



Gizo Market Redevelopment Review

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Acronyms

ACN	Activity Concept Note
CCDR	Climate Change and Disaster Resilience
CSO	Civil society organisations
DFAT	Department of Foreign Affairs and Trade
FGD	Focus Group Discussion
GBV	Gender Based Violence
GEDSI	Gender Equality, Disability, and Social Inclusion
GMVA	Gizo Market Vendors Association
GSC	Gizo Market Steering Committee
GTC	Gizo Town Council
KII	Key informant interview
M4C	Markets for Change
MSG	Melanesian Spearhead Group
MVA	Market Vendors Association
NGO	Non-governmental organisation
PWDSI	People with Disabilities Solomon Islands
SIG	Solomon Islands Government
SIIP	Solomon Islands Infrastructure Program
WPG	Western Provincial Government

Executive Summary

Background

Local marketplaces play a significant role in Solomon Islands, providing a source of food, income, and social engagement. Women comprise approximately 90 per cent of market vendors, which increases the importance of ensuring the design and operation of markets reflect the needs of women.

In 2016, the Australian Government invested A\$3.5 million in the redevelopment of the Gizo Market in Western Province in Solomon Islands, with additional contributions from the Western Provincial Government (WPG) and inputs from UN Women's Markets for Change Project (M4C).¹ The redevelopment project aimed to improve the infrastructure of an existing market in Gizo, which had suffered from overcrowding, and posed safety and environmental risks to users and vendors of the market.

“The redevelopment of the Gizo Market is a clear example of Australia’s commitment to development in the provinces. It is the first time the Australian Government has partnered directly with a provincial government to implement a project. We expect it will deliver tangible benefits for Gizo residents, visiting tourists and market vendors – the majority of whom are women.” – Former Australian High Commissioner to Solomon Islands, Roderick Brazier²

The redeveloped market was completed in 2019. It was designed to improve vendors’ social, health and economic outcomes, increase accessibility for persons with disabilities, and incorporate climate change and disaster reduction (CCDR) measures.

The new Gizo Market included the following improvements and features:

- **Increased space and additional facilities:** 2,500m² floor area (increased from 1,488m²) including two open sided market hall structures, benchtops, onsite water collection, sanitation facilities, concrete pavement, drainage, fencing and upgraded lighting.
- **Increased cleanliness:** Low maintenance materials and finishes, a separate hall for selling raw seafood, and a designated waste storage area.
- **Increased amenities:** Separate male, female, and unisex accessible ablution blocks.
- **Improved accessibility:** Designed in accordance with the *Australian Aid – Accessibility Design Guide: Universal Design Principles for Australia’s Aid Program*.
- **Improved resilience to disasters:** Designed to withstand speeds of a category 5 cyclone, resist sea level rises, and mitigate the risk of flooding and water damage.

The redevelopment also included support of market maintenance and governance, which encompassed:

- **Development of the Gizo Market Vendors Association (GMVA).** The GMVA provided important feedback during the design consultation and was envisioned to facilitate greater influence of women vendors in market governance. It also extends training opportunities to members, 95 per cent of whom are women,³ on topics such as food safety, financial management, and entrepreneurship.
- **A cohesive governance structure which includes the Gizo Town Council (GTC), GMVA, and WPG working towards a common vision for the market.** All three stakeholders continue to participate in market governance through the Gizo Market Steering Committee (GSC).
- **A detailed operation and maintenance manual.** This was supplemented with on-site trainings and presentations to representatives of the GTC and the GSC.

¹ For more details about M4C’s involvement in the redevelopment, please see: *UN Women Markets for Change Project Expands to Gizo Western Province, 2017*.

² *Real Change Coming for Gizo Market, 2018*.

³ Based on information provided by the GMVA president.

Objective of the review

This review examines the outcomes of Australia's Gizo Market Redevelopment Project to inform future market redevelopment activities, specifically those to be delivered by Australia's Solomon Islands Infrastructure Program (SIIP). The review explores the extent to which the redevelopment has achieved progress against three outcomes:

1. improved socio-economic and health outcomes for market vendors and users;
2. enhanced climate change and disaster readiness; and
3. increased likelihood of infrastructure sustainability through appropriate maintenance and governance practices.

Key Findings

The review showed that the redevelopment has led to positive **social, economic and health outcomes** that include:

- Improved ability of vendors to sell goods quickly and therefore improve their revenue.
- Improved hygiene thanks to numerous design features including a separate hall for raw fish vending and low maintenance floors and benches.
- Greater access to hygienic female, male, disability accessible sanitation facilities which improves market users' health.
- Increased participation of women in market governance.
- Increased opportunities for skills development to improve business, financial and food handling practices.

The redevelopment has also led to **positive CDDR related outcomes** that include:

- Increased confidence by market users in the market structure's ability to offer protection during bad weather and extreme weather events.
- Improved drainage and rain protection which improves flood prevention.

Despite improvements in the accessibility of the infrastructure, there was insufficient evidence available to be gathered through this review to determine positive outcomes for people with disabilities.

Recommendations

Using an asset lifecycle approach to infrastructure, and taking the findings into consideration, this report makes the following recommendations for future market redevelopments.

During the design phase:

- Develop a decision-making framework to guide design-related strategies for achieving outcomes within the constraints of the budget envelope. The frameworks should incorporate a systematic process for defining levels of service for markets.
- Prioritise active engagement with diverse women, persons with disabilities, and relevant support organisations to help ensure infrastructure is designed to address critical and varied needs of women and persons with disabilities and enhance the likelihood of achieving expected outcomes for users.
- Allow for ample contingency for growth/increase in usage, including accounting for increased attendance at a market following a redevelopment.
- Consider the services unavailable in the market location which may impact outcomes for vendors, such as cold storage and overnight accommodation.

To increase sustainability of the market after handover:

- Develop and socialise an asset management plan and ensure that relevant activities will be sufficiently resourced and implemented.
- Develop financial projections with assumptions about fees to ensure ongoing cleaning and maintenance requirements are sufficiently resourced.
- Engage in targeted efforts to ensure wide participation in Market Vendor Associations (MVAs), including communications about benefits of participation, flexible options for fee payments, and considerate scheduling of activities.

1 Introduction

Local marketplaces play an important role in Solomon Islands and across the Pacific. They provide a source of food, income, and act as important public spaces, providing a forum for community interactions and engagement.⁴ Furthermore, in some markets, approximately 90 per cent of market vendors are women.⁵ Therefore marketplace activity creates opportunities for women's economic empowerment.

While accurate data on revenues remains limited, estimates suggest that the socio-economic opportunities for market vendors are substantial. Sales at Honiara Central Market are estimated to amount to an annual total of A\$13-19 million with women responsible for approximately 90 per cent of these earnings.⁶ Furthermore, a recent study on three markets in Honiara found that for roughly 80 per cent of the vendors, market sales provided the sole source of their household income, and helped cover expenses related to food, education, transport, and community welfare.⁷

Nevertheless, Pacific markets face several challenges. First, there is a lack of supportive policy and institutional frameworks regulating informal economic activities.⁸ In addition, research funded by the Informal Economy Research Program at Papua New Guinea National Research Institute suggests that many Pacific markets lack adequate infrastructure and resources for effective use, management, and maintenance.⁹ Guidance on infrastructure standards is also lacking. For example, Solomon Islands did not have a legislated building code at the time of writing this report and limited evidence is available on the market design elements and management practices that would be essential to achieving the desired social, health, economic and environmental outcomes. Furthermore, fresh food markets inherently present challenges for maintaining cleanliness and food hygiene standards. In the Pacific context, this challenge is exacerbated by consistently warm weather, high power costs (which reduces the likelihood of cold storage), and a likely lack of education among vendors around food hygiene practices.

In 2012, the Australian Government launched the *Pacific Women Shaping Pacific Development initiative*. As part of this, UN Women launched the Markets for Change (M4C) Project in 2014 as a key component of its Women's Economic Empowerment programme. The M4C Project aimed to ensure that marketplaces in rural and urban areas in Fiji, Solomon Islands and Vanuatu were safe, inclusive, and non-discriminatory, and promote gender equality and women's empowerment. Its design was informed by a series of pilot projects implemented by UN Women from 2009 to 2012. Most recently, the M4C Project has been working with the Western and Malaita Provincial Governments in Solomon Islands to develop market ordinances for Gizo and Auki Markets respectively.

In 2016, the Australian Government partnered with the M4C Project to redevelop Gizo Market in Western Province. The new Gizo Market reopened on 23 August 2019 with key design features to improve vendors' social, health and economic outcomes, increase accessibility for persons with disabilities, and incorporate climate change and disaster reduction (CCDR) measures. The Project was completed under Australia's flagship Solomon Islands Growth Program.

Australia's new Solomon Islands Infrastructure Program (SIIP) was launched in June 2021 and an activity was approved by the Steering Committee in July 2021 for SIIP to redevelop ten more markets across the country. To inform these markets, SIIP undertook a functionality review of the renovated Gizo Market to understand what worked well and what could be improved upon.

⁴ Kopel (2021a).

⁵ UN Women estimates between 75-90 per cent of market vendors in the Pacific are women (Grant-Smith, 2018).

⁶ *Economic Opportunities for Women in the Pacific* (2010) p.1.

⁷ Keen & Ride (2018a).

⁸ Grace (2021).

⁹ Kopel et.al, (2021b).

This review seized an opportunity to understand the extent to which improvements in Gizo Market infrastructure, governance and operations have led to improved social, health, and economic outcomes.



Old Market



New Market

2 Background and Context

2.1 Solomon Islands

Solomon Islands is a small island state located in Oceania. It is comprised of six major islands and over 900 smaller islands. Its capital, Honiara, is located on the largest island of Guadalcanal. Figures from the 2019 census puts Solomon Islands' total population at 721,455 (352,204 women – 48.8 per cent; and 365,252 men – 51.5 per cent).

2.1.1 Women in Solomon Islands

Gender inequality remains widespread across Solomon Islands. According to the Asian Development Bank, women are less than half as likely as men to be in paid work (18,272 women compared to 40,507 men). In rural areas, the nature of women's unpaid work is particularly significant as 81 per cent of women (as opposed to 58 per cent of men) are engaged in subsistence work for family consumption.¹⁰ Furthermore, Solomon Islands has one of the highest rates of family and sexual violence in the world.¹¹ According to a 2011 report by the World Health Organization, 'the causes of Gender Based Violence (GBV) are multiple, but it primarily stems from gender inequality and its manifestations.'¹²

Several norms affect women's economic empowerment such as expectations that men should not be involved in unpaid care work and that women are responsible for care work, which should always be prioritised over economic activity. Women often have the primary financial responsibility for meeting household care/basic expenses for the family but are commonly expected to seek permission from their husband to engage in economic activity.¹³

¹⁰ Asian Development Bank (2015).

