**Faculty of Business and Management Sciences**

**Ethics Informed Consent Form**

**CONSENT TO PARTICIPATE IN A RESEARCH STUDY**

**Category of Participants (mark with X as appropriate):**

| *Staff* | X | *Teachers* |  | *Parents* |  | *Lecturers* |  | *Students* |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Other (specify)* |  |  | | | | | | | |

You are kindly invited to participate in a research study being conducted by **Monwabisi Silwana** from the Cape Peninsula University of Technology. The findings of this study will contribute towards:

| *An undergraduate project* |  | *A conference paper* |  |
| --- | --- | --- | --- |
| *An Honours project* |  | *A published journal article* |  |
| *A Masters/doctoral thesis* | X | *A published report* |  |

**Selection criteria**

You were selected as a possible participant in this study because of:

1. Your understanding and experience in tourism planning and policy development
2. Relationship with other tourism stakeholders in the district municipality
3. Your role in policy development.

The information below gives details about the study to help you decide whether you would want to participate.

**Title of the research:**

Stakeholders' involvement in the development and implementation of tourism-related policies in a selected district municipality in the Eastern Cape.

**A brief explanation of what the research involves:**

Several municipalities globally often face poorly planned development projects, and this usually emanates from inefficient and ineffective policy and planning implementation. One of the reasons for this is that there is at times a lack of participation by key stakeholders. The success of tourism development policies and their implementation rests on the involvement of all relevant parties. This study seeks to determine stakeholders’ involvement, in the development and implementation of tourism related policies in O.R. Tambo District Municipality (ORTDM).

**Procedures**

If you volunteer to participate in this study the following will be done:

1. Describe the main research procedures to you in advance, so that you are informed about what to expect;
2. Treat all interviewees with respect by arriving on time for all the interview schedules and well prepared;
3. Conduct an introduction with the interviewee in order to break ice;
4. All the interviewees will be asked for permission to record the interviews and also take some note where applicable;
5. In a case where there is no clarity, the interviewees will be allowed to ask for confirmation or clarity of words/sentences/phrases to ensure accuracy of the data collected;
6. Participants will be told that their data will be treated with full confidentiality and that, if published, it will not be identifiable as theirs;
7. Participants will be given the option of omitting questions they do not want to answer or feel uncomfortable with;
8. Participants will be told that questions do not pose any realistic risk of distress or discomfort, either physically or psychologically, to them;
9. At the end of each interview all the interviewees will be thanked for their time and information provided for this study;
10. Participants will be debriefed at the end of their participation (i.e. give them a brief explanation of the study).

You are invited to contact the researchers should you have any questions about the research before or during the study. You will be free to withdraw your participation at any time without having to give a reason.

Kindly complete the table below before participating in the research.

| Tick the appropriate column | | |
| --- | --- | --- |
| Statement | Yes | No |
| 1. I understand the purpose of the research. | X |  |
| 1. I understand what the research requires of me. | X |  |
| 1. I volunteer to take part in the research. | X |  |
| 1. I know that I can withdraw at any time. | X |  |
| 1. I understand that there will not be any form of discrimination against me as a result of my participation or non-participation. | X |  |
| 1. Comment: |  |  |

Please sign the consent form. .

|  |  |
| --- | --- |
| Signature | Date: 25 April 2021 |

**Researchers**

|  | Name: | Surname: | Contact details: |
| --- | --- | --- | --- |
| 1. | Monwabisi | Silwana | +27 60 379 0038 |

| Contact person: Mr. Monwabisi Silwana | |
| --- | --- |
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**INTERVIEW GUIDE**

**Topic: Stakeholders' involvement in the development and implementation of tourism-related policies in a selected district municipality in the Eastern Cape.**

Dear Participant,

My name is Monwabisi Silwana and I am a student registered for my Masters Degree in Tourism and Hospitality Management at the Cape Peninsula University of Technology (CPUT). The aim of this study is to determine stakeholders’ involvement in the development and implementation of tourism related policies in O.R. Tambo District Municipality (ORTDM). This study is purely for academic purposes, and participants will be treated with respect and your concerns will be taken into account. This interview is entirely voluntary, your identity will be kept confidential and you are entitled to withdraw at any stage of the interview process. The researcher intends to present the study outcomes to the district municipality and the provincial government, also the permission to do so was requested from Cape Peninsula University of Technology (CPUT) as the final study will remain a university property.

**Study Objectives:**

●To determine the role of the district municipality in the development and implementation of tourism policies at the ORTDM.

●To ascertain the perceptions of different stakeholders regarding policy implementation in the development of tourism at the ORTDM

●To identify challenges that the district municipality is facing with regards to the development and implementation of tourism policies in the ORTDM.

**Interview questions:**

1. What is your highest level of education?

**National Diploma in Marketing Management and a certificate in Food & Beverage Management**

1. Which tourism association do you work for?

**Local Tourism Ogranisation**

1. What is your position at the tourism association?

**Tourist Guide**

1. How long have you been involved in tourism policy development?

**More than 5 Years (6yrs)**

1. How would you describe your organisation's relationship with the district or LM municipality?

**Our relations with local governments are driven based on their mandate from local or provincial for example here it is driven by the White Paper of 1996. Our Tourism is based on the idea that tourism should create a conducive environment for private businesses to operate. Private businesses should make sure that tourism is community based. So the government comes back to use a LTO to tell us that they have created this conducive environment. One of the things at the local municipality level, they have a tourism officer. The LTO was formed under the provisions of the IPD. When all LTO are combined, they are called a District Tourism Organisation so when ORDTM wants to communicate with LTO’s the message is sent through the district tourism organisation. The government has its own agency, ECPTA which does all the work that is supposed to be done by the government and they have offices in Mthatha. ECPTA is more about marketing and the environmental management. Overall our relations with the municipality is not good at all**

1. What are the top **FIVE** issues that you have with your district or LM municipality regarding the development and implementation of tourism policies?

