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INFORMAL SECTOR AND POVERTY ERADICATION STRATEGIES IN THE NEW NORMAL OF COVID-19 PANDEMIC IN NORTH-WEST, NIGERIA

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ABSTRACT

This study was conducted to find out informal sector and poverty eradication strategies in the new normal of covid-19 pandemic in North-West, Nigeria. A descriptive survey research design was used for the study. The population consisted of all the registered Small and Medium scale Enterprises (SMEs) in Kano the largest city in the zone, Kaduna, Zaria, Sokoto, Katsina, Gusau, Garki and Funtua. These were metropolitan/commercial cities in each State in the North-West, Nigeria. It was hypothesized that there was no significant difference in the responses of the respondent groups on the level of effect of COVID-19 pandemic on the informal sector in North-East Nigeria; there was no significant difference in the responses of the respondent groups on the strategies adopted for the eradication of poverty among informal sector workers in North-West Nigeria in the new normal COVID-19 pandemic; there was no significant difference in the responses of the respondent groups on the factors that militate against the effective application of the strategies adopted for poverty eradication among the informal sector workers in North-West Nigeria in the new normal COVID-19 pandemic. Mean, t-test and correlation analysis were used to analyze to the data. All the hypotheses were retained. It was recommended among others that the State governments in the region should set aside emergency fund targeting informal sector in the zone. And that deferment of taxes or waiver of taxes, lower interest rate could also be embarked on by the appropriate policy makers in the zone to make informal sector remain afloat in the new normal COVID-19 pandemic.

KEYWORDS: Poverty reduction, information sector, flexible loan, cost loan

INTRODUCTION

The COVID-19 pandemic put dents on every sector of the affected countries, and the informal sector was no exception. The coronavirus outbreak ravaged human health, disrupted the livelihood of thousands of people, and impacted negatively on the global economy (Craven et al. 2020; Amare et al., 2020). Confirmed cases of the novel coronavirus named Covid-19, which was first reported in December, 2019 in the Chinese province of Hubei and declared a pandemic by the World Health Organization in March 2020 is now over 28 million worldwide, 1,344, 403 in Africa, and 55,829 in Nigeria as at September 2020. The presence of the virus in Nigeria was first reported on February 27, 2020, when an Italian citizen visiting Nigeria tested positive for the virus, caused by SARS-CoV-2. On 9 March 2020, a second case of the virus was reported at Ewekoro, Ogun State, a Nigerian citizen who had contact with the Italian index case. The rapid spread of the COVID-19 virus led countries around the world into a health crisis.

The informal sector which is undeniably critical to the growth and development of the global economy was affected by the pandemic. The informal sector which is a good source of job creation, aids the development of local technology and source of development to indigenous entrepreneurs (Alaye-Ogan, 2012; Erdem, 2011), and enormously contributed to nation-building was seriously affected at the peak of the pandemic (Aderemi, Olu-Young, Taiwo, & Adejumo, 2019; Tehseen & Ramayah, 2015).

The lack of social protection coverage for informal sector in the North west apparently made it more difficult for the informal sector to build resilience against the Covid-19 pandemic and recover quickly from the economic fallout in the region. Besides, activities in the informal sector is characterized



by underlined workplace, unsafe and unhealthy working condition, low level of skills, lack of access to information, financial, training and technology, lack of adequate micro-level incentives such as a low level of education, lack of access to economics resources and other business services.

The informal sector contributes more than 90% of all economic activities and more than 50% of all employment opportunities globally and also, accounted for more than 40% of GDP in developing nations (Garba, 2020). The informal sector in the North-west geopolitical zone, Nigeria, as obtained in other parts of the globe, performs a key role in the economic development of the country. The sector accounts for 90% of all businesses in Nigeria (Gbandi & Amissah, 2014). Given the severity of the disease, the COVID-19 pandemic posed tremendous challenges to the performance of the informal sector.

COVID-19 is a disease cause by a new corona virus originated from Wuhan in china. This pandemic has been declared by World Health Organization (WHO) on march 11, 2020. Covid 19 is now a global emergency, given its impact on the entire global population and economy (AUC, 2020). The impact of this virus is affecting the entire global economy and more drastically crippling the activities in such areas like falling in oil prices, tax revenues, foreign exchange receipts, foreign financial flows, travel restriction, frozen labour management and reduction at tourism (Nuabuife, Okoli, and clear, 2020). Many nations around the Covid has lockdown their economy just to contain the spread of the disease that is treating human existence, particularly increased level of individual inability, to enjoy the basic acceptable standard of living (poverty).