¹¹ According to the Royal Solomon Islands Police Force, 'A 2009 report from the Ministry of Women, Youth and Children's Affairs found that 2 out of 3 women aged between 15 and 49 years had been abused and placed Solomon Islands as the third worst country in the world for Family Violence behind Ethiopia and Peru'.
<http://www.rsipf.gov.sb/?q=node/27#:~:text=Ending%20Domestic%20Violence%20In%20Solomon%20Islands.%20A%202009,and%20Peru.%20Since%20then%20little%20has%20happened%20>

¹² World Health Organisation (2014). p.3.

¹³ Strongim Bisnis Program (2018).

2.1.2 Persons with disabilities in Solomon Islands

According to the 2009 census, persons living with various forms of disability (blindness, deafness, lameness, and senility) make up 14 per cent of the total population in Solomon Islands (15 per cent are women and 13 per cent are men). Approximately 5,300 people suffer from a severe form of disability¹⁴, roughly evenly split between men and women.

Educational opportunities for those living with disabilities are limited as there is only one special needs school in Solomon Islands, run by the Red Cross. There are only three centres that cater for persons with disability, and these are also run by voluntary organisations and are resource-challenged. These facilities are inadequate for the needs of persons with disabilities, and families often lack the resources and necessary training to enable them to support family members with a disability.

Persons with disabilities face additional challenges in securing employment because of negative attitudes and systemic discrimination in education and access to facilities. Women with disabilities are more likely to be unemployed than men with disabilities and when employed are likely to be in lower paid jobs than men with disabilities or other women.¹⁵

SIIP convened focus group discussions (FGDs) with civil society groups in 2021, which highlighted the numerous barriers women and persons with disability face in accessing infrastructure. Most public buildings lack ramps, there are few pedestrian crossings and signage on roads is limited. There is also a lack of street lighting, and public sanitation facilities. In absence of a National Building Code, most buildings do not reflect the concerns and needs of women and people with disability. FGD participants also mentioned the lack of community access to regular project information during infrastructure planning, design, and delivery stages. They suggested that providing opportunities for them to see how their inputs are being reflected in infrastructure design and construction would help ensure the infrastructure project benefits women and people with disability.

2.2 Gizo

Gizo is the provincial centre for Western Province¹⁶ of Solomon Islands and is located approximately 370km from Honiara. Based on 2009 census figures,¹⁷ Gizo has a population of around 6,200, making it the third largest urban centre behind Honiara and Auki.¹⁸ However, amenities remain limited. A 2012 UN Habitat report identified inadequate water supply¹⁹ and a lack of services (sanitation²⁰ and solid waste management²¹ in particular) as issues affecting the wellbeing and livelihood of Gizo residents.²²

Approximately 51 per cent of Gizo residents live within four informal settlements or various other pockets of low-quality temporary housing.²³ Furthermore, insufficient food supply²⁴ has caused a rise in food prices, which has worsened households' ability to achieve nutritional requirements.²⁵

¹⁴ Disability categorization is based on the Washington Group Short Set on Functioning information on difficulties a person may have in undertaking basic functioning activities <https://www.washingtongroup-disability.com/>

¹⁵ Hall, et al. (2020).

¹⁶ The Western Province comprises 11 main islands.

¹⁷ Official 2019 census figures were no available at the time of writing this report.

¹⁸ <https://worldpopulationreview.com/countries/solomon-islands-population>

¹⁹ 'The existing water system was designed in the 1950s for a population of 1,000 and cannot cope with the present demand.' *Solomon Islands: Gizo Urban Profile* (2012) p. 32.

²⁰ According to UN Habitat, Gizo's sewer system services less than 30 per cent of households. Many households which are not connected to the system dispose of their human waste in the bush or in the sea.

²¹ The UN Habitat report discusses the lack of proper landfill and refuse facilities which contributes to the common practice of dumping and burning solid waste on open land.

²² *Solomon Islands: Gizo Urban Profile* (2012).

²³ Census report, 2009.

²⁴ Food security has been exacerbated by several factors, including increased population density within urban centres, such as Gizo. "Urban residents are less able to have and maintain the household gardens that rural Solomon Islanders rely on for their daily food needs and income security." Georgeou, et al. (2018), p 2.

²⁵ *Solomon Islands: Gizo Urban Profile* (2012).

Gizo is a typical tropical rainforest environment with a hot and humid climate throughout the year.²⁶ Apart from heavy rain, Gizo has been affected by several earthquakes in recent years²⁷, including a magnitude 8.1 earthquake which took place in 2007 near Gizo. The earthquake caused a tsunami that inundated Gizo and surrounding Islands, causing 52 fatalities across Western Province. The tsunami affected Gizo Township damaging several low-lying structures including the Gizo Town market site. In 2010, Gizo experienced two additional earthquakes, with magnitudes of 7.2 and 6.5, which caused landslides and tsunamis on the neighbouring islands of Rendova and Tetepare, destroying approximately 200 homes.

Western Province has traditionally attracted substantial levels of tourism. Before COVID-19 restricted international travel, Gizo was a stop-over for cruise ships. Small cruise ships would bring up to 100 passengers at a time, while larger cruise ships could hold up to 1500 passengers. The WPG anticipated an increase in cruise vessel visits, however, due to COVID-19 related restrictions, all international tourism to Solomon Islands ceased in 2020. These travel restrictions were lifted in July 2022.

Women and persons with disabilities from Gizo, and Western Province more generally, face similar challenges as elsewhere in Solomon Islands. Gender inequality is widespread across Western Province, with drivers including low levels of female education, participation in communal and household decision-making, and formal employment.²⁸ Persons with disabilities also experience similar challenges with accessibility and economic opportunities. A building code is currently under development, which may provide accessibility guidance to new buildings, though levels of inclusion and accessibility remain low.²⁹

2.3 Gizo Market prior to redevelopment

The Gizo Market has served as a primary trading venue for Western Province for several decades. For many vendors, the market has provided a sole source of income for their household.³⁰ For many customers, the market provides an opportunity to satisfy their household's daily nutritional needs.³¹ For female vendors and customers, trading at the market opens opportunities for empowerment within the household and across the community. Nevertheless, the market suffered from several critical infrastructure deficiencies which negatively impacted vendors' and customers' ability to gain further socio-economic benefits.

First, demand for vendor space had outgrown the supply within the market, leading to congestion of vendors and customers, which increased the risk of theft, harassment, and disease spread. The previous market included eight pavilions with permanent covered shelters and commonly included temporary pop-up kiosks and other structures. Altogether, the previous market covered 1488 m² of land. Market traffic often spilled over the designated market area into footpaths and other pedestrian zones. Moreover, the WPG anticipated an increase in tourism to Gizo from cruise ships, placing even more pressure on the markets.³²

The existing market site is too small for its current level of activity. The site needs to expand to cater for its current scale of activity and also for future growth. – Exit report Gizo Market Redevelopment Concept Design Mission, Dec 16

²⁶ Average temperature is between 28 – 30 degrees Celsius.

²⁷ Solomon Islands sits adjacent to the Pacific Ring of Fire seismic area and frequently experiences earthquake activity.

²⁸ Bennet et al., 2014.

²⁹ Based on discussions with People with Disabilities Solomon Islands (PWDSI).

³⁰ Gizo Market concept design report.

³¹ Grace et al., 2021.

³² According to a DFAT key stakeholder, a deal was negotiated between SIG and a cruise line, which increased the likelihood of cruise passengers offboarding the vessel near the market.

In addition, the Gizo Market infrastructure suffered from critical defects and poor design elements. For example, aging and substandard infrastructure provided insufficient protection against bad weather events. Poor waste collection and removal and unsanitary food handling practices (e.g., cleaning and disposal of raw fish waste in common market areas) contributed to ongoing health risks.³³ The lack of any toilet facilities forced market vendors to relieve themselves in the lagoon and surrounding fields. Low site levels created risks of flooding during high tide. Based on discussions with Australian Government stakeholders involved in the redevelopment design, weak governance and administration led to disorganisation and a lack of accountability.

Gizo Market has limited places for market vendors to display their products and is often overcrowded with traders. People employed in the informal sector work for longer hours in unhygienic and unsafe environments. - Solomon Islands: Gizo Urban Profile³⁴

Regular cleaning of the market was not undertaken, causing health and hygiene concerns. Betel nut residue could be found covering the ground and walls. Plastic and food rubbish littered the market areas. The design team identified several challenges to instilling better cleaning routines, including lack of washable surfaces and use of the market site by vendors after hours for shelter and overnight accommodation.³⁵ The latter was also noted as a key safety and security concern by the local government, considering most of the vendors were women.

2.4 Gizo Market redevelopment

Understanding the importance of the Gizo Market to users and surrounding communities, the Australian Government, WPG, and the M4C Project supported a complete redevelopment of the Gizo Market. The Australian Government invested A\$3.5 million, provided strategic guidance, and helped coordinate and align various stakeholders' expectations and needs. The M4C Project implemented strategies to ensure active consultation of market vendors and other local stakeholders in the design and operationalisation of the new market. WPG was the owner of the redeveloped market site. It provided additional funding and chaired the Gizo Market Steering Committee.

In consultation with Australian Government officials and the M4C Project, Reeves International led the design and delivery of the infrastructure. With limited budget and land space, the design team was charged with delivering three objectives. These were to improve socio-economic and health outcomes for market vendors and users; ensure climate change and disaster readiness; and ensure market sustainability through appropriate maintenance and governance practices.

The design team was also tasked with mainstreaming gender equality, disability, and social inclusion (GEDSI) throughout Gizo Market Redevelopment plans. Adopting aspects of the *Strongim Bisnis* (Strengthen Business) Strategy³⁶, the market design strove to prioritise social, economic and health improvements for the majority female vendors and customers. To deepen the understanding of the needs of women in Solomon Islands and the relevance of design solutions to address those needs, the design team consulted directly with female market users 'particularly with regards to the layout, amenities and special design features of the market'.³⁷ As previously noted, approximately 90 per cent of market vendors are women, providing a key opportunity for transformative development

³³ Gizo Market concept design report.

³⁴ *Solomon Islands: Gizo Urban Profile* (2012).

³⁵ Gizo Market concept design report p.7.

³⁶ According to White & Bartlett (2019), *Strongim Bisnis* is a DFAT funded market systems development (MSD) program in operation in Solomon Islands. A key focus of *Strongim Bisnis* is to ensure Solomon Islands' women and young people have increased economic opportunities.

