurship on each of the identified dimensions.

5.2.2.2 Findings
The study found that immigrant entrepreneurship results in increase in public finances, and direct and indirect employment. The research also found that IE also results in skills and expertise transfer, and also impacts positively on the social welfare of the locals.

5.2.2.3 Conclusion
The study concludes that immigrant entrepreneurship has a positive impact on employment, skills transfer, government revenues, trade, provision of products and services and the overall social status of the locals.

5.2.3 Constraints of Immigrant Entrepreneurship in Zimbabwe.

5.2.3.1 Objective
To identify the constraints that affect contribution of Immigrant entrepreneurship in Zimbabwe.

5.2.3.2 Findings
It was established that the main constraints affecting immigrants’ businesses in Zimbabwe are serious policy inconsistencies in government agencies, inadequate provision of information and differences in language, culture and beliefs.

5.2.3.3 Conclusion
The research concludes that inhibitors to successful immigrant entrepreneurship in Zimbabwe are largely policy related.
5.2.4 Existence and effectiveness of government policy on IE in Zimbabwe.

5.2.4.1 Objective
To establish the existence and effectiveness of government policy on immigrant entrepreneurship in Zimbabwe.

5.2.4.2 Findings
The finding was that policy on immigrant entrepreneurship exists in Zimbabwe but it is not effective.

5.2.4.3 Conclusion
Finally, it is concluded that the current policy is not being implemented effectively to influence immigrant entrepreneurship in a manner that benefits the country in a significant way.

5.3 EVALUATION OF RESEARCH PROPOSAL
The research proposition was originally written as follows: “The contribution of Immigrant Entrepreneurship to Zimbabwe is limited because there is no clear government policy”.

The proposition is partially confirmed, because the policy is clear but there is no effective implementation.

5.4 RECOMMENDATIONS
In view of the findings cited above this study makes the following recommendations for effective contribution from IE.

5.4 1 Functional policy on immigrant entrepreneurship.
As the main recommendation from the findings of the study, to fully benefit from IE, the government of Zimbabwe needs to ensure that policy on IE is effectively implemented monitored and controlled for results.
5.4.2 Harmonisation of government operations.
The study recommends that there is need to harmonise the legislation and government operations on immigrants’ entrepreneurship and streamline processes to ensure ease of doing business.

5.4.3 Setting up and running of information centres.
It is recommended that the government of Zimbabwe should set-up and run efficient and effective information centres which provide immigrants entrepreneurs and other prospective entrepreneurs with valid and relevant information. There is also need to maintain updated websites and ensure that all necessary information is accessed at the click of a button.

5.5 STUDY LIMITATIONS AND RECOMMENDATIONS FOR FURTHER RESEARCH
This was a qualitative study whose scope was confined to Harare. A larger, national and quantitative study is suggested for the future.
REFERENCES


33. Immigration Act, (1996) Chapter 4.02


45. OECD/ ILO (2018) How Immigrants Contribute to Developing Countries’ Economies


APPENDIX 1: QUESTIONNAIRE FOR IMMIGRANT ENTREPRENEURS

Thank you for responding to my research study, please take note of the fact that the data gathered will be used by the researcher for the purposes of the study and all responses will be treated with necessary confidentiality. No personal data will be published or made available to any third part. Participation is voluntary and withdrawal can be at any point as deemed necessary with no explanation required. Your assistance and cooperation is greatly appreciated. Thank you in advance.

SECTION A: DEMOGRAPHIC & BACKGROUND INFORMATION:

1. What is your age? 25-30  31-40  41-45  46-50  Above 50
2. What is your gender? Male □ Female □
3. What is your education background?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Tick</th>
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<tbody>
<tr>
<td>Certificate</td>
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<td>Masters</td>
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<tr>
<td>Doctorate</td>
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<tr>
<td>Other</td>
<td></td>
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</tbody>
</table>

4. Where are you originally from? What is your ethnicity?

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..................................................................................................................................
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5. What kind of business (es) are you into.
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6. How many employees do you have in your company
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7. Are there any family members working in your company? If so how many?
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8. If yes, are they being paid?
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9. What factors motivated you to start this business in Zimbabwe?
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........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
10. For how long have you been doing business in Zimbabwe?

SECTION B: DIMENSIONS OF CONTRIBUTION OF IMMIGRANT ENTREPRENEURSHIP.

1. In which areas do you think your business is contributing to Zimbabwe?

2. Do you think that your business is benefitting Zimbabweans? If so in what ways?

3. How is your company contributing to the social welfare of the employees?
4. Which forms of taxes, if any, does your business pay in Zimbabwe?

SECTION C: IMPACT OF IMMIGRANT ENTREPRENEURSHIP ON IDENTIFIED DIMENSIONS.

1. What is the estimated total remuneration payable to your employees per annum?

2. How much employment have you created within your business and other related downstream companies?

3. How does the business plough-back into the community (Corporate Social Responsibility)?

4. What is the estimated total amount of duties and taxes paid by your business per year?
5. Does your organisation have any Zimbabwean understudies, for skills and expertise transfer? If so, how many?

