

Some Psychological Effects of the Presence of Street Children to Business Operators in Harare Central Business District

Mberikwazvo Edwin¹, Kudenga Mugove²

¹Reseacher, Zimbabwe Open University, Harare, Zimbabwe

²Senior Lecturer, Department of Psychology, Faculty of Applied Social Sciences, Zimbabwe Open University, Harare, Zimbabwe

Abstract: *This part of a broad study that sought to investigate the psychological effects of the presence of street children in Harare Central Business District to business operators. This particular study focused on the various psychological effects of the activities of street children that affected the operations of business operators in Harare Central Business District. The study sought to find out how the business operators were affected psychologically by the activities of the street children. The study used the qualitative approach to get business operators' experiences with street children. The research used questionnaires as research instruments. Forty (40) questionnaires were distributed to gather data from business operators in Harare Central Business District. Twenty seven (27) business operators returned to the questionnaires. Since street children are not found all over the Harare Central Business District (CBD) but specific areas dotted around the Central Business District (CBD), the study used convenience sampling. The study found out that street children caused business operators to experience fear, anxiety, stress, anger, disillusionment, sense of failure and depression. The study recommended that it is imperative for the government through the Ministry of Public Service and Social Welfare to put policies that cater for social welfare of disadvantaged children. The Government and NGOs should plan and implement public awareness campaigns on the importance of the public's contribution to assist street children have a better life. The corporate sectors should also be urged to contribute to the alleviation of the street children life style. This can be done through the promotion of corporate social responsibilities. The government should make effective legislation and ensure strict implementation of the laws for example execution of Child Protection and Adoption Act. The government should undertake measures to provide free primary level education to street children in Zimbabwe and to provide for the associated costs of education for such disadvantaged children.*

Keywords: street children, business operators, anxiety, disillusionment and stress

1. Introduction

The existence of street children near and around areas where business operators set their ventures is a real cause of concern. Many business operators experience negative psychological effects just by the mere presence of the street children. Their presence lead the business operators to experience fear, anxiety, stress, depression and disillusionment. The street children's activities cause business operators to have negative perceptions on how they conduct their operations had the street children not been present. This study explores the psychological effects of the presence of street children on the business operators.

2. Research Question

What are the psychological effects of the presence of street children to business operators in Harare Central Business District.

3. Literature Review

Phenomenon of street children

Regardless of definition, the phenomenon of street children is not new and neither is it restricted to certain geographical areas (Connolly, 1990). The phenomenon of street children is an alarming and escalating worldwide problem. The problem of street children in Africa may not be new as related by Grier (1996). According to Le Roux (1998) the phenomenon of neglected children, an offspring of the modern urban

environment represents one of humanity's most complex and serious challenges. According to Munyacho (1992) as quoted by Kudenga and Hlatswayo (2015) noted that some children in the streets had fled from problems at their homes to come to the streets where they made their own rules. In addition Terwase (2013) pointed out that social, political, familial, religious and economic forces, all tied to poverty, have continued to push children to the streets of urban centres in Third World countries, especially Africa and particularly, Nigeria Cities.

However, according to Kudenga and Hlatswayo (2015) the problem of children living or working on the streets of our urban areas appears to be a recent phenomenon in Zimbabwe. Prior to Independence (1980) it was almost impossible for children to work in the streets as vendors, car-washers, beggars, or parking boys as Municipal by-laws were very strict and were brutally enforced. With Independence, such enforcement of the restrictions became slack and unpredictable thereby making it possible for the problems to surface.

Psychological effects of the presence of street children on business operators.

Business operators who come across street children are either threatened, have their goods stolen and their customers mugged as a result they are psychologically affected. Business operators suffer from stress, fear, anxiety, disillusionment, feelings of failure, depression and anger.

Fear

According to Gross (2010) many psychologist have argued that fear is fundamentally adaptive reaction to stressors (especially threat). Fear evolved as an alarm signal to warn organisms of potential danger, but some tend to feel afraid even when there is no threat present, these false alarms are what we call anxiety disorders. According to <http://blog.priceonomics.com> pointed out that encountering San Francisco's street children can prompt uncomfortable reactions: guilt and pity at the sight of their poverty, unease with their drug dealing, even nervousness and fear due to their unpredictability, uncouth appearances.