³⁷ Gizo Market – Activity Completion Report (2020).

efforts through markets. Another important cross-cutting objective involved ensuring market accessibility for persons with disabilities by ensuring that the facility accorded with the *Australian Aid – Accessibility Design Guide: Universal Design Principles for Australia’s Aid Program*.

“The redevelopment of the of Gizo Market is a clear example of Australia’s commitment to development in the provinces. It is the first time the Australian Government has partnered directly with a provincial government to implement a project. We expect it will deliver tangible benefits for Gizo residents, visiting tourists, and market vendors – the majority of whom are women.” -- Australian High Commissioner to Solomon Islands, Roderick Brazier³⁸

2.4.1 New market design features

The new Gizo Market occupies over 2,500m² of total area and includes features such as permanent market shelters, water and sanitation facilities, concrete pavement, drainage, and upgraded lighting. It also provides improved disability access (including ramps and toilet facilities) and security protocols in consideration of the market’s GEDSI objectives. Finally, market oversight continues to involve the GSC which is supported by M4C, chaired by the WPG, and involves members of the GTC and a representative of the GMVA. Further details about market features are described in the *Findings* section.

3 Review Methodology

The review methodology was guided by the key questions and sub-questions listed in Annex A. It applied a mixed methods approach to data collection, which included desk review, interviews with key stakeholders, market observations, and qualitative and quantitative interviews with market vendors and customers. The key elements of the methodology are described below.

3.1 Data collection

The findings contained within this report were informed by data collected through the following methods.

3.1.1 Desk review

Review and analysis of relevant documents helped scope existing knowledge, identify gaps, triangulate other data, and provide useful context. A list of documents used for the review is found in Annex B.

3.1.2 Interviews with key stakeholders

Members of the review team conducted phone and in-person interviews with stakeholders identified as having direct knowledge and experience with Gizo Market or other markets. Discussions focused on gathering historical context, strategic insights, and recommendations for improvement.³⁹ A total of 22 stakeholders participated in interviews as described in table 1 below.⁴⁰

³⁸ Real change coming for Gizo Market. (2018).

³⁹ Indicative questions are included in Annex D.

⁴⁰ A full list of consulted stakeholders is provided in Annex C.

Table 1 Key stakeholder interviews

Stakeholder category	Number
Australian Government (Department of Foreign Affairs and Trade)	8
Local market governance	4
Market design and implementation support	3
Support organisations (e.g. NGOs / CSOs / Churches)	7
TOTAL	22

3.1.3 Market observations and data collection

A four-person review team visited Gizo Market between 8 and 13 November 2021 to collect observational data about the market and interview vendors and customers. The team comprised of four SIIP staff members with data collection and topical (e.g., CCDR, GEDSI) expertise.

The following discussion provides more details about this field work component of the review.

Market observations

The review team conducted eight rounds of observations throughout the course of their time in Gizo. The data reflects the research team’s responses to a predefined set of questions based on their observations and were used to provide information about the current state of market infrastructure and use as well as triangulate perspectives offered by other stakeholders. In particular, the review team recorded detailed information and images about relevant infrastructure elements (water taps, water tanks, rubbish bins, toilets, drainage systems, etc.) and general market cleanliness. Some questions required multiple inputs throughout the day to capture fluctuations due to crowdedness, weather, etc. Observation guides are provided in Annex E.

Vendor and customer interviews

To gather firsthand perspectives of market users, the review team conducted quantitative surveys and semi-structured qualitative focus group discussions and interviews with vendors and customers. The information provided by vendors and customers offered helpful insights into various socio-economic, GEDSI, and safeguards implications of the market redevelopment.⁴¹

Quantitative survey

Data on vendors maintained by the market operators did not include sufficient details to support random sample development. Additionally, many vendors do not follow a predictable pattern of market attendance, making the pre-selection of vendors inefficient. Instead, the survey design included a purposive sampling strategy with daily targets to achieve a preferred mix across genders, residence, and other characteristics.⁴²

The review team collected quantitative data from a small sample of 37 vendors and 32 buyers with the intention of providing an indication of potential trends.⁴³ The sample included 90 per cent females to mirror the M4C Project’s upper-bound estimate that 90 per cent of market vendors are women. In addition, the sample design included an even split between those living in Gizo and those travelling from other islands to help identify potential differences in market experience between these two groups. The sampling design also instructed the review team to engage vendors involved in a diverse array of businesses, though did not provide specific targets due to feasibility concerns.

⁴¹ Questionnaires are provided in Annex F.

⁴² Data on vendors maintained by the market operators did not include sufficient details to support random sample development. Additionally, many vendors do not follow a predictable pattern of market attendance, making the pre-selection of vendors inefficient.

⁴³ Market governance stakeholders estimated that there was a total of approximately 500 vendors, though only 200 were present per day.

The sampling design also employed a purposive strategy for customers with a 90% female sample target. However, due to the demographics of customers and identification challenges, the sampling frame did not include explicit targets for customers’ residence. The review team solicited survey participation at market entry points and asked for permission to continue with the questionnaire.

The sample design instructed the review team to include any easily identifiable vendors and customers with disabilities, but not to probe into unobvious disabilities due to the lack of privacy during the questioning and high levels of social stigma attached to having a disability. Unfortunately, no persons with visible disabilities were identified for participation in either of the surveys. The lack of representation in the sample, however, does not necessarily mean that people with disability are not using the Market. Due to the wide spectrum of disability type and severity, many disabilities may not be easily discernible without deeper investigation using established methods, such as the Washington Group of Questions.⁴⁴

An exact number of refusals was not recorded, though the review team’s feedback suggests low overall refusal rate. Some women exhibited a lack of confidence in their ability to answer interview questions, perceiving that they would be tested on their knowledge. The team responded by altering their description of the research effort from an interview to a casual conversation.

Details of the samples for both vendors and buyers are included in Table 2.

Table 2 Demographic distribution of vendor and customer survey respondents

Category	Number	Percentage
Total vendors	37	100
Female	33	89
Identifiable disability	0	0
Live outside of Gizo	20	54
Started vending prior to redevelopment	21	57
Primary goods sold		
Fruits / veggies	21	57
Cooked food	6	16
Coconuts	2	5
Fish	2	5
Nuts	5	14
Non-perishables	1	3
Total Buyers	32	100
Women	27	84
Person with a disability	0	0
Live outside of Gizo	11	34

Focus group discussions

Small focus group discussions with market vendors, and customers provided an opportunity to explore diverse perspectives about the perceived and actual value of the market redevelopment. Through conversations between participants, the FGDs exposed consensus and divergence of opinion across topics, which helped substantiate and contextualise the findings from the survey. Four semi-structured FGDs were undertaken with market vendors and customers. Two FGDs gathered insights from female vendors, one from male vendors, and one from female customers. Each FGD involved approximately eight participants and were selected purposively to achieve an appropriate mix of those residing in Gizo and other islands.

⁴⁴ <https://www.washingtongroup-disability.com/question-sets/>

In depth interviews

In depth qualitative discussions with individual female vendors provided deeper insights into sensitive topics, such as finances and family relationships, that were challenging to explore in group settings. Based on information gathered about vendors during the early part of the field visit, the review team purposively selected four participants who were appropriately confident to engage in a one-on-one conversation.

3.2 Quality control

3.2.1 Local data collection

A team comprised of four Honiara-based SIIP staff conducted field interviews in Gizo between 8–13 November 2021. Three team members (including the lead) were women. The team actively participated in development of the tools, providing important perspective to the substance and form of the questions. All interviews were conducted in Pijin and translated into English.

A member of the SIIP team located in Melbourne, Australia developed the design and methodology, conducted remote key informant interviews, conducted the data analysis of all field data, and wrote this report. All aspects of the review cycle involved active consultation with Honiara-based team members.

3.2.2 Technology

Short surveys and observation data was collected using the Field Task application on smartphones. All four members of the review team underwent training to familiarise themselves with the technology.

3.2.3 Pilot visit

A preliminary visit was made to the Gizo Market by a Honiara-based SIIP staff member in between 13–17 September 2021. She was accompanied by a Solomon Island national staff member from the Australian High Commission. During this trip, she piloted the market observation guides and short survey questionnaires and provided recommendations for the guides to better achieve the review's goals. She also tested sampling techniques and fostered relationships with key government and market personnel to ensure seamless implementation of data collection efforts.

3.3 Limitations

Features of the review were designed to minimise bias. Nevertheless, potential limitations in data collection and analysis include the following.

- Due to sampling challenges, strategic choices, and resource limitations, short survey interviews do not have the statistical power to adequately represent the entire vendor or buyer populations. Interpretations of findings should accordingly be limited to suggestions of trends rather than generalised into statements about the wider populations.
- Field interviews did not involve any persons with disabilities due to identification challenges and low numbers of persons with disabilities observed attending the market. While representatives of support organisations provided substantial information, the findings related to accessibility remain limited without firsthand accounts from persons with disabilities who use the Market.
- Field data took place during one week in November. It therefore provides only a snapshot in time and may not be representative of experiences and trends across the year.

4 Review findings – how well has the market achieved progress against outcomes

This section provides an overview of review findings, including achievements, challenges, and responses.

4.1 Outcomes related to vendors and other users

The Gizo Market redevelopment aimed to support progress against several outcomes for the mostly female vendors, customers, and their families. To achieve this, the new design improved the Market in several ways.

4.1.1 Market features

Increased space and organisation

The market area was expanded from 1488 to 2500m², with two open sided market hall structures. The first market hall includes a flexible market space for vendors with permanent benching. The second market Hall also includes flexible space and permanent benches, but also has a dedicated space without benches for selling fish and other seafood.

Increased cleanliness

To improve cleanliness, the new market design included the following:

- permanent benches constructed with a polished concrete benchtop to improve ease of cleaning
- a cleaner’s cupboard and stop taps in toilet areas to assist with cleaning
- drainage and a step down in the second market hall where seafood is sold to facilitate cleaning of the area and reduce the risk of contamination to other areas
- a waste storage area at the far western end of the site that is fenced and secure.

Improved amenities

The new facility includes one ablution block⁴⁵ for women, one ablution block for men, and one unisex ablution block with disability access (further details are provided in Table 3). The Market also includes two handwashing facilities in each of the halls.

Table 3 Summary of amenities

User	Pans	Urinals	Basins
Men	3	4	4
Women	5		4
Unisex / accessible	1		1

All wastewater from the amenities and wash areas is directed to a new septic tank, which then gets partially treated and pumped via a rising main to the Gizo Town sewer system, which has an ocean outfall adjacent to the old Gizo Hospital facility. According to the Activity Completion Report, ‘this approach was taken to ensure waste was handled through an appropriately designed outfall and directed away from the harbour area and managed as part of the Island’s overall sanitation program.’⁴⁶

⁴⁵ An ablution block refers to an enclosed space that includes toilet stalls and wash basins.