6. What is the estimated total contributed by your business towards your employees' social welfare issues like medical aid; pensions; insurances; loans or funeral policies?

7. How much is the estimated total that you have paid so far towards licenses and other statutory fees to be able to operate your business in Zimbabwe?
SECTION D: CONSTRAINTS OF IMMIGRANT ENTREPRENEURSHIP IN ZIMBABWE.

1. In your opinion, what are the main barriers for an immigrant to start a business in Zimbabwe?

2. How would you assess the process of accessing information and advice in running your business in Zimbabwe?

3. What do you think will hinder the performance of your business over the next 12 months?

4. As an Immigrant, what challenges, if any are you currently facing in running your business?
5. How do you rate the overall business climate in Zimbabwe?

SECTION E: GOVERNMENT POLICY ON IMMIGRANT ENTREPRENEURSHIP IN ZIMBABWE

1. In your opinion, what should the government of Zimbabwe do to ensure Immigrant Entrepreneurship thrives?

2. Are there any regulations or regulatory systems that you feel have to be removed, or created, to support Immigrant Entrepreneurship in Zimbabwe?

3. What support systems would you want to see in place for smooth growth of your business?
4. How could the situation for immigrant entrepreneurs be improved?

i. By the Government:
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   ........................................................................................................................................
   ........................................................................................................................................
   ........................................................................................................................................

ii. By the immigrant entrepreneurs themselves:
    ........................................................................................................................................
    ........................................................................................................................................
    ........................................................................................................................................
    ........................................................................................................................................

End of questionnaire

Thank you for your valuable time
APPENDIX 2: QUESTIONNAIRE FOR GOVERNMENT OFFICIALS

Thank you for responding to my research study, please take note of the fact that the data gathered will be used by the researcher for the purposes of the study and all responses will be treated with necessary confidentiality. No personal data will be published or made available to any third part. Participation is voluntary and withdrawal can be at any point as deemed necessary with no explanation required. Your assistance and cooperation is greatly appreciated. Thank you in advance.

SECTION A: DEMOGRAPHIC & BACKGROUND INFORMATION.

1. What is your age? 25-30 31-40 41-45 46-50 Above 50

2. What is your gender? Male Female

3. What is your education background?

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Tick</th>
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<tbody>
<tr>
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<tr>
<td>Doctorate</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

4. What is your current position in the organisation?

   Lower level Management
   Middle level Management
   Top Management
5. How long have you been working for the Government?

6. How is your job linked to immigrant entrepreneurship or their contribution to Zimbabwe?

SECTION B: DIMENSIONS OF CONTRIBUTION OF IMMIGRANT ENTREPRENEURSHIP.

1. In your opinion, do you think that Immigrant Entrepreneurship is important to the country? If so, please explain how?
2. How do you think that Immigrant Entrepreneurship is benefitting the native Zimbabweans (locals)?

SECTION C: IMPACT OF IMMIGRANT ENTREPRENEURSHIP ON IDENTIFIED DIMENSIONS. *(Please answer what is relevant to you)*

1. How do you rate the entrepreneurial skills transfer from immigrant entrepreneurs to Zimbabweans?

2. How would you compare the taxes and duties paid by foreigners operating businesses in Zimbabwe compared to locals?
3. Are Immigrant owned businesses catering for their employees’ social welfare issues? (like funeral policies, medical aid, pensions, loans etc.) And if so, to what extent?

4. How much, as the estimated total, have Immigrants paid in 2018, towards licenses and other statutory fees to be able to operate their businesses in Zimbabwe?

5. How do Immigrant Entrepreneurs help to plough back to their respective local communities?
SECTION D: CONSTRAINTS OF IMMIGRANT ENTREPRENEURSHIP IN ZIMBABWE.

1. In your opinion, what are the main barriers for an immigrant to start a business in Zimbabwe?
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2. How efficient is the process of providing information and advice to Immigrants wishing to establish their businesses in Zimbabwe?
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SECTION E: GOVERNMENT POLICY ON IMMIGRANT ENTREPRENEURSHIP IN ZIMBABWE

1. Could you please explain whether there is a policy to support Immigrant Entrepreneurship in Zimbabwe?
   …………………………………………………………………………………………………
   …………………………………………………………………………………………………
   …………………………………………………………………………………………………
   …………………………………………………………………………………………………
   …………………………………………………………………………………………………
2. If so, what measures are in place to ensure that the country benefits from the contribution of Immigrant Entrepreneurship?

3. If no policy, are there any plans to come up with such a policy? *Please explain*

4. Are there any regulations or regulatory systems that you feel have to be removed, or created, to support Immigrant Entrepreneurship in Zimbabwe? *Please explain.*
5. What measures are in place to ensure compliance by Immigrant Entrepreneurs in terms of meeting their obligations?

End of questionnaire

Thank you for your valuable time