**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. |  |  |
| 1. Comment: |  |  |

Please sign the consent form.

|  |  |
| --- | --- |
| Signature of participant  N. Gwadiso | Date: 2021/05/10 |

**Researchers**

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

| Contact person: Mr. Monwabisi Silwana | |
| --- | --- |
| Contact number: +27 60 379 0038 | Email: monwabisisilwana1@gmail.com |

**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?

**Degree**

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

**King Sabata Dalindyebo 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?

**More than 5 Years**

1. Explain your contribution towards tourism policy development?

**I am involved in the Identification of the need, identify who will lead responsibilities, gathering of information, Draft Policy, Consultation of relevant stakeholders, Finalize and approval of the Policy, Implementation of the policy and Evaluation.**

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

**Yes**

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

**+- R500 000.00**

1. Which tourism legislative bodies, associations or forms are available in your municipality?

**Local tourism Organisations**

1. Which one of the following bodies do you participate in?

**Region tourism Organisation**

**Local tourism Organisations**

1. Which tourism policy do you implement in your LM?

**KSD LED Strategy**

**KSD Tourism Sector Plan**

**KSD Film Making Policy**

1. Are you involved in tourism policy development?

**Yes**

1. Please substantiate your answer.
2. Are you involved in the IDP process of the municipality?

**Yes**

1. Please explain your involvement in IDP process?

**As Tourism Section we are involved in IDP Process as one need to capture tourism projects within the municipality and play an active role in social and human development**.

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

**Yes (KSD LM Tourism Sector Plan)**

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

**District Municipality ‘s role in the development and implementation of tourism policies is a promotion of local tourism for the area of the district,**

**Coordination of tourism and information.**

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

**The municipality can be able to create a conducive environment for tourism stakeholder to drive the mandate of tourism.**

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

* **Land Claims,**
* **Poor Infrastructure,**
* **Poor Safety,**
* **Political Interference,**
* **Limited/ Less Budget**

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

**Yes**

1. Please explain your answer

**Managed to attract some investors to invest within the area as a result there was an increase in jobs, higher quality of life for locals and an increase in wealth of an area.**

1. Do you have any suggestions on how to improve on the effectiveness of tourism policy Development?
2. What contributions are you currently making to tourism policy development and through what channels?

**Improvement of economic development spin offs through rates, business licencing, etc**

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

**To attract more tourists and Investors to come and invest within this area**

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

**Yes**

1. Please explain your answer

**The municipality guarantee and safeguard the effective standardisation of processes and practices within the respective tourism industry in which the policy is implemented.**

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

**Yes**

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

**KSD LM Tourism Sector Plan by developing it**

**KSD LM Film making policy by developing it**

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

**Yes**

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

**KSD LM Tourism Sector Plan**

1. Which organizations serve in your tourism bodies?

**Local Tourism Organization**

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

**To market and promote tourism products,**

**To drive the mandate of tourism**

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

The following processes are being followed when processing tourism resolutions:

* **Study the recognition and preparation,**
* **Setting of objectives and or goals for the strategy,**
* **Survey of existing data,**
* **Implementation of new surveys,**
* **Analysis of secondary and primary data,**
* **Initial policy and plan formulation,**
* **Recommendations, and**
* **Implementation and Evaluatio**n

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**

* **YES: all of them**

1. Do you have any suggestions on how to improve on the effectiveness of Tourism Policy Implementation?

**Address the above challenges**