⁴⁶ Activity Completion Report, page 6.

Improved security

The market redevelopment included full-time security personnel to monitor and improve safety across the market. Four security guards were recruited initially, however, at the time of the review there were three security staff engaged (one chief security, one male security guard and one female security guard). Interviews with security personnel revealed a remit beyond safety and security. Rather, they are also responsible for maintaining general order and cleanliness across the market (beyond security).

In addition, the Market includes a lighting layout designed to accord with Australian standards. 'The new market facility is now the brightest part of Gizo at night, which helps achieve the safety and security objectives.'⁴⁷

Increased disability access

The Market provides for persons with disabilities in accordance with the *Australian Aid – Accessibility Design Guide: Universal Design Principles for Australia's Aid Program*. The Guide is grouped under four design requirement headings:

- sensory, including tactile warnings, guide ways and information
- outdoor environments, including obstructions, signage, street furniture, pathways, kerb ramps, pedestrian crossings, parking and children's playgrounds
- horizontal areas, including doors, entrance areas and lobbies, corridors, handrails and railings, bathrooms and toilets
- vertical areas, including ramps, lifts and stairs.

The Guide states that *'Following the specific guidance under the four headings provided in this annex will result in a secure and accessible environment within and between buildings and in outdoor environments. This will promote opportunities for greater mobility and result in increased social and economic independence.'*

Features from the *Accessibility Design Guide* that were built into the Gizo Market design include:

- Horizontal areas:
 - level flooring to ensure continuous access around the market areas, with exceptions outlined in outdoor environments and vertical areas below.
 - an accessible ablution block with appropriate signage
 - doorways and accessways throughout
- Outdoor environments:
 - kerb ramp access between the road and market site level
 - kerb ramp access to the veranda from the general market site
 - Small carpark that can hold a maximum of three cars with ramp access to the main market building.
- Vertical areas:
 - the fish market area has kerb ramp access between floor levels.

4.1.2 Economic outcomes for vendors

Achievements

Most vendors acknowledged the positive impacts the redevelopment has had on their ability to sell produce. One positive outcome reported by approximately 50 per cent of vendor survey respondents related to improved efficiency of selling. For example, vendors noted that the facility attracted more customers from various islands and the spaciousness and organisation helped customers find their stalls more easily. Furthermore, approximately a quarter of the vendor respondents mentioned that

⁴⁷ Activity Completion Report, page 31.

various market features, including overall cleanliness, chairs, stalls, and toilets, increased their ability to sell for more hours in the day.

“Before, the market was not clean, but now the market environment is cleaner. When you reach the market, you can go with the flow instead of being busy to do the cleaning.” – Female vendor survey respondent

Approximately 65 per cent of customer survey respondents mentioned that they prefer Gizo to other nearby markets due to its cleanliness, organisation, and spaciousness.⁴⁸ Female FGD participants also noted preferring to visit Gizo Market due to perceptions of safety and order.

“Gizo Market is the cleanest and safest place for us women to buy food.” – Female customer survey respondent

Challenges

There is no dedicated secure food storage space. The majority of vendors are active at the market for consecutive days. Those coming from remote islands often plan to return home only after they have sold all their stock, making storage of goods a key concern. Seventy per cent of vendor survey respondents clear out their space after the market closes. The remaining store their goods under the table until the next day, though cite concerns about theft and rot. One key informant from a supporting organisation stated that vendors sometimes reduce prices towards the end of the day to sell their goods quickly, especially on items like seafood that require overnight cold storage, which negatively affects their financial returns. One Australian Government stakeholder mentioned that the decision not to include storage was driven by the lack of space. ‘If we were going to include storage, we would have to reduce space for vending.’ There were also questions about how a storage facility might be managed.

Vendor story: ‘Mary’ from Simbo Island

Mary generally travels to Gizo from Simbo Island once a week to sell fruit (mandarins, cucumbers, bananas, etc.), and vegetables (sweet potato and cassava). She remains in Gizo until she runs out of supply, usually sleeping at the Melanesian Spearhead Group (MSG) complex at night for free. She sources some products from a local supplier (e.g. mandarins) and grows others on her own farm. She generally feels good about her experience at Gizo Market, saying “In the old market there were no stalls provided. Therefore, vendors had to construct their own stalls using waste timber. Now there are good stalls provided”. Mary suggests adding a shower or changing room for women like her who travel from other islands, as they often get wet along the way.

Mary earned approximately SBD1,135 (A\$190.79) during the week through her sales of mandarins, bananas, and bush limes.⁴⁹ She incurred approximately SBD680 (A\$114.30) in expenses, which included a total of SBD230 (A\$38.66) market-related expenses (vendor, chair, and toilet fees), SBD350 (A\$58.83) in travel costs, and approximately SBD 100 (A\$16.81) in supply costs. In aggregate, this leaves SBD455 (A\$76.48) for Mary’s family’s weekly consumption needs.

⁴⁸ Other markets in Western Province include Noro, Munda, Seghe, Gasini, Batuna, and Bunikalo.

⁴⁹ According to Keen & Ride (2018b), this is slightly lower than an estimated median daily income of SBD600 based on studies funded by UN Women and the Department of Pacific Affairs of 3 markets in Solomon Islands.

Market income	SBD	Market related expenses	SBD
Product 1: Mandarin	1000	Vendor fees	150
Product 2: Banana	100	Chair fees	30
Product 3: Bush Lime	35	Toilet fees	50
		Transport to Gizo	200 (100 each way)
		Freight cost	150 (50 per tray)
		Accommodation costs	Free at MSG Complex
		Supply related expenses:	100 (0.50 - 1 for each mandarin depending on size)
TOTAL	1,135	TOTAL	\$680
TOTAL PROFIT FOR THE WEEK – SBD455 (A\$76.24)			

4.1.3 Women's safety

Achievements

Women are generally feeling safer after the market reopening. Ninety-four per cent of female vendor survey respondents (95 per cent of all vendor survey respondents) and 85 per cent of female buyer survey respondents (84 per cent of all consumer survey respondents) mentioned feeling safer after the Market reopened. Almost 80 per cent of vendor survey respondents reported no significant security incidents in the last two years.⁵⁰ Critical drivers of increased safety include:

- **Ample lighting provided throughout the market.** The review team remarked on the adequateness of lighting throughout the facility, noting no concerns about dark areas within the market that posed a security threat. "I feel safer in this new market because it is clear to see to the other end of the building. There is light in the market halls. It is bright and clear to walk around freely." – Female consumer survey respondent
- **Critical monitoring and oversight provided by security staff.** Approximately 55 per cent of female vendor respondents mentioned security staff as a significant driver of increased market safety. In particular, they credited the presence of security staff with fewer incidences of drunk and disorderly conduct.
- **Fencing around the perimeter of the Market.** Approximately 24 per cent of female vendor respondents (27 per cent of all vendor respondents) identified fencing as an improvement that has increased security within the marketplace. Specific entry points improve the security staff's ability to monitor those coming into Gizo Market and stop anyone who may be considered a security risk.

⁵⁰ The remaining 20% mentioned incidents of theft or drunken behaviour.



Market lighting at night

Challenges

Vendor respondents mentioned several additional infrastructure facilities which they would find helpful, which were not able to be included in this redevelopment.

- **Shower/ changing facilities.** Female vendors who participated in the FGDs identified the lack of facilities to change into dry clothes after travelling to Gizo by boat. Some try to change behind a fence, but it does not provide full cover from men walking past.⁵¹ During the design phase, stakeholders agreed to delete showers principally due to water sustainability considerations.⁵²
- **Overnight accommodation facilities.** Due to high transport costs and travel time, vendors who live on other islands cannot afford a daily commute and often stay in Gizo for up to a week at a time. Before the redevelopment, vendors sometimes slept at the open-air market site. Since the redevelopment, market management close the market at night for cleaning. While a few vendor-respondents mentioned sleeping at a relative's home,⁵³ 75 per cent reported that they stay overnight in the open-air MSG complex. The WPG commenced construction of the building to host a meeting of Melanesian leaders, however it was never completed and remains a wall-less structure with limited sanitation facilities and low levels of security.⁵⁴ Women who stay at the MSG complex expressed concern about their safety and theft.⁵⁵



MSG Complex

⁵¹ Ablution blocks are not suitable for this purpose primarily due to cultural norms and stigmas.

⁵² Design Development Stakeholder Report, Reeves International (2018).

⁵³ One vendor mentioned during a qualitative interview that she stays in accommodation organised by community members.

⁵⁴ The WPG recognises that the travellers from various islands often use the MSG to sleep overnight while waiting for an onward passenger boat elsewhere and have agreed not to demolish the MSG for this purpose. However, it was not intended to house people who come to the market and sleep longer than one night in Gizo.

⁵⁵ It is noted that in May 2022 the World Bank funded Community ACCESS and Urban Services Enhancement Project (CAUSE) has initiated a redevelopment of the MSG complex, which will include rooms and ablution blocks (including showers) which can be rented for at a low cost. See: https://theislandsun.com.sb/upgrade-of-msg-building-underway/?fbclid=IwAR1cBgCHsReuXTbU33m2Ghj6b3IJSX_bHCbBhmy9K9wkCCaYyNo8pq59a38

4.1.4 Health and wellbeing improvements

Achievements

Increased cleanliness, space, and organisation in the market allows for greater social distancing and a reduction in food contamination. The Market occupies 2,500m², and includes two open sided market hall structures, which provides opportunities for appropriate social distancing between market users and dedicated space for raw fish and seafood to be sold away from fresh produce.

“The new Gizo Market is clean. In the old market many buyers had food poisoning. In the new market due to daily cleaning of the market and better practices by vendors, there are less cases of food poisoning.” – Female vendor survey respondent

The inclusion of gender specific toilet facilities has provided a sanitary and safe option for women who stay for long hours at the Market. Prior to the redevelopment, vendors would often relieve themselves in open areas and the nearby lagoon, which created health and safety risks for women vendors. Market administrators provide periodic training for vendors who are not experienced operating western style toilets to increase usage. Almost 90 per cent of all vendor survey respondents (88 per cent of females) mentioned feeling comfortable using the toilet facilities.

