

An Ethnographic Exploration of Youth Unemployment in Hlotse, Lesotho

**by
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in partial fulfillment of the requirements for the degree of**

**Master of Design
in
Inclusive Design**

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Abstract

Engaging youth is vital for inclusive economic development. Facing extreme odds including a high prevalence of HIV, an unpredictable political climate, and significant unemployment, Basotho youth are especially disenfranchised. This study used a two-lens kit – the wide-angle of global development and the telephoto lens of inclusive design – to explore youth unemployment in Lesotho. Through ethnographic interviews with 26 youth in Hlotse about their ambition, challenges, perceived future, and possible supports, light is shed on the themes that matter to them; education, mentorship, employment, entrepreneurship, drugs and alcohol, and governance. This is a first step in enabling youth to codesign solutions for the economy in which they live, which in line with the objectives of localized government and non-profit organizations. Methodologically, recognizing diversity in positionality between the interviewer and participant, while also adopting an inclusive process to reduce barriers of engagement, are highlighted as facilitators of inclusive ideation.

Keywords: Youth unemployment, Inclusive economic development, Inclusive design, Ethnography, Codesign, Positionality, Hlotse, Lesotho, jobs

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1 Introduction

Tucked tightly within South Africa geographically, and yet separate from it politically, the mountainous country of Lesotho is famous for its natural beauty. Equally notorious for a ravaging HIV and AIDS epidemic, unstable polity and under-developed economy, the country has attracted me ever since I was introduced to it as a teenager.

As a high-school student, I was actively engaged in humanitarian fundraising projects. I remember meeting Craig Kielburger when I was eighteen-years-old and being astonished at the list of accolades attached to his name. He was 26-years-old, already a best-selling author and nominated for a Nobel Peace Prize. He was visiting us at the River Run Centre in Guelph to speak to students who had fundraised over the past year to build a primary school in Kenya. Despite being as career-safe as any twenty-something could possibly be, he was holding management textbooks when he arrived at the event. While growing Free The Children into one of Canada's most recognizable charities, Craig was simultaneously pursuing his Executive MBA at the Schulich School of Business, which I imagine was partly what helped the organization grow even more. I remember being wildly inspired that year while applying to

universities, hoping to make change in the world at a macro level, and so I decided to pursue an education in international development.

That same year, I met Dr. Anne-Marie Zajdlik, a physician from Guelph that had been building a grassroots charity called Bracelet of Hope, which was trying to raise \$1 million for an HIV and AIDS clinic in a small African country called Lesotho. The money was being raised by selling red-and-white bracelets that were handmade by a group of women in South Africa. The name of the clinic being supported was Tsepong, which is the Sesotho word for hope. My friends and I were inspired by the project and after engaging in fundraising, in 2009, a group of us joined her and a small team on a trip to Lesotho.

It quickly became apparent that this was not like any African country I had seen or imagined. It was nothing like Bagamoyo, where I had spent the previous summer voluntouring¹. Tanzania was hot, there were artist shops at every turn because of a nearby arts college and there were a lot of foreigners in guest houses.

¹ Tourism, with some time spent volunteering (Wilson, 2000).

In contrast, Lesotho did not have drums, beaches or volunteers boosting the economy, and it was nearly zero degrees at night. It was beautiful in an unexpected way, with mountains as far as you could see and blankets wrapped around many people's shoulders. The blankets were heavy, often donning some abstract floral pattern and rich in their colour.



Figure 1 Looking out the window (Photo)

Before arriving in Hlotse, where the Tsepong clinic was located, I understood that nearly one third of the adult population in Lesotho was HIV positive. In

fact, in the process of fundraising, I must have said the statistic a thousand times.

It was not until writing this book did I really understand what that single statistic meant. Walking through Hlotse in 2009, there were not many restaurants but there were multiple places offering funeral services. There was a franchise grocery store called Shoprite, the beer was affordable, and almost everyone could speak English. Still, a short walk was enough to feel off-balance as a privileged Canadian.

Fortunately, helping us navigate the culture shock was Nomalanga Vales (Noma for short), a Masotho woman who became a Canadian citizen in the 1980s and lives in Guelph. Noma loved that, in our teens, we were spending so much of our time volunteering and advocating for change. Noma is passionate about volunteering. With the ambition of inspiring young Basotho to volunteer more, Noma agreed to work with us on new project called Reach Lesotho, where we would bring high school students from Guelph to Hlotse, match them with local students, and have them volunteer together in the community.

That project was an eye-opener but, when it completed in 2011, it still felt like an introduction to the complex issues in this town of Hlotse, Lesotho. Five years later, Noma and I agreed to work on this second project together, trying to better understand one issues, youth unemployment, as best as possible. This time, instead of approaching the project from an altruistic position of implementing some sort of brilliant solution, we made our single objective to learn as much as possible.

1.1 A Research Project

Since working on Reach Lesotho five years earlier, Noma has been creating and building a handful of projects in Lesotho. Her focus has shifted into business development as a means to address the complex social problems. The projects she has been involved in include working with Bracelet of Hope and Rotary Club, both of which she is an active and proud member. She has literally been able to facilitate global partnerships, build new businesses that employ many in need of work and develop mentorship programs for local business owners, which encourage growth. From Noma, I have learned that no single issue can be isolated. For her, working on business development means creating jobs, which means creating healthier families, leading to

students completing more education and so on, and so forth. The problems in Lesotho are complex and absolutely everything is connected. This is both a significant challenge and a significant opportunity.

Youth unemployment is of particular interest to me because some of the youth I had the opportunity to work with in 2011 are now struggling to find jobs. Struggling is so often used in a colloquial sense that the urgency of the young Basotho's struggle is not well described; they are frustrated and they are losing hope. There is not enough economic activity in Hlotse for them to meet their basic needs; shelter, food, and health. This is part of a vicious cycle where the capacity to work is diminished by these lacking needs, exacerbating the problem of being able to engage in the workforce.

I am not a victim of such a vicious cycle. In Canada, the opportunities as a young person are broad and mostly accessible. Still, this issue of unemployment is often talked about because youth are still less employed than other demographic segments, and this is especially true for certain cultural segments of Canada's population. Are systems the problem or are young people? Is culture to blame or does the fault lie on the education system? Similar to how Noma identified the prospect of employment

impacting several components of society, I went into this project knowing that the problem of unemployment amongst youth in Lesotho was the product of several factors, though I did not understand what those factors were and how they were different for youth.

1.2 Aims and Objectives

This research project strives to;

- a) understand the personal experience of youth unemployment
- b) contextualize macro-economic data with story
- c) facilitate the sharing of ideas generated by youth

The only way that ideas to solve a problem are valued is if the problem is first communicated and appreciated. To communicate the problem of youth unemployment effectively, I draw on the late Dr. Hans Rosling's approach from the 2010 special *The Joy of Stats*. In it, Dr. Rosling stood behind a computer generated graph plotting lifespan on one axis and income per person on the other. It started in 1810, where all countries were essentially sick and poor. Then the graph literally travelled through time and, each year, the countries slowly moved towards higher lifespans and higher incomes per person.

In just a short few minutes, Dr. Rosling was able to tell the story of how the standard of living, around the world, had completely changed in the past two centuries. He was able to give context to historical moments, such as the first World War and the AIDS epidemic, using basic quantitative data. He made it clear that statistical data can drive storytelling, if presented in the right way. Similar to how data can tell a story, the use of story can also help contextualize data. This is the strategy that I will use to communicate the problems that youth in Hlotse, Lesotho, are facing.

There are twenty-six stories embedded throughout this paper. These are stories of intrigue, perseverance and frustration. These stories are ongoing and this research project is reaching the first milestone of what will hopefully be an enduring process.

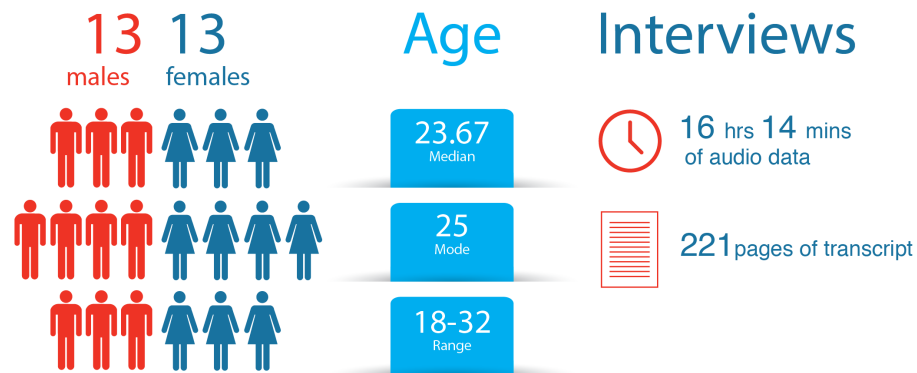


Figure 2 The Data We Collected

It is my objective that through this report, a single narrative will evolve. While each of the stories from the twenty-six participants are unique, they have a strong voice that cannot be ignored together.

It is my hope that the participants in this research project are liberated from my narrative, despite it being me who has the opportunity to share it with you. For that reason, interpretations of the data will be limited to prefacing themes and reflecting on the research experience, and the participants' voices will be supported with statistical research that I found relevant.

This approach is inspired by the fortunate circumstance that the very individuals in which I was interested in understanding, youth in Hlotse, are able to represent themselves with an abundance of clarity and depth.

It has been an honour and a challenge to organize and compile highlights from our rich conversations. I was constantly aware of the lenses that I looked through while working on this project and before we delve into the stories, I believe it is important that I share these lenses with you.

2 Positionality

I am a first generation Canadian and afforded privileges that cannot be understated. When this is compared to that of the participants in this study, it is referred to as positionality. My positionality was vital for me to consider when preparing to conduct research in Lesotho, while doing the research, and now in the reflection and reporting.

The history of my family and community is heavily shaped by colonization, though my circumstance as a first generation Canadian is unusual as my parents are Ismaili Muslims with Indian heritage. They were welcomed to Canada after being born in Uganda and spending time in Italian and English refugee camps in the 1970s. This was partly due to the fact that the Aga Khan, leader of an estimated 2.2 million Ismaili Muslims globally (Khoja, 2015), had a personal relationship with then Prime Minister Pierre Elliott Trudeau, who opened Canada's doors to refugees fleeing persecution from Idi Amin Dada.

In Canada, my parents were able continue their education and today, they each hold University degrees and professional designations. They raised my

brother and I in Guelph, Ontario, where we were a visible minority and religious minority, and this has greatly impacted my worldview.

From a young age, I participated in charitable fundraising projects and my advocacy work has earned me accolades and scholarship, meaning that I have personally benefited from philanthropic work. In some case, I have benefited from philanthropic work more than the people who the work was targeted at, including in Lesotho.

I am also invested in a positive outcome for this research because I am passionate about seeing change in the lives of young people in Lesotho, some of whom I consider great friends. I believe hope is essential in inspiring action and so I am also inclined to find a hopeful tone for you, the reader.

Acknowledging my position is an important component to this research project because it is the angle from which I observe, and it is a reflection of the inherent power and privilege that separates me from the young people in Lesotho.

As a youth in Canada, I have a perspective on the very same topics that the youth in Lesotho spoke so passionately about: education, mentorship,

employment, entrepreneurship, drugs and alcohol, and government. My perspective on each of these issues is heavily influenced by my values, knowledge and experiences, which is entirely different to those of the young people involved.

This recognition provides an opportunity for me as a researcher and, hopefully, for you as a reader. Not everything in this paper will be easy to understand or empathize with. Still, by recognizing positionality throughout, there is a real opportunity to do both of these things.

2.1 The Positionality Wheel

After completing my undergraduate degree, I participated in different programs available in Canada specifically created to support youth in developing new projects and ventures. One of those programs was called Studio[Y] and it was created by the MaRS Discovery District, Canada's largest urban innovation hub that houses companies like AirBnB, Autodesk, Kik and Etsy. As part of the program, we were introduced to a self-evaluation tool called the Wheel of Satisfaction. During the program, the tool helped me visualize areas of dissatisfaction in my life, which allowed me to focus my

energy and time in those areas. I have adapted the tool to visually map out a comparison of satisfaction, which I hope will shed light positionality.

Imagine a spoke of a bike wheel, with ten marks made on it, each with a corresponding number. The higher the number indicated, the higher the satisfaction level is. For example, the first spoke of this wheel represents education. Out of 10, how satisfied am I with my education and access to further education?

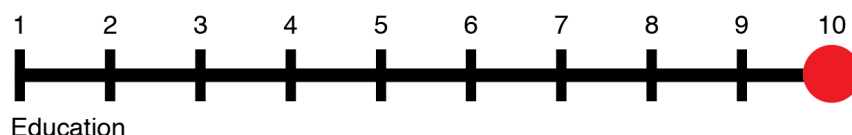


Figure 3 Personal Education Spoke

My experience and access to public education has been exceptional. Both primary and secondary education are free of charge in Canada and post-secondary education is accessible. To attend University, I was able to access two student loans, one from the Ontario Student Assistance Program (OSAP) and one from a regulated bank. I was also supported by both of my parents, who had incomes from employment. When applying for graduate school, I was once again able to access a student loan from OSAP. While I am critical of the

quality of education I receive, I do feel satisfied overall with what I have received and the access to obtain more, be it in the form of online learning, professional programs or even – dare I say – a PHD.

The questions that were used in this tool were as follows:

- How satisfied are you with your education / access to further education?
- How satisfied are you in regards to accessing and receiving guidance from mentors?
- How satisfied are you with your opportunity for employment?
- How satisfied are you with your opportunity to enterprise / start a business?
- How satisfied are you in regards to alcohol and drug use in society?
- How satisfied are you in regards to the political climate or situation in your country?

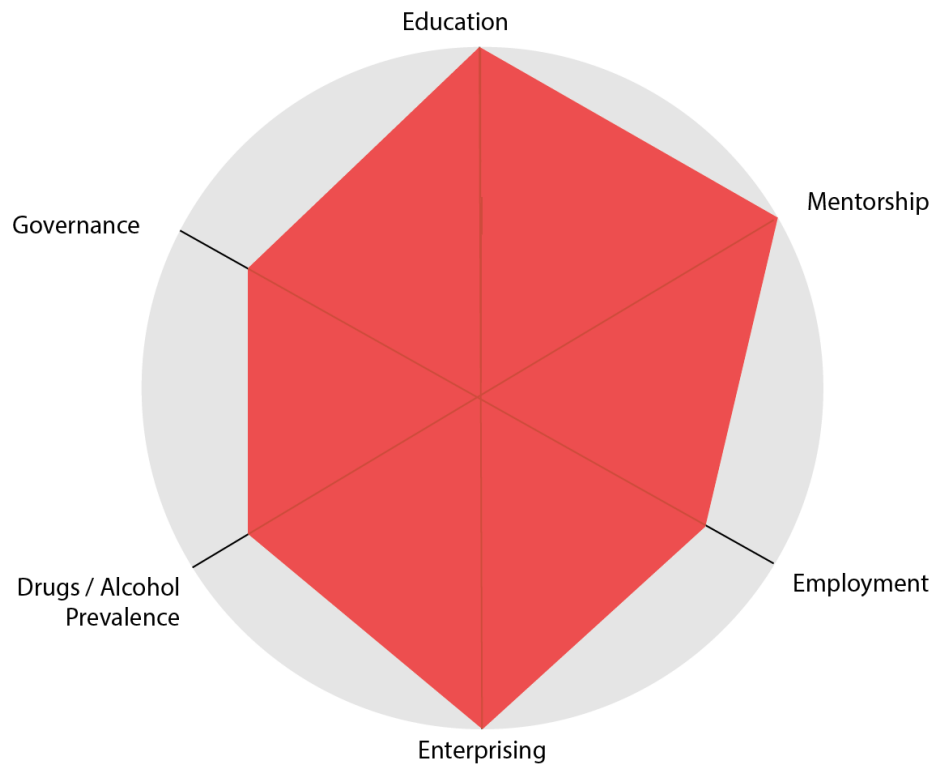


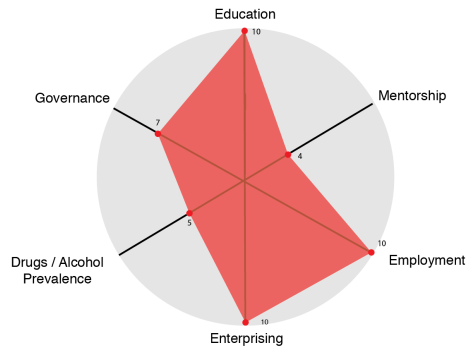
Figure 4 My positionality wheel

A fully coloured wheel would mean that I am completely satisfied with all aspects on the spokes. A completely uncoloured wheel would represent a complete dissatisfaction. I am particularly interested in the discrepancy between myself and the participants, which will become evident throughout the chapters of this paper.

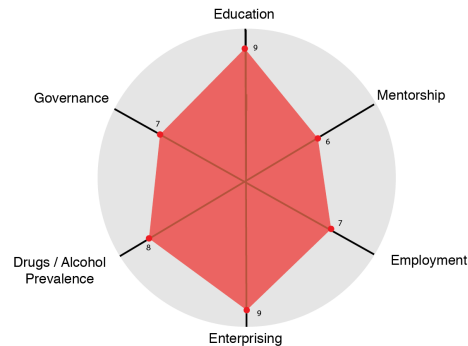
2.2 The Research Project Team

This research project required the coming together of many individuals. Each person has contributed significantly and the project would not be what it is with a single absence. Since each individual has influenced this work significantly, it is also important to consider their positionality.

The research team is comprised of three main categories; principal advisors, committee members, and research assistants. The research assistants are youth from Lesotho, which the advisors and committee members all reside in Canada.

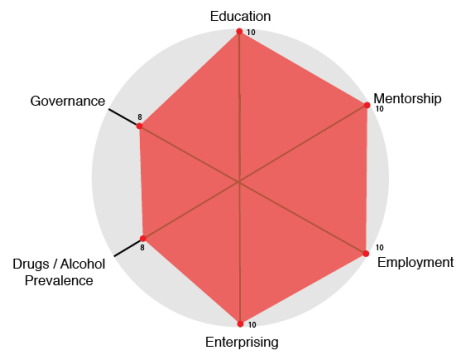


Nomalanga Vales, 60
Principal Advisor (Non-Academic)

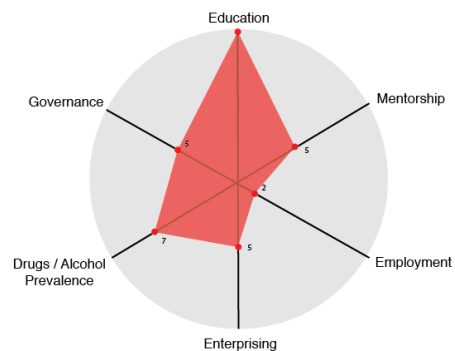


Dr. Alexander Manu, 63
Principal Advisor (Academic)

Figure 5 Principal Advisor Positionality Wheels



Dr. Sambhavi Chandrashekar, 61
Committee Member



Dr. Vera Roberts, 47
Committee Member

Figure 6 Committee Member Positionality Wheels



Dhlomo Lephoma, 19
Research Assistant

Masupha Mohale, 27
Research Assistant &
Coordinator

Rethabile Phakisi, 24
Research Assistant

Figure 7 Research Assistant Positionality Wheels

These diagrams are not backed by generalizable empirical evidence. Nonetheless, they are based on data collected from each of the research team members. Even at a glance, they give an indication of the huge discrepancy

between my personal positionality and that of the research assistants in Lesotho that helped make this project possible.

