**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. |  |  |
| 1. I understand what the research requires of me. |  |  |
| 1. I volunteer to take part in the research. |  |  |
| 1. I know that I can withdraw at any time. |  |  |
| 1. I understand that there will not be any form of discrimination against me as a result of my participation or non-participation. |  |  |
| 1. Comment: |  |  |

Please sign the consent form.

|  |  |
| --- | --- |
| Signature of participant | Date |

**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**

1. Which local municipality (LM) do you work for?

**Ingquza Hill LM**

1. What is your position at the district or LM?

**Tourism Officer**

1. Have you ever participated in tourism policy development?

**Yes**

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

**0 – 12 Months**

1. Explain your contribution towards tourism policy development?

**To explain to the tourism development consultancy that is appointed the expected outcome of the policy renewal and the challenges of the previous one**

1. Do you have a budget for tourism in your municipality?

**Yes**

1. What is the budget and how much was allocated?

**It depends on the project of tourism development that the municipality is willing to do for that particular financial year. It also depends on that the municipality is willing to invest in tourism development.**

1. Which tourism legislative bodies, associations or forms are available in your municipality?
2. **Provincial Tourism Organisation**
3. **Region tourism Organisation**
4. **Local tourism Organisations**

1. Which one of the following bodies do you participate in?
2. **Local tourism Organisations**
3. Which tourism policy do you implement in your LM?

**Tourism Sector Plan**

1. Are you involved in tourism policy development?
2. **Yes**
3. Please substantiate your answer.

**I am the one who is responsible for policy review**

1. Are you involved in the IDP process of the municipality?
2. **Yes**
3. Please explain your involvement in IDP process?

**My involvement is to provide information, technical knowledge and expertise to the IDP, and I have to draft various proposal.**

1. Do you have a tourism strategy in the municipality?

**Yes we do.**

1. What is the role of the district municipality in the development and implementation of tourism policies at the ORTDM?
2. How would you describe your LM or district municipality relationship with other tourism stakeholders in municipality?

**It is an effective relationship because stakeholders are where the municipality get some of the resources like funding to implement some tourism development projects.**

1. What are the top 5 issues that you have with your municipality regarding the development and implementation of tourism policies?

**Budget Constraints**

**Politics**

**Poor Planning**

**Lack of Monitoring**

**Inexperienced service providers and consultants**

1. Do you think that the Municipality is effective in terms of tourism policy development?
2. **Yes**
3. Please explain your answer

**The municipality is always involved in every step of its tourism policy development and it is the one who knows challenges faced by people involved in tourism in its area.**

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

**None**

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

**Through appointing tourism consultants. They do research for the municipality officials and also for people involved in the tourism industry in our area.**

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

**Yes there are.**

1. Do you think that the Municipality is effective in tourism policy Implementation?

**No**

1. Please explain your answer

**Budget constraints are sometimes a problem to the implementation of tourism polices**

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

**Yes, I am involved**

1. If answer on the above is yes, can you please explain which ones and how?

**Tourism Sector Plan (LM tourism policy) is what we use to achieve tourism development projects and goals of the municipality.**

1. Are you aware of any by-laws in the LM municipality that regulate tourism?

**No**

1. If answer on the above is yes, can you please explain which ones and how?
2. Which organizations serve in your tourism bodies?

1. What is the role of the above mentioned organisation?
2. What processes do you follow in processing tourism resolutions?

**To call a meeting with tourism forums.**

1. Do you have any challenges with regards to following:
2. **Water Supply: Yes**
3. **Electricity: Yes**
4. **Waste removal: Yes**
5. **Basic service: Yes**
6. **Challenges and provisions on maintenance of public infrastructure: Yes**
7. Do you have any suggestions on how to improve on the effectiveness of Tourism Policy Implementation?

**Increase tourism sector budget of the municipality**

**Hiring qualified and experience tourism consultant**