Challenges

The Market’s ablution blocks are increasingly being used by the wider Gizo community, which may be leading to increased instances of blockages in the septic system. Several interviews with Australian Government stakeholders suggested that the toilets may have been designed according to 2019 projections for use by vendors. However, customers and the wider Gizo community seem to be increasingly using the toilet, which may be putting more pressure on the septic and water system than originally conceived. This is likely due to the fact that there is no public toilet in Gizo. Vendors who participated in FGDs noted that the toilets were “often” out of service.

Several stakeholders and vendors expressed that the freshness of raw fish could be better maintained if ice facilities or a cold room were available at the Market.⁵⁶ While ice was sold by private vendors around Gizo Town, only vendors who possessed an ice box or “eski” benefitted from this service. Others kept all their fish on the ground or on a table until they were sold.



Fish vendors

⁵⁶ This finding resonates with other research. Please see, for example: Ride et al., (2020).

4.1.5 Accessibility

Achievements

The market design included features to improve accessibility for persons with mobility disabilities, including ramps and accessible ablution blocks. The benefits of these amenities, however, were unable to be tested due to a lack of persons with disabilities observed during the week the review team visited Gizo. According to stakeholders involved in market governance, the unisex accessible facility is rarely used. During the week of data collection, the space had been repurposed as an office space for market administrators and storage of cleaning supplies.

Challenges

While access to the market house has improved for people with disabilities, persons with different types of disabilities may still face challenges navigating the market. The Australian Government stipulated that the design must adopt the universal design principles outlined in the *Accessibility Design Guide*, and that the contractor consult with the representative body for people with disabilities as part of the detailed design process.

In preparing this report, key informant interviews with stakeholders from support organisations familiar with needs of persons with disabilities suggested that persons with different types of disabilities may still face challenges navigating the market. For example, the height of tables may cause challenges for individuals in wheelchairs to see the products on display.

4.2 Outcomes related to climate change and disaster risk mitigation

In response to the damaging effects of cyclones, flooding and storm surges which affect markets across Solomon Islands, the Gizo Market redevelopment process included a 'proactive, evidence-based approach to managing the risks posed by climate change in construction industries in the Pacific'.⁵⁷ Resilient market infrastructure was prioritised to ensure that women vendors could return quickly to their income generating activities following a disaster.

4.2.1 Market features

The new Gizo Market design included several features to ensure its durability through bad weather events:

- a sea wall and reinforced concrete beams designed to withstand wind speeds of a category 5 cyclone
- raised market levels to 1.6m above sea level⁵⁸ (above 2055 sea level rise projections) to resist sea level rises
- market fencing and gates around the market perimeter constructed with powder coated aluminium and manufactured to resist rusting
- a storm water drainage system and plastic rain shields around the market perimeter to mitigate risk of flooding
- solar lights designed to withstand cyclonic winds
- rain shields around the market perimeter to protect market vendors and customers from rain and ocean spray.

Additionally, in response to periodic drought combined with unreliable town water supply across Gizo, the market includes nine 10,000L water tanks for handwashing, cleaning, and flushing toilets.

⁵⁷ Australian Department of Foreign Affairs and Trade. (2019).

⁵⁸ The initial site levels ranged between 0.56 to 1.38m above sea level.



Rain shields

4.2.2 Resilience

Achievements

While the durability of the new market has yet to be tested against cyclone level winds, no concerning signs of damage or weakening were noted. Furthermore, almost 60 per cent of vendor survey respondents feel safer from bad weather (including heavy rain and wind) since the Market was redeveloped. The overarching sentiment across vendor FGDs was increased confidence about the structure's durability, with participants proudly claiming that the concrete stalls would be hard to damage.

Market drainage generally protects against water pooling from rain. The SIIP team observed functioning drainage on most days they were in Gizo. While they noted a few instances of sediment from the non-gravelled road blocking drainage pipes, they were resolved quickly without further implication.

Challenges

There is a greater than expected demand on the market rainwater supply due to frequent periods of drought and inadequate town water supply. While the tanks remain intact, during the review team's visit, two taps were locked to ration limited water supply. Participants in one vendor FGD mentioned that during longer periods of drought, the water levels in the tanks often run low. As a result, women have to walk to other sources of water, or buy bottled water. This issue was known during design of the redevelopment and Reeves recommended a connection to the Gizo Town mains water supply should be provided when the Gizo Town supply was reinstated⁵⁹.

Stakeholders indicated that the Market lacks an evacuation plan or training for personnel to manage emergencies such as tsunamis or fire. A market management respondent noted that there was presently no firefighting equipment at the market. There are between 3-5 entry/exit points for each market hall, though the research team did not observe any exit signage. This is particularly critical for those with audio-impairments who may not be able to hear announcements made through the megaphone.

Vendors who sit close to the edge of the Market indicated that the rain shields do not keep them dry from the rain, especially when there is wind. Approximately 40 per cent of vendor survey respondents referred mentioned that they still get wet when it rains. FGD participants furthermore mentioned that strong wind causes the shields to flap, causing damage to their goods and, in a few extreme instances, to individuals.

⁵⁹ Activity Completion Report, page 7.

4.3 Outcomes related to market sustainability (governance, maintenance, and operations)

As mentioned in Reeves' Activity Completion Report, 'ongoing operation and maintenance of the new Gizo Market facility was a key consideration during design development, however, a significant investment of time and money is still required to ensure it continues to contribute to the local economy, provides improved levels of health and food safety and remains an iconic location.' In addition, strong governance can improve accountability, transparency, and performance, resulting in 'greater security and better infrastructure maintenance compared to other, less regulated markets.'⁶⁰ Furthermore, the M4C Project provided guidance to ensure participation of women in ongoing decision-making for the Market. The M4C Project continues to offer capacity building trainings to women and technical guidance to improve effectiveness of the governance structures.

4.3.1 Market features

Maintenance

Upon handover of the market, Reeves conducted a series of on-site trainings on market operations and maintenance. These were delivered to representatives of the GTC and the GSC. In addition, Reeves provided guides for cleaning, routine maintenance, and equipment servicing. While the review team did not review the full Operation and Maintenance Manual, examples of the guides provided for daily, weekly, quarterly, and annual cleaning suggest high attention to detail and practicality. The below examples showcase the instructions provided for cleaning and maintenance of the floors.

The review team did observe corrosion on the steel column that supports the solar lights and aluminium fence post footings. This type of deterioration is to be expected, particularly at a coastal site, if there is no routine maintenance in place. After being alerted to these issues by SIIP, Reeves made a commitment in August 2022 to repairing these items.

Support to women

In the interest of ensuring that 'women participate in decision-making and the management of market spaces leading to better outcomes for women vendors,'⁶¹ the M4C Project supported the development of the GMVA. While still in early development during the design phases, the GMVA provided important feedback during the planning and design consultation process and was then envisioned to facilitate greater influence of women vendors in market governance. It also extends training opportunities to women on topics such as food safety, financial management, and entrepreneurship.

The GMVA is headed by an elected female President who also has permanent membership to the GSC. Membership is otherwise extended to all vendors with the expectation of an SBD50 (A\$8.40) annual fee which covers operational costs and provides access to all trainings and events. At the time of data collection, there were 266 members of the GMVA. Approximately 95% of the members were female.

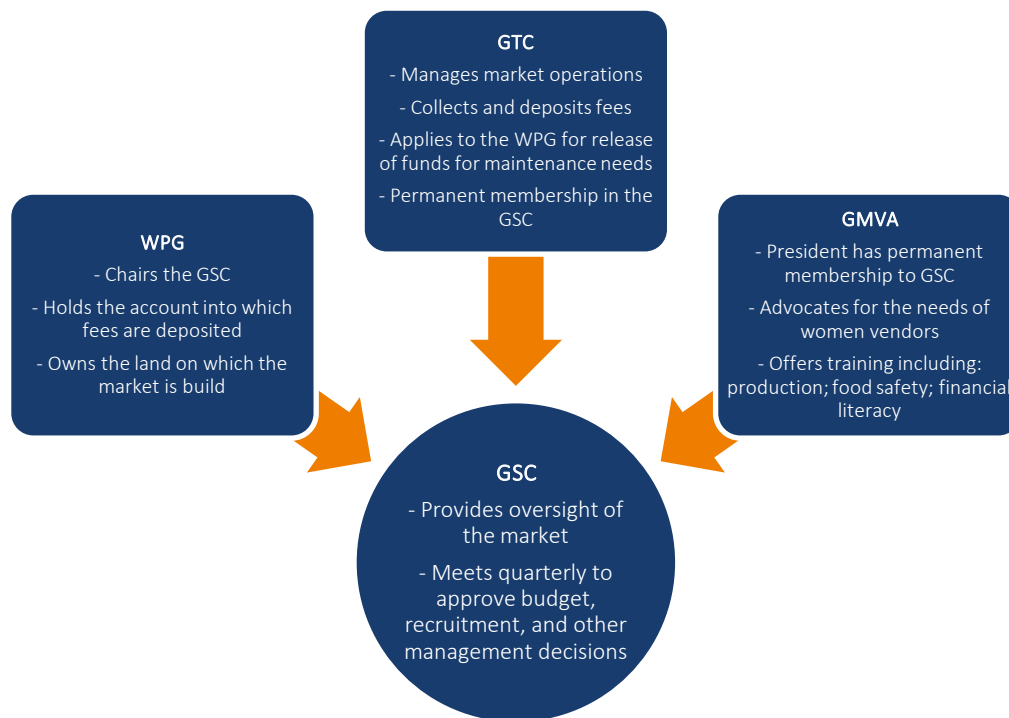
Governance and operations

Various aspects of market administration, maintenance, and support are provided by the WPG, GTC, and GMVA. All three stakeholders participate in market governance through the GSC, as described in the below diagram.

⁶⁰ Kopel et.al, (2021b).

⁶¹ UN Women Markets for Change project expands to Gizo Western Province. (2017).

Figure 1 Market governance structure



Finances

Most vendors pay SBD10 for each stall that they rent for the day. Fish and seafood vendors, however, pay higher fees (SBD20) due to a perception that their revenues are higher. In addition, vendors can pay SBD3 to rent a chair for the day and SBD5 for each visit to the toilet.

Currently, all fees are collected by the Market Master, delivered to the GTC accountant, and deposited into the WPG bank account. The GTC must then apply for a release of funds when maintenance or operational needs arise. To address this issue, a Gizo Market Ordinance was developed by the GSC in consultation with the M4C Project and approved by the WPG in 2021, though has not been officially gazetted. Once implemented, this ordinance will mandate a 50 per cent allocation of revenues to the Market, deposited into a separate fund for market maintenance and operations. The remaining 50 per cent will remain with the Treasury. The ordinance will also clarify roles of the GMVA, GTC (including the Market Master), and GSC.