As an academic, positionality is an important aspect of research to consider but it is not the only perspective that I bring to this research project. I use this concept more as a qualitative tool for methodological nuances based on inclusive design principles that will be discussed in the next chapter.

3 Lenses

In 2009, while studying at McGill University, I bought my first SLR camera. My friend Adam took me to Lozeau's one evening and supervised the process, teaching me a few things along the way. First, I had to pick out a body, which would dictate how much I was able to capture, including as light sensitivity and megapixels. This was entirely dictated by my budget, "Give me the best possible body around \$600." Picking out a body was comparable to picking out a place and time to conduct research, similarly dictated by resources, and not of much use without a lens.

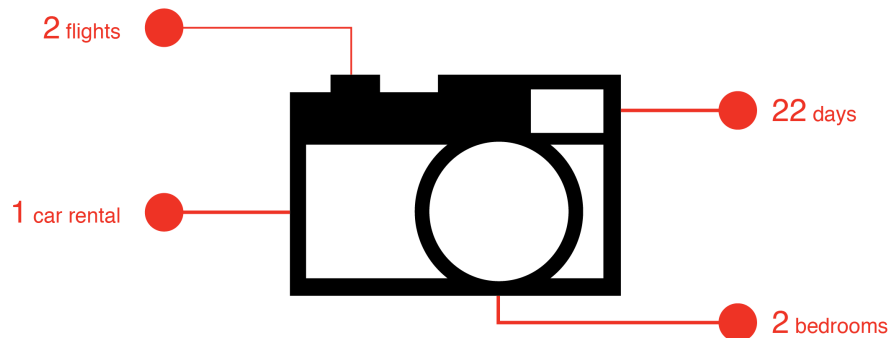


Figure 8 Camera Body Visualization

It didn't take long before I realized that professional photographers like Adam have many lenses and know how to use them at the right moment. Now,

whenever I have the opportunity to travel, I always carry at least two lenses with my camera. The first is a wide angle lens, completely essential to capture the grandness of new landscapes and put things into context. The second is a telephoto lens, which is versatile and allows me to capture details.

3.1 The Two-Lens Kit

In approaching this research, I similarly carried two lenses. In my undergraduate degree, I studied international development. We were required to take classes in economics, politics, sociology, anthropology, and agriculture. It was broad and interdisciplinary, allowing for students to draw connections between colonialism and tribal wars, between capitalism and slavery, and between politics and poverty. This was my wide angle lens.

Prior to conducting this project, I then studied inclusive design. In today's day and age, it is clear that the design process is tried and tested, and I was curious how it could complement the wide angle perspective of international development.

Don Norman, author of *The Design of Everyday Things*, eloquently described the process of design as a cycle that revolves around a user's experience. Inclusive

design could be viewed as an extension of user-centered design that specifically focuses on the experience of users that are on the edges, being marginalized or disenfranchised in some way. To use the term that Malcolm Gladwell popularized, inclusive design focuses on the *outliers*. This was the telephoto lens that I specifically threw into the kit to capture details.

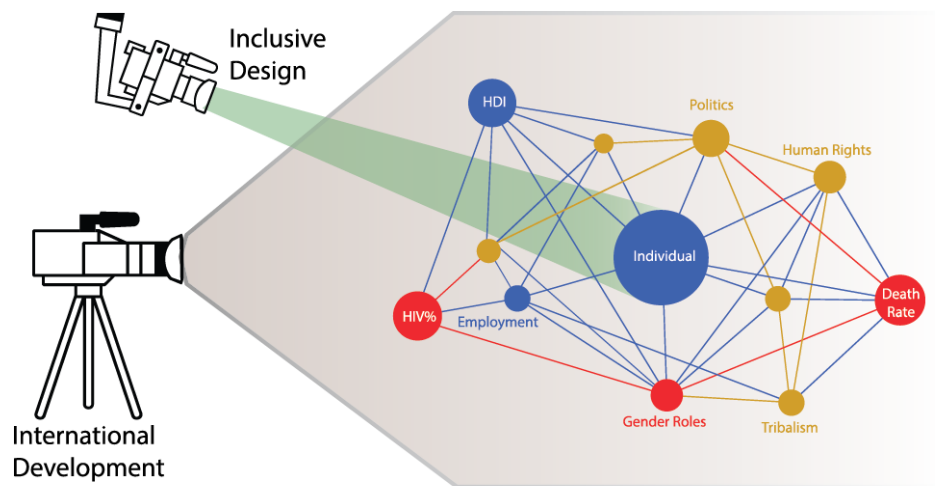


Figure 9 Two-Lens Kit Approach to Research

The two-lens kit provided a comprehensive understanding of the problem context by positioning Lesotho in the map of global development using a wide angle view through established economic theory, and examining 26 youth from the city of Hlotse using the telephoto lens of inclusive design.

3.2 Wide Angle: Global Development

Development studies established in the United Kingdom as a field of academia dedicated to understanding the economies of the previously colonized states, or what was often referred to as the third world. The very concept of the third world is cooked with notions of modernization and suggests the ultimate goal of every country is to be like the West. This is a significant problem in the studies of international development and in the discourse of development more broadly.

One model that attempts, but fails, to differentiate from the above was developed by W.W. Rostow in 1960 and is described as the *stages of growth* theory. According to this model, countries are organized as belonging to one of five stages as shown in Model 2:

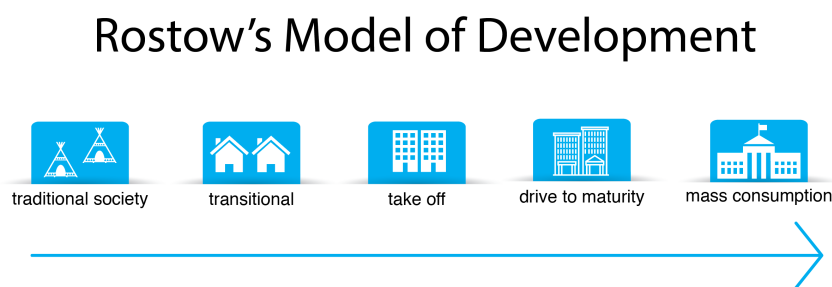


Figure 10 Rostow's Model of Development (1960, p. vii)

Rostow (1960, p. 4) described that “the central fact about traditional society was that a ceiling existed on the level of attainable output per head. This ceiling resulted from the fact that the potentialities which flow from modern science and technology were either not available or not regularly and systematically applied.” Societies that fall into this category submit a huge percentage of resources to agriculture. As Guru (n.d.) summarized Rostow’s descriptor of long-run fatalism, “People of these societies think that not much economic progress is possible for them and for their future generations.” While the Kingdom of Lesotho does not fit the parameters of traditional society, there are certainly areas in which the sentiment of what is possible still hold negative narratives of stagnation and limited opportunity.

The second stage, preconditions for take-off, spreads a different idea amongst the population, one that sounds more like “economic progress is a necessary condition for some other purpose, judged to be good: be it national dignity, private profit, the general welfare, or a better life for the children.” (Rostow, 1960, p. 6) This is a stage where risk taking is considered more reasonable, investment increases and modern enterprising strategies begin to be implemented. Guru (n.d.) lists the change in attitude towards science and risk,

the adaptability of the labour force, political sovereignty, development of a centralized tax system and construction of economic and social infrastructure as key components for the preconditions for take-off stage. It could be argued that Lesotho is still in this second stage, since sovereignty is recent and social infrastructure is weak.

Since gaining independence from the United Kingdom, Lesotho has established a constitutional monarchy. The Prime Minister is head of state while the King of Lesotho, who was recently exiled and then permitted to return, does not possess any executive authority. In a 2009 Economic Review by the Central Bank of Lesotho, a shift of labour was acknowledged citing growth in private sector employment and less reliance on government employment. (Kingdom of Lesotho, 2009, p. 2)

While the 2008 statistical report on which the governmental review was based showed that nearly 63% of the country was employed by subsistence farming, it also showed that farming employment was consistently decreasing over the previous ten years. The report reads, "This classifies Lesotho in stage 3 (take-off stage) of the Rostow's stages of development. According to Rostow, the take off stage is where an economy realizes an increase in industrialization

and consequently, workers move out of the agricultural sector into the better paying manufacturing sector. In addition, in an economy in this stage, growth is concentrated in a few regions of the country and in one or two manufacturing industries." (Kingdom of Lesotho, 2009, p. 2) Although the sentiment of the third stage is that of rapid economic change, health challenges have hindered the romanticism of growth.



Figure 11 Basotho man tending to farm (Photo)

While Rostow presents patterns of economic growth that traditional societies evolve through, he notes that "Historical patterns of investment did not, of

course, exactly follow these optimum patterns. They were distorted by imperfections in the private investment process, by the policies of governments, and by the impact of wars." (1960, p. 14) In the case of Lesotho, a war is underway not between them and another nation, but rather between the Basotho people and the HIV and AIDS epidemic that has ravished an entire generation, leaving half the population under the age of 25 years. ("Factsheet: Lesotho", n.d.)

POPULATION BY AGE AND SEX 2010

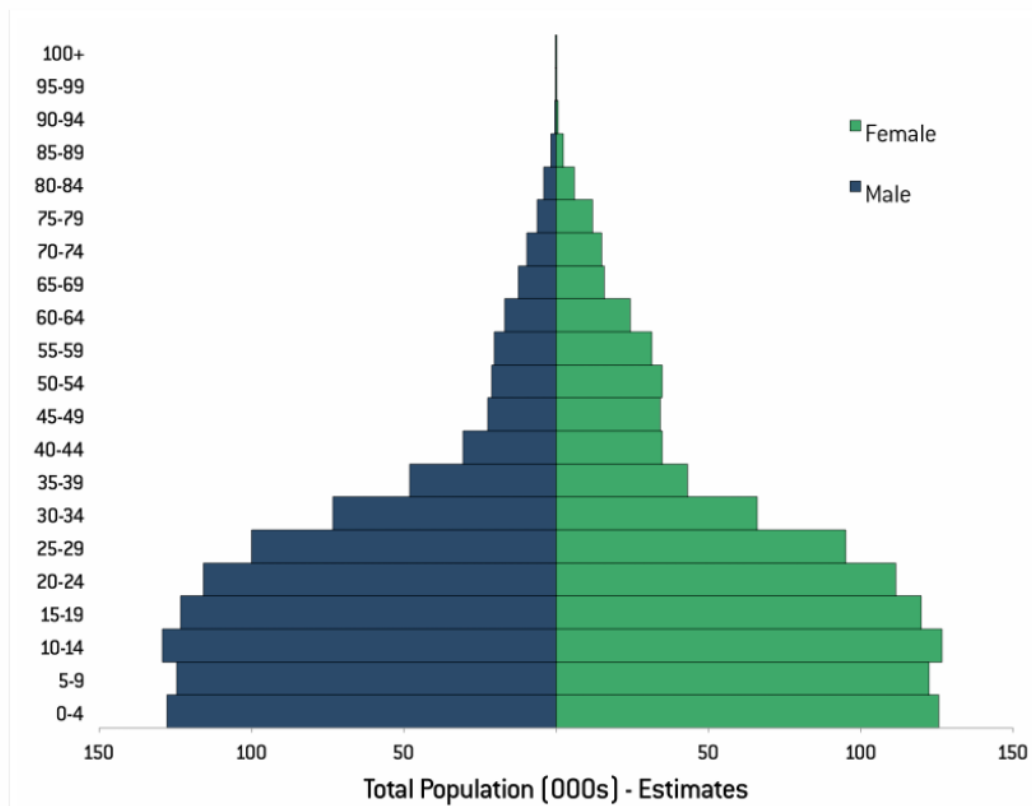


Figure 12 Population Pyramid of Lesotho, sourced from the UNDESA ("Factsheet: Lesotho", n.d.)

As the New Agriculturist notes, "The disease has left a large proportion of the population unable to work, significantly reducing household income. With so many people affected, most families have to cope with the extra costs of caring for orphans and the sick." ("Country Profile," 2011)

Everything is connected. HIV and AIDS has a direct impact on the working capacity of a country by immobilizing working aged adults. Furthermore, it has dramatic impact on education as young women leave school to tend to their families' needs, caretaking and other household necessities that cannot be managed by a sick parent.

Rostow (1960, p. 9) says, "The new class of entrepreneurs expands; and it directs the enlarging flows of investment in the private sector... In a decade or two, both the basic structure of the economy and the social and political structure of the society are transformed in such a way that a steady rate of growth can be, thereafter, regularly sustained." From these descriptors, it is implied that during the stage, self-generating economic growth must develop through private enterprise.

The Rostow model was developed post-Cold War and is subtitled "a non-communist manifesto", which distinctively places it in a specific ideological spectrum during an age of political divisiveness that is not reflective of the 21st century. Still, while Rostow's model of development has considerable flaws and biases, I consider it valuable to consider in the context of this research because Lesotho's Central Bank itself is referencing it.

My interest is not in debating the model of development that Lesotho is pursuing, but in reflecting upon it while conducting research regarding youth unemployment in Hlotse, Lesotho.

3.3 Telephoto Lens: Inclusive Design

In 2004, Donald Voth, a professor at the University of Arkansas, released an unpublished version of a document on the history of international development perspectives, which describes how “we have finally been liberated from the rigidity of the Cold War so that we now may have the luxury of approaching development in a much more unbiased and much more effective way.” (Voth, 2004, p. 44) One perspective that Voth describes is of participatory development, which “leads to increased self-reliance among the poor and the establishment of a network of self-sustaining rural organizations.” (2004, p. 36) He explains that the participatory development approach was shunned through the 1980s and 1990s, though now The World Bank and UNICEF call for a people-centered approach, indicating that participatory development is once again gaining traction.

In 2014, the Managing Director of International Monetary Fund, Christine Lagarde, remarked in her address to the Conference on Inclusive Capitalism, “By making capitalism more inclusive, we make capitalism more effective, and possibly more sustainable. But if inclusive capitalism is not an oxymoron, it is not intuitive either, and it is more of a constant quest than a definitive destination.” Inclusive capitalism draws on the same ideology of participatory development, whereby engagement of all in the economy is sought. She concluded her speech by saying, “At the end of the day, when the global economy is more inclusive, the gains are less elusive. The market is more effective, and a better future—for everyone—is more likely.” (Economic Inclusion, 2014)

This year, the World Economic Forum released a report on inclusive development, and included a framework for measuring it.

To borrow from a business concept, growth can be thought of as the top-line measure of national economic performance, with broad-based or median progress in living standards representing the bottom-line. Inclusive growth can be thought of as a strategy to increase the extent to which the economy's top-line performance is translated into the bottom-line result society is seeking, i.e., broad-based expansion of economic opportunity and prosperity. (*The Inclusive*, p. 2)

The report recommends the usage of an inclusive development index to measure how inclusive economic growth is, which would support the placement of “people and living standards at the center of national economic policy... Such an effort to reshape the assumptions and priorities of the way modern market economies organize themselves to generate socioeconomic progress can only be realized with the engagement of all stakeholders.” (ibid, p. xii)

Inclusive Design is a new term with an evolving definition, and it is valuable to consider it as a tool for designing more inclusive development. In 2005, the British Standards Institution defined inclusive design as, “The design of mainstream products and/or services that are accessible to, and usable by, as many people as reasonably possible ... without the need for special adaptation or specialized design.” (“What Is Inclusive,” n.d.) It expands that this includes the reduction of barriers, “reducing the level of ability required to use each product, in order to improve the user experience for a broad range of customers, in a variety of situations.” (ibid) If considered in terms of the economic development of a country, users become citizens. The economy

should therefore be designed in a way that is usable by as many people as reasonable possible, and the level of ability required to engage in the economy should be minimized.

There are many arguments for why inclusive design makes business sense, though this project is concerned with whether or not inclusive design is a valuable complement to the lens of global development in a research study. One way in which I am able to test this is through the very methodology that this research study uses.

Inclusive design methods have traditionally been applied in physical and technology design. For example, sloping sidewalks were first created for wheelchair users and the electric toothbrush was developed for individuals with limited motor skills, yet the two are now widely adopted by a broader audience due to ease of mobility and improved dental hygiene. ("Everyday Inclusive," 2014)

The Inclusive Design Research Centre in Toronto has explored inclusive design through three dimensions:

1. recognize diversity and uniqueness;

2. use inclusive processes and tools; and
3. have broader beneficial impact. (IDRC, n.d.)

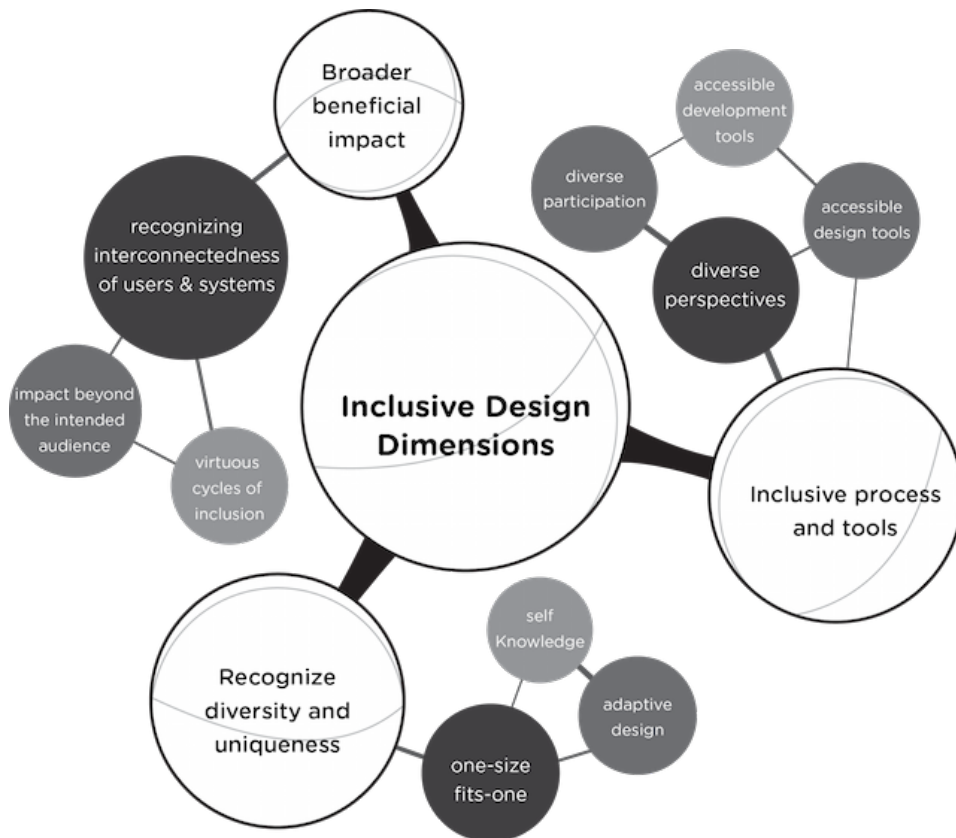


Figure 13 Dimensions of Inclusive Design ("What is inclusive")

The dimensions suggest a process that can have meaningful and long-lasting impact, which is what this research team is motivated to see. In this case, inclusive design is being applied into a field of study different from it's

primary application, though it offers great benefits to the methods and processes of conducting research in the realm of global development.