This present study analyzed the strategies adopted to eradicate poverty among informal sector workers in the new normal COVID-19 pandemic in North-West, Nigeria and recommend response measures and strategies for governments, development partners and actors in the sector.

Problem Statement

The COVID-19 pandemic caused over 5.9 million deaths globally (WHO, 2022) and resulted in an economic crisis for almost all countries. The safety measures taken to restrain the spread of the virus such as quarantine, travel restrictions, closure of educational and business institutions, reduced public gatherings disrupted economic activities worldwide. The pandemic was predicted to harm the low-income population, especially the informal sector workers with vulnerable employment and minimal health or social safety.

In the North-West, Nigeria comprising Jigawa, Kaduna, Kano, Katsina, Kebbi, Sokoto, and Zamfara, the slump in demand for goods and services resulting from the pandemic and its concomitant restrictive measures caused a loss of income and jobs for informal workers, whose livelihood depends on consumption-driven economic activities. There were some major factors behind the reduced demand for consumption during this crisis. First, restriction on movement caused demand for non-essential goods to decline. Second, the lockdown and the pandemic hurt peoples' earning capacity, which reduced their consumption expenditure (Onyekwena, & Ekeruche, 2020).

Major shutdowns in North-West, Nigeria have cut demand for informal sector workers, who produced good/services in or immediate neighbors for local and domestic markets. Similarly, the market infrastructure for handicraft and home-based products were frozen, as products could not be sold or transported resulting in the loss of business capital. Again, Federal, State and Local Government interventions tend not to be mindful of the realities of the informal sector following the effects of the COVID-19 pandemic, leaving the sector without adequate social and economic security. This tend to be forcing the informal sector workers to turn to alternative sources of social and economic securities which might not be sustainable and sufficient for poverty eradication. It is in the light of the aforementioned ill-developments that this study was prompted to examine the informal sector and poverty eradication strategies in the new normal of COVID-19 pandemic in the North-west, Nigeria so as to make recommendations based on empirical evidence to promote and sustain the informal sector in the zone. This is the thrust of the study.

Research Questions

The following research questions guided the study:

- 1. What is the level of effect of COVID-19 pandemic on the informal sector in North-East Nigeria?
- 2. What are the strategies adopted for the development of the informal sector in North-west Nigeria towards poverty eradication in the new normal COVID-19 pandemic?
- 3. What are the factors that militate against the effective application of the strategies adopted for the development of the informal sector in North-west Nigeria towards poverty eradication in the new normal COVID-19 pandemic?

Research Hypotheses

The following null hypotheses were generated and tested at 0.05 level of significance:

- Ho1: There is no significant difference in the responses of the respondent groups on the level of effect of COVID-19 pandemic on the informal sector in North-East Nigeria
- Ho2: There is no significant difference in the responses of the respondent groups on the strategies adopted for the eradication of poverty among informal sector workers in North-West Nigeria in the new normal COVID-19 pandemic.
- Ho3: There is no significant difference in the responses of the respondent groups on the



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factors that militate against the effective application of the strategies adopted for poverty eradication among the informal sector workers in North-West Nigeria in the new normal COVID-19 pandemic.

LITERATURE REVIEW Conceptual Framework The Meaning of Informal Sector

The International Monetary Fund IMF (2018) described the informal sector as block economy, economy of the street, underground economy and unethical economy. The International Labour Organization ILO, (2019) defines the informal sector as all economic activities by workers and economic units that are in law or in practice not covered or insufficiently covered by formal arrangement in terms of financial inclusion and policy development strategies. The informal sector is dominated by retail trade and composed of activities related to the selling of food stuffs, clothes, textile works, radio repair, iron works, watch repairs, sewing, weaving, photography, laundry, carpentry, sale of recharge cards, barbing, hair dressing saloons, etc. and survival activities such casual and unpaid jobs (Jegade & Opatola, 2020).

Theoretical Framework

Based on the nature of this research, the study of informal sector in north-west political zone, Nigeria is anchored on institutional theory. The institution on other hand theory often seeks to examine impact of environment on certain phenomenon (Urban, 2013). Past works posit that different environmental situations affect the manner certain phenomenon behave and exploit opportunities (Scott, 1992).