4.3.2 Inclusion of women in governance activities

Achievements

The GMVA aims to ‘provide a forum where market vendors can support each other, raise concerns and work in partnership with local authorities.’⁶² Recognising that most vendors are women, this forum helps ensure that women are not excluded from market governance and decision-making processes and that they ‘benefit from the economic opportunities arising from the Market’s reconstruction, and from a clean, safe and healthy working environment’.⁶³

With continued support from the M4C Project, the GMVA plays an increasingly critical role in governance and decision-making. The GMVA President has permanent membership in the GSC to ensure a direct channel for advocacy on behalf of female vendors.

⁶² Real change coming for Gizo Market. (2018).

⁶³ Real change coming for Gizo Market. (2018).

Ongoing trainings provide opportunities for vendors to improve their business practices and hasten progress towards economic empowerment. The vendor survey respondents who had attended trainings remarked on the value of attending and looked forward to future training opportunities.

“The Market for Change Project trainings for vendors to realise that they are not just vendors, but they are creating a business. They learn to do savings and make good decisions on the money they earned from the Market to help them and their family.” – Local market governance stakeholder

Challenges

The GMVA may not represent all vendors, which may impact the scope of its advocacy. Eighty-four per cent of vendor survey respondents were not members of the GMVA (majority of whom lived outside of Gizo) citing disinterest due to fees, lack of time, and lack of knowledge about benefits. In a few cases, vendors mentioned that they did not have cash on the day that fees were due. The M4C Project, however, is continuing to provide support to ensure that the GMVA has the resources and the skills needed to appropriately represent the needs and voices of all female vendors.

4.3.3 Fee management

Achievements

Fee collection processes are transparent and improve accountability. The fees are collected by the Market Master who provides a receipt for each payment. No vendors expressed concern about the validity of the fees.

“Every payment is given with a receipt, so at the end of the day the cash is balance out with the record on the receipt books and given to the accountant of GTC. The receipts books will tell us how much money we earn in a month or over the year.” – Local market governance stakeholder

Challenges

Vendors expressed a lack of understanding about how the fees will be used. Sixty-eight per cent of vendor survey respondents reported lacking knowledge about the reason for the fees. Approximately a quarter of vendor survey respondents thought all the fees would be spent on operations and maintenance.

4.3.4 Market operations and maintenance

Achievements

The market is kept clean. Almost all key informants commented on the high level of cleanliness maintained throughout the Market. Sixty per cent of customer survey respondents reported liking the increased level of cleanliness after the Market reopened. Many customer respondents also mentioned preferring Gizo Market to other markets, despite higher costs of some products due to its cleanliness and order.

Ablution blocks are consistently kept clean and stocked with toilet paper and soap. All daytime vendor respondents remarked on the convenience, comfort, and cleanliness of the amenities. The review team also noted that the facilities were kept consistently clean throughout the week. Key

informant interviews revealed that market administrators provide periodic training for vendors who are not experienced operating western style toilets to increase appropriate usage.

Challenges

The review team were not able to identify any maintenance guidelines or checklists in use by market personnel. Two local market governance stakeholders also stated that they were not aware of the checklist and manual provided by the design team. “It is challenging for the maintenance of the new facility because there is no clear maintenance guidance and checklist.” This suggests that additional support to circulate and socialise the manual developed by Reeves may be needed.

Funds to satisfy maintenance needs of the market are not available in a timely manner. As mentioned, fees are deposited into the WPG bank account and only released after a lengthy application process. This has caused delays in time-sensitive repairs and improvements to the Market. As mentioned, a market ordinance currently being drafted intends to address this issue and grant a greater level of independence to the GTC to directly manage a portion of the fees to cover maintenance costs.

“The process to pay for maintenance is a long process and some of the requests raised to GTC has not been addressed... It would be very different if the market operations and maintenance have its own account, so that we can quickly get the maintenance done or get new things for the market.” – Local market governance stakeholder

Green waste appears to require more frequent collection. The Market includes a fenced-in waste storage area at the western end of the site which includes portable wheeled bins. While collection was outside the scope of the redevelopment, it was identified that the number of bins and the frequency of collection may not be sufficient for the volume of waste produced. The SIIP team observed overflowing rubbish bins almost every day that they were present in Gizo. Responses from vendor survey participants suggested that overaccumulation of green waste was a common occurrence. Rubbish collection is managed by the WPG. Garbage trucks are meant to collect green waste weekly, though key informants mentioned that they often do not complete their routes. Respondents suggested that daily waste collection would reduce smells and pests.

5 Summary of lessons learned and recommendations for future market redevelopment efforts

Based on findings in the previous section, this discussion summarises lessons and recommendations for future market design and delivery efforts. The section is organised into two areas of market development: design and handover.

5.1 Design

Active engagement with diverse women, persons with disabilities, and relevant support organisations can help ensure infrastructure is designed to address critical and varied needs of women and persons with disabilities and enhance the likelihood of achieving progress against outcomes for users. To support gender mainstreaming through the design phase, a thorough consultation effort may include targeted inclusion of a diverse sample of market users and the participation of women’s advocacy organisations. Reliance on members of a market vendors association may exclude perspectives from women from minority or remote communities, or women with other socio-economic disadvantages. Especially where persons with disabilities are not the

traditional users of the Market, outreach to persons with different types of disabilities in the community, their family members, and support organisations, such as **People with Disability Solomon Islands**⁶⁴, is important to help identify barriers for access and design and operational solutions.

Estimates used for the design must have ample contingency for growth/increase in usage, including accounting for increased attendance at a market following a redevelopment.

Develop a clear decision-making framework to guide design related strategies for achieving outcomes within the constraints of a limited budget. This will help the design team understand the trade-offs required across financial constraints and competing social and environmental objectives. The frameworks should also incorporate a systematic process for defining levels of service for markets. Criteria might include:

- provision of power, water, and sanitation facilities
- levels of weather protection
- resilience to natural hazards
- availability of associated infrastructure (power, access roads etc.)
- security and cleaning services.

5.2 Handover

Engage in targeted efforts to ensure wide participation in MVAs, including communications about benefits to participation, flexible options for fee payments, and considerate scheduling of activities. The GMVA seems to involve only a minority of vendors, most of whom may reside in Gizo, can afford the SBD50 annual membership fee, and have the time to attend events. This suggests potential exclusion of vendors based on geographic and financial characteristics and an inability of the GMVA President to represent the voices of all vendors at the GSC.

Develop and socialise an asset management plan and, where possible, include support for relevant stakeholders (e.g. market owners or managers) to understand resources required for activities to avoid malfunctions and expensive repairs. The management plan should include regular checks of infrastructure which include water leaks, septic pump functioning (including the alarm panel), joinery issues, etc. Reeves International provided an operations and maintenance manual which included a detailed list of all daily, monthly, and annual checks which must be undertaken – many of which are required to be undertaken by qualified professionals. The review team did not learn of any maintenance checklist currently in use by market operators, which suggests that certain recommendations by Reeves are not being implemented.

Develop financial projections with assumptions about fees to ensure resources needed for ongoing cleaning and maintenance requirements are understood by owners and managers, and sufficiently resourced. In depth research on the financial capabilities of vendors should ideally supplement the financial projections to ensure that fees do not unduly constrain progress towards economic outcomes for vendors and their families.

⁶⁴ People with Disability Solomon Islands (PWDSI) is a national organisation with broad knowledge and insights about infrastructure design elements. They support infrastructure and service development through preliminary consultations or conducting an accessibility audit.

Annex A Key Questions and Sub-Questions

Criteria	Key questions and sub-questions
Effectiveness	<ul style="list-style-type: none"> ▪ To what extent has the market redevelopment contributed to improvements in social, health, and economic outcomes for customers and vendors (especially women, persons with disabilities, and persons from minority communities)? ▪ To what extent have vendors (especially women, persons with disabilities, and persons from minority communities) experienced improved social, health, and economic outcomes due to the market redevelopment? ▪ To what extent have consumers (especially women, persons with disabilities, and persons from minority communities) experienced improved social, health, and economic outcomes due to the market redevelopment? ▪ What are potential barriers or constraints that may be inhibiting further improvements in social, health, and economic outcomes? ▪ How have vendor fees affected market traffic (both vendors and users)?
Sustainability	<ul style="list-style-type: none"> ▪ To what extent are the Gizo Market vendors association (GMVA), Gizo Market Steering Committee (GSC), and the Gizo Town Council (GTC) capable of managing current and projected maintenance and operational needs of the market? ▪ To what extent are the vendor fees sufficient to cover current and projected maintenance and operational needs of the market? ▪ To what extent do the GMVA, the GSC, and the GTC have the financial management and governance capabilities to ensure optimal cash flows to support market maintenance and operations? ▪ How well has the infrastructure sustained normal use and weather / climate, earthquake, etc. induced stress?
GEDSI	<ul style="list-style-type: none"> ▪ To what extent are ongoing market related decisions (e.g. resource allocation, maintenance priorities, market ordinance, etc.) informed by perspectives from women, persons with disabilities, and persons from minority communities?
CCDR	<ul style="list-style-type: none"> ▪ How well was CCDR integrated into the design, construction, and operation of the market? ▪ Were climate change and disaster risks appropriately identified and integrated into the design and construction? ▪ Are there any additional climate change and disaster risks and are these being mitigated? ▪ How do the climate and disaster risks factor in perspectives from women, persons with disabilities, and minority communities?
Safeguards	<ul style="list-style-type: none"> ▪ To what extent are safeguards related controls and measures mitigating negative impacts, particularly for women, children, and persons with disabilities, and the environment?

Annex B Document List

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Annex C Key Informant Interview List

(Removed to preserve confidentiality)

Annex D Key Informant Interview Guide

The following questions are indicative of the questions used to guide the KIIs. Questions were customised based on the experience and knowledge of each stakeholder.