Inclusive design, adapted into global development, encourages engaging citizens in the process of designing the economy they live in. This can be done to various degrees, though the intention behind inclusive design is to especially engage the outliers to ensure that the design result does not disempower those who are often already in a state of disempowerment.

4 Meet The Participants

I have never flown directly to Lesotho. Since my first trip eight years ago, I have always found it to be significantly cheaper to fly into Johannesburg in South Africa and drive the rest of the way. Many people feel confused when I tell them Lesotho is in 'southern' Africa; they ask, "Do you mean South Africa?" Well, it is 'in' South Africa, but it is an independent country that happens to be entirely surrounded by South Africa. This is unique and has a huge impact on life in Lesotho.



Figure 14 Map of Southern Africa ("Stunning Malealea")

Lesotho was once a British protectorate, called Basotholand at the time. It was forced to become a protectorate despite having fought off the British multiple times under the leadership of King Moshoeshoe I. Lesotho gained independence from the British in 1966, the same year as Barbados, Guyana and Botswana.

Lesotho is a young democracy, which is clear in the present political climate that frequently has new political parties forming, politicians in exile, and uncertainty amongst the electorate. This was especially noticeable during this research project, with Lesotho ramping up to an election after the National Assembly passed a vote of no confidence in January of 2017.

Noma and I arrived in Lesotho by car a couple of days before New Year's Day, 2017. Each time I have driven into Lesotho, I have been shocked by the sheer beauty of the mountains. Lesotho is, on average, the highest elevated country in the world. It is often joked that Lesotho is on top of the world.



Figure 15 View from the mountains (Photo)

Once we arrived in Hlotse and settled into our apartment, we purchased SIM cards, phone credit and Internet credit. The cost of things in Lesotho is high considering that the country's GDP per capita is less than 1/30th of Canada's. ("GDP per Capita") Whether purchasing a meal from the grocery store or credit for smartphone data, prices are surprisingly comparable to Canada.

2015 GDP Per Capita (USD)

The GDP Per Capita measures the gross domestic product, the total output of a country, and then divides it by the population. It is used as an indicator of the economy's health.



Figure 16 GDP Per Capita, by Country ("GDP per Capita")

It wasn't long before I reconnected with Masupha, also known as Blah, who had been a participant in the Reach Lesotho program we ran in 2011. He enthusiastically joined our team and took on the role of being a research assistant and coordinator on the ground. Noma quickly reconnected with her family and friends in the community, including her hospitable and kind Aunt, Mme 'Mapuleng.

Whenever Noma and I had the opportunity to tell people what we were doing in Hlotse and why, the initial skeptical response soon turned into eagerness to engage. It was no different for Noma's aunt. After we showed Mme 'Mapuleng some slides, she carried Noma, Blah and me through a conversation about the changes she has witnessed in Lesotho over the years. As a researcher, I recognized that this research project's scope did not include documenting

such conversations, but I ensured that we made the time to have them nonetheless.

There is tremendous value to informal research, especially when coming as an outsider, be it over cups of tea, beer, smoking breaks or long drives into the mountains. In our case, it not only informed our perspective, but directly contributed to the project through referrals to participants. If not for any other reason, some conversations simply led to more conversations and that was reason enough to meaningfully engage with anybody about the topic of youth unemployment.

Recruiting participants for a research study in Lesotho was not the easiest task. We had lengthy consent forms (a requirement of a research ethics board) that were intimidating to read in a culture where people often joke, *if you want to hide something, write it down*. Through Blah, Noma's aunt, friends and family, we were able to connect with over twenty-five interested youth in a matter of four days. We also actively went out into the community, including approaching groups of young people at a football (soccer for Canadians) tournament, which helped us reach more than another twenty interested youth.



Figure 17 Community football tournament (Photo)

We began running into challenges at the football tournament, an early indication that our work in Lesotho would not be without roadblocks. Both Noma and I experienced conversations where men chose for a young woman that she would not participate in the research study, even if she wanted to. This is partly why we set our goal of a gender balanced group.

Another challenge was in translating English into Sesotho, which was far more complicated than translating English into another Latin based language. Sesotho does not easily translate to paper, as it makes use of click consonants, uvular trills or the rolling of r's, and ejective consonants which are voiceless guttural sounds referred to as glottalic initiation, which all add meaning to words. Tone and sound plays a role in extending vocabulary so, when writing, one sentence in English may take three in Sesotho, while still not being as specific.



Figure 18 Translating consent forms (Photo)

Once we had youth willing to participate and managed to coordinate a chance to meet them, the research began. How do you talk to a stranger, learn about them, and capture their ideas without influencing them? It's an impossible thing to do perfectly, but there are ways in which it can be done effectively.

Inclusive design methods played a pivotal role in this aspect of the research. It was imperative that as a researcher team, we recognized who was holding the knowledge and who was searching for it. We were asking questions to participants because they had answers that we had travelled 15,000 km to hear. The participants were already the experts of their experience, and they were already the experts in navigating their lives each and every day.

My objective was to access this expertise and one essential component of doing this was by understanding the values of the participant. Undoubtedly, we could have directly asked each young person in the interview, what is the solution to the problem of youth unemployment? This approach would have elicited interesting answers, but their expertise or wisdom may not really have translated. For this reason, one way of valuing our young participants in Lesotho, we thought, was by conducting unstructured interviews,

conversations that allowed for questions in any direction and provided an opportunity for the participant to lead.

Each interview started the same way, as Noma and I tried to authentically represent ourselves in our personal introductions. We spoke about our passions, our current life in Canada and shared personal information about family history and significant others. We then prompted the participant to similarly tell us about themselves.

My mom is a cleaner she works at standard Lesotho bank. Yeah, I think my Mom did a lot of things to see that I was satisfied when I was young. And now she's still trying.

I have a sibling. One little sister but she's not my real sister, her mother died when she was still young... So my mom took her in, so she's my little sister now.

...Things are not working out. I have to say that even though I'm a child... I don't have to stress [my Mom] out, I have to just accept that okay, if there is no food, okay yeah, she's trying. I know she's trying, so I have to just wait for something to come up for her... I think she's my responsibility too as I'm her responsibility.

- B16, Female, 18

--*--

I have a brother for a sibling, then just my mother... I do not have a father. My mother works in South Africa so I live at a village in Hlotse called 'Mankoaeng with my grandmother, aunt and two of my aunt's children.

They work, my mother sells things and also does part-time jobs.

- B30, Female, 21

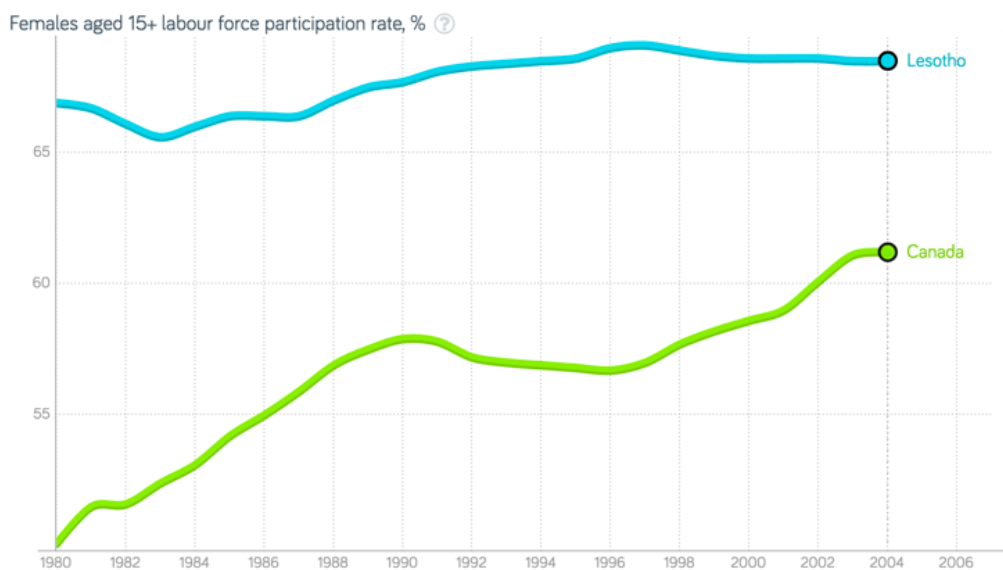


Figure 19 Female Labour Participation Across Age ("Line Charts")

Women in Lesotho are active in the labour force. This comparison to Canada shows that this engagement has been relatively consistent since 1980, while more and more women joined the labour force in Canada.

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My parents passed away. It was my brother and me, I'm the youngest... I'm living with my brother and his wife. So, the money I'm getting here [at work], I give them that money and tell them that [they can] do whatever they want...

When it's December time, there is higher crime rate, yeah, so high... I don't want to see myself in those things. That's why I come to my brother's shop, so that he can keep me busy...

- B05, Male, 22

--*--

I'm an orphan. But now I live with my aunt and the husband, they took us since 1999, I was in primary then.

- B03, Female, 27

--*--

I lost my Mother when I was very young, it was 1992, and then my grandmother just raised me with my father. My father just went to work, he just came when he likes... So, our siblings, my sisters and my aunties are the ones that are helping us.

- B07, Female, 25

--*--

Growing up was a bit difficult because my mother had to help some relatives, we were a lot; about fifteen I think. So we were a lot because parents passed away. It was a bit difficult because my needs weren't satisfied... in primary I would be expelled from school because we owed school fees.

I just turned twenty last year, I'm studying engineering in China but I had to come back last year because of some financial problems. I've been trying to find some sponsors, but it's a bit of a struggle.

- B50, Female, 20

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My father was a bricklayer and he was also a farmer. He sold maize and [rented rooms] for paying our school fees... I was still young when he died, so I was left with my Mom and she was not working, she was a housewife. * I've got a brother and I've got three sisters, then it's me and my young brother. Six in whole. And that money from the rooms, those my mom was renting, it was so little and we had to share it... Life went on.

- B18, Male, 27

--*--

Okay, what happened is when I was in Standard 3, my Mom died. I didn't have a father... I didn't know my father or who my father was. She got ill and died, so I was raised by my grandparents, my grandmother... I didn't have a grandfather actually... I don't have a father figure. So I was raised by my grand mom, she got me some help from some agencies. My school fees was paid, I was sponsored by the sponsors... She didn't have a job, she was selling vegetables and some foods in the streets for us to live, to eat.

So my other aunts were helping us in the family, they made sure we have clothes, we eat, they would come once in a while to see how we were living... I don't have a job, [my aunts are] still helping me, they still buy me some clothes, they still leave me money...

- B34, Male, 24

--*--

I go to school at Hlotse High School. In fact, I don't school there anymore because I was in Form C and I failed. So I'll be supplementing some subjects, so maybe next year I'll be in Form D.

Both of my parents have passed... so I stay with my grandfather, my mother's father.

- B14, Female, Undisclosed

--*--

Okay, my family now, I just live with my grand mom and my granddad because my mother had me, I had no father, I can say that... You know my grand mom just treated me like a son, and I don't just call her grand mom every time, I call her mom. Even my granddad, I just call him like he's my Dad, 'cuz that's how I have grown up.

- B35, Male, 22

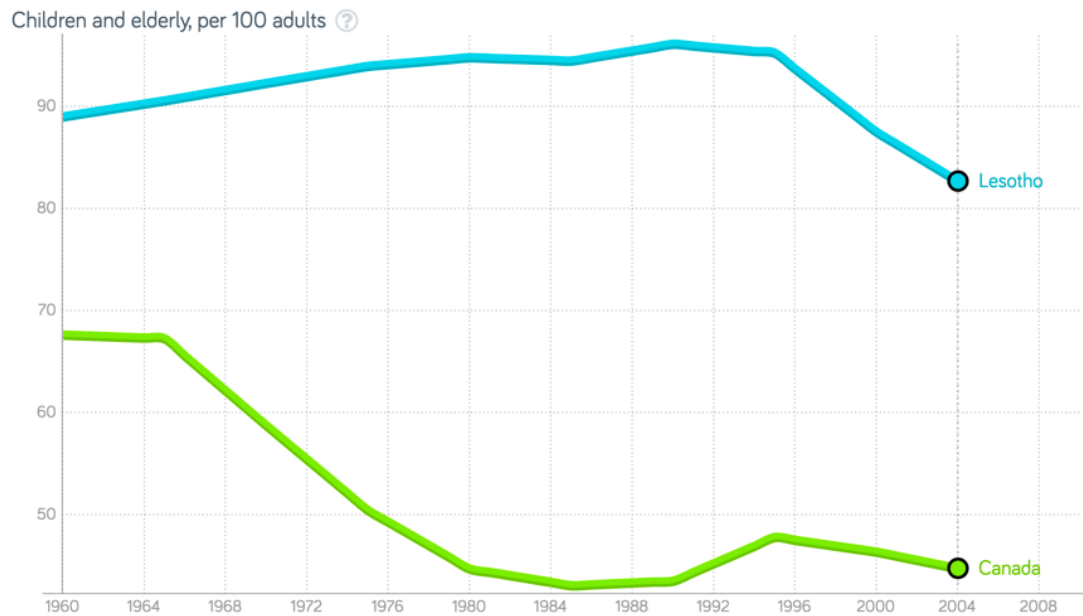


Figure 20 Children and Elderly per 100 Adults ("Line Charts")

In Lesotho, it's evident in the macro data that a generation is missing. Out of every hundred individuals, a surprising amount are children and elderly.

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It's so complicated about my parents because I've known my grandmother and my grandfather since I was young... They weren't working.

I'm employed, Ministry of Education... The thing that I'm doing with [the money] is I've invested some of it and I get my grandmother insurance, and then the rest is the one that I am using for my life.

- B19, Male, 29

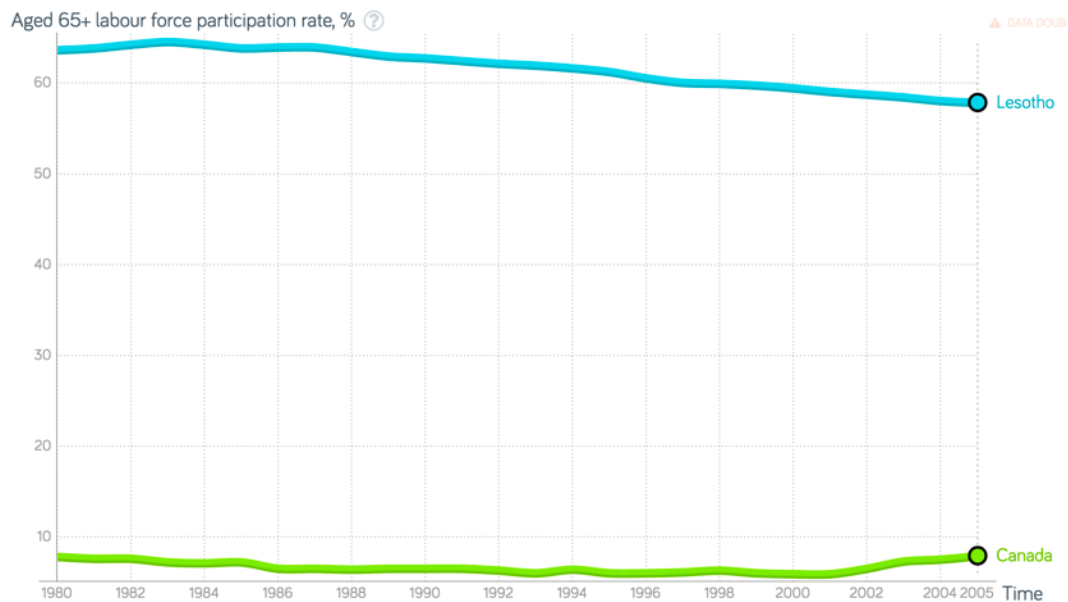


Figure 21 Labour Participation Across Age ("Line Charts")

In Lesotho, it was clear that retirement is unusual. A large number of people work until they are unable to, resulting in a huge labour force participation amongst seniors in society.

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My mom has opened a small shop back at the village. She makes money that pays my school fees... She's a member of village societies and by their policies, she gets a certain amount probably after two weeks.

My father does not live with my mother anymore.

- B15, 20, Female

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My dad passed away in 2004, I was in Standard 4. My mom later passed away in 2006 and from there we had no parents but we were still schooling, all of us. We were taken by our uncle, he supported us. He would come see us maybe once after six months, so it was hard growing up, going to school with an empty stomach.

I have a sister and a little brother. After I failed my Form 5, I had to take care of my sister and my younger brother. I had to leave school... So I had to forget about college. At around 2014, I impregnated a girl and that's where things got a bit rough because it's a wife, I had to marry. Yeah that's one of my dreams; [my son] should not go through what I went through.

- B47, Male, 21

--*--

I am currently struggling. I have a wife and a kid... I married last year but what I really want in life is to get a job and be able to support them... Could be here in Hlotse, Maputsoe or just anywhere.

Just anything that can help us live will be okay.

- B08, Male, 21

--*--

I did not struggle when I was young. Because, when I started seeing things, my father was already working, supporting the family. My mother is there, still alive, and [she] is still struggling to find a job helping the family.

- B38, Male, 18

--*--

Last year, I wanted to go there at St. Elizabeth [school], unfortunately my father didn't give us money. And he said he will go there and find if they will help me go there... but he didn't, he just called me after the applications had been filled.

- B07, Female, 25

--*--

When I was young, I attended my preschool... and that school was for the Roman Catholic church. I did not have to think about what I had to do... Right now I have to raise my parents, they are no longer raising me. When I was younger I would just eat food without wondering where it came from, now things are different.

- B40, Female, 23

--*--

I didn't go far, I just... Let me say, I'm just a homeboy. I didn't go past form C... The school was not, what do you call it, legal. It was a private school, so I didn't learn all the subjects, that's why I didn't pass Form C, so I didn't go far. After that, I just stay at home, doing nothing. From there, I learn welding and plumbing, by my own, not going to school... Now I'm staying at home, nothing more, no work.

- B44, Male, 28

--*--

Uh, I can say, I'm Sesotho boy, I'm not working... I can't say I am going to put something on my table at the end of the day. Because there are no jobs, maybe I will wake up in the morning visit somebody... maybe I'm asking for some [work]. That particular somebody just thank me with fifty Rand or seventy Maluti, then I will just buy maize meal and I will sleep... but it's not going to happen everyday.

Sometimes I feel angry because if it was not lack of money, I was not going to struggle like this.

- B45, Male, 25

Currency Values

Lesotho's Loti operates with a fixed exchange rate to South Africa's rand (ZAR), at par. Rands are commonly used in Lesotho, but it is not possible to use the Loti in South Africa.



Figure 22 Currency: Lesotho/South Africa/Canada

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I attended school [in South Africa] from primary to tertiary level, up until I finished my education there, then I came back home [in Lesotho] to stay with my Mom. So ever since then, it's been a tough time because last year, I lost my Mom. So... ever since then... staying home here, not being able to work...

- B41, Male, 25

--*--

I did my primary education at Mount Royal Primary, from there I did high school at Molapo High... I went to Lerotholi Polytechnique to study fashion design. It was very challenging because currently the course is done more by females than by men but I still managed to do well and graduate... I see a hunger for fashion from other countries, I have been trying to figure out how I can approach them and maybe produce clothes for them...