The theory explains how institutional efficiency are consider either as weak or unavailable (Sulter et al, 2013). An institutional framework is considered weak if it lacks the necessary capacity/strategies to ensure that policies work effectively or its operations or policies of institution undermines the system it ought to protect and thereby stifles the whole system (Kistruck, et al, 2015). In the N-W region perspective, one the institutional policies/strategies to incentive system, defines poverty right access to financial resources, safety standards and regulatory programmes which affect the greater of informal sectors. The question now is whether there is capacity to do that or not.

The Linkage between COVID-19 Pandemic and the Performance of Informal Sector

The deadly disease (COVID-19) spread to almost everywhere in the world at an incomparable level. Therefore, because of the lockdown, the informal sector was affected and have weakened the available human and economic resources such as workmen, materials, transport, etc (Craven, Liu, Mysore, & Wilson, 2020). This caused the closure of many businesses and equally affected their performances. The lockdown, movement restriction, market closure, and social distancing as announced by the government also truncated the movement of goods and services which stand as the backbone and which the informal sector depends on for their smooth routine activities.

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The informal sector, together with their employees are an integral part of social and economic systems of day-to-day life globally. This important role played by the informal sector faced threats from unmatched effects of the coronavirus. The customers, as well as facilitators of informal sector, were under the threat of business bankruptcy as a result of the recession experienced globally (Wuen & Wu, 2020).

Challenges that Faced the Informal Sector during COVID-19 Pandemic

The demand for goods and services rose and the majority of businesses started showing a sign of liquidity problem due to the problem of cash reserves of the informal sector. Hence, any liquidity problem from this sector of the economy resulted in liquidation in many other large businesses. International businesses were particularly vulnerable because of the shortage of US dollars for their transactions (Wuen and Wu, 2020). For the informal sector engaging in production activities, operations during lockdown became a problem because factory floors are not designed for social distancing. The movement of people to other places for the safety of life resulted in the disappearance of workers and filling the gap created may be difficult for the informal sector.

METHODOLOGY

A descriptive research design was used for the study. This method involves gathering data about the target population from a selected sample size and generalizing the findings obtained from the analysis of the sample to the entire population (Afolabi 1993).

The target population for this study consisted of all the registered Small and Medium scale Enterprises (SMEs) in Kano the largest city in the zone, Kaduna, Zaria, Sokoto, Katsina, Gusau, Garki and Funtua. These were metropolitan/commercial cities in each State in the North-West where the study was based. North-West is one of the six geopolitical zones of Nigeria representing both a geopolitical and political region of the country' North-West. The current rate of poverty evidence in the five regions is 43.28% which is above the national average rate of 21.7% and the rate of vulnerability to poverty is at 72% (NBS, 2022).

The population and sample frame for this study is 1,975,934 and 1,459 which represent the region population and registered membership groups in the region respectively (NBS, 2021). The registered membership groups were divided into strata, using the Stratified Random Sampling Technique (SRT), and the sample size determination formula of Yamane cited in



Odumegu (2021), 1,459 SMEs were sampled. These sampled SMEs were found in the agricultural sector, general trading, construction, general services, transport and distribution, hotels and restaurant, and educational sectors of the region.

General trading represents the sale items such as foodstuffs, water and firewood; construction category represents the manufacturing of building blocks the sale of cement and other building materials; general services represents business activities such as barber shop, hair salons, shoe repairs and communication services. Transport and distribution category represent tax, owners/driver; hotels and restaurant category represent guest houses and food services. The education represents basic schools only. The study measured poverty eradication in terms of the survival of SMEs in the new normal of COVID-19 pandemic in the North-West, Nigeria by capturing most SMEs growth data for a period of five years (2015-2020).

The instrument used to gather the data needed was the questionnaire. The questionnaire was designed on Likert fivepoint scale of strongly agree, agree, undecided, disagree and strongly disagree. Out of the total 1,459 questionnaires distributed to SMEs' owners, 1,070 were returned generating a response rate of 73.3%. Frequency counts and simple percentages were used to determine the responses of the respondents on their personal data while mean was used to analyze the data emanating from the research questions. Multiple regression analysis was used to analyze the data. Data was computed and analyzed using Statistical Package for Social Sciences (SPSS, Version 20).