According to <http://dailydot.com> street children, the homeless are treated as something scary, a specter that goes bump in the night, one that business operators attach all of their worst fears to. According to www.bensonhurstbean.com Gothamist Daily (29/04/15) reported that the owner of herbal store reported that when they close the door, street children stand outside with a knife or they just stand with a fruit and throw it at them. The owner was punched by one of the street children when he tried to drive them away from the store (Gothamist Daily, 29/04/15). Street children can cause physical harm to business operators should they fail to get what they want. It is not possible to be able to willingly part with money every time one meets a street child. Meeting them when one does not have money therefore invokes a sense of fear to business people as the response of the street children is just unpredictable.

Anxiety

According to King (2008) anxiety consists of three components: the psychological components include sympathetic nervous system activation for example cardiovascular and respiratory activation, gastrointestinal distress. The cognitive or subjective component consists of negative thoughts, impulses, or images and a subjective feeling of anxious distress. The behavioural component is defined by escape from or avoidance of objects, situations or events that create anxious distress (King, 2008). Anxiety is a common experience and certain fears are common at various ages. However, to be considered an anxiety must cause significant distress and/ or create functional impairment by interfering with common life activities (King, 2008). King (2008) added that a feeling of anxiety can strike in response to many things.

According to www.bensonhurstbean.com Gothamist Daily (29/04/15) reported Tregger, the City Councilman says that the shoplifting, vandalism, harassment and assault complaints almost wholly stem from Asia-American shopkeepers along a stretch of Bay Parking between 60th and 86th street. Gothamist Daily (29/04/15) went on to say these street children go from business to business across a 7-8 block stretch of Bay parking stealing from the shops. Such scenario causes anxiety among business operators as they have to be always alert anticipating attack from street children. The operators engage in various activities in an effort to safeguard themselves against the activities of the street children. Some of the activities include giving the street children some goodies, sweet-talking them, giving

them some petty jobs for fear of being attacked if one does not give them something.

Anger

According to King (2008) anger is a powerful emotion. It has strong effects not only on social relationship but also on the person experiencing the emotion. We can easily recount obvious examples of anger that causes such harm: unrestrained and recurrent violence, physical abuse and perpetual bitterness (King, 2008). According to www.bensonhurstbean.com Gothamist Daily (29/04/15) says that rowdy, insolent street children have been repeatedly terrorizing shop owners, stealing items from their stores, threatening them and taunting their customers. One of the owners was punched by one of the street children when he tried to chase the street children away (www.bensonhurstbean.com). The activities of the street children are anger provoking as they can steal from customers when one is looking. Trying to restrain them results in them inflicting verbal and physical harm on the business operator.

Such actions are driven by anger where business operators try to disperse street children as they feel street children are disturbing smooth flow of their operations.

Disillusionment

According to Colman (2009) disillusionment is whereby one is disappointed at finding out that reality does not match one's ideals. According to <https://www.nationalhandlers.org/publications> Albany business owners are contemplating relocating because of street children's disorderly conduct such as public urinating and trespassing. In others it is a feeling of disappointment resulting from the discovery that the business is not profitable as one believed it to be. Business Operators set up businesses with the hope to make profit but they will realize that because of street children they will not be able to maximize on their businesses. The business operators will be quite aware that their ventures were going to be quite different had it not been for the presence of the street children.

The Business Operator's catchment area of customers is greatly affected by the presence of street children. Business operators start contemplating relocating to other places. However, according to <http://www.annarbor.com> moving an entity, such as a corporation or as a limited liability Company is a more involved process as one need to do the necessary paper work for example notifying customers of the intention to relocate.