- B39, Male, 25

--*--

We were two, my little brother who is 13 right now... we are close but we were never close before because growing up, I saw him having

better advantages than me. He was closer to my parents, he had nice food and I was just at Grandma's house. Grandma only has basic things... I looked at him and I was like, "why was this born? I'm here, poor, why should I like this person?" ...We understand each other now. We're okay...

- B02, Female, 19

--*--

Ah for me it was nice growing up. I was a naughty child! We are only two children in the family, it's me and my sister. My Dad passed away in 2012. I'm left with my mother.

I wanted to be a technician. I always wanted to be an electronic technician, open things up and look inside.

I attended school at Hlotse High School. Then went to college... and then, okay, I failed. My hope is I will still go back and finish my studies...

- B32, Male, 25

--*--

I have two kids. They're all girls. The older one is going to do form B at Hlotse High School and this small one... I want them to study more, to be educated. I always tell the older one that as I grew up, I used to eat papa and muroho every day. In the morning, at lunch, at dinner, papa and muroho, but you, you see you're not eating papa at the morning, at the lunch, at dinner. I want your kids to be different from you because you are different from me.

- B43, Female, 32

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I have a certificate... of business management and associate degree in public relations from Limkokwing University in Maseru. I completed in 2012, but up to now am unemployed ... I have two parents who are both unemployed.

- B48, Female, 32

--*--

My family was well-off, not too rich or too poor. I have three siblings, we stay with our father, my mother passed away in 2014... I went to study Bachelor's degree in Education at National University of Lesotho at Maseru. I'm currently not working.

My father's mentality is I am a female and I'll have to get married at some point... I don't know what to feel because I don't even want to get married... Most of my friends are now married and have kids, but they are not happy. In marriage, I think your happiness depends on someone and this doesn't have to be the case. I want to be free; for me being married is like being trapped in another world where you only care about people's happiness and yours comes last. I can't deal with that.

- B49, Female, 27

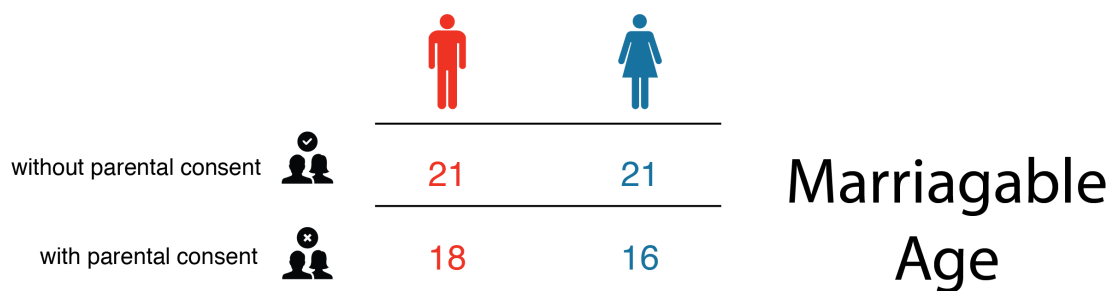


Figure 23 Gender differences ("Factsheet: Lesotho", n.d.)

Gender differences were a frustrating aspect of conducting research in Lesotho. While these differences are most noticeable in conversations, by the way young men speak about young women, there are also aspects of the law

that showcase it. In this case, young women are able to be married at a younger age, which can leave them more vulnerable in some cases.

5 The Mountainous Kingdom

There is no better way to learn about a place than through its people. To do so does take significant effort, so each and every interview we conducted required us to focus, actively listen and meaningfully engage. This was the only way for us to collect data that we could trust. Apparently, our approach surprised many participants. Occasionally, a participant would be initially nervous but then, once they realized we were not there to disagree with them or their ideas, but to listen, they began participating more openly.

The stories we heard in the interviews were always compelling and complex. It was clear to us that the experience of young people in Hlotse might not be the same as of those living in more rural areas in the mountains or in urban areas like Maseru. While we realized that this would limit the transferability of our research findings, it did not concern us much because inclusive design is specifically about examining diversity at the edges. Instead of drawing generalizations from the data, our goal was to gain insights from the process and quality of the data.



Image 1 Herd boys in rural Lesotho

Still, in Hlotse, we were eager to minimize limitations and this was a second component to our method that, when complemented with valuing the participants as experts, allowed us to capture incredibly diverse ideas and perspectives. From the start of the research, we made every decision that was in our power to reduce barriers that youth might face in participating. First and foremost, we encouraged them to ask questions, to take their time with the consent form (even if it meant days), and we accommodated any request. If the participant wanted us to travel to their home, which was the case for B43

who lived in the hills and lived with a disability, we did so. For others, if they were eager to travel to us and meet in town, we would provide them with travel fare and let them choose where to meet. In the interviews, we informed each participant that they were free to answer in English or in Sesotho, or both, and we never set a minimum or maximum time for a session.

By reducing barriers to engaging in the research, we minimized the social bias that could come through participants with more access, more money, and more free time. For example, if we were not willing to meet the participants in a place they chose, we might not have connected with one participant who needed to simultaneously watch over a vegetable and fruit shop or another who was working at a pharmacy. We did run into situations where participants arrived very late, where we travelled 30km for a no-show, or where the interview had interruptions, but it did not deter us from being inclusive in our approach.

One way in which we unintentionally created an inclusive space was by having two interviewers, Noma and I, one female and one male, and from two separate generations. In a culture where gender dynamics are unequal, this was absolutely essential in engaging young women in the research.

Furthermore, culturally, Noma brought credibility to the research and helped bridge the outsider angle that I brought. Regardless of how much I have travelled and how much time I have spent in Hlotse over the years, I am an outsider in the mountainous Kingdom of Lesotho.

As a way to learn about the country and to communicate our desire to listen, we always asked participants about Hlotse and about Lesotho.

Lesotho is a country of peace and the people are true to their culture and it follows its traditions mostly. It is known to be without much or it is taken for granted but it is slowly trying to grow. Basotho love education but mostly cannot find jobs so you find that most of the time we are not doing anything...

- B39, Male, 25

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[Foreigners] should know there are tourist attraction places in Lesotho and that Lesotho children are also brilliant and talented. A friend of mine asked if we had TVs in Lesotho, or what we watch? And I told them we watched similar TV channels to their's...

- B30, Female, 21

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Lesotho is a developing country... Lesotho is supplying other countries with water and minerals. I think that's not enough... Lesotho can also provide other countries with maize, or with products that we have made here in Lesotho.

- B18, Male, 27

Table 1 Value of Exports by Major Partners (Government of Lesotho, p. 7)

Table 9: Value of Exports by Ten Major Trade Partners (Thousand Maloti) and Percentage Shares, 2013

Trade partners	Value	Percentage share
South Africa	2,597,216.3	76.6
U.S.A.	511,353.8	15.1
Belgium	157,115.6	4.6
Swaziland	31,109.4	0.9
United Arab Emirates	22,551.5	0.7
Canada	10,988.5	0.3
United Kingdom	9,890.2	0.3
Botswana	9,410.4	0.3
Hongkong	6,141.0	0.2
Kenya	5,025.0	0.1
Total	3,360,801.6	99.1

Lesotho's main trading partner is South Africa, with it being the destination of more than three quarters of all exports.

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The challenges here at home, there are so many challenges truly speaking... I can say more especially the challenge that I've realized, this one of when it comes to employing people. It's very scarce to be employed here.

- B41, Male, 25

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I think Lesotho is in danger. Most of the youth of the country are unemployed and at their homes, doing nothing productive. Some of them end up getting into the wrong things... They end up hijacking people. As in, involved into crimes because of unemployment, because of poverty.

- B40, Female, 23

--*--

The first problem is unemployment; it causes so many things like prostitution. The people in my village are being used by old people who have power to do as they wish. Basically its prostitution related issues and in return they don't get anything. They only get sick. It's a big problem. It is also causes crime; there is a high rate of crimes in our country. It's all because of unemployment.

- B48, Female, 32

Adolescent Pregnancy Rate

In Lesotho, a survey conducted in 2004 indicated that approximately 5% of women aged 15-19 years were pregnant with their first child. The adolescent pregnancy rate was higher in rural than in urban areas.

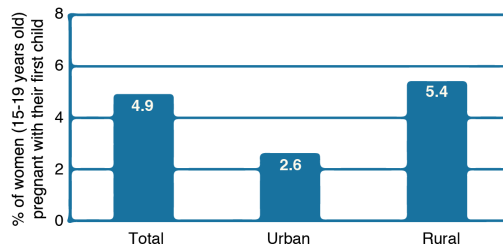


Figure 24 Adolescent pregnancy (Lesotho, p. 2)

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Some [youths my age] face teenage pregnancy and some will be from vulnerable families, so they find blessers – sugar daddies, older men to exchange sex with money.

- B13, Female, 19

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[Young women] are very stubborn, they brag about dating blessers. They sneak out at night time from their homes.

- B35, Male, 22

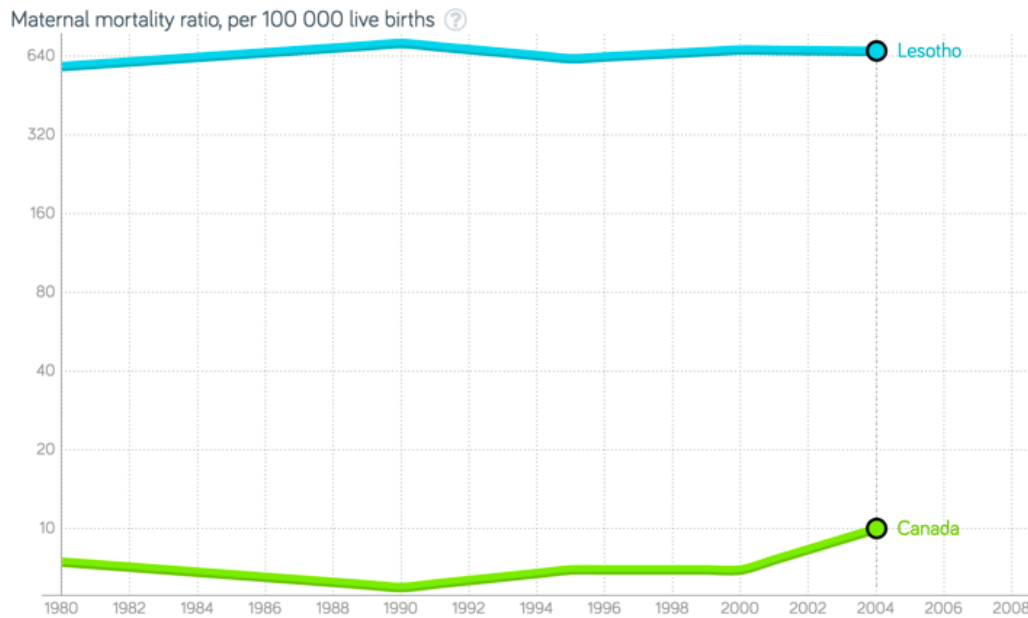


Figure 25 Maternal mortality in Lesotho ("Line Charts")

In Canada, giving birth is not considered high risk. The chance of maternal mortality, death during pregnancy or during the 42 days after pregnancy, is approximately 0.0001%. This graph shows that the risk is more than sixty times greater in Lesotho.

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There are homeless children in Hlotse, I wish they could be helped. Some are from vulnerable and struggling families, they have even become street kids.

- B13, Female, 19

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There are youths in our communities who do not want to attend school even though their families are rich, we should be able to help them understand that academic education is important. Also there are some people who just have money but do not know what to do with it... It is very easy to misuse money that you did not work for, so these kinds of people and all of us too need to learn better on how to use money wisely... And if you were born in a poor family, when you get a lot of money it never goes to help, it gets spent on petty things.

- B44, Male, 28

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There is a youth center right in town. But the problem is it has discontinued, I'd like it to re-function.

- B32, Male, 25

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There is a disabled child in my family, who however lives in Gauteng [South Africa], that side they are well taken care of, given money to care for them when there is no such thing here in Lesotho. The mentally retarded walk on foot in the streets, when there is government means to take care of them.

- B30, Female, 21



Figure 26 Gauteng v Lesotho

Gauteng is a province in South Africa, historically known as "place of gold", and produces 7% of the total GDP of Africa. ("Gauteng")

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I would build another hospital seeing that Motebang Hospital is the only one in Hlotse. I would make some clinics too because Hlotse has a lot of people and Motebang cannot hold all of them.

- B07, Female, 25

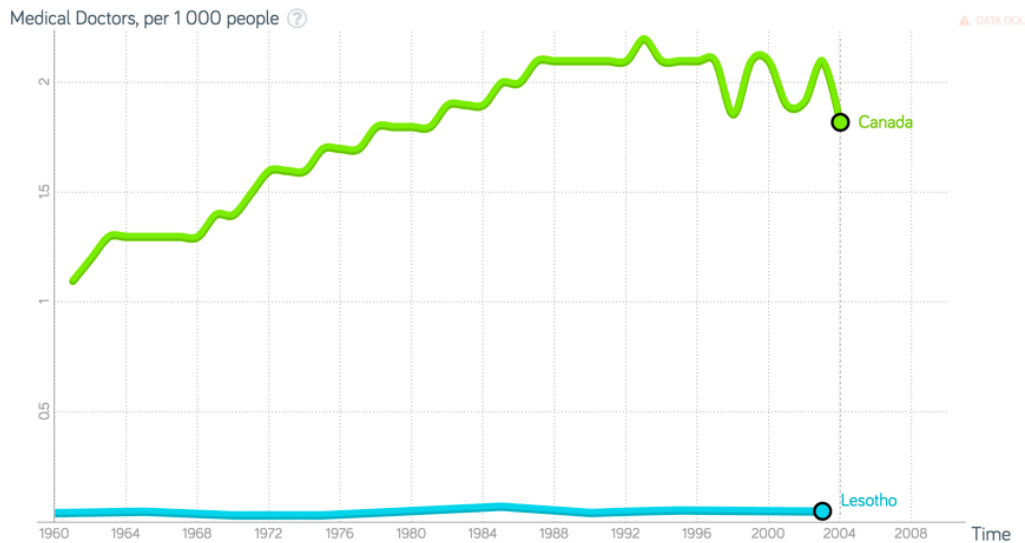


Figure 27 Medical doctors per 1000 people ("Line Charts")

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The country is developing too slow. Even if there is something being implemented for change, it usually dies out. If I were to look at Hlotse in ten years' time, I think it will still be the same.

- B40, Female, 23

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There already are no promising improvements. If there were to be [change] at all, some things would have already been underway... It's because of people's mindsets. If they were to change the way they think, be determined to change, the town would also change.

- B13, Female, 19

--*--

I was born here and to be honest there has not been much changes, I mean, at least there is Shoprite... Our leaders are not keen on improving our town. It's also a problem that black people don't want

to help each other out. It is not common to find a person who has money investing in a business idea of someone who needs capital... If we black people in this town cannot come together to help us all benefit the town, it will not be developed anytime soon.

- B50, Female, 20

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I've seen that the changes in Lesotho are very slow so I don't think there's going to be a lot of change.

It's just still. There is no forward or backward movement because you don't see any implementation like no infrastructures... Apart from the political instabilities and stuff, everything is just the way it is.

- B02, Female, 19

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... this generation they don't care anymore about their culture. You will hear them say that traditional practices are old in the present times. They have become westernized and want to dress like Americans. They no longer care about the culture.

- B07, Female, 25

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I think the problem that we have here is financial but, through God, we still survive.

- B48, Female, 32

Religion in Lesotho

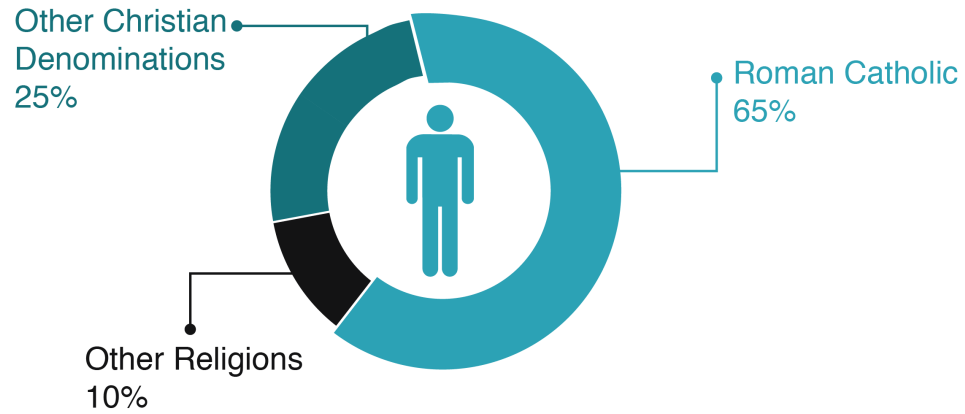


Figure 28 Religion in Lesotho ("International Religious")

6 On Education

Our research team grew quickly upon arriving in Lesotho. First, Blah joined the team but soon others joined, including Dhlomo and Rethabile. All three of these individuals showed eagerness to work and vested interest in the subject area. All three of them were also actively pursuing their education and doing so with visible passion. Blah is pursuing a diploma in education with hopes of becoming a teacher in the near future. Dhlomo is engaging in an international baccalaureate (IB) program with a love for STEM subjects – science, technology, engineering and math – as well as love for motorcycles. I met Rethabile upon arriving in Maseru near the end of the trip and, within minutes, I learned that she was preparing for tertiary² studies in photography in Johannesburg.

²Tertiary education refers to post-secondary education, such as College or University



Figure 29 One night when a few of us played with cameras (Photo)

Blah, Dhlomo and Rethabile were invaluable in this research study. It essentially opened the door for more relevant conversations, more frequent contextualization, and greater integrity in the research process itself. While each of them have had success in their educational pursuits, the eventual effects of it are still uncertain and there is widespread dissatisfaction amongst them and the research study's participants more broadly.

In each chapter, I will make an effort to estimate the satisfaction rating for each of the topics that the participants' aggregate experience indicates. This process

is not scientific; it is only intended to broadly compare to the experience of the research team and is valuable from that perspective.

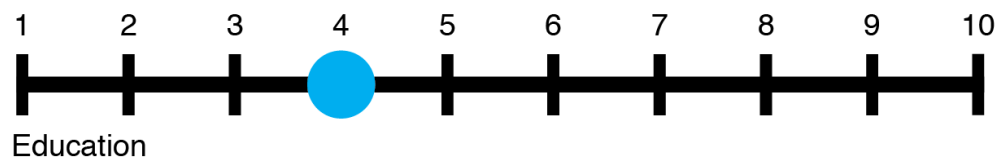


Figure 30 Participants' Estimated Education Spoke

It has become common place to assume that with greater education comes greater prosperity. With each new degree and credential, students come to anticipate higher incomes and greater financial success in their careers. This is not different in Lesotho, where young people look at education as a vital mechanism to rise out of poverty and to become self-reliant. Unfortunately, pursuit of this educational roadmap has resulted in unexpected trajectories for many of our participants.

I wanted to go to tertiary and study mechanical engineering because I saw that am good at it. I just know the practical part not the theory. So my dream is to go to tertiary so that I can later find a job and support my family.