Topic	Indicative Interview questions
<i>Social, economic, health outcomes</i>	<ul style="list-style-type: none"> ▪ What were the primary socio-economic outcomes for vendors and consumers (specifically women and persons with disabilities) expected from the market redevelopment? ▪ How were those socio-economic outcomes factored into the design? ▪ How were diverse needs of women, persons with disabilities, minorities, etc, considered? ▪ Is there any evidence of socio-economic improvements or that the expected socio-economic outcomes are beginning to occur? ▪ What are potential barriers or constraints that may be inhibiting further improvements in social, health, and economic outcomes?
CCDR	<ul style="list-style-type: none"> ▪ How resilient is the market to disaster events? ▪ What CCDR measures were developed/ implemented? What are the main risks / hazards that were considered? ▪ What are main risks / hazards that are of concern? ▪ What risk mitigation strategies have been put in place? ▪ How well has the Market infrastructure sustained normal use and weather / climate induced stress so far? ▪ To what extent is the market's wastewater management system functioning as designed and being maintained? ▪ Are there any concerns?
<i>Governance and maintenance</i>	<ul style="list-style-type: none"> ▪ How might you define financial sustainability for the market? ▪ What maintenance requirements were / are expected? ▪ What additional financial assistance may be required? ▪ How is the MVA is managing its revenues and finances to pay for lumpy sanitation system maintenance outlays? ▪ What level of governance is there over the market? What is the role of the Steering Committee vis-a-vis the MVA? What is going well? What could use strengthening? ▪ How capable is the MVA to manage market finances (cash flows, projections, etc.)? Will they need additional support? ▪ How are women, persons with disabilities, and other minorities involved in ongoing decision making? ▪ What are the main GEDSI initiatives in the design and how well are they doing?

Annex E Market Observation Guide

Instructions to enumerators

- Enumerator to answer these questions based on personal observations of the market while ‘walking’ around the market.
- These questions have been designed not to require inputs from vendors or users.
- Where personal judgments are required, please provide detailed explanation.
- Some questions require inputs at multiple times in the day. This is to facilitate an understanding of how various market characteristics may change over the course of the day. Where requested, please provide the time that the observation was taken.
- If any question raises security, safety, or health concerns, please adjust the question to reduce risk or skip altogether.

First day only

Topics	Notes
1	Facilities for persons with disabilities (provide observations about ramps, handrails, size of print on signs, toilets, etc.)
2	ATM / Banking facilities nearby (and whether operational)
3	Safety/protection measures during a disaster (Include: whether the market has clearly marked evacuation routes, an early warning system to alert of hazards in advance, and a safe shelter to retreat to during an event, etc.)
4	Fire safety: (include whether the market has readily accessible and working fire hose, fire extinguisher; fire blanket, etc.)
5	Water taps – number, proximity to vendors, potable / non potable water, flow / supply.
6	Toilets – number, gender specific, disability accessible
7	Waste collection area – number and types of bins; are they clearly marked?
8	Main Electricity source
9	Lighting (whether it is sufficient (number and brightness))

Every day

Topics	Notes
1	Enumerator name

Topics	Notes
2 Date and time of observation	
3 Number of stalls?	Morning (time____)
	Midday (time____)
	Evening (time____)
4 Gender / disability / age of vendors (Provide comments about diversity across vendors) Gender - % M /F Disability – (provide number – looking at Mobility; Hearing; Vision impairments) Age – (a) below 18 (b)19-30 (c) 31-50 (d) 51+	Gender _____
	Disability _____
	Age _____
5 Consumer Traffic (Heavy/ Moderate/ Light, with some explanation; Include observations about gender / disability / age diversity throughout the day)	Morning (time____)
	Midday (time____)
	Evening (time____)
6 Flooring (clean, damp, cracks, etc)	
7 General cleanliness, both inside the market and outside/ open area (litter, etc)?	Morning (time____)
	Midday (time____)
	Evening (time____)
8 Shading within the market – sufficient for vendors / buyers?	Morning (time____)
	Midday (time____)
	Evening (time____)
9 Airflow (sufficient to keep market areas comfortable for vendors / buyers?)	Morning (time____)
	Midday (time____)
	Evening (time____)
10 Climate / temperature inside the market (perceptions of heat, cold, humidity, etc)	Morning (time____)
	Midday (time____)

Topics	Notes
	Evening (time____)
11 Toilets (cleanliness, operability - including leaking taps, toilet paper, soap etc. Any queues forming throughout the day? Were toilets being used?)	Morning (time____)
	Midday (time____)
	Evening (time____)
12 Waste collection area - are bins full / overflowing?	Morning (time____)
	Midday (time____)
	Evening (time____)
13 Rain flow (e.g. any drainage issues?)	
14 Wastewater management: (include: Evidence of malfunctioning septic tank system, including strong odour, effluent flowing from overflow pipe, other effluent leakage)	
15 Electricity – any instance of interruption?	
16 Security (presence of guards, observations, or perceptions about safety for women and men, etc.)	
17 After hours (Note any activity after hours; are vending stations completely cleared off? Are places ‘held’ for the next day?)	
18 Storage (Include: how are vendors are storing goods during the day and after hours. Does it seem to be getting in the way?)	
19 Additional notes	

Annex F Interview Guides for Vendors and Users

Quick interviews with vendors

Consent declaration:

Hello, my name is _____. I am conducting research on behalf of the Solomon Islands Infrastructure Program (SIIP), an initiative of the Australian Government, to learn more about how well the Gizo Market is serving its community of vendors and buyers.

I would like to ask you a few questions to learn about your experience with Gizo Market. Your responses will be used to inform our review findings which will be shared with SIIP program and relevant DFAT staff and may be shared publicly, but we can ensure that your responses will remain anonymous (Your name will not appear in any of the documents that will be used). The interview will take approximately 30 minutes to complete, but you may stop the interview at any time.

Do you give consent to participate in the interview? Y N

For vendors: I will not record this discussion, but I would like to take a photo of your stand. I will not connect this photo with your responses, but it may be helpful to provide context in the report.

Do you give consent for a photo to be taken of your stand? Y N

Topics	Notes
1 Enumerator name	
2 Date and Time of interview	
3 Vendor characteristics:	Interview Consent given: Y N
	Photo Consent given: Y N
	Gender: M F
	Disabled (mobility, vision, hearing): Y N
	Selling at Gizo Market since:
4 What are you selling at the market today? (list every product)	a.
Is that what you normally sell? If no, what do you normally sell?	b.
Do your products change throughout the year? If yes, Please explain	c.
Are you ever concerned about running out of stock? Please explain	d.
Have the prices for your goods generally remained stable in the last 6 months?	e.
5. How often do you usually sell at Gizo Market?	

Topics	Notes
Every day Few times a week Once a week Less than once a week	
6 What days of the week do you usually sell at the market? Select all that apply: Monday Tuesday Wednesday Thursday Friday Saturday Sunday	
7 Do you live in Gizo? Yes / No. (if yes, skip to question 12)	Y / N
8 Where do you travel from every day (or where do you live)?	
9 Is your primary reason for coming to Gizo to sell at the market?	
10 Do you ever stay overnight? If yes, where?	
11 If accommodation were to be built near the Market, would you consider staying in it for a small fee? Please explain.	
12 How do you travel to get to the market (e.g. walk, OBM, etc.)?	_____
How long does it take you one-way? (mark in minutes)	_____
How much does it cost?	_____
13 Do you produce what you are selling? Y/N	_____
If not, where do you get your goods from?	_____
14 Why do you sell at Gizo Market rather than other markets? How does Gizo Market compare to other markets that you have been to? (Probe whether they have other options.)	
15 What are some things that you like about Gizo Market? How do these positive things affect your ability to sell your goods?	

Topics	Notes
<p>What are some things that you do not like about Gizo Market?</p> <p>How do these negative things affect your ability to sell your goods?</p>	
<p>16 Did you have a stall at Gizo Market prior to redevelopment? Yes / No</p> <p>If No, skip to question 18</p>	
<p>17 What are some things that have become better?</p> <p>How do these positive things affect your ability to sell your goods?</p> <p>What are some things that have become worse?</p> <p>How do these negative things affect your ability to sell your goods?</p> <p>Has your income / revenue changed since the market re-opening? Y/N</p> <p>If yes, How?</p>	<hr/> <hr/> <hr/> <hr/> <hr/>
<p>18 Are you concerned about your or your family's safety while at the Market? Please explain.</p> <p>Do you feel more / less safe since the redevelopment? (Y / N/ Not applicable) Please explain</p> <p>Have there been any security concerns in last 2 years? Please explain.</p>	<hr/> <hr/>
<p>19 Do you feel that the market structures will protect you from bad weather (heavy rain, wind, etc)? Please explain</p> <p>Do you feel more/ less safe from bad weather (heavy rain, wind, etc.) since the redevelopment? (Y / N/ Not applicable) Please explain</p>	<p>a.</p> <hr/> <p>b.</p>
<p>20 Are you aware of the market's disaster response plan?</p> <p>If yes, could you please describe it to me? (accurate / not accurate)</p>	<p>a.</p> <hr/> <p>b.</p>
<p>21 Are you a member of the Market Vendors Association? (Y / N/ do not know)</p> <p>Why or why not?</p>	<p>a.</p> <hr/> <p>b.</p>
<p>22 Do you feel the market is governed well? Have you faced any challenges? Please explain</p>	
<p>23 Can you please tell me about any fees you have to pay to use this stall? How much do you pay and how often?</p>	<p>a.</p> <hr/> <p>b.</p>

Topics	Notes
What are other fees you have to pay when at the Market?	c.
How do you pay (e.g. does someone collect cash from you)?	d.
Are these fees reasonable or expensive for you? Please explain	e.
Do you know what this money is used for?	f.
Do you feel confident it is being used to support the market?	
24 Do you feel that the water stations and ablution blocks are sufficient, safe, and clean? (Y/N) Please explain.	a.
Do you feel comfortable using the toilets?	b.
Do you ever avoid using the toilet because of the fee? Y/N	c.
25 Do you clear out your space at the end of the day? (Y/N) Do you 'hold' your space for the next day? (Y/N) [IF No, skip to question 26] If yes, how?	
26 Please provide any thoughts on how the market could be improved.	
27 Enumerator observe: Was the interview taken in a stall or kiosk? (Stall / Kiosk) [If Kiosk, skip to Q 31]	
28 If stall, What is the approximate size of the stall? ½ table 1 table 2 tables More than 2 tables	
29 Enumerator observe: How many people or staff at the stall/ kiosk? (fill in number (M/F) that were present)	
30 Enumerator observe: Are there any children at the stall? Y/N and Number	
31 If vendor is selling food, is it protected from exposure to water, heat, direct sunlight, pests, chemicals, or other contaminants? Y/N	
31 Other notes	

Quick interviews with buyers

Consent declaration:

Hello, my name is _____. I am conducting research on behalf of the Solomon Islands Infrastructure Program (SIIP), an initiative of the Australian Government, to learn more about how well the Gizo Market is serving its community of vendors and buyers.

I would like to ask you a few questions to learn about your experience with Gizo Market. Your responses will be used to inform our review findings which will be shared with SIIP program and relevant DFAT staff and may be shared publicly, but we can ensure that your responses will remain anonymous (Your name will not appear in any of the documents that will be used). The interview will take approximately 15-20 minutes to complete, but you may stop the interview at any time.