Depression

According to Cardwell (2003) argued that depression refers to a type of mood disorder in which the person experiences feelings of great sadness, worthlessness and guilt, and finds the challenges of life overwhelming. According to Gregory (2001) pointed out that increasing awareness of reality may bring depression and despair, losses that may have already occurred for example where Business Operators lose goods through shoplifting by street children. They lose customers and see their customers being harassed. They just feel there is nothing they can do as at times they the police just

watching when the street children deliberately break the law. When depression is severe, one cannot have the potential to attend to their professional work (Chiremba, Dhanda and Muromo, (2002).Chiremba, Dhanda and Muromo (2002) argued that if one is said to be clinically depressed, it means they are experiencing some or all of the following:- fatigue or decreased energy, feelings of guilt, worthlessness and helplessness, pessimism and difficulty concentrating. Rewards and reinforcements are important in life. If life becomes unrewarding for long, it loses its meaning (Chiremba, Dhanda and Muromo (2002). There is need to find a way of resolving the problem of street children so that business operators work in a tranquil environment.

Feeling Failure

According to Colman (2009) feeling failure refers to anxiety about failing to accomplish goals and achieving ambitions. One of the dangerous aspects of feeling like a failure is that we begin to feel so sorry for ourselves that the business operations were unsuccessful. Business will not be able to prosper because street children affect business operation in many ways i.e. scaring customers away, stealing from the businesses and threatening business operators. These feelings will come about as times one feels powerless since the street children at times do certain actions that are so daring even when law enforcement agencies are watching.

Psychological Stress

According to <http://www.letthechildrenlive> in psychological terms, stress is taken to imply a pattern of physiological behavioural and cognitive responses to stimuli that are perceived as endangering one's well-being. Psychological stress is primarily caused by the perception that we have lost or will soon lose control. It is believed to be the state arising when an individual perceives (either consciously or unconsciously) that the demands on them are greater their ability to cope, so their wellbeing is threatened (www.csmc.co.uk/htmlstresspsychology.html 03/06/2016).

According to Mahembe and Muromo (2005) factors that cause stress can be categorized as organizational, personal and environmental in nature. Also according to Albery, Chandler, Field, Jones, Messer, Moore, and Sterling (2008) stress does not normally just happen to people it is usually triggered by some external or life event or series of life events. Such events where street children threaten potential customers, steal from the shops and being a nuisance to Business Operators are likely to trigger a lot of stress.

According to Giddens (2009) environment refers to the non-human, natural world which human societies exist. Unpleasant physical conditions as a result of street children under which business operators operate cause them considerable stress. In particular noise, polluted air and heavily congested areas. According to Mahembe and Muromo (2005) with respect to noise, the sound of human voices in particular, appears to be stressful, distracting and interferes greatly with effective performance on many tasks. Street children make a lot of noise as they jostle for customers and fight among themselves.

According to www.helpguide.org/mentalstresssigns stress affects mind, body and behaviour in many ways, the signs

and symptoms of stress vary from person to person but all have potential to harm one's health, emotional wellbeing and relationship with others According to www.cdc.gov/niosh/stresswkhtml early warning signs of stress include headache, sleep disturbance, difficulty in concentrating, short temper upset stomach and low morale. According to Mahembe and Muromo (2005) symptoms of stress generally fall under three categories, namely: physiological, behavioural and psychological. In chronic situations the psychological symptoms of stress are manifested in anxiety states (phobias, obsession and depression) and in less serious cases, stress emerges in the form of tension, irritability, boredom and job dissatisfaction. It is the intention of this research to find out the psychological effects of the presence of street children to Business Operators in Harare Central Business District.

4. Methodology

The researchers chose to use a qualitative research methodology. According to Burns (2000), qualitative research is an effective way of helping the researcher in obtaining information on the individual's experiences such as the one under study which is the psychological effects of the presence of street children to business operators in Harare Central Business District. Qualitative research also helped the researchers understand the participant's viewpoint on common challenges faced by business operators because of the presence of street children in Harare Central Business District. In addition, qualitative research uses different ways of gathering information thus providing rich data to be gathered for example in-depth interviews, questionnaires, observations and document analysis in which business operators are free to air out their views as compared to closed ended questions in which one cannot express her feelings towards the given questions (Mutch, 2000).