I used to work with mechanics and people would give us little money according to the work we do there; it's risky and there is no insurance and stuff like that.

- B47, Male, 21

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When I was young we would talk with my peers and some would want to become teachers, others nurses. I've always loved to become a nurse. But I eventually decided that when I grow up, I want to start my own business and hire young unemployed people... I compared the time it takes to start a business with the time it takes to complete nursing. Then I noticed that nursing takes too long.

- B15, Female, 20

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I go to school at Hlotse High School. In fact, I don't school there anymore because I was in Form C and I failed. So I'll be supplementing some subjects, so maybe next year I'll be in Form D.

- B14, Female, Undisclosed

Net Enrolment Rate: Secondary School

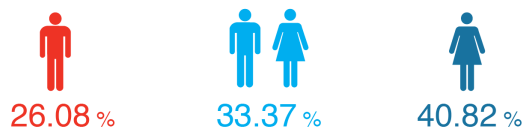


Figure 31 Secondary School Enrolment Rate ("Factsheet: Lesotho", n.d.)

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You find that in tertiary, if your results are not good enough, you either do not qualify for program at a university or a bursary. So you find that cash will be a problem as manpower³ does not sponsor you.

³ Manpower is a Lesotho government program similar to OSAP, where Basotho youth can qualify for a loan to attend school. Depending on whether that student works for the

Ah it's very expensive, so manpower is used to support. Then after that, when he or she get work, then she refunds. So if one is getting support and then he or she got failed, she or he loses the sponsorship. So one has to work hard so that one cannot lose the sponsorship.

- B05, Male, 22

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I wanted to be a nurse when I became older but unfortunately I never made it. When I was Form E, I got bad results, they were not good at all... I attended class but I really don't know what was the problem. Yeah, I was struggling, maths is a big problem to me.

- B07, Female, 25

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I just continued to supplement, I start there in 2012... I thought I would go to Form D but there was no money, because in my family we are nine, four sisters and four brothers.

When I think about the future, I feel, don't feel well because things are not going well for me. I feel pain. Things are not going well and that's why I keep my mind always playing snooker there, go home looking over my father's pigs, from there, nothing more... Go and take those things there, that's all, no more. I don't want to think about the future because I see things are not going well for me.

- B44, Male, 28

government, in the public sector, or in the private sector has an impact on how much of the loan needs to be repaid.

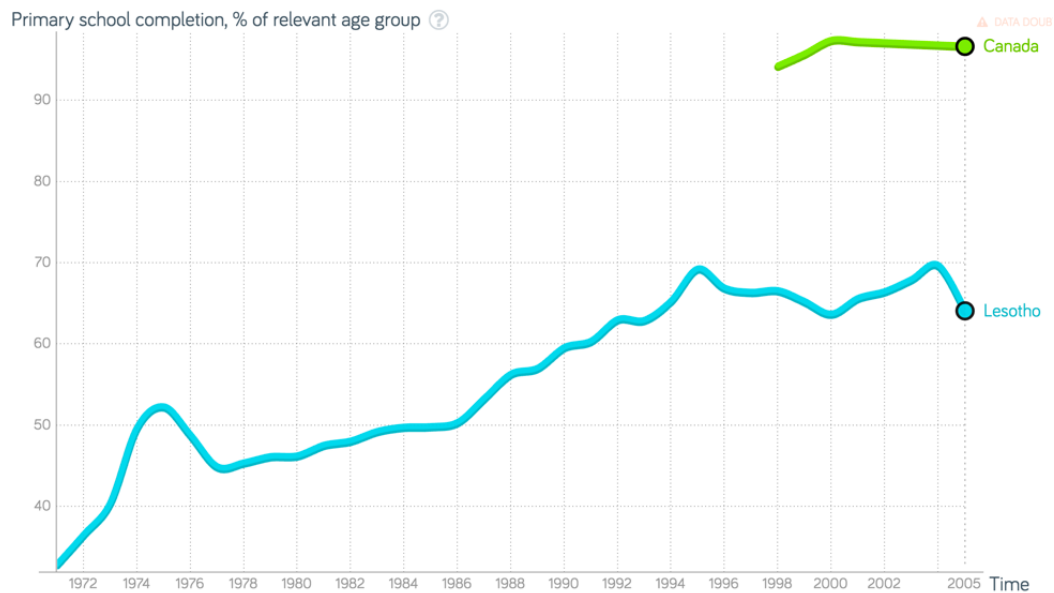


Figure 32 Lesotho Primary School Completion (some missing data) ("Line Charts")

This graph shows how Lesotho is struggling to reach the millennium development goal of universal primary education. In Lesotho, attending secondary school is a privilege that a large portion of the population does not have.

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I feel like me, I've struggled a lot because sometimes I didn't went to school because of some fees, like exam fees, it's very very expensive. So, some other times we get dismissed at school because of that. So we struggled a lot to get it. That's how it is. Even the school fees, just the school fees, we see sometimes it's a problem in the family, just don't know how to get it.

Most of the people they do not attend school because of poverty. They have no help, you know? They're struggling.

How are you going to pay for the nursing program?

There is sponsorship, manpower, so they just sometimes meet us halfway, you know? ...It is somehow simple because manpower is helping us. But, if I may not get the sponsorship, definitely I may not go to school. Yeah I know it. I'm sure of it, if manpower doesn't sponsor me, I may not go to school.

- B35, Male, 22

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Indeed, there is a shortage of [colleges] in Hlotse, since the existing one is just Agriculture College and TSL.

I would suggest to build a college... accounting, design and technology, and business studies.

- B14, Female, Undisclosed

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I think we should just try to be of different standards... Either you being a slow learner or fast learner... Not trying—like some things don't work especially for certain people. It doesn't work for both parties. So when both parties are combined, that can't work out.

- B02, Female, 19

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[Education is] very important because someone who is not educated, most of them, they act as if they are young people. But when you see them, you see this person is very old but... their actions are not at all good.

There are things at school that have to be done such as students who are slow to understand and are ashamed to say it... If presentations were done more often too, everyone would understand better, and ask where they do not understand. It becomes easy to say you

understand sometimes then only realize during the exams that you actually didn't.

- B05, Male, 22

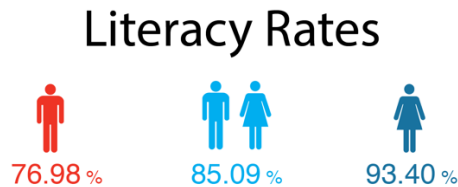


Figure 33 Literacy rates male/female, ages 15-24 ("Factsheet: Lesotho", n.d.)

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There are some courses at schools that deals with those who have disabilities... Suppose [a young] person went to school and he dropped out in Form 5, he sits Standard 1 to Form 5, he interacts with the other children at the school and he's told by the teachers and lecturers that here, you are the same and equal, you should treat this one the way you treat this one. Therefore, I think they will understand more than those [young people] who did not go to school at all.

- B18, Male, 27

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What else, other than the money could be a challenge for you to go to school?

Could be challenges of lecturers and fellow students. Some lecturers are notorious for proposing love to students... and when you refuse to have a relationship with such lecturers, they make you fail.

- B30, Female, 21

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I think a lot of young people are out there going astray, not going to Universities or college to be educated. I think, if they could go, they

could make a change in their lives and get some jobs to work for their future.

Because a lot of youths give up on school, I would suggest that they create jobs or training for crafts because I have also observed that a lot of people would rather do work with their hands. People would work more knowing also that they will get paid for their work.

- B16, Female, 18

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It would also help a lot to have every district with its own university, not this thing of filling up the institutions in Maseru because most of them are there and you find that we end up trying to find jobs there forgetting about the farms we could be working on at home. So this traumatizes most people when they cannot find jobs and that is why most people are no longer interested in going to school.

- B03, Female, 27

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When you were a little girl, what did you dream of being when you were older?

A doctor. I dreamt of being a doctor... Just what I wanted. I don't know why, what inspired it, but I really wanted to be a doctor, that was a dream.

When did that change?

Form E results changed it... I got bad results so I couldn't, I had two options, either I went [back to school] to improve the results or I went to college... [My aunt] wanted me to go and repeat form E, but at the same time, I applied at Agricollege... she said you can decide between going back to Form E or Agricollege, I said no, I will go to Agricollege.

- B03, Female, 27

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In 2012, I went to the university of creative technology, I studied associate degree in tourism management and I completed in 2015. Since 2015, I've been doing some piece jobs or random jobs so far, until now... but now I don't have any job. I'm still busy, I want to create business so I am busy with my business plans and all those kinds of things.

Here in Lesotho, most colleges are in Maseru here in Leribe... they are not so much, even if you can ask any high school kid, they will just tell you, 'I want to be in Maseru next year... I hear it is nice, the life is enjoyable,' yeah there are a lot of parties there... it is still the same, college life.

- B34, Male, 24

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I enjoyed school so much, the courses I was doing, I loved them and I was good at them. You know at school, if you're doing good, you feel the happiest.

- B40, Female, 23

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I did diploma in primary education... On my second year, I went to teaching practice at Montreal. There are many disabled people there. It is inclusive school. There are the people who are considering themselves as normal and those ones who people think they are disabled, like me. I was teaching the grade five, there were nineteen deaf people.

- B43, Female, 32

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I wanted to be a nurse but nobody told me that when I have to choose to do subjects that are relevant to nursing when I reach high school. So when I had to go to tertiary I couldn't qualify for it because the

subjects I did at high school were not related to it. Then I finally decided to be a teacher, which I don't even enjoy.

If you could choose anything, what would it be?

It would be Geology; I'd study rocks with all my heart.

- B49, Female, 27

--*--

We did not go on ploughing because we had no money. What my Mom did is sold those fields, therefore she got a little money to pay for the fees. It was hard, I was struggling, but I went on. After my Form 5, I applied for scholarship from MMDS and manpower paid for me when I was in politechnique to do my carpentry. Then after that, I did some few jobs here and there and paid the little that I have, and I went to manpower again to ask for scholarship and they gave me because I had paid a little, so then I went to Lesotho College of Education.

- B18, Male, 27

7 On Mentorship

I remember being eighteen years old the first time I had the chance to sit down with Noma and speak to her. We were in Red Brick Café in Guelph, along with Dr. Anne-Marie Zajdlik from Bracelet of Hope and Joel Barr, a former teacher of mine from high-school. All three of them met me for a cup of coffee fully knowing that I wanted to pitch an idea, which is what we grew into the Reach Lesotho project. Not only did each of these three commit a tremendous amount of resources and time to the initiative, but they also took me under their wings in many ways.

Dr. Zajdlik would spend hours upon hours talking with me about the complexities of the AIDS pandemic in Lesotho, as well as the challenges in fundraising and advocating for it in Canada. Joel would run late for anything he scheduled after we met, because he wanted to make sure I understood the importance of personal growth and development, of trying things and of work ethic, and that often took more time to explain than he expected. Noma mentored me in a different way, always listening and challenging my

assertions with her huge breadth of knowledge, her incredible humility and her steady-fast determination.

To mentor someone, ultimately, is to care about them. I have been so fortunate that these individuals were willing to care, advise, work with and support me over the years. In fact, I do not think it would be possible to be writing this research report if it were not for each of them.

Noma and I worked extremely closely, almost every day, for the two and a half years that followed that coffee meeting. Then, when I moved to Toronto, there was a distance in our relationship, so we only connected over brief phone calls or the occasional dinner. Yet, when I reached out to her to talk about working in Lesotho again, nearly nine years after my first pitch to her, there was no hesitation to dive deep into the issues and once again invest huge amounts of energy.

It should not have been a surprise for me to learn that mentorship serves a role greater than just in an individual's life, as an important function of society more broadly. It bridges the gap between generations, between different experiences, and it allows for the cross-pollination of ideas. Mentorship is a

structural component of a community for handing down values and skills, strengthening relationships, and preventing members of a community from being excluded.

In Lesotho, which has been so heavily impacted by HIV and AIDS, where an entire generation has been dismantled, it became clearer and clearer through each and every interview that mentorship was an important topic to youth and that they were eager for more.

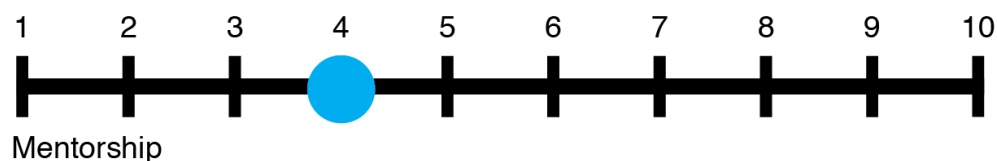


Figure 34 Participants' Estimated Mentorship Spoke

There is no one I am learning from, but I am using all the skills and techniques I took from school. There is no one I'm learning from, but there is somebody... There is a person whose style of farming motivates me, I like it and also want to it for my farming.

He's planting large fields and too much of them, and I love that kind of something that he's doing.

- B40, Female, 23

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I work hard. My brother used to advise me to work hard to obtain things we wish for because no one will help us unless we do it ourselves. I always listen to him and work hard.

So when a person is educated, she or he don't think like the person who is not educated because at school, there is more guidance.

At school I learned... How can I say, I think it's not enough? I think tertiary, there will be more guidance than I got at high school level.

- B05, Male, 22

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My sister always teaches me how to handle a business, she's the one who taught me. Yes. At first I didn't want to go [to her shop], I took it as boring just sitting there the whole day, sitting there, calling people, "Come here!" So they will come and buy. But now I can see it, I can do it by my own.

Some other people, they don't like sharing advice. You will go there and ask them, some they will help you, some they won't. Some, they will ask you so many things and you will not understand what they want from you because they do not want you to be successful, to be a competitor.

- B07, Female, 25

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After a month [when we] meet people to make their clothing, they tell us about a lady who is a lecturer in beauty. Then we meet her, she's a lecturer of fashion design, she's the one helping us now, even though she's still going to school but she's still helping us with everything. | Why is she eager to help? | She once told us that she likes people trying to do their own things, try standing on their feet.

- B39, Male, 25

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I had wished to go to a Technical College to study business management just because that's what my low high school grades allowed me to study. I also did not like the program then I got

counselling to wait for things I want in life. To be patient for it and not worry that my age mates are already at varsity. I have to do what I love. It was just a teacher, who started her preparatory classes by talking to us individually, counselling us on career development. I initially just wanted to apply so I can leave home and study anything I qualified for then, then I learnt I wouldn't be happy studying something I was not passionate about.

- B30, Female, 21

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Some people use the connection so that they can be employed... For example, if I know that person she can help me, or she can guide, how can I get into that work... so the connection is very important and the guidance, so that anyone can achieve his or her goal.

Do you feel like if you have no guidance, that it is still possible to have a successful business?

No it's maybe 10%.

- B05, Male, 22

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I know there's this man who's a lawyer but... I'm just scared to approach him...

When a young woman approaches a man, I could go with a clear mind of saying okay I'm approaching this person because I want to talk to him about this or that but him, he's going to just think far more things because he thinks he knows girls, how girls are.

- B16, Female, 18

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It is quite hard out there because some people still have their parents and they are provided for. It hurts to know that if your parents were here they would try a little hard to make ends meet.

- B47, Male, 21

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It's not easy to teach a person. For example, if you are a counsellor and you are counselling me, if I'm not counselled by myself, there is nothing I can hear from what you're saying. You will have to first start by yourself to say, I want this, and then go there.

If a father and a mother are tied to their children and they talk the same language to their children, they will assist their children to grow in such way different from others... For orphans, troublesome. I was an orphan... I think if, even though it's too tricky, but if we can coach them and teach them about how life goes... from now up until you reach it, 10% of them will understand what you are saying but 90% will not.

- B19, Male, 29

8 On Employment

In Canada, my friends and I often discuss the challenges in finding work. Without realizing it, I think we actually discuss the challenges in finding meaningful and fulfilling work that pays well enough to live social lives and access credit, because we rarely discuss jobs at fast food chains or working in the oil fields. In Lesotho, the youth are discussing basic employment, doing a job that will put a roof over their heads and food on the table. This basic aspect of dignity is stolen from many young people who have skills, who have proficiencies, but are simply subject to a stagnant economy and a lack of opportunities, regardless of how hard they would be willing to work.

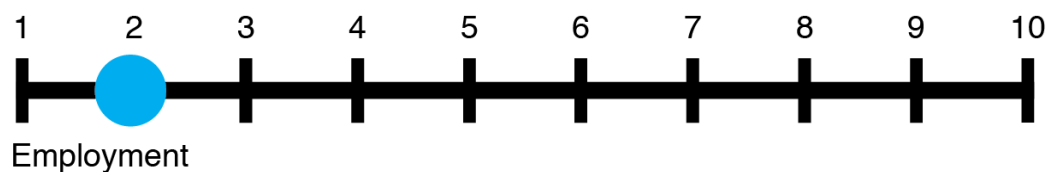


Figure 35 Participants' Estimated Employment Spoke

This is what Noma and I would spend hours upon hours discussing in our nightly conversations. One thing that fueled these conversations were the very real challenges Noma was facing in addressing them, such as banking

infrastructure and access to skilled labour. In 2008, Noma orchestrated a relationship between poultry suppliers in Lesotho and the Rotary Club of Guelph, which facilitated self-employment for the farmers as contracted suppliers. Soon after, Noma worked on developing Leribe Farm and Produce, a marketing company to support these independent suppliers. What began with a handful of farmers is now one of Lesotho's most significant poultry companies, contracting 140 suppliers and employing nineteen people in Hlotse to package, distribute, and administrate for the company.

This progress has taken Noma the better part of a decade to achieve and it has not been without investment, risk, and obstacles. Still, as a woman who remembers a time when unemployment was not so widespread in Hlotse, she is absolutely determined to make progress and to facilitate the employment of as many individuals as possible.

Despite having worked on creating jobs for so long, this research project proved to be an intense learning experience for Noma. She frequently told me about how insightful she found the interviewing of youth and how it was inspiring her to think outside the box when considering future projects.

I think young people of this generation, they like having money because similar to their elders, having money, it's like doing everything you want. Just like coming to the hotel, buying pizza, going back home. But you, young people, you're not hired, you're not able to get money. If you can't find the job, there is no future for that person. In this life, you have to find a job because we need money so that our lives can move forward. And without money, you can't do anything. Cuz everything is all about money. To have money, you have to have the jobs... [My brothers] are getting older and they want many things. They want to be like others because others have cars, you know everything, their houses, their wives, but they're single, they do not have wives and cars and houses, they are still living at their homes, you know, by their own.

- B38, Male, 18

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In here, Lesotho, the only challenge we have is finding the job. We can't find jobs easily. The people hold their certificates and diplomas but have no jobs. Most of us are still applying but we hardly ever get feedback or called back and I don't know why that happens.