RESULTS

Demographic Variables Sectoral Distribution	Frequency	%
Agriculture	243	16.7
Construction	315	21.6
Hotels and restaurants	75	5.1
Transport and distribution	512	35.1
General trading	178	12.2
General services	98	6.7
Education	38	2.6
Total	1,459	100

Table 1: Profile of Sampled SMEs in North-West Geopolitical Zone

Table 1 shows the profile of sampled SMEs (informal sector) in the North-West, Nigeria. The data shows that 243 (16.7%) were in Agriculture; 315 (21.6%) were in Construction; 75 (5.1%) were in Hotels and Restaurants while 512 (35.1%) were in Transport and distribution. Furthermore,

178 (12.2%) were in general trading 98 (6.7%) were in general services and lastly, 38 (2.6%) were in education. It shows clearly that majority of the informal (35.1%) sector workers in the area were in transport and distribution, followed by Construction (21.6%).

Age of Business (Years)	Frequency	%
0-10	711	48.73
11-15	275	18.85
16-20	65	4.46
21 years and above	119	8.16
Total	1459	100

Table 2 shows the age of SMEs (informal sector enterprises) in the selected cities in North-West, Nigeria. The data shows that 711 SMEs representing 48.73% have existed from between 0-10 years; 275 representing 18.85% have existed from between 11-15 years; 65 representing 4.46% have existed from between 16-20 years while 119 representing 8.16% have existed for 21 years and above. This means that

majority of the enterprises in the informal sector (48.73%) were not as old as others and so could have been swept off their feet by the COVID-19 pandemic. This percentage is followed by those that have existed only for between 11-15 years with a percentage of 18.85. these ones too could have been seriously affected leading to the poverty of the informal sector workers.



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Table 3 Rating of the Effect of Lockdown on the Informal sector in North-West Geopolitical Zone by the Informal Sector Workers

Rating	Frequency (n=242)	Percentage	Mean	SD
Low	65	4.45	33.3161	.91236
Moderate	408	28.0		
High	986	67.5		
Total	1459	100.00		

Source: Field Survey (2022)

The descriptive analysis reveals that out of 1,459 total respondents, 986 representing 67.5% rated high level of effect of lockdown on informal sector performance in North-West, 408 representing 28.0% rated a moderate level, while 65 representing 4.45% rated the effect to be on a low level. This shows that the majority of the respondents (67.5%) rated high effect of the lockdown on the informal sector in the North-West geopolitical zone.

Table 4: Mean Score on the Strategies adopted for the Development of the Informal Sector in North-West Nigeria
towards Poverty Eradication in the New Normal COVID-19 Pandemic by the Two Groups

SN	Strategies	SMEs Owners S			SMEs Staff		
		Mean	Std	Mean Std			
1	Granting of sufficient loan amount to informal sector workers.	3.7547	0.791	3.7581	0.694	0.03	
2	Customer-friendly loan repayment process.	3.3057	0.993	3.7258	0.728	3.14	
3	Low interest rates on loans.	3.8075	0.705	3.8065	0.596	0.01	
4	Easy loan accessibility requirements.	3.8830	0.595	3.9677	0.254	1.10	
5	Easy loan collateral.	3.7887	0.697	3.7097	0.710	0.80	
6	Financial grants from the government.	3.3019	1.03	3.5000	0.901	1.39	
7	Affordable loan processing fee.	3.7792	0.795	3.7194	0.615	1.01	
8	Free post COVID-19 training workshops for informal sector workers.	3.7698	0.73 1	3.8065	0.596	0.37	
9	Flexible schedule of loan repayment.	2.8453	1.139	3.6 129	0.797	5.02	
10	Skill development programmes.	3.0264	1.143	3.6452	0.770	4.05	
11	Provision of agricultural inputs for those in the sector.	3.4038	1.007	3.9032	.433	3.82	
12	Provision of supporting materials for all in different sectors.	3.6868	0.800	3.7097	0.710	0.21	

The scores for the two groups (the SMEs owners and the SMEs staff) on item 1 in the table support the notion that granting of sufficient loan amount was one of the strategies adopted for the development of the informal sector in North-West Nigeria towards poverty eradication in the new normal COVID-19 pandemic. By the scores of 3.7547 and 3.7581 for the SMEs owners and the SMEs staff respectively, the two groups seem to agree that granting of sufficient loan amount was a strategy. However, there was no agreement between the SMEs owners and the SMEs staff on the notion that customer-friendly loan repayment process was a strategy. The SMEs owners disagreed with the notion while the SMEs staff were of the view that customer-friendly loan repayment process was a strategy.

