**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:   If the leadership can put more efforts in Tourism Development like they do in agriculture, implementation of the policies can be much easier. The implementers must put more efforts in stakeholder integration because the main challenge in ORTDM Region. |  |  |

Please sign the consent form.

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

**Researchers**

|  | Name: | Surname: | Contact details: |
| --- | --- | --- | --- |
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| 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?
2. **National Diploma in Tourism Management**
3. Which local municipality (LM) do you work for?
4. **ORTDM**
5. What is your position at the district or LM?
6. **District Tourism manager**
7. Have you ever participated in tourism policy development?

**YES: I have participated in the Tourism Policies Development, though the municipality outsource most of the Policies our office is always part of all the processes, including to organize the inception meetings and participation of all relevant stakeholders.**

1. How long have you been involved in tourism policy development?
2. **More than 5 Years**
3. Explain your contribution towards tourism policy development?

**My contribution towards development of the tourism policies with ORTDM is as follows:**

* **Organize tourism stakeholder engagement to discuss the content of the proposed policy.**
* **During the municipal planning the Tourism section must make sure that the development of that intended policy appears in the IDP (Integrated development plan) and SDBIP (Service Delivery and budget implementation plan).**
* **Develop a Tender Document with the clear terms of reference and submit to HOD (Director-REDP: Economic and Developmental Planning).**
* **Once the developer appointed, tourism office organizes the engagement with the relevant stakeholders at least three inceptions meeting per policy development.**
* **Once all the stakeholders agreed upon the draft it’s the presented to council for its approval after process the document can be gazetted.**

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

**Yes, only if the document is part of planning for that particular financial year.**

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

**The budget is usually more R200 000.00, less than R500 000.00**

1. Which tourism legislative bodies, associations or forms are available in your municipality?
2. **Region tourism Organisation**
3. **Local tourism Organisations**
4. **Craft Association**
5. **Visual Artists Association**
6. **Tourist Guides Association**
7. **Life Savers Association**
8. **And some of the community activists**
9. **Woman in Tourism Chapter**

1. Which one of the following bodies do you participate in?
2. **Region tourism Organisation**
3. Which tourism policy do you implement in your DM/ LM?

**DM have a Tourism Planning Framework while Tourism Master Plans are implemented in the Local Municipality space.**

1. Are you involved in tourism policy development?
2. **No**

1. Please substantiate your answer.

**In a normal situation when Local Municipalities develop their policies they are suppose forward draft to the District for the inputs.**

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

**IDP processes that we follow are as follows:**

**Analysis: situational analysis of the district, the statement of problem and challenges.**

**Strategies: Development of vision and objectives of the district. Development of the relevant strategies -5 year plans that are reviewable on an annual basis and project identification.**

**Projects: analysis on the projects identified with clear outlined timeframes and budget needed and stakeholders involved for each project identified.**

**Integration: integration of all developmental plans in a formal document (IDP).**

**IDP and public precipitation: Consultation of all the relevant stakeholders in the form of the IDP Road shows, then the approval of IDP.**

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

**ORTDM have LED strategy and Tourism Planning Framework that is due for review**

1. What is the role of the district municipality in the development and implementation of tourism policies at the ORTDM?

* **The Municipality Offers the budget for the development and Implementation of the tourism plan.**
* **Monitoring and Evaluation is these plans.**
* **Create environment for stakeholder to meet and discuss Tourism Plans**

1. How would you describe your LM or district municipality relationship with other tourism stakeholders in municipality?

**There are challenges facing ORTDM when it comes to the stakeholder integration because of the following reasons: Negative**

* **There is a little or no integration between three spheres of Government.**
* **There is competition between the associations that hinder tourism development.**
* **Some of the members of the association are ginning for tender.**
* **Private sector usually does participate in the Tourism forums because of the length of the meetings.**

**Corrective measures**

* **DDM (District Development Model) is aimed at addressing stakeholder’s engagement issues.**
* **All the tourism associations are encouraged to affiliate under LTO’S /RTO/DTO.**
* **Private sector is encouraged to develop fundable strategies.**
* **Most of the meetings are hosted virtual**

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

* **Limited Budget to implement tourism policies.**
* **Limited political buy in in the tourism planning.**
* **Lack of clear strategies on how to develop economic infrastructure which hinder potential for investment.**
* **Land Claims**
* **Limited community consultation about tourism plans and its implementation**

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

**There are relevant tourism policies for the Municipality and when it’s time for reviewed, the policies are reviewed.**

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

**Government should develop polices together with implementation plans such as Feasibility studies and Fundable Business plans**.

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

**Facilitation of the Tourism stakeholders in the presses of Tourism policy development in the form of Tourism Forums and stakeholder engagement.**

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

**The involvement of the tourism planning and Implementation in forms of the Tourism awareness campaigns in traditional authorities.**

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

**Somewha**t

1. Please explain your answer

**There are always little actions done after the policies are developed**

1. Are you involved in the implementation of any tourism policies?
2. **Yes**
3. If answer on the above is yes, can you please explain which ones and how?

* **Tourism Planning Framework- Organizing of the stakeholders in facilitation of the Tourism Planning framework.**
* **Tourism Master Plan-N/A**
* **IDP-Development Strategic plans for IDP**
* **SDBIP-Development of projects for with attached budget.**
* **Development of the procurement plans and cash flows.**

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?

**Local Municipalities develop by laws**

1. Which organizations serve in your tourism bodies?

**Local Government**

**Private Sector**

**Communities**

**Provincial and Nations come there when there is a need.**

1. What is the role of the above mentioned organisation?

**To discuss challenges and come up with the relevant strategies**

1. What processes do you follow in processing tourism resolutions?

**Tourism awareness programs to share resolutions**

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

**To implement Tourism Policies effectively to address local economic development of the ORTDM components that need to be put together are proper research, Product development-(SMME), Transformation - (Technologically, Race and Gender), Investment on LED infrastructure (Access-Roads and network, Water, Sanitation and Electricity), Tourism Safety and Security, Market Access ,Brand positioning and reduction of land claims that hinder development when this happened in the process Government is supposed to create an enabling environment for private sector to drive tourism the main is make communities to benefit and boost local economy.**