Do you give consent to participate in the interview? Y N

For buyers: I will not record this discussion, but I would like to take a photo. I will not connect this photo with your responses, but it may be helpful to provide context in the report.

Do you give consent for a photo to be taken? Y N

Topics	Notes
1 Buyer characteristics:	Interview Consent given: Y N
	Photo Consent given: Y N
	Gender: M F
	Disabled: Y N
2 How often do you visit Gizo Market? a) Multiple times a day b) Once a day c) Few times a week d) Once a week e) Less than once a week	
3 What days of the week do you usually visit the market? Select all that apply: a) Monday b) Tuesday c) Wednesday d) Thursday e) Friday f) Saturday g) Sunday	
4 Do you live in Gizo? Yes / No. (if yes , skip to question 7)	
5 Where did you travel from today (or where do you live)?	
6 Is your primary reason for coming to Gizo to buy from the market?	

Topics	Notes	
7	<ul style="list-style-type: none"> a. How do you travel to get to the market (e.g. walk, OBM, etc.)? b. How long does it take you? (mark in minutes) c. How much does it cost? 	<ul style="list-style-type: none"> a. _____ b. _____ c. _____
8.	What do you like to buy from Gizo Market? Why?	_____
9.	How does Gizo Market compare to other markets that you have been to?	_____
10	<ul style="list-style-type: none"> a. What are some things that you like about Gizo Market? b. What are some things that you do not like about Gizo Market? 	_____
11	<ul style="list-style-type: none"> a. Do you recall what Gizo Market was like before the redevelopment? Yes / No [If no, skip to Q. 12] b. What are some things that have become better? c. What are some things that have become worse? 	<ul style="list-style-type: none"> a. _____ b. _____ c. _____
12	<ul style="list-style-type: none"> a. Are you concerned about your or your family's safety while at the Market? Please explain. b. Do you feel more / less safe since the redevelopment? (Y / N/ Not applicable) Please explain c. Have there been any security concerns in last 2 years? Please explain. 	<ul style="list-style-type: none"> a. _____ b. _____ c. _____
14	<ul style="list-style-type: none"> a. Do you feel that the market structures will protect you from bad weather (heavy rain, wind, etc.)? Please explain b. Do you feel more/ less safe from bad weather (heavy rain, wind, etc.) since the redevelopment? (Y / N/ Not applicable) Please explain 	<ul style="list-style-type: none"> a. _____ b. _____
15	<ul style="list-style-type: none"> a. Are you aware of the market's disaster response plan? b. If yes, could you please describe it to me? (accurate / not accurate) 	<ul style="list-style-type: none"> a. _____ b. _____
16	Do you have any thoughts on how the market could be improved?	_____
17	Other notes	_____

FGDs with vendors

Consent declaration:

Hello, my name is _____. We are conducting research on behalf of the Solomon Islands Infrastructure Program (SIIP), an initiative of the Australian Government, to learn more about how well the Gizo Market is serving its community of vendors and buyers.

We are going to ask you a few questions to learn about your experience with Gizo Market. Your responses will be used to inform our review findings which will be shared with SIIP program and relevant DFAT staff and may be shared publicly, but we can ensure that your responses will remain anonymous (Your name will not appear in any of the documents that will be used). The discussion will take approximately 45 minutes to complete, but you may stop at any time.

Do you give consent to participate in the discussion? Y N

We will be recording this discussion, but only to refer back to support our notes.

Do you give consent for this discussion to be recorded? Y N

- 1 Brief introductions: Please provide us with your name (which we will not use in the report), how long you have been selling at the market, and what you sell.
- 2 What do you like / not like about the Gizo Market Facility?
- 3 Do any of you sell your goods at other markets? Why? How does Gizo Market compare?
- 4 Do you recall what the market was like prior to the redevelopment? What has changed for the better and for the worse? How have those changes affected your ability to sell at the market?
- 5 How many of you live in Gizo? Where do the rest of you come from? How long does it take you to travel? How much does that cost? Is that expensive for you?
- 6 How does your family feel about you travelling to sell at Gizo Market? (Probe whether travel to Gizo is an inconvenience.)
- 7 Has access to the market ever limited throughout the year? Maybe certain times of the year due to weather?
- 8 Are you concerned about disease outbreak (Covid-19, etc.) through the market?
- 9 How much do you pay in fees on days you sell at the Gizo Market? Is that expensive for you?
- 10 Do the fees affect any of your decisions? Perhaps related to the days you come to the market, or how long you stay or what facilities you use?
- 11 Have your prices for your goods stayed stable over the last month? Over the last year? What affects your prices?
- 12 Do you feel that selling at Gizo Market is profitable for your family? How so?
- 13 Where do you store your goods during the day? What about at night? Do you have any thoughts about what could be useful for you?
- 14 Do you feel that building accommodation for vendors to stay overnight would be a good thing or a bad thing? Please explain.
- 15 Do you feel safe while at Gizo Market? Have there been any security concerns? Do you worry about theft? Or do you worry about physical threats? Has it changed since reopening? Please explain.
- 16 Do you bring your children with you to the Market on days that you are selling? What do they do during the day? Do you feel they are safe?
- 17 Do you feel more/ less safe from bad weather (heavy rain, wind, etc.) since the redevelopment? Have there been any serious weather incidents since the market reopened? Please explain.
- 18 Do you have any recommendations for how the market might be improved?

FGDs with buyers

Consent declaration:

Hello, my name is _____. We are conducting research on behalf of the Solomon Islands Infrastructure Program (SIIP), an initiative of the Australian Government, to learn more about how well the Gizo Market is serving its community of vendors and buyers.

We are going to ask you a few questions to learn about your experience with Gizo Market. Your responses will be used to inform our review findings which will be shared with SIIP program and relevant DFAT staff and may be shared publicly, but we can ensure that your responses will remain anonymous (Your name will not appear in any of the documents that will be used). The discussion will take approximately 45 minutes to complete, but you may stop at any time.

Do you give consent to participate in the discussion? Y N

We will be recording this discussion, but only to refer back to support our notes.

Do you give consent for this discussion to be recorded? Y N

- 19 Brief introductions: Please provide us with your name (which we will not use in the report), how long you have been visiting the market.
- 20 What do you come to Gizo Market to buy? Why do you buy from Gizo Market?
- 21 Where else do you do your shopping in Gizo? For what items?
- 22 What do you like / not like about the Gizo Market Facility?
- 23 Have you visited any other markets outside of Gizo? Why? How does Gizo Market compare?
- 24 Do you recall what the market was like prior to the redevelopment? What has changed for the better and for the worse? How have these changes affected you?
- 25 How many of you live in Gizo? Where do the rest of you come from? How long does it take you to travel? How much does that cost? Is that expensive for you?
- 26 How much does the cost of goods and/ or quality of goods compare with other markets? Are the prices of goods generally stable?
- 27 Do you have to pay any fees when you visit Gizo Market? For what? Does that seem reasonable to you?
- 28 Do you feel that building accommodation for vendors to stay overnight would be a good thing or a bad thing? Please explain.
- 29 Do you feel safe while at Gizo Market? Have there been any security concerns? Please explain.
- 30 Do you feel more/ less safe from bad weather (heavy rain, wind, etc.) since the redevelopment? Please explain.
- 31 Do you have any recommendations for how the market might be improved?

In depth interview with vendors

Consent declaration:

Hello, my name is _____. We are conducting research on behalf of the Solomon Islands Infrastructure Program (SIIP), an initiative of the Australian Government, to learn more about how well the Gizo Market is serving its community of vendors and buyers.

We are going to ask you a few questions to learn about your experience with Gizo Market. Your responses will be used to inform our review findings which will be shared with SIIP program and relevant DFAT staff and may be shared publicly, but we can ensure that your responses will remain anonymous (Your name will not appear in any of the documents that will be used). The discussion will take approximately 45 minutes to complete, but you may stop at any time.

Do you give consent to participate in the discussion? Y N

We will be recording this discussion, but only to refer back to support our notes.

Do you give consent for this discussion to be recorded? Y N

- 1 Brief introductions: Please provide us with your name (which we will not use in the report), how long you have been selling at the market, and what you sell.
- 2 What do you like / not like about the Gizo Market Facility?
- 3 Do any of you sell your goods at other markets? Why? How does Gizo Market compare?
- 4 Do you recall what the market was like prior to the redevelopment? What has changed for the better and for the worse? How have those changes affected your ability to sell at the market?
- 5 Do you live in Gizo? If not, where do you live? How long does it take you to travel? How much does that cost? Is that expensive for you?
- 6 How does your family feel about you travelling to sell at Gizo Market? (Probe whether travel to Gizo is an inconvenience.)
- 7 Overall, do you feel that selling at Gizo Market is profitable for your family? How so?
- 8 Let's discuss your income and expenses. I would like you to provide me with general information about your income and expenses for the **last 7 days**. *Use the balance sheet template below.*
- 9 Do the fees affect any of your decisions? Perhaps related to the days you come to the market, or how long you stay or what facilities you use?
- 10 Where do you store your goods during the day? What about at night?
- 11 Do you know about the Melanesian House? Have you ever stayed there? Can you please describe it to me? Is it safe, clean, and secure? Do you feel it provides a good accommodation option for vendors coming from other islands? Do you feel that additional accommodation might be useful? Please explain.
- 12 Do you feel that you and your family are safe while at Gizo Market? Have there been any security concerns in the last 2 years? Please explain.
- 13 Do you bring your children with you to the market? What do they do while you are at your stall?
- 14 Do you feel more/ less safe from bad weather (heavy rain, wind, etc.) since the redevelopment? Please explain.
- 15 Do you have any recommendations for how the market might be improved?

Balance Sheet

Last 7 days income	SBD	Last 7 days expenses	SBD
<i>Gizo Market vendor income</i>		<i>Market expenses</i>	
Product 1: _____		Vendor fees:	
Product 2: _____		Toilet fees:	
Product 3: _____		<i>Transport and accommodation expenses</i>	
<i>Other income</i>		Transport to Gizo:	
Source 1: _____		Other general transport costs:	
Source 2: _____		Accommodation costs:	
<i>Other family income</i>		<i>Supply related expenses</i>	
<i>Source 1:</i> _____		Supply related expenses:	
<i>Source 2:</i> _____		<i>Food (consumption) expenses</i>	
<i>Loan received</i>		Grocery items:	
Source 1: _____		Betelnut:	
Source 2: _____		Hot food:	
<i>Other income:</i>		<i>Other expenses</i>	
Gifts / support from relatives:		Support for relatives:	
<i>Other Income:</i> _____		Heath related expenses:	
<i>Other Income:</i> _____		Other expenses	
TOTAL		TOTAL	