

Abstract

In Kenya, repairs to motor vehicles are undertaken in either of two places: dealer (formal) garages and Jua Kali (informal) garages. Mechanics in the informal sector perform the bulk of the repairs yet most of them do not have the right equipment and many have had no formal education in repairs of motor vehicles. With changes in motor vehicle technology, the mechanics have not kept up with the changes and this has had a negative impact on the quality of the repairs they undertake on motor vehicles. This calls for development of new policies and incentives for the informal sector that can take care of and respond to technological changes.