Both groups agreed that low interest rates on loans and easy loan accessibility requirements were strategies adopted for the development of the informal sector in North-West Nigeria towards poverty eradication in the new normal COVID-19 pandemic. These are indicated by the high scores on items 3 and 4 respectively in the table. The two groups also share the same opinion on the opinion that easy loan collateral was one of the strategies as indicated in item 5 in the table. There was no consensus among the respondents on the notion that financial



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grants from the government was one of the strategies. The SMEs owners particularly disagreed with this opinion while the SMEs staff seem to have the impression that the statement is true. All the respondents agreed with the notion that affordable loan processing fee was a strategy. This is indicated by the high scores for item 7 in the table.

In item 8, the two groups agreed that free post COVID-19 training workshops for informal sector workers was a strategy. But while the SMEs owners disagreed that flexible schedule of loan repayment was a strategy as shown in item 9, the SMEs staff agreed with the notion. The difference between the two groups on this item was very high as indicated by the observed t-value of 5.02 for item 9 in the table. In item 10, the SMEs owners disagreed that skills development programmes is a strategy but the SMEs staff had a contrary opinion and the difference between the two groups was also very high as indicated by their mean scores and the observed t-value of 4.05 in the table. For item 11, where the provision of agricultural inputs for those in the sector was assessed as a strategy, the SMEs owners did not agree it was a strategy but the SMEs staff were of the opinion that it was a strategy and the difference between the two groups on this opinion is high as indicated with a t-value of 3.82 in the table. However, on item 12, the two groups agreed that provision of supporting materials for all in different sectors was a strategy adopted for the development of the informal sector in North-West Nigeria towards poverty eradication in the new normal COVID-19 pandemic

 Table 5: Mean Score on the Factors that Militate against the Effective Application of the Strategies adopted for the

 Development of the Informal Sector in North-west Nigeria towards Poverty Eradication in the New Normal COVID-19

 Development

		Pan	demic			
SN Factors	Factors	SMEs Ow	vners	SMEs Staf	t –	
		Means	Std	Mean	Std	value
1	Negative attitude	2.5605	0.252	3.48 10	0.249	2.77
2	Corruption	4.5736	0.265	4.6274	0.263	1.53
3	High level of illiteracy	3.843 1	0.225	3.8582	0.222	0.59
4	Insecurity	3.7757	0.201	3.7791	0.193	0.15
5	Cultural practices	3.9301	0.177	3.9339	0.198	0.18
6	Religious practice	3.9167	0.152	3.9130	0.171	0.20

The scores as indicated in the table above did not reveal much difference in the opinion of the respondents as regards the factors that militate against the effective application of the strategies adopted for the development of the informal sector in North-west Nigeria towards poverty eradication in the new normal COVID-19 pandemic. The two groups tend to agree that negative attitude, corruption, high level of illiteracy, insecurity, cultural practices and religious practices have impact on the effective application of the strategies adopted for the development of the informal sector in North-west Nigeria towards poverty eradication in the new normal COVID-19 pandemic.

Table 6: t-test on the Level of Effect of COVID-19 Pandemic on t	the Informal Sector in North-West Nigeria by the
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			Two (Froups		
Status	Mean	STD	SE	t-value	DF	P-value
Movement Restri	ction					
SMEs owners	45.1434	2.468	0.152	2.88	325	0.006
SMEs staff	46.0968	1.725	0.219			
Market Closure						
SMEs owners	31.3962	1.512	0.093	1.43	325	0.154
SMEs staff	31.6935	1.313	0.167			
Social Distancing						
SMEs owners	39.1887	1.631	0.100	0.084	325	0.401
SMEs staff	39.000	1.391	0.177			

Note: N = 1459,

DF = 325,

P>0.05

The observed t-value on the effect of movement restriction by the two groups is 2.88 which is higher than the critical value of 1.96 at the same degree of freedom. The observed level of significance is 0.006 (P < 0.05). On this premise the hypothesis could be rejected. This means that the

SMEs owners are significantly different from the SMEs staff in their opinion on the effect of movement restriction on the informal sector in the North-West, Nigeria. But a look at the mean score indicates that both SMEs owners and SMEs staff agreed that movement restriction has significant impact on the



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informal sector in the North-West, Nigeria since all of them agreed by their mean score on the variable.