- B39, Male, 25

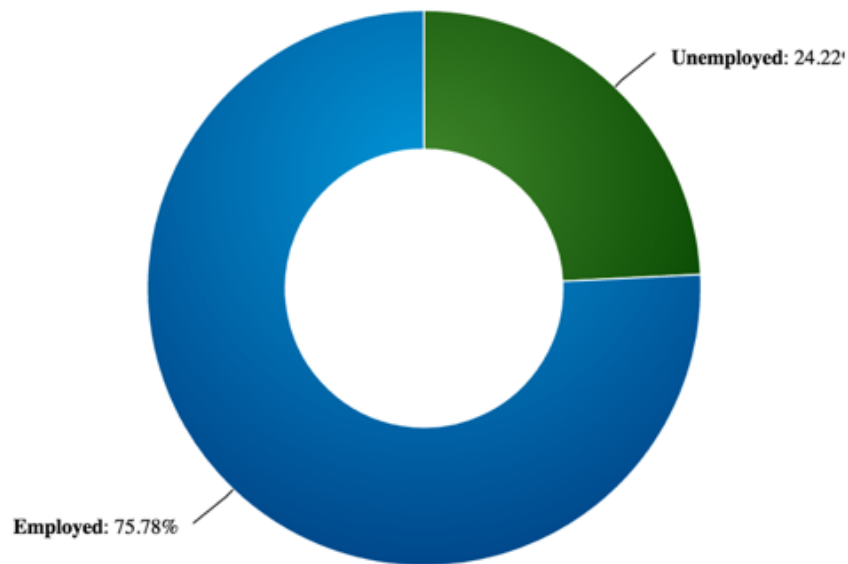


Figure 36 LBS Leribe Employment ("Employment in Leribe")

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I've always wanted to be a lawyer.

The main reason to do law is to protect people to apply the law and do the right things... Because Lesotho does not have enough work opportunities, I figure I will hunt work in South Africa.

- B14, Female, Undisclosed

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Yah, at my high school, I [studied] design and technology so I recognize that I'm best at that subject, so that's why I want to go to tertiary... I want to use my common sense and my hands to - I don't want to be hired, actually, I want to work for myself...

I recognize that those people that are hired, they are sometimes being abused. So I decided that I don't want to be hired, I want to work on my own.

- B05, Male, 22

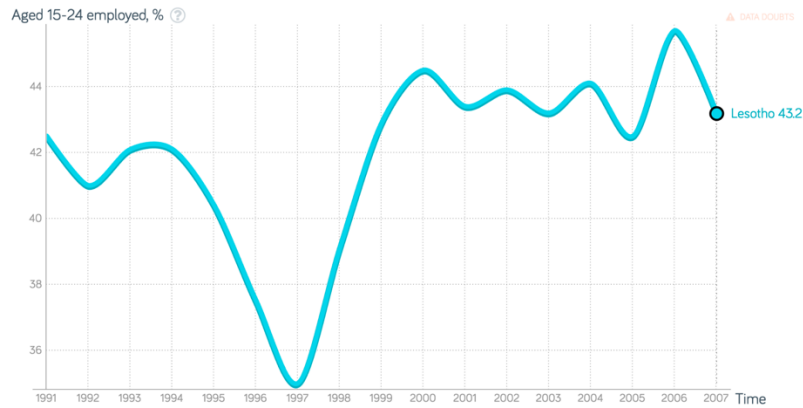


Figure 37 Youth employment in Lesotho ("Line Charts")

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My passion is to study business. To help the youth by employing them. We are having it hard as the youth of this country. After school there are no jobs.

They don't feel good. But after they find a job they feel better, no matter how small too. It is depressing when you cannot find something to do. With a job, it's not a problem.

- B07, Female, 25

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Suppose you are one party and are going to seek for a job or tender from one person, and you know exactly that person, you're not on the same party. That is a problem.

- B18, Male, 27

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I saw a lot of people who have studied nursing just sitting at home, not finding jobs. That's when I decided business was better. It is better I do

a business after my high school... From what I have seen, it is because there are many people studying nursing... The hospital already has many nurses working so some end up not being able to be employed. They just sit at home.

- B13, Female, 19

YOUTH UNEMPLOYMENT

Share of labour force aged 15-24 available and seeking employment

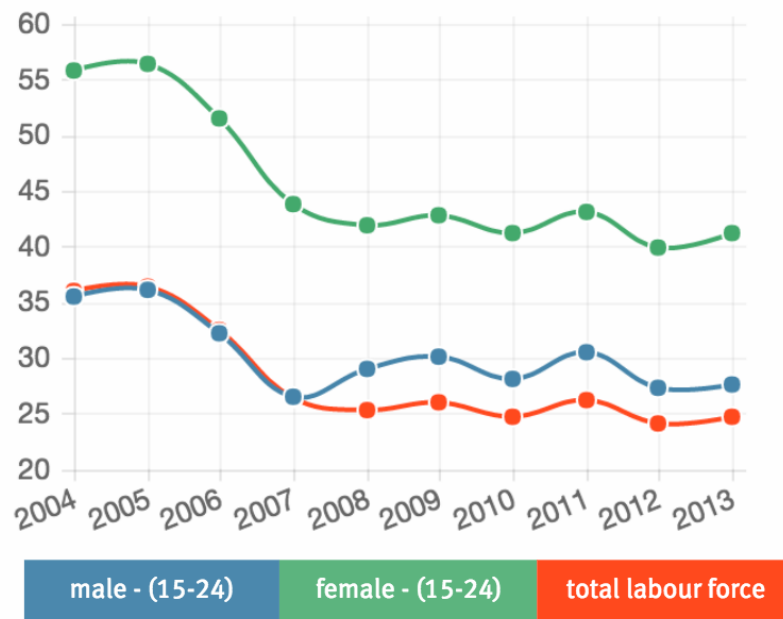


Figure 38 2013 Male v Female Youth Unemployment ("Factsheet: Lesotho", n.d.)

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When I go to businesses to ask for [a job], I am told I need a particular qualification or to have at least ended at a certain level in school. I ended at primary level, standard seven, then it was not possible to go

to secondary level... Financial limitations, so it was not possible to pay school fees... Eh, [my parents] are no longer with us.

- B08, Male, 21

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It's going to be a cycle like that whereby students keep getting accepted in tertiary institutions while others graduate and stay at home because there are no jobs. If ever there is anything that commands urgency at home, I will have to use my savings, money which I need to use for starting my projects. I don't see any future with the rate at which there are no jobs in the country, so I don't see a great future. I see lot of people giving up on academic education already and I don't think that is safe for the country.

- B03, Female, 27

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...I do not want to get hired. I don't want to work for other people. I want to get self-employed... When you're hired, at times, you get paid little money. An amount of money one can surpass if they work for themselves... when you're hired, the employer tells you what to do, but if I'm self-employed, I can work comfortably.

- B15, Female, 20

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When I was a little boy, I just wanted to be a soldier... But as time goes on, I saw that this kind of career, it's not somehow a match for me.

My mother just showed me some sort of things, like to be a soldier, sometimes it's not good because she showed me about how things are now dealt with in the country. We have politicians, some sort of things, so they get mixed up with those kind of things, you know what I'm saying? So I was then afraid to go there, because of many clashes they have here in the country.

- B35, Male, 22

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I think if now... people are graduating and getting their degrees and so on, but they are not getting jobs and I think if they can be supported, lot of creation of jobs should be there. People should be given opportunities to do a lot of things.

Who is responsible for the creation of jobs?

The government. I think the government is, yeah.

- B16, Female, 18

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Actually so many Basotho do not have qualification. The only jobs we tend to like are 'piece jobs' because they do not require us to have academic qualifications to apply for.

- B39, Male, 25

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Like, last week, I just went there at Shoprite, I went there, I just submitted my forms, they just say that they will call me.

Those kind of jobs, they're given to the relatives you know, if someone works there at Shoprite and when there is a job opportunity there, they don't just call the person just like that, yeah, they just take their relatives, people they know. If they don't know you, they will never take you. That's how it is.

- B35, Male, 22

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I think employment is the major thing. Because even some people have to go to South Africa, our mothers have to go to South Africa and work at some other people's places just to find money. Our brothers, the mines.

- B50, Female, 20

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I worked [at the hotel] for some few weeks, I've been in the restaurant and their customer service is not as best as I would like it to be... actually, what I did, I compared here with where I did my internship, there... they know how to treat their staff... Here it is different, I worked in the kitchen, I even quit in two to three weeks, I didn't make it to the month because of their treatment, I don't want to badmouth them but it is the fact, they didn't treat their staff okay... For an example, I worked here for the first two weeks and I didn't know, I did not sign anything, they just said go to the kitchen and work... I was just told to work, I did not sign any agreement or any contract, I worked, even when I told them that I was quitting, they told me, 'Okay, we will call you to collect your money.' I didn't know how much I was even going to collect...

- B34, Male, 24

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I noticed that there is no more jobs in Lesotho, I would suggest... we should be taught how to start and manage business and to create jobs for those unemployed. We should be taught different things, another person can do crafts and the other one can do business management so that they can hire others. People can divide work amongst themselves, if a person hammers a leg to a table; the next person is going to paint it.

- B40, Female, 23

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Whenever you go looking for a job, people tell you that there's nothing. Especially our neighbours, they refuse and call us thieves. Just because we are sitting at home, they think we are thieves. And what hurts is that people leave here saying they are going to look for jobs in SA and after some time you hear that they have died doing illegal mining...

- B47, Male, 21

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There are many teachers. Some have graduated even before I went to college, they are still there, no job. The government said the possibility that we will get the job is if those who are at work can go to pension or if a teacher can die. That is when we can get the job... if there is space, they're going to take that one who has a diploma for a longer time and no job. Not me. I have to wait till there is nobody who has graduated before me.

- B43, Female, 32

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I've been thinking of if you were a herd boy, you are working for someone, you are working hard for someone and the output for you it's less, but for that person it's more than you can imagine... I can give you an example of a herd boy who is there over the mountains. He sleeps there alone. There are so many things that can happen overnight. The employer is here sleeping, resting, but that person is not resting, but if he can make a simple mistake, it's like he has done a huge thing. So they are not considered, and even government is not considering the herd boys.

- B19, Male, 29

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If you are disabled, [people here] think they're even mentally challenged, yet I'm not... Physically, I have polio on the left leg... Some people think disabled people need to rely on others so that we can get help, so that we can get whatever we want. We have to beg, beg, keep on begging. They can't even think that if a person is physically challenged or disabled, that person has potential to do anything.

Where I was at teaching practice, the opportunity for me is very high. One, I know the sign language. Two, I love people with disability. Other people who consider themselves as normal can't read those kids right.

They are short tempered towards them. They can't feel pity for them, we don't want pity as such, but we want to be treated right...

I want to be a teacher, especially working with the disabled people to encourage them, to show them that everyone has the power... Some are not even educated. They didn't even go to standard one. As I was teaching, I used to tell my kids that, "You see, if I can do well, I want everybody to do well," but especially the disabled because they are saying, "There is no need. I can't hear. I can't walk. What is the need to go to school? People don't treat me right." I say, "Look at me. I did well, I'm a teacher and I'm going to further my studies even more."

- B43, Female, 32

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When I look at the ladies who work at the Chinese factories it breaks my heart. They work too much for little money and our government is not concerned at all about that. It makes no sense why Lesotho citizens are struggling in their home in the hands of foreigners as the government look on by and not talk with these Chinese people to negotiate how they should employ our people.

- B50, Female, 20

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My father is a politician, so if you are a member of a political party that is not among the ruling parties, then you are likely to be unemployed in this country... So if I apply in a public sector, then they'll find out that am not one of them, so they'll put my application aside. That's how Lesotho works and we all know, if you are not part of their interest, you won't get a job.

- B48, Female, 32

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People should get admitted in jobs rightfully, they should not have to bribe to get hired. If one is already unemployed, how then is he

expected to pay bribery? This means that if I apply for ten jobs, am going to have to bribe all of them? Mind you the bribery is only going to get me to the interview, not the job directly! This is basically everywhere. So I applied for a job at home affairs sometime so, while I was there, this guy calls me... he was holding my applications. So this guy is like, "You know what you have to do next?" And I said that I don't know, and he said I have to sleep with him so that he puts in a good word for me so that I get a job. And I told him that I no longer want the job and left. It's very hard because this bribery issue is very serious. A high rate of unemployment, it especially leads people to do wrong things like drug abuse. These people do this because they are depressed. It's a very big challenge... When we are growing up we were told that education is the key but almost everyone around here is educated but is not employed.

- B49, Female, 27

9 On Entrepreneurship

On New Year's Eve, Blah told me to meet him at the local bar for a party. I anticipated that when I arrived, we would head inside and order drinks. Instead, when I arrived, he and his friends were setting up a BBQ of sorts just outside the entrance for the party. Hundreds of people were entering and exiting, and they were drinking heavily, so this was an opportune moment to make some money selling some street food.

They cycled through the different roles; tending to the BBQ, promoting the BBQ, and grabbing drinks from inside to sip on while working. I was impressed with the work ethic, especially considering that Blah is a college student and this is break from school and New Year's Eve. The hours and minutes ticked by and it was nearly 2:00 a.m. before sales started to slow down and we put the BBQ away in a friend's home nearby and headed to the party.



Figure 39 Selling street meat outside of a New Years Party (Photo)

An important aspect of creating a business that I learned about in Lesotho was that the interest stems from a desire for control and a desire for freedom. Considering the scarcity of employment, there seems to be less than ideal working conditions, creating even more desire to be self-employed. Furthermore, there is a clear indication that the participants felt that if you had your own business, your success was dictated by your work ethic, and not by anybody else's, or politics for that matter.

The concept of ownership was often discussed in relation to percentage of profits. Most business ideas we heard were of practical small businesses serving a specific need in the immediate community, like agricultural production or unavailable services. Despite a strong desire to create new businesses, there was a constantly weighing lack of access to resources that prevented these ambitions from actualizing.

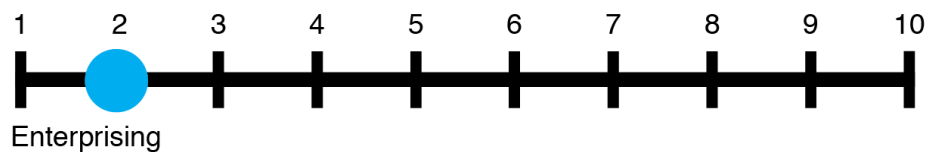


Figure 40 Participants' Estimated Enterprising Spoke

The young people in our research study showed a tremendous amount of resilience when talking about enterprising. Despite the various challenges they face, they see opportunities to not only sustain themselves, but to improve their communities through business. It was frequently apparent that the participants wanted to create jobs and change the community. It was matched only by the frequency in which we heard of challenges.

Which two things would you like to learn in future as an addition to all those you have already learnt?

How to manage a business and how to start a business, on my own or as partners.

Where do you think you can get that education?

There's no specific place for the information. Through communication and talking to people about business, you'll find that this person, he or she knows what to do in the future and then I learn from him or her. Some people don't know how to manage a business or how to achieve his or her goals. Then I ignore him or her.

- B05, Male, 22

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...my business was just a project so I cannot deal with well established businesses like this hotel, if I were to supply it, they would want a receipt with a company stamp. If I do not have the stamp, I cannot sell so I am currently fixing those problems and by June, I believe I would have seen them through...

Do you know how long it takes to register a business?

I have no idea at all... So I went ahead with the project without doing anything official in terms of registering for it... I did not know where to register. I tried asking my cousin brother, he has a project for a chicken butchery... He said I should register online. I went online but I could not understand what I had to do exactly...

- B03, Female, 27

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...I am very business-orientated, while at school, I will not just sit around, I used to sell some snack in high school too. To make some extra money. I did not trouble my parents a lot with pocket money, I did it myself.

My dream is to open a hair salon before I go to school or while at school... This will help me not to struggle financially while studying.

- B30, Female, 21

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I love business very much. I want to have my own, to start a business... I want to start a business of, how can I say it, I want to hire people who have not been able to complete their schooling, start a business and not only hire educated people. I would love for everyone to show their talent.

- B13, Female, 19

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The problem is capital. People have ideas but no capital most of the times. If I start my business with small capital my business will always stay small.

[In 2013], I started a project, poultry project, I was producing eggs. I started three months after college graduation in September, and I started my project in November. I had about 200 layers, I started with them. The project went well... but this year, the production went down so I did not make enough profit... I could not make enough profit to keep going on so right now I am dealing with obstacles that came my way recently but hopefully by mid-year, I will start that project again. I am not doing anything currently.

- B03, Female, 27

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I face challenges when I work with people's hair. You find I do their hair on credit with promise to pay me later then paying me becomes a problem. Then I tell them to just be frank with me that they cannot pay me instead of making empty promises... I tell them to pay or refuse to do the next hair work before the first bill is settled.

- B30, Female, 21

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Before I went to Lesotho College of Education, I decided to go there so that I can be hired. After being hired, I will have enough money or

capital to do my workshop or my business, because when I'm working I'll have that opportunity to have a loan from the bank.

So, the problem that we face here as youth... I can talk of fear. We'll be afraid of taking money and making a small business, but don't have security that will make sure that equipment and whatever is safe.

- B18, Male, 27

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To be honest to start a business is not so hard to do once you get capital. The only challenge we encounter after school is getting the capital to begin work, but from capital we can buy equipment and get the job started.

Actually I want to take the ladies in the Chinese factory where they are often mistreated at to come work with me. Those ladies are hard-workers. I would draw the designs and they would sew.

- B39, Male, 25

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It will be a struggle to find a site or place to start it and once I have found the site, problem will be what I can build. If I can build a shed or what. That's the first problem I will encounter... If I will be working with people I hired, and I miss work, my employees could steal my money.

- B13, Female, 19

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In my village, there are those people who are sick. Others are like disabled, they can't be able to do anything for a living, so if ever I have a farm and it gave me money, I would build those people homes and would sponsor them with all their basic needs. Say if there are five of them and some want to go to university or to a conventional school, I think I would help with those things.

- B40, Female, 23

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Also the kinds of things we make are hardly bought by big supermarkets like Shoprite except the one in Maseru. It gives you food stamps and we can display them for purchase and pay them by commission and all the money they collect is yours. As for this one in Hlotse I do not know if they would take my produce. I have not asked though. I do not think I will be able to work with business owners as long as I do not have receipts and all because I did my things by the old method.

- B03, Female, 27

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Okay, now I'm living at Soboto, so until now, my plan is to make [a shop] at Soboto because... the services I want to include, there are not too much. So here, at Hlotse, the condition is hard, yeah, so I want to make it at Soboto, at my place, because... my village is near the road.

- B05, Male, 22

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Last year, I planted cabbage, I have a big plot for cabbage and I was selling it. This December, I had those beetroot and carrots, I was selling them but unfortunately, they were not so good because of the weather. The weather was too hot and they never grow so good.

My parents are the ones who bought the seedlings. From that cabbage, after selling it, I put some little money, I think it was something like 100 rand, I put it to buy the seeds so that I could plant carrots and beetroot.

I realize that the seeds I bought for carrots, they were wrong. They're not the seeds that produce too much to the extent that one can sell, so I think next year I will buy the different seeds.

- B40, Female, 23

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Most business houses like this one are easily damaged by the rain. I would build safe renting houses. Instead of people's equipment being damaged since they cannot afford to build safer business buildings... At the moment, you can see this is not good at all.

- B05, Male, 22

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I need capital because you see this area, there are so many people doing welding here, so if I stay here and say I'm doing welding, I'm doing this and this and this... but they don't see what I've done, it won't be possible to come. But if I got capital, I buy materials, then I do things there, I put them there, people see and they come. That's why I need the capital.

- B44, Male, 28

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My neighbour, being an accountant, has a really beautiful house so growing up, I liked that he had nice cars and an upper lifestyle. People also say it that accountants don't struggle to find jobs.