The research employed the descriptive research design. This design was used as the researchers felt it was the most ideal for the study. The descriptive survey research designs are defined by their methodical collection of standardised information from any representative sample of the population (Christensen, 1994). In addition, this research design suits the context under which the present study was taken as the descriptive survey represents a probe into a given state of affairs that exists at a given time. It therefore means that direct contact was made with the individuals whose characteristics, behaviours and issues were relevant to the investigation under study. In this case the researchers had direct contact with business operators who interacted with the street children. It allowed the researchers to choose from a wide variety of instruments and in this research it was the questionnaire. The researcher found the questionnaire to be relevant for the study because it can be used to measure opinions, attitudes, beliefs, feelings, perceptions as well as gather factual information about the respondent.

The researchers used convenience sampling in selecting research participants. This was due to the fact that street children by nature of how they operate are found at specific areas dotted around the Central Business District. According

to Saunders, Lewis and Thornhill (2009) convenience sampling involves selecting those cases that are easiest to obtain for your sample. Convenience sampling represents a sample drawn to suit the convenience of the researcher (Wegner, 1995). The sample selection process is continued until required sample size is reached. The research participants selected will be meeting certain specifications that are required to answer the research question. In this study the research participants included only those business operators whose operations were affected by the presence street children. The sample consisted of forty business operators. Among these twenty seven were able to return fully completed questionnaires.

5. Results

Table 4.1: Demographic characteristics
N=27

Gender of respondents	Frequency	Percentage (%)
Female	15	56
Male	12	44
Total	27	100
Age of respondents		
Below 25	8	30
25-40	10	37
Over 40	9	33
Total	27	100
Type of business		
Food	10	37
Grocery	9	33
Clothing	6	22
Banking/Finance	1	4
Education	1	4
Total	27	100
Duration of operation		
Less than 5 years	7	26
5-10 years	15	56
More than 10 years	5	19
Total	27	100

The results showed that the bulk of the respondents were females with 56 %, the remaining portion of 44% were males. Women constitute a large number of the population according to Zimbabwe 2012 census. Thus, maybe explain why the majority of them are operating businesses, working in Harare Central Business District (CBD).

The above results showed that majority business Operators were middle aged, between 25-40 with 37% of the responded followed by those over 40 years with 33%.

The results revealed that the bulk of the respondents were from food businesses that is restaurants, fast foods followed by grocery business with 33% and clothing with 22%. Banking or Finance and Education have 4% each.

The above results showed that majority business operators have been operating in their respective areas for the period 5-10 years. The period of 5-10 years represented 56% of the respondents.

Table 4.4: Psychological effects experienced N=27

Psychological Effect experienced	Number affected	Percentage (%)
Stress	15	56
Fear	27	100
Anxiety	16	59
Depression	9	33
Anger	7	26
Disillusionment	1	4

4.5.1 Stress

Fifteen (56%) of the respondents lamented that dealing with street children is stressful. 60% of the respondent reported exhibiting boredom as a symptom of stress. 40% reported job disaffection or loss of interest in their work as a result of the presence of street children.

Excerpt 1: *It is so boring spending the whole day chasing away street children.*

Excerpt 2: *I no longer enjoy going to work because of these street children as they are an eyesore.*

4.5.2 Fear

Twenty seven (100%) of the respondents highlighted that they fear street children in situation that are confrontational.

Excerpt 3: *street children become bully or they resist to be moved away and as such it is not easy to chase them away.*

Excerpt 4: *street children always look shabby, dirty and drunk accompanied by bad odour emanating from long time without bathing and as such they look dangerous we cannot afford to be close to them.*

4.5.3 Anxiety

Fifty nine percent (59%) of the Business Operators responded that they experienced worry or nervousness when street children behave in certain ways like fighting and being drunk.

Excerpt 5: *it is worrying when street children start burning tyres as they might burn shops.*

Excerpt 6: *sometimes street children fight for parking spaces to guard as they impulsively pick up anything throwing at each other.*

4.5.4 Depression

Nine (33%) of the respondents said that they experienced depression in situation where street children stole their property.