On The effect of market closure, there was no significant difference between the two groups. The observed t-value (1.43) is lower than the critical value of 1.43 and the observed significant level 0.154 is higher than 0.05 (P> 0.05). However, the mean score for both groups indicated that they agreed on the effect of market closure on the informal sector in the North-West, Nigeria.

The opinion of the SMEs owners and SMEs staff on the effect of social distancing on informal sector in the zone did not differ significantly as indicated in the table. The observed t-value for the test of difference between the groups is 0.084 while the critical value is 0.401 and the observed significant level is 0.230 (P> 0.05). But the mean scores for the two groups indicate that they both agreed that social distancing could have some significant impact on the informal sector.

Table 7: Correlation Analysis

The relationship between the independent variable and the dependent variable which could result to the poverty of the informal sector workers is presented here. The variables displayed consist of SME's performance as the dependent

variable while the independent variables were Lockdown, Movement Restriction, Market Closure, and Social Distancing as the independent variables.

 Table 8: Pearson Correlation between Variables Lockdown, Movement Restriction, Market Closure, Social Distancing, and SMEs Performance in North-West, Nigeria

	X1	X2	X3	X4	Y
Lockdown (X1)	1	.560**	.419***	.298 ^{**}	.444
Movement Restriction (X2)		1	.587**	.403**	.565**
Market Closure (X3)			1	.497**	570 ^{**}
Social Distancing (X4)				1	.391 **
SMEs Performance (Y)					1

****. Correlation is significant at the 0.01 level (2-tailed).** Source: Field Survey (2022)

Table 5 indicates that the COVID-19 variable that had the highest correlation of 0.570 is Market Closure, which means it had the highest positive effect on the informal sector in North-East geopolitical zone. Variables such as Movement Restriction and Lockdown also recorded positive correlation values of 0.565 and 0.444 respectively with informal sector performance in in North-West geopolitical zone. Lastly, Social Distancing recorded a low positive correlation value of 0.391 with informal sector performance in the zone. This means that the informal sector was seriously affected by COVID-19 pandemic. The data shows how the informal sector in the North-West battled with the lockdown, movement

CONCLUSION

Findings from the analysis showed that the informal sector was seriously affected the COVID-19 pandemic in the North-West geopolitical zone leading to the poverty of the informal sector workers. Consequently, there were strategies adopted for the development of the informal sector in North-West Nigeria towards poverty eradication in the new normal COVID-19 pandemic. These were meant to help the informal sector workers to regain their balance and get out of the circle of poverty that the pandemic plunges them into.

restriction, market closure, and social distancing which could had affected the poverty level of the informal sector workers in the area under study.

The multiple linear regression model used for the study is indicated in mathematical terms as follows: $Y = \beta 0+\beta 1LD1 + \beta 2MR1 + \beta 3MC1 + \beta 4SD1 + \mu 1... Eq (1)$ Where Y =Informal sector Performance indicating the state of Small and Medium Enterprises (DV), LD = Lockdown (IV), MR = Movement Restriction (IV), MC = Market Closure (IV), and SD = Social Distancing (IV).

Recommendations

In view of the findings of this study, the following recommendations are made to enhance the development of the informal sector in North-West Nigeria towards poverty eradication in the new normal COVID-19 pandemic:

1. A spike reduction in operations and sales of the informal sector will metamorphose into cash-trap. This would increase the vulnerability of the informal sector in the North-West, Nigeria to other external shocks. Therefore, the State governments in the region should set aside emergency fund targeting informal sector in the zone.



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- 2. Deferment of taxes or waiver of taxes, lower interest rate could also be embarked on by the appropriate policy makers in the zone to make informal sector remain afloat in the new normal COVID-19 pandemic.
- 3. Proactive plans should put in place in anticipation of events such as COVID-19 that may likely affect the informal sector in the zone.
- 4. The informal sector in North-West, Nigeria should adopt online or digital sales and services.
- 5. The informal sector in North-West, Nigeria should improve on their mode of communication, they should

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communicate early with employees on policies and procedures, changes, engaging with workers' unions where appropriate.

6. There is the need for all stakeholders in Nigeria including government, financial institution, private organizations and family members to refocus their attention on the development of the informal sector which has the capacity to provide employment to less privileged individuals.

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