I wanted to be an accountant, I still would love to be one.

I am currently earning a living by doing people's hair.

- B30, Female, 21

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From now, I think anything that can happen to help me secure my future is if I can get money to help me further my studies and finish them. But if not possible, I think I want to start a business. That business, I'm not doing for me but I'm doing for my friends out there. So that we can work together then and go out of poverty.

- B44, Male, 28

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The fly-by-nights stores in our country are stocked with clothes from Johannesburg in places like China City and China Mart, so I wonder why we do not get our own stock straight from China and sell them and give people jobs and not keep seeing our mothers go off to work in kitchen in Johannesburg where you see them only once in a year. Basotho people like to be rich on their own and feel superior, they should learn from how white people do it; they help each other out. We need to encourage the practice of helping each other out.

- B50, Female, 20

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Yes, I showed [my relatives] my plan, but... they don't understand what I mean when I say I want to be in business. What they want me to do is to find a job, a secure job... They believe I should get a job and not struggle in business.

- B34, Male, 22

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To start a business is better [than being hired] because you will benefit, you just, I can say, you get acceleration everyday and all the profits, they will be yours rather than working for another person...

And if you're doing wrong things, you will suffer alone, nobody will share that loss that you are doing in your own business so you must struggle hard and work hard to do everything that is good on your business.

There needs to be training in business management before you get access to cash because you could waste it and you would not be doing things in the right order, the concept of buying in bulk, these sort of things.

- B45, Male, 25

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You know, means of capital, I don't know whether it's the organizations that where people can get that capital or what, because so many people have tried going up and down seeking for capital but without any help. It will be that thing of saying maybe you can just apply, fill out the forms, do this do that, but at the end of the day, there is nothing that's going to come so that's where the problem arises, I don't really understand where the main issue is of getting the capital. That is where my question always lies.

- B41, Male, 25

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There are some occasions, I've been to funerals, I've been to weddings, gatherings.. They struggle, it is not impressive, you'll find that they lack something, there is no organizer, it's just a mess so I wanted to help them as a professional event planner. I want to organize their events... I think the main challenge is finance... we lack finances we don't have money, we don't have start up capitals... We can create our business plans, we can do everything, but when it comes to capital, this is where everything stops and it doesn't motivate us.

- B34, Male, 24

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I plan on at least working for some time in other countries, to raise enough capital and come back and make my own company because I've seen that in Lesotho, if you make a lot of money to hire then you can be your own employer or you get hired like the whites around here working... With the experience I have from somewhere out there I need to come and bring it and bring it and maybe put Lesotho somewhere up. So I was hoping that if maybe I could go to China, like I could go to China for five years and maybe work there for two or three years, have enough money and come back to have my own business.

- B02, Female, 19

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I lived in a poor family and I grew up in that surrounding, up until now. When I have reached what I want, I'm going to change this family first and then I extend it to others.

My main goal is I want something like, if I can get two houses like greenhouses, those house plant in, if I can get them, that is my main goal.

- B19, Male, 29

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At the house that I was renting at Hlotse, I was selling airtime. Airtime is like making the more profit than this one, but here I don't know the people around this. My fear is, if I sell airtime, I don't know who is going to be coming here pretend as if he is going to buy airtime, yet he is going to look for something that he is going to take or see when my husband is in or out. I'm physically disabled, but for the ice blocks it's for the small ones.

- B43, Female, 32

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Okay right now, I want to have my own project, I want to have something like a greenhouse, I want to plant some veges.

I'd say that I'm stopped by the fact that we are from a severe drought.

- B32, Male, 25

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I think other countries can do that, come here to Lesotho and help the youth with those businesses, just like the other countries when they come here in Lesotho and give those who have HIV AIDS some pills and so of. I think they can come again with the other aide. That deals with business making and so on and so forth.

- B18, Male, 27

10 On Drugs & Alcohol

As a way to softly exit the interview, we asked the first participant if he had any question that he wished for us to ask the next participant. This was an unanticipated component of every interview, in line with inclusive design principles, and resulted in questions related to drugs and alcohol. As a traveller, cultures around these vices are interesting to me as guards are often lowered (or inebriated) and more interesting exchanges can occur. This was true in Lesotho during this research trip where, by partaking in drinking and smoking, I was able to learn two slang words that convey quite a lot about Basotho culture.

In nearly every country I have visited, I have sought out the opportunity to play a game of pool. In each culture, there are different rules and different ways of communicating when someone has made a nice shot. Seeking out such experiences has often pushed me outside my comfort zone, but also allowed me to understand a culture and community better. One night in Hlotse during the research trip, four of us young men found ourselves in a florescent lit room on a hill with a pool table.



Figure 41 Shooting pool on a weeknight

On the wall, there was a wall-of-fame, recognizing players that had been *whitewashed*. I laughed when I read it and was asked if I understood, but I didn't. I quickly grew afraid of having my name on the wall as it was explained to me. It was actually a wall-of-shame, honouring individuals who didn't sink a single ball the entire game. We laughed as we read the names aloud and considered the wordplay. There is nothing worse than being *whitewashed*.

Another instance where I learned some slang was in relation to marijuana. Much like in Canada, marijuana or 'dagga' is quite popular in Lesotho. It has been grown for decades in the mountains and farmers have long used it as a cash crop in trading with South African buyers.

One night, a group of us young men were circled around and discussing how Canada and Lesotho view the concept of freedom differently. Basotho are proud of their freedom; freedom to graze wherever, freedom to drink wherever, freedom to do what they want and to do it when they want. Certainly, this was not a discussion I ever had with young women. Canada? It was perceived that we have democracy, but live by rules and are slaves to corporations. Canada is not free. Then it happened, "Scayf!"

A stranger joined the circle, snapped his fingers, and was immediately handed the final hit. This kept happening in social circles throughout evening excursions during this research project, whether it was weed, cigarettes or beers, "Scayf!"

It means pass it. It's said as a demand and it's never refused. Strangers, neighbors, friends and siblings all partook in this little social phenomenon, and

occasionally researchers too. It was a clear indicator – much like knowing how to do the right handshake – that even though I was a foreigner, I was not new to Lesotho. Being able to respond appropriately to “Scayf” or joke about whitewashing someone in pool was not only a meaningful way of communicating connection, but it also earned me credibility in the eyes of some strangers as not being a complete outsider.

I was able to gain real insights into drug and alcohol use in Lesotho, where I was frequently surprised by how open individuals were with sharing, how multiple generations would play card games together, and even how those with developmental delays were included in the activities. I was also surprised by the extent of abuse, as there were many times of discomfort due to the extent of individuals would go to get one more beer. It was of no surprise that our participants were so dissatisfied with the widespread prevalence of abuse.

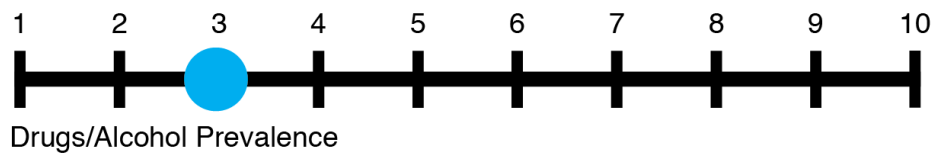


Figure 42 Participants' Estimated Drugs and Alcohol Spoke

[Drinking] is a problem because people drinking, smoking around, they fight and cause accidents... I think if this country was like South Africa, no public drinking, it would reduce this thing of drinking everywhere.

- B39, Male, 25

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Somebody when drunk, she'll be losing her mind totally... They lose their minds to alcohol so much that they get raped without even knowing it... The mind is too slow to work properly under the influence of alcohol.

Girls are too much at risk than boys because, like this, we youths, we love money... So, women are the ones who fall prey to human-trafficking a lot of the times.

- B40, Female, 23

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Drugs, here in our country, we just use to accepting like it's nothing, they just make us to feel happy, we enjoy it here in the country, very very very much we enjoy it... Sometimes you don't even understand why some of the drugs are not legal here in the country.

Where I come from, most of the ghetto youths, they smoke a lot and I don't know how to put it... They're mentally distracted, most of them. They're mentally distracted, you can see, like this man, he wasn't like this before but right now, you see, it's like he's crazy. But, we still deny it the fact that, we still deny that it is marijuana...

I can just say it's just peer pressure. You know? Like when I grow up, most of the, most of others.. old people, our brothers, they smoked it. You know? Then, they smoked it just like that, we have that kind of influence from them, because we watch them smoking it and by the time we reached there, we see there's no problem.

This kind of stuff is killing us, but we still do use it and we deny the fact that it is destroying our youths. You know?

- B35, Male, 22

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Most of what you see here in Lesotho, [Basotho] go for drugs and smoking because of pressure. It can be pressure from their friends, seeing friends smoking so he thinks that is the good thing... the other thing can be poverty can lead to the usage of alcohol and tobacco because suppose at school, a poor child sits with those who have a good background, he's not feeling welcomed. Somehow, he's not the type. Then he goes to those use drugs, alcohol, he's feeling welcomed, therefore he will start making friends with those ones and start smoking and doing all the things which are bad.

- B18, Male, 27

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Personally, we thought being intoxicated is a good thing. We would every pretend to be drunk. At some point, growing up, we would collect beer empties, pour water, drink and act intoxicated. It seemed to be in style or trending. And it looks like you have money...

It is a problem... Intoxicated people do unreasonable things... Drugs change people.

Age restriction useless because younger ones just take alcohol. My younger brother, who is taller than me, just gets into bars. I wonder how the age issue can be tackled because alcohol cannot be banned from being sold. Tavern owners would also suffer and people would lose jobs. I think good behaviour can help, that people do not overuse alcohol, behave appropriately when drunk or if they cannot help but fight, they should drink at home.

- B30, Female, 21

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Challenges... Most of them, they come from friends. Friends who will advise you to go there while your family is there. When your mother

says you should do this and your friends say you should do this. Then the friends advise you to smoke but at home, they don't want you to smoke... When my friend smokes, he also wants me to smoke, like, when I not smoke, it's like I don't get him like... That thing, yeah. So I will smoke but since I seen this thing doesn't do me well so when they try to smoke, I just disappear.

- B38, Male, 18

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During Christmas, people are behaving such a way that it's not good at all. It's not good because when you're drunk, you do things that are not necessary, that are not good. You tend to kill other people, like fighting, or you just go somewhere your parents do not know and there are problems when you encounter an accident and they do not even know.

- B07, Female, 25

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Tobacco Use

Consumed any smokeless or smoking tobacco product at least once 30 days prior to the survey

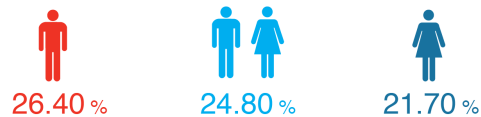


Figure 43 Youth tobacco use (13-15) ("Factsheet: Lesotho", n.d.)

I think that can be solved by workshops maybe, there should be workshops that tells them how things are dangerous, drugs and alcohol, how it is harmful to them.

I think from ten years to fifteen years, teenagers, they are the ones that I see going crazy looking at others, watching movies and then doing all those things.

- B18, Male, 27

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I think it's a problem. I don't drink and I don't smoke and I haven't done them since I was young. I hated drinking and I hated smoking because in our village, my agemates, they do all that. They drink they smoke, they smoke marijuana, they drink alcohol a lot, so when I see their lives, they waste most of their time doing that. If you can ask them what have you done today, 'I've been sitting there, I've been smoking, I've been drinking...' I wouldn't like my children to live the life those guys live...

- B34, Male, 24

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The problem is the person... I started smoking hash but when I was still growing, I sat down alone, asked myself questions, why am I doing this? What do I get? The answer was nothing. I told myself, I'm quitting from this. Once you tell yourself of what you want to do], you will do it, but if you don't, you won't. But some, they go through peer pressure because they cannot defend themselves. That is how. That is the main problem again of alcohol and drugs.

You start from the family. If in your family, they just ignore you, there is nowhere you're going. Now my grandfather would always tell me, don't be with friends who are not on the same level. So when I was still growing, I sat down and looked at what he was saying to me and I see, oh, this is the good way to what I want, and then I started quitting drinking and drugs.

- B19, Male, 29

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Yeah, there are things we can do, but it cannot hundred percent fix smoking and drinking... but I think there are some things we can do to help those people, they are some people who still smoke, who still drink, and deep down, they don't want to do that. They want to quit

but they don't know how they can do that. And they don't know, if you stop smoking, if you stop drinking, what will we do? Are we going to just sit there and wonder because you don't have jobs, you don't have work to do? So they are still people, they smoke because they don't know what they're doing in their lives. If we can show them, if we can create some things, some projects, for them to keep them busy, I think it can help a lot.

- B34, Male, 24

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I'd like to improve youth facilities... So that they be useful to every youth... The youth centers are just there but there are no resources. If these resources are brought back, the youth will stop things like drug abuse. It will help them a lot.

- B49, Female, 27

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Prevelence of heavy episodic drinking

Consumed at least 60 grams or more of pure alcohol on at least one occasion in the past 30 days

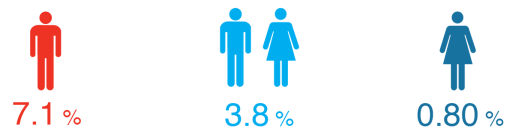


Figure 44 Prevalence of Drinking (Lesotho, p. 1)

I'd advise [young men] to stop being drug abusers because they are not being productive, they only think of the next place they'll get weed and that kills their minds.

- B48, Female, 32

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11 On Governance

During an off day from the research project, I took the opportunity to connect with Ntate Monyane Moleleki, a seasoned politician in the Kingdom of Lesotho who had recently created a new political party called the Alliance of Democrats. He had granted me permission to capture some of the activity on this day in regards to his campaign for leadership, having just left his party and causing a huge partition in parliament.

The Alliance of Democrats are youth focused, despite Ntate Moleleki being 66 years old. The day began by joining a swarm of youth volunteers wearing the party colours, eager to get in a bus and campaign across the countryside, though it quickly became a slow morning where hours passed waiting for bus signage to arrive.



Figure 45 Youth campaign rally volunteers wait patiently for the bus (Photo)

I opted not to join the bus, but to stay with Ntate Moleleki who had surprised me when he said that he had a meeting with an LGBT youth group. Having travelled to several African countries, and having spent time in Lesotho, I knew that this was an unusual decision for a politician to make. While Lesotho does not have discriminatory laws regarding sexual preference today, many of its citizens have strong views against such behaviour.

Ntate Moleleki explained during his meeting how vital it was that young people engage in politics, that the government belonged to people who voted, and

that the voices of LGBT youth needed to be represented. He then took the time, hours upon hours, to listen, learn, and share food with the individuals who had come to meet.



Figure 46 During meeting with LGTB youth (Photo)

It was an unusual day off from the research project, where we consistently heard the frustrations that our participants had with government and politics. Having faith in government has a significant impact on how young people perceive their future. Ultimately, the participants communicated to us a shocking level of dissatisfaction with the country's political climate, from it's

impact on their ability to find a job to the stagnation of the economy more broadly. Yet, there still seemed to be high expectations regarding the role of government and how it could be a mechanism for positive change.

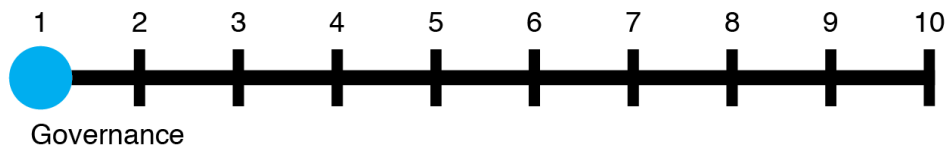


Figure 47 Participants' Estimated Governance Spoke

Here in Lesotho, what is a bit scary is our government, it is always in turmoil and it is challenging trying to get help in a place that needs help...

- B39, Male, 25

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The people here are not united. So, what I see is the lack of unity within the communities here. Unless there is a way we can hold hands together and make this place better, Hlotse will not be a better developed place. Another thing is that our parliament representatives do not represent us or our ideas of change.

- B44, Male, 28

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Lesotho has become too political even when it is unnecessary to be political in offices, it becomes political. What I see is, in the end, that thing is going to cause fights in the country.

- B40, Female, 23

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According to me, politics are troublesome. I'd prefer two political parties because there is just too many. Lately we have noticed that finding jobs is influenced by politics...

For example, a leading party unlawfully gives unqualified people jobs and this causes tension...

- B32, Male, 25

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It's not improving at all, not at all. [Politicians] are busy fighting each other, no jobs, no nothing at all. They're just doing nothing.

If they choose new people, maybe the situation would change; otherwise I see no change in our current state.

- B07, Female, 25

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The future of Lesotho? I can say I don't see nothing because of these political instabilities in our country, I don't see anything. I'm stressed, I don't see anything.

They are stalling us because we can be able to do some things if we get their help. So there is a wall they have built which is in the way of our success.

- B45, Male, 25

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Figure 48 Comic from the local newspaper about Trump and African leaders (Photo)

Some young people vote like me, but others vote for politicians with empty promises. Most politicians are liars because they always promise us heavens.

Some of us like me, we don't stand up [to protest] because if we do, we get shot and die... [I] am not ready to die.

- B48, Female, 32

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	lower house	upper house	Candidacy Age
<div> <div></div> <div></div> </div>	21	21	

Figure 49 Candidacy age ("Factsheet: Lesotho", n.d.)

Here in Lesotho, those people, those prime ministers and all the stuff, they just use money for their own only, most of the money they use it for their own needs... There's a lot of money but it looks to me like they use it for their private purposes.

- B35, Male, 22

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Suppose King Letsie arrives here, we give him a chair to sit on. What will you say to him? | Well, what I can say to him is that Lesotho must change. It must change.

- B08, Male, 21

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My village should serve its people, there should be someone in charge of my village, any profits made by my village should be shared within the village not this thing of having one parliament which serves the whole country and is even failing at it... If we would try make a village a united nation in terms of benefiting the village... but when money is shared at the current parliament, it is only shared to the main departments that are in the capital city. So you find that facilities in other districts are never given priority. I think it would be great if we had our own wing of the parliament which focuses mainly on our district only, I feel it would make things better and easier, we would see improvements and a lot of people would have jobs.

- B03, Female, 27

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I also realized that there is a lot of corruption in Lesotho... If you apply for a birth certificate or passport or license, for you to be guaranteed it will get done, you have to pay bribe. This thing I believe has roots in the parliament, and I doubt Lesotho will be developed anytime soon. For instance, our leaders are grown-ups who never went to school and

worst of all, they do not give young people the chance to prove themselves. I doubt Lesotho will be developed.

- B50, Female, 20

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I would ask [the Prime Minister] if he is aware that we are struggling and for us to be able to say that we are self-sufficient beings who are capable of taking care of themselves, we need him to understand that he holds the power to make things happen. He can invite wealthy countries or organizations to invest in the youth and their skills by creating jobs for us... If everyone was able to live off what they can do, there would be no crimes or theft. There would be no need to want to steal from the next person because they have more.

- B45, Male, 25

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When we finish this research project, there will be a report that will show what different young people were saying, who would you want to read that report? | If it's possible, I would turn it to the Prime Minister of Lesotho.

- B16, Female, 18

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I will tell [the Prime Minister] to group, like if he started from youths, he can start by wanting their opinions, and then group them according to their opinions, and assist them to reach what they want...