Excerpt 7: *Having your property stolen is a hard situation to bear with because it is a loss.*

Excerpt 8: *it hopeless when potential customers move away as soon as they come in conduct with street children.*

4.5.5 Anger

Seven (26%) of the respondents stated that they experienced rage because of street children.

Excerpt 9: *Street children when you tell them that you have nothing to offer them they yell at you using vulgar words.*

Excerpt 10: *Street children urinate and defecate on pavements and the backyards of the shops.*

Excerpt 11: *street children bully potential customers who do not want to offer them menial jobs like guarding cars.*

4.5.6 Disillusionment

Four percent (4%) of respondent reported that they experienced disappointment or lack of expectation because of the presence of street children while 96% did not say they had the experience.

Excerpt 11: *The area is becoming practically impossible to operate profitably because of street children. Moving to other areas without street children is the only option left.*

Excerpt 12: *The way these street children treat our customers is so disappointing. Our customers feel threatened because of their shabbiness.*

Excerpt 13: *Street children don't make it easy for you. It's not worth it here anymore.*

6. Discussion

Most Business Operators echoed the same sentiments concerning psychological challenges that they encounter as a result of the presence of street children. The research also found out that the presence of street children caused stress which is manifested in anxiety. These findings are in agreement with Mahembe and Muromo (2005) who assert that in chronic situations the psychological symptoms of stress are manifested in anxiety. Most Business Operators reported that when they are stressed they exhibit feelings of boredom and job dissatisfaction.

The research found that Business Operators become nervous or worried when street children fight for space or for few resources on the streets. The findings of this study supports findings of Maner and Schmidt (2006) who argued that anxiety exists when the presence of threat is perceived. As the street children fight they are likely to damage property and customers shun areas where there is violence and prefer areas where there is tranquil.

Business operators fear street children can attack them or they can steal from them anytime thus they are always worried. These findings are in agreement with <http://blog.priceonomics.com> pointed out that encountering street children can prompt uncomfortable reactions: guilt and pity at the sight of their poverty, unease with their drug dealing, even nervousness and fear due to their unpredictability, uncouth appearances. The findings are also in agreement with <http://dailydot.com> street children, the homeless are treated as something scary, a spectre that goes bump in the night, one that business operators attach all of their worst fears to. Bourdillon (2001) argued that street children are forced to defend themselves by physical fighting with boys and sometimes with adults. When street children fight it becomes unpredictable as business operators might come in the cross fire and get injured thereby raising their fears. Mella (2012) added that street children report to other big boys on the street and organize a group to fight against those who disturb their activities. When they organize groups they threaten Business Operators who may want to chase them away in order to protect their operations.

The research found out that Business Operators experience anger because of the presence of street children. Most of the Business Operators highlighted that when they try to chase street children from their premises sometimes they resist raising tempers among business operators. Though, other researchers did not mention anger as a psychological effect experienced by business owners as a result of the presence of street children they found it stressful to operate among street children. This was mainly attributed to the effect that other researchers suggested that street children are afraid of doing activities that can attract the police hence they also avoid disappointing business owners as they might call the police.

Instead other researchers like Mella (2012) and Bourdillon (2001) found out that street children are the ones being abused by Business Operators who hire them and pay meagre wages. Some sexually abuse the street children. These findings are in agreement with Mella (2012) who found out that newspaper reports have reported the recruitment of young men into brothels for the homosexual market, while young girls have been found in brothels in many parts of the city of Harare. The sale of child bodies often benefits a brothel keeper, who appropriates the earnings and keeps the children impoverished. Ngulube (2010) noted that children living on the street face numerous physiological and sexual risk factors. According to Basu (2003) observed that the prevalent in the informal and underground economies, street children are often exposed to exploitative employment, such as selling illegal substances, urban crime and prostitution. Mella (2012) added that street children were employed by supermarket operators to offload merchandise from trucks and they pay them meagre wages. In this study street children were given menial work as a way of appeasing them.