**Currently, as a business person you need to go to the municipality, knock on doors and encourage government employees and tell them what they are supposed to do especially in the tourism side. People there are just sitting on top of work that is supposed to be done, for example here at Lusikisiki there is N2 project and there is a biodi officer from ECPTA. You cannot believe how many times I had to go there and ask for Eco Tourism Packages that were created last year and I have not gotten any even now. ECPTA is still seated with a 2017 commercial strategy. They cannot deal with the workload so they must call on private operators to come and assist for all these places to be functional, for example Silaka Nature Reserve the occupancy rate does not go beyond 30% . There is a vast amount of government in these parks where they have built nice things but they are not working. There was a strategy about commercialisation that was developed in 2016 and launched in 2017. Since then they only allocated three facilities. So they are just sitting in those strategies and we have about 10 reserves laying down the government playing enough role to improve the tourism sector because as SMMEs we have to constantly know at the government door and remind them about what they are supposed to be doing. But then again if you keep pushing, you somehow become the enemy of the state and end up not getting invited when there are meetings and workshops relating to tourism businesses.**

1. Do you think that the municipality is effective in terms of tourism policy development?

**No, I don't think they are effective when it comes to the implementation of their policies (by-laws).**

1. Please explain your answer

**Here at Lusikisiki (Nquza Hill) we have been asking for a tourism gate in our trails and a tourism information centre. We don't have a tourism gate in our hiking trails so when someone enters our trails it is hard to keep track of who is entering and where they are coming from. Our trails are not properly managed because visitors do not pay entrance fees and these are the systems that the municipality should have introduced.**

**Also, you find tourists travelling on their own and when they get into trouble (get robbed), that is when they call us and say our area is dangerous. Our government should play a leading role in managing and the implementation of tourism by laws.**

**The only act that they are focusing on is the Marine Protection Act of 2000 that states that we are not allowed to build close to the coastline and houses must be located 5 KM away from the coastline. However, white people do build houses close to the coastline because they do EIA’s and build private cottages.**

**To get land they(whites) bribe traditional leaders and get a piece of land then go to ECPTA for EIA approvals to build these private cottages. We are fighting big wars when it comes to the implementation of policies and acts. They (municipality) have failed dismally. The funny thing is that they are always developing new strategies but failing to implement what they have.**

1. Do you have any suggestions on how to improve the effectiveness of tourism policy Development?

**The structure of the department (NDT) can shift. I think when you say something is a pillar for economic growth or recovery, it should be able to stand on its own. You cannot say tourism is a pillar in your strategy for economic development but you still combine it with other departments (DEAT). At provincial level you cannot have one ministry that is responsible for three entities such as economic development, environmental affairs and tourism.**

**The way I see it, tourism is just an add on, not a pillar. My suggestion is that tourism must be an entity on its own just like agriculture at the local level. This can help SMEs to communicate directly with the tourism department at local level not with the municipality because municipalities are political institutions.**

1. What contributions are you currently making to tourism policy development and through what channels?

**None**

1. Are there any further contributions that you may be able to provide in the future?

**I would like to if the government allows me to**

1. Do you think that the municipality is effective in tourism policy implementation?
2. **No**
3. Please explain your answer

**People there are just sitting on top of work that is supposed to be done, for example here at Lusikisiki there is N2 project and there is a biodi officer from ECPTA. You cannot believe how many times I had to go there and ask for Eco Tourism Packages that were created last year and I have not gotten any even now. ECPTA is still seated with a 2017 commercial strategy… There is a vast amount of government in these parks where they have built nice things but they are not working. There was a strategy about commercialisation that was developed in 2016 and launched in 2017. Since then they only allocated three facilities. So they are just sitting in those strategies and we have about 10 reserves laying down the government playing enough role to improve the tourism sector because as SMMEs we have to constantly know at the government door and remind them about what they are supposed to be doing. But then again if you keep pushing, you somehow become the enemy of the state and end up not getting invited when there are meetings and workshops relating to tourism businesses.**

1. Are you involved in the implementation of any tourism policies?

**No**

1. If the answer to the above is yes, can you please explain which ones and how?
2. Do you receive funding for this from the municipality?
3. **Yes I do get financial support from the municipality and the provincial government**
4. What is the funding allocated for?
5. **Marketing,**
6. **Tourism development,**
7. **SMME support,**
8. Do you have any challenges with regards to the following?
9. **Water Supply**
10. **Electricity**
11. **Waste removal**
12. **Basic service**
13. **Challenges and provisions on maintenance of infrastructure**
14. Do you have any suggestions on how to improve the effectiveness of tourism policy implementation?

**The municipality needs to address the above mentioned challenges and the tourism department should be a standalone like it is at National Level**