- B19, Male, 29

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I think I would tell the prime minister that they should lend the youths some money as capital to start [businesses] so that we can make money. I think that will reduce the rate of crime because there will be something to eat.

- B18, Male, 27

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I think even if they can give us support or capital, anything they can just assist us with, it can go far.

- B39, Male, 25

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I would advise [the Prime Minister] to focus on the deliverance of power to the people because, whenever they canvas, they say they do it for the communities, yet they are not. They should focus mostly on people they live with and not themselves.

- B48, Female, 32

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I think if the government can build more schools here in Hlotse, especially for the crafts, I think that would be better because after schooling, they will go and make their small businesses...

- B18, Male, 27

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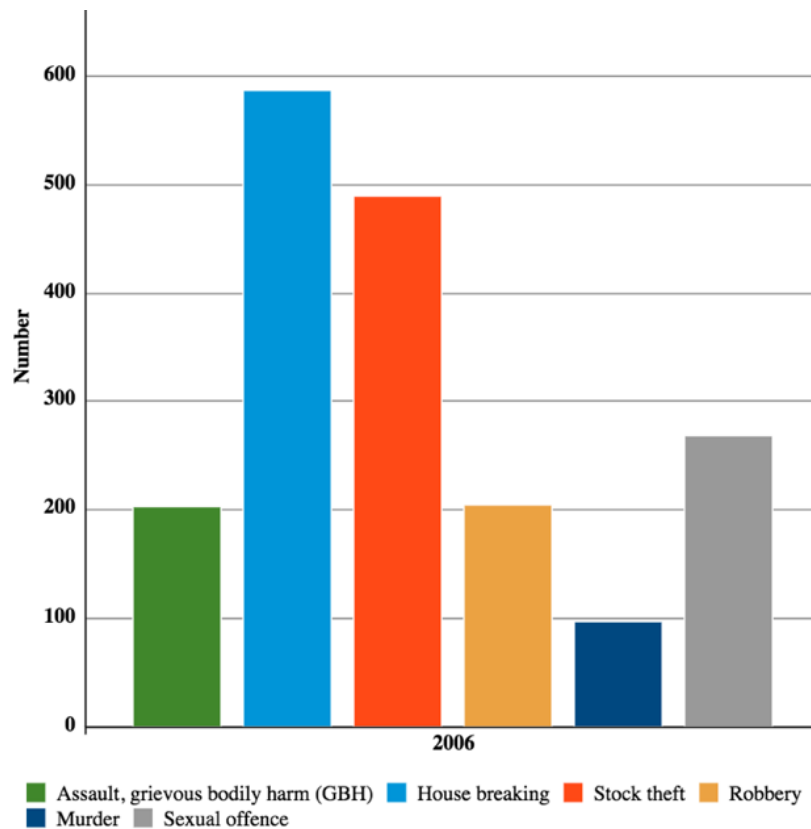


Figure 50 Crimes by frequency ("Crimes in Leribe")

People should have a computer lab and WIFI should be available. Then playgrounds should be reconstructed and above all there should be coaches. People go there expecting to be taught, so who will do you it if not coaches. As for the computer labs there should be IT technicians so that students will be able to do their home works. It'll be helpful.

- B49, Female, 27

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Everyone should be free to like any kind of sport without feeling like they cannot amount to much with it. There should be basketball and netball courts in most villages, courts for different kinds of sports so

there is variety and to ensure that children also have parks and never run out of places where they can refresh at. The children can have table tennis and others to know from an early age what their interest is. Most of us only realize our talents when we get to school because schools usually are the only places with these facilities. If I were the minister of sports I would make these courts in every village...

- B03, Female, 27

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Lesotho does not have a big market which showcases what we do in Lesotho as the youth. The people that can help are those in seats of authority. - B45

--*--

Everything now is political. For instance, if you go to home affairs after seeing a job post that says you must have a degree like I do, when you get there you find that some other applicants don't even have a Form C certificate. If the home affairs is of a certain political party, it'll only hire youth of its own party even if they don't qualify for the job... It kind of pisses me off, it's very frustrating.

I think [these problems] will have increased [in ten years] because the young generation grows within a corrupt environment, this means they'll practice it as well.

- B49, Female, 27

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Suppose I'm voting for [a disabled] person that is going to be Prime Minister, I think that person will look at the villages, there are some people who have disabilities at home and are very needy, and I think that [a disabled politician] will deal with that. Those people who have disabilities, I think he will help them so they feel comfortable, they feel just like a normal person. I will vote for that person.

- B18, Male, 27

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I still believe that in ten years, Hlotse will be different, we just believe and hope. But as we look at things, as we look our governments, it's still the same. It doesn't grow.

- B34, Male, 24

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What should be done for the youth, that thing to go forward?

If they can be involved in government decisions, for instance in our parliament members, the youth are not represented. They should make inputs as well. Most of the parliament members are old and are not keen on learning about new ideas.

What hinders our development is corruption. I don't believe Lesotho has no money but our leaders are not in it for the future of the country and they are stingy.

- B50, Female, 20

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You know, politics, truly speaking, I vote because I'm a citizen and it's my right to do so. But, at some point, there's times we so wish that it's a waste of time for me to go there and vote because at the end of the day, politicians, there is nothing that they do, that we can say they are giving back to the community or people as individuals... Because politicians, ah, politics, truly speaking... I don't like politics, not at all.

- B41, Male, 25

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CORRUPTION PERCEPTION	PRESS FREEDOM
49	28.36
55 out of 177 countries.	74 out of 180 countries.
Year: 2014	Year: 2013
Source: Transparency International	Source: Reporters Without Borders

Figure 51 Corruption and Press ("Factsheet: Lesotho", n.d.)

Nowadays, this young generation is more educated than [politicians] think. They want to take this country to be improved. Currently, Lesotho is struggling, politics are also not stable so the youth can work together for Lesotho to improve. The elders have worked hard to sustain our country so I think, if the youth could be given to take charge, we will improve.

- B05, Male, 22

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12 Discussion and Conclusion

This research project about youth unemployment in Lesotho was planned with three main objectives:

- a) understand the personal experience of youth unemployment
- b) contextualize macro-economic data with story
- c) facilitate the sharing of ideas generated by youth

The core research was conducted in Hlotse, Lesotho, over three weeks, allowing for engagement with twenty-six youth participants. This group of participants is not representative of Lesotho as a whole; yet the gender balance and diversity in the group give a reasonable portrayal of the youth experience within the town of Hlotse.

The two-lens kit model conceived during this project facilitated the incorporation of macro-economic data throughout the report, specifically to support or give further context to the topics that the participants expanded upon in their personal narratives. This model conveys the applicability of inclusive design across disciplines and how it serves as a valuable tool in which to complement broader research intentions.

Some other notable contributions of this project are in the form of suggestions from the youth regarding how education can be more hands on, how drugs and alcohol workshops could support youth, and how government could be less centralized.

The outcomes of this project show that targeted research of this type could be very beneficial in supporting localized government and non-profit organizations in planning activities. There is a valuable takeaway in regards to how ideation can be facilitated while working with disenfranchised youth in under-developed economies such as Hlotse, Lesotho. Greater attention could, therefore, be paid to the ideation component of similar projects in future.

12.1 Inclusive Ideation

This project indicates that the inclusive design dimensions – recognizing diversity, using inclusive processes, and creating broader impact – are valuable in approaching research and ideation in the field of global development. Our experience also cautions that inclusive design principles, if misapplied, could produce unintended consequences.

Based on the first dimension of inclusive design, this project chose to focus on positionality and recognize the participant as the expert. Based on the second dimension, it chose to work on reducing barriers to engagement. These two concepts, when applied together, create the possibility of inclusive ideation.

12.1.1 Positionality

When I packed my bags to go to Lesotho, I was watchful of which brands I put into my bag. Positionality is a concept we are all aware of, even though it might not always be vocalized.

Throughout this project, I made it a priority to keep positionality at the forefront of my mind and allow it to influence my approach. For example, in reporting the project, I used the participants' words in raw form to a greater degree than typical in academia; my positionality inspired me not to interpret them. I tried not to speak for the young Basotho I met but to share verbatim some of what I found impactful in our conversations. I never anticipated a chapter on mentorship or on drugs and alcohol; they emerged naturally and it was appropriate for them to be included.

A comparison of my positionality wheel with those generated for the participants revealed rather dramatically (as depicted in Figure 12 for one participant) their significant variance from mine. This goes a long way in emphasizing the extent of diversity in our contexts and resulting points of view.

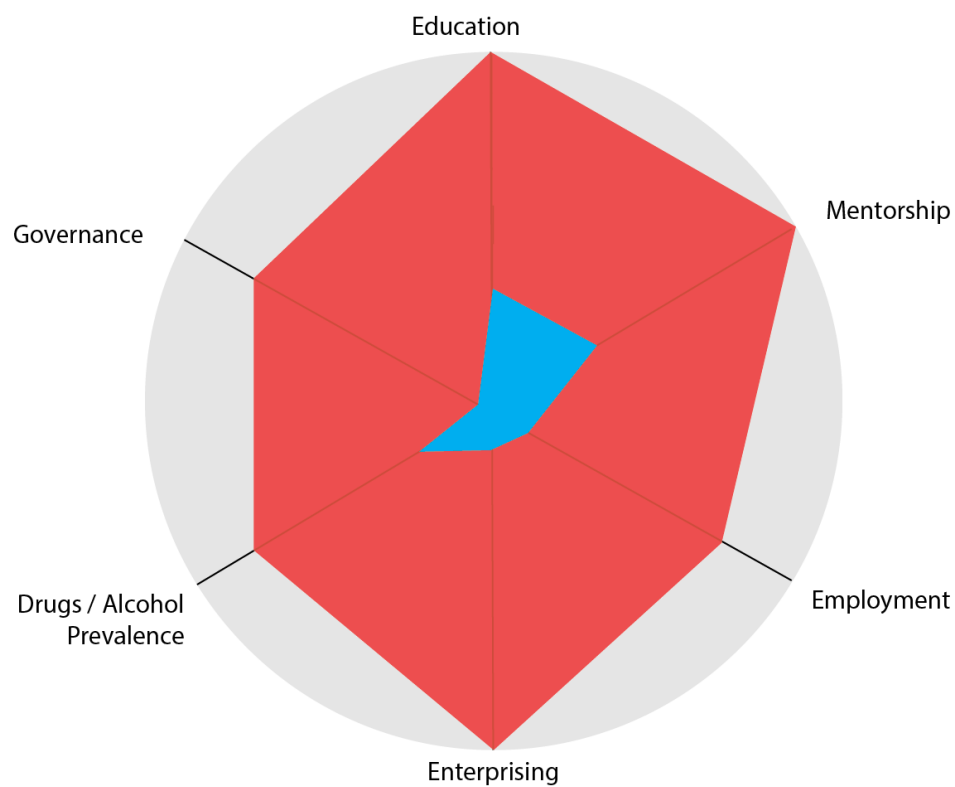


Figure 52 Comparative Positionality Wheel

By visualizing the variance, I point to the audacity of me suggesting solutions to the problem of youth unemployment in Lesotho and emphasize that solutions need to be designed by the very people who are experiencing the problem.

12.1.2 Barrier Reduction

Noma and I both understood that diversity in our participants would be a valuable component to the data. Still, reducing barriers proved to be a difficult task. We managed to do that in many ways though it would have been valuable to consider the categories of barriers that may exist in participating in a research study as indicated in Figure 13, and specifically attempt to reduce barriers in each of those categories.

Possible Categories of Barrier Reduction

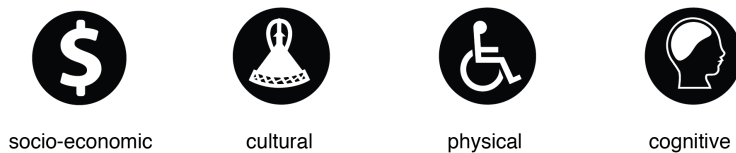


Figure 53 Barrier Reduction

We did provide accommodations in each of the categories by

- covering costs of engagement,
- travelling to the participant,
- having both a male and female conduct the interview,
- providing the opportunity to speak in a preferred language and
- taking a customized amount of time.

We could have done more to reduce barriers, such as providing the option to answer questions in writing or drawing and by facilitating a follow-up interview.

Ultimately, the combined use of the two components, positionality and barrier reduction, is found to play an essential role in sparking inclusive ideation. Model 4 illustrates the achievement of inclusive ideation through iterative prompts and real-time feedback from interviewer and participant, as well as the biased ideation that could result from adopting only one of the two components.

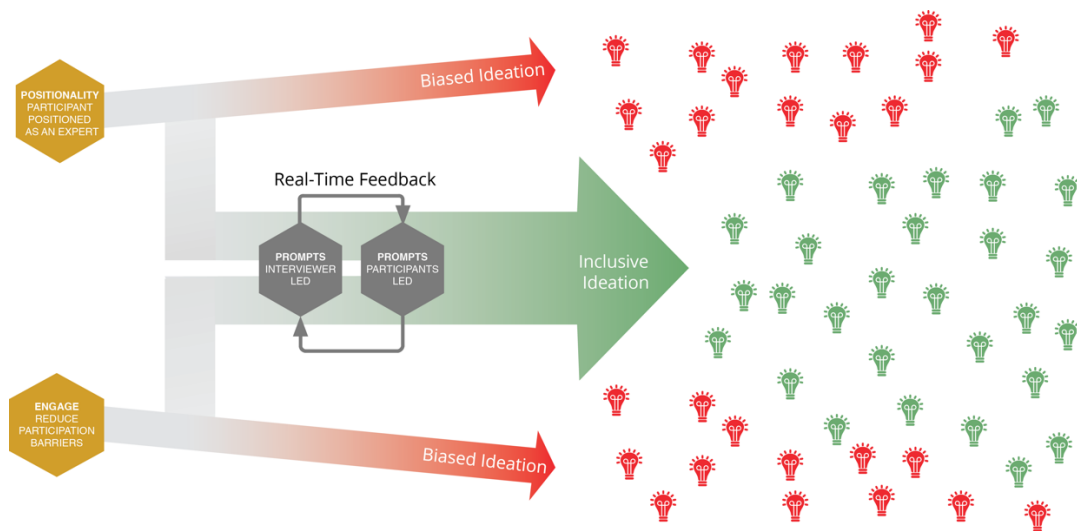


Figure 54 Inclusive Ideation Model

If we had not considered positionality so deeply and recognized the expertise of the participants, then reducing barriers to entry could have resulted in a form of tokenism. On the other hand, had we recognized the expertise of participants but not reduced barriers, we would have had data that was biased based on who was able to participate. Applying a real-time feedback loop allowed us to apply inclusive processes and, ultimately, spark inclusive ideation. This is a valuable model for future research in inclusive design to consider as it can prevent outsider conducted research from formulating misleading or untrue conclusions.

12.2 Eliciting Meaningful Conversations

Choosing to use unstructured interviews was an essential component to our being able to capture the real and raw stories and experiences. We loosely used prompts for the interviews, and adapted each interview to meet the energy and needs of the participant. As illustrated in Model 5, focusing prompts on ambition, challenges, the future and possible supports allowed the participants to jump across these different themes that the research explored.

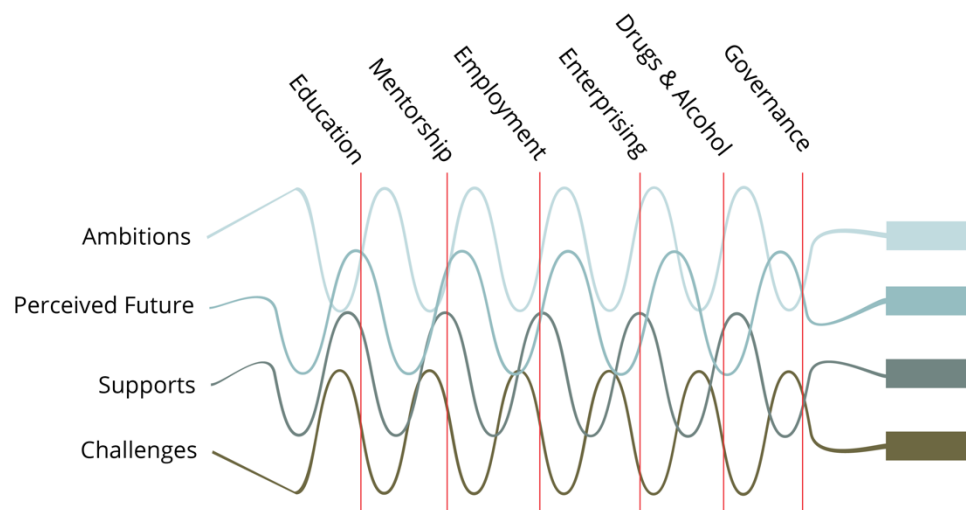


Figure 55 Themes in Unstructured Interviews

These prompts allowed for the interviews to have an arc, which then ended by asking the participant to contribute a question. I believe it was this arc and the

resulting logical predictability that resulted in several participants expressing how they enjoyed speaking with us and how it was easier than they had expected. This model of interviewing, which is a methodological contribution through this research, requires further testing. However, it proved to be a very valuable tool for eliciting meaningful data in this research.

12.3 Next Steps

This major research report is a preliminary form of dissemination of the data collected. In line with inclusive design principles, it is vital that this data is presented in more accessible mediums so that it can have the broader impact that inclusive design dimensions allow for.

1. A non-academic visually rich table-top book connecting statistical data with individual quotes will allow for an easier experience of understanding the data collected. This will also be essential for dissemination in Lesotho, where internet access is limited and there is a lower level of literacy than in Canada.
2. An interactive online tool for researchers to further test the ability of an unstructured interview process with minimal prompts to illicit

meaningful thematic data, specifically when engaging with socially disenfranchised or marginalized participants in formal research studies

Furthermore, for this research project to show any real world value, it is essential that next steps include advocacy, including to non-profit organizations and governmental entities working in Hlotse, Lesotho.

12.4 Final Thoughts

This research study primarily contributes to the exploration of inclusive design, specifically its application to foster ideation amongst marginalized youth in a developing country. This study notes that considering positionality and reducing barriers to participation are essential components to fostering inclusive ideation.

Secondly, it illustrates the value of increasingly engaging youth in the process of economic and social planning, because they have expertise to offer and ideas to share about solving the very problems that they are most vulnerable to. It is evident from this study that youth in Hlotse, Lesotho, have experiences that are valuable to consider when conducting economic or social planning for government and non-profit organizations.

Thirdly, this research study showcases that the youth in Hlotse, Lesotho are eager and willing to engage in meaningful discussions around a variety of topics such as education, mentorship, employment, entrepreneurship, drugs and alcohol, as well as governance. Transitioning from discussions to low-fidelity co-designing workshops as a next step would enable further elaboration and realization of solutions that the youth are driven to see actualized in their community.

Finally, the narrative form of this ethnographic contribution is valuable to the field of inclusive design on two counts: as an account of an outsider's approach to applying inclusive design methodologies; and as an alternative format to presenting raw data, where the interpretations are limited and supporting information is sourced to complement the participant's voice.

I end this report with a note of 'thank you' to the 26 youth in Lesotho and to the members of my research team. Saying it in Sesotho, "Kea Leboha!"

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