The research found out that Business Operators experienced depression because of the presence of street children. Thirty-three percent (33%) of the respondents said that they had experienced depression in situation where street children stole their property. Business Operators suffered losses as a result of their goods being stolen by street children thus led them to feel sad. Dejection will then creep in as business operators fail to meet their daily expenses as a result of losses. At times they have to incur extra expenses like putting screens on their windows and employing extra guards. However, other researchers (Mella, 2012) suggested that street children are the ones who suffer from depression as they are sometimes underpaid on various jobs they would have done. These findings are in agreement with Mella (2012) who found out that members of the business community took advantage of the street children situation engage them in various activities but then pay them less than what they would originally agreed to pay them.

7. Conclusion

The study concluded that street children demanded to be given assistance in the form of cash or food by customers and Business Operators. If the Business Operators failed to give them what they wanted, they verbally abused them thereby causing distress and bitterness.

From the research findings it is evidenced that the presence of street children caused psychological effects to Business Operators. Business operators experienced fear, anger, anxiety, stress, depression and disillusionment. Business operators fear street children may attack them as they are always drunk after taking illicit drugs. The study found that Business Operators experienced anger because sometimes street children bully them. The actions of street children caused worry among business operators as they have to be always alert anticipating they might steal or they might start fighting among themselves posing danger to the customers and business operators. The study found that business operators experience disillusionment thus they become disappointed with their area of operation and lose hope of a profitable business.

The respondents highlighted that shabbiness and odour emanating from street children has negative influence on potential customers. It is against this background that business operators especially the food industries felt uneasy about the presence of street children at their business premises. Respondents from the food industry complained that dirty and smelly street children scared away their customers. The study also concluded that street children were involved criminal activities such as theft, violence, prostitution and abuse of drugs thereby business operators feeling insecure. Due to the hardship they face, some of the children have resorted to committing crime as a source of income. The study found out that as a result of these criminal activities by street children business operators experienced fear, anger, stress, anxiety, depression and disillusionment.

8. Recommendations

In view of the research findings the study makes the following recommendations:

- 1) Police should be specially educated and trained on how to handle cases of street children with a view towards sensitizing police to the special needs of children and ensuring that rights accorded to children under International and Zimbabwe law are enforced.
- 2) Police officials should round up street children for the purpose of identifying and reuniting children with their families and placing them in appropriate institutions for their care.
- 3) Business operators have to unite and create a business against crime forum. Combine business against crime forum with all sectors of law enforcement that can help the CBD become conducive to conduct business.
- 4) The city fathers work hand in hand with the police and remove street children from the streets.
- 5) The Harare City Council should also get rid of street vendors as they are a ready market for stolen goods from business operators.
- 6) There is need to increase institutions that assist the disadvantaged so that they do not flock the streets in Central Business District.

References

- [1] Abro, A.A. (2012) **The Problem of street children: Sociological study of urban sindh**. Karachi: University of Karachi
- [2] Albery, I.P., Chandler, C., Field, A., Jones, D., Messer, D., Moore, S., Sterling, C., Sutton, J., Hummond, N. and Trapp, A. (2008). **Complete Psychology**. London: Hodder Education
- [3] Basu, K. (2003) **Intergenerational Persistence of Child Labour**. *Child Labour Journals*.
- [4] Benitez, T. (2007) **State of the world's street children**. London: Consortium for Street Children
- [5] Bose, A.B. (1992) **The disadvantaged Urban Child in India**. Urban Child Series. New Delhi: Innocenti occasional Papers
- [6] Boyden, J. (1993) **Families-Celebration and hope in a world of change**. London: Gaia Books Limited
- [7] Bourdillon, M. (2001) **Earning a Life: Working Children in Zimbabwe**. Harare: Weaver Press.
- [8] Braun, V. and Clarke, V. (2006) **Using Thematic Analysis in Psychology**. Qualitative in Psychology. London: Cengage learning.
- [9] Bryman, C. (1998) **Social Research**. Cape Town: Juta and Company Press
- [10] Breakwell, G.M., Smith, J.A., and Wright, D.B. (2012) **Research Methods in Psychology**. London: Sage Productions.
- [11] Burns, R. (2000) **Introduction to Research Method**. Melbourne: Longman
- [12] Cardwell, M. (2003) **Psychology for AS Level**. London: Collins Education.
- [13] Chatterjee, A. (1992) **The Forgotten Children of the Cities**. Florence: Prentice Hall
- [14] Chiremba, W., Dhanda, D., and Muromo, T. (2002) **Psychological Therapies Module BPSY202**. Harare: Zimbabwe Open University.
- [15] Colman, A.M. (2009) **A Dictionary of Psychology**. New York: Oxford University Press
- [16] Connolly, M. (1990) **Adrift in the city. A comparative study of street children in Bogota**. New York: Hawthorne Press.
- [17] Dominowski, R.L. (1980) **Research Methods**. New Jersey: Prentice Hall
- [18] Dooley, D. (1995). **Social Research Methods**. New Delhi: Prentice Hall
- [19] Freda, A. Mueller, G.O.W, Laufer, W.S., (2007) **Criminology**. London: McGraw Higher Education
- [20] Foster, S. (1990) **The communicative competence of young children**. *A modular Journal*
- [21] Giddens, G. (2009) **Introduction to Sociology**. London: Polity Press
- [22] Gross, R. (2010) **Gross Psychology**. London: Hodder Education Publisher
- [23] Goode, E. (1994) **Deviant Behavior**. New Jersey: Prentice Hall
- [24] Gregory, L. (2001) **Mind, Body and Behaviour Module BPSY 105**. Harare: Zimbabwe Open University.
- [25] Grier, D. (1996) **A Study on street children in Zimbabwe**: Harare. Unicerf. Herald Newspaper with author (May 8 2013, pl)
- [26] Bwanya, M. (2013, May 8) **Hell in Harare Streets**

- [27] Haralambos, M. and Holborn, M. (1995) **Sociology: Themes and Perspectives**. London: Collins Educational
- [28] Hai (2014) **International Journal of Scientific & Technology Research Volume 3**, Issue 10, October 2014
- [29] Hoeksema, S.N., Fredrickson, B.L., Loftus, G.R. and Lutz, C. (2014) **Introduction to psychology**. Hampshire: Cengage Learning.
- [30] Johnson, B. and Christensen, L. (2008) **Educational Research Quantitative and Qualitative Approaches**. Michigan: Sage Publications.
- [31] Keyton, J. (2001) **Communication Research: asking questions, finding answers**. New York: McGraw Hill.
- [32] King, L.A. (2008) **The Science of Psychology. An Appreciative View**. London: McGraw-Hill Higher Education.
- [33] Kudenga, M., Hlatywayo, L. (2015) **Why Children Leave their Homes for the Streets? The Case of Harare**: International Journal of Scientific and Research Publications Vol 5.
- [34] Lemba, M. (2002). **Rapid Assessment of street children in Lusaka**. Project Concern International Zambia. University of Zambia
- [35] Le Roux (1998) **Causes and characteristics of the street child phenomenon**. A Global perspective. Unicerf
- [36] Mahembe, B. and Muromo, T. (2005) **Organisational Psychology**. Harare: Zimbabwe Open University
- [37] Mella (2012) **An investigation into the nature and extent of economic exploitation of street children in Zimbabwe**: A case study of Harare Central Business District. A Dissertation Submitted to the University of Zimbabwe in Partial Fulfillment of the Requirements for the Degree of Master of Social Work. Harare.
- [38] Maner, J.K. and Schmidt, N.B. (2006) **Advanced Social Psychology. The State of Science**. New York: Oxford University Press
- [39] Mcmillan, J.H, Schumacher, S. (1993). **Research in Education: A conceptual approach**. New York: Harper Collins Publishers
- [40] Mpfu, W., Chiremba, W., Kent, D. (2003). **Community Psychology. Module BPSY304**. Harare: Zimbabwe Open University
- [41] Mutch, C. (2000) **Doing Educational Research: a practitioner's guide to getting started**. NZCER Press
- [42] Newman, D.M. (2010) **Sociology: explaining the architecture of everyday life 8th edition**. New York: Pine Forge Press
- [43] Ngulube, L. (2009) **A Study of The Sexual and Reproductive Health Challenges Faced by Adolescents** Participating in the Street Ahead Programmes in Harare. Faculty of Social Science. University of Zimbabwe.
- [44] Plotnik, R. and Kouyoumidjian, H. (2008) **Introduction to Psychology**. London: Thomson wordsworth
- [45] Rakesh K.M. (2012) **"Salaam Bombay tea boy to TV help".The Telegraph (Kolkata)**. www.telegraphindia.com retrieved 15/06/16.
- [46] Reber, A.S. (1985) **The Penguin Dictionary of Psychology**. London: Penguin Group Publishers
- [47] Rubin, H.J. and Rubin, I. (2005) **Qualitative Interviewing: The Art of hearing data 2nd edition**. New York: Sage Productions
- [48] Rukuni, N.M. (2001) **Introduction to Research Methods in Counseling Module CD204**. Harare: Zimbabwe Open University
- [49] Rurevo, R., and Bourdillon, M. (2003). **Girls on the Street**. Harare: Weaver Press
- [50] Saunders, Lewis and Thornhill (2009). **Research Methods for Business Students 5th Edition**: London: Prentice Hall
- [51] Stratton, P. and Hayes, N. (1990). **A student's Dictionary of Psychology**. New York: Arnold Publications
- [52] Sutton, P.W. (2009). **Sociology 6th Edition**. Cambridge: Polity Press
- [53] Terwase, D. (2013) **A study of street children in Kaduna Metropolis**. Journal of Humanities and Social Sciences. Calabar: University of Calabar.
- [54] UNICEF (2001) **A Situation Analysis of Orphans and Vulnerable Children and Adolescents in Zimbabwe**. New York: UNICEF.
- [55] Wegner, H.J. (1995) **Psychology furniture design**: Copenhagen: Kobenhavn: Dansk design center
- [56] Wilmot, P. (2008). **"The Challenge of Destitution in Northern Nigeria"**. A Talk Delivered at the Transcorp Hilton Hotel, Abuja on April 20, 2008 under the Auspices of Sardauna Magazine.
- [57] World Health Organisation WHO (2000). **Determining the needs and problems of street children**
- [58] Zikmund, W.G., Babin, B., Carr, J. and Griffin, M. (2010) **Business Research Methods 8th Edition**: Toronto: Cengage learning
- [59] Zimbabwe Government (2013) **Constitution of Zimbabwe Amendment (No.20) ACT 2013**. Harare: Fidelity Refiners.

Websites

- [60] <http://archive.kubatana> retrieved 13/04/2016
- [61] http://blog.priceconomics.com/post_13/04/2016
- [62] http://progression.org.uk/blog_01/06/16
- [63] <http://www.inquiries.journal.livingonthestreets> 12/04/16
- [64] info@soschildren.org retrieved 13/04/2016
- [65] <https://www.newsday.co.zw> (11/06/2015)
- [66] www.unicef.org 17/05/16
- [67] <http://www.dailydot.com> 8/05/16
- [68] <http://www.annarbor.com> 8/05/16
- [69] <http://www.letthechildrenlive> 02/06/16
- [70] http://progressio.org.uk/blog_01/06/16
- [71] http://progressio.org.uk/blog_01/06/16
- [72] <http://www.streetsahead.org.zw> 8/08/16
- [73] <https://www.usaid.gov> 08/08/16
- [74] <https://www.theguardian> 08/08/16
- [75] <http://www.theatretimes> 08/08/16
- [76] www.bensonhurstbean.com retrieved 21/03/16
- [77] www.zimbabweobserver.co.zw (27 June 2010)
- [78] www.wcsmp.co.uk/htmlstresspsychology.html (03/06/2016).
- [79] www.helpguide.org/mentalstresssigns 03/06/16
- [80] www.cdc.gov/niosh/stresswkhtml 03/06/16
- [81] www.egyptiangazette.net (1/09/2011)
- [82] www.mirror.co.uk (2/06/2013)
- [83] www.sos-zimbabwe.org.inm 7/07/16