**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 | Date |

**Researchers**

|  | Name: | Surname: | Contact details: |
| --- | --- | --- | --- |
|  | 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?

**Degree**

1. Which tourism association do you work for?

**Local Tourism Organisation**

1. What is your position at the tourism association?

**Chairperson of Nyandeni Local Tourism Organisation**

1. How long have you been involved in tourism policy development?
2. **More than 5 Years**
3. How would you describe your organisation's relationship with the district or LM municipality?

**It is very good but for years it has been hard so we had to fight for that relationship to work. At least now it is good but it can be better. Like we had a number of workshops with the local municipality and we have made them aware of the significance of the LTO. These are facilitated by ORTDM AND Chris Hani district municipality**.

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

* **Have issues surrounding awareness (lack of tourism awareness**
* **Sometimes there is water shortage in December (peak season) and this issue is been going on for years.**
* **Many Backpackers that are owned by Black people took many years without electricity**
* **There is an issue of transformation**
* **There is issues surrounding competency around the tourism industry which means understanding how the digital space can benefit the tourism industry**
* **When we raise the above issues, the municipality does not understand. Even the management itself does not understand creating an enable environment (there is an issue of access, providing infrastructure). We have talked about it many times but it falls on deaf ears.**
* **There is also an issue surrounding security, crime is rising and there is no intervention to contain.**
* **There is the issue of transformation for example the municipality is making deals with foreign cooperation’s instead of empowering black people or local entrepreneurs.**

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

**Somewhat they are.**

1. Please explain your answer

**The issue is that they cannot provide an enabling environment especially for black people. They don’t know what to do really so we go to workshops and workshops after workshops. They’ve gone to fund study after study you see. They need to develop especially in issues surrounding transformation and ensuring that they are providing an enabling environment. In general there is no seriousness about transformation. We understand that the municipality is not supposed to do business for us but they should provide an enable environment for us to prosper.**

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

**Yes, one of the important thing is that as the LTO we would like to be octomoms body so that as a stakeholder we can have more influence and more bargaining power when trying to influence policies.**

**So policies are there already and most policies are about responsible tourism but they have not been implemented yet. As we are marketing the area, we are marketing the culture of how to do tourism so that should be visible, encouraged and protected by the policies and by laws.**

**But in principle the policy was long been made, if the municipality can provide enable environment and the private sector must be transformed and tourism products must go to the local communities so that they can have money to hire each other.**

**There is need for integration with other sectors like agriculture and ICT and other sectors within or even health in such a way to improve tourism service. The department of labour must active and people must be allowed to join unions in the tourism sector. Policies are there, they need to be marketed so that everyone is aware and have clear concern of these policies.**

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

* **The channel that we use is the national department of tourism, DEDEA, DEAT and the department of tourism locally.**
* **We have been engaging on many levels, from local, district and national level.**
* **We have regular workshops with NDT where we discuss grading concerns and new marketing concepts as well as to help tour operators get off the ground and marketing from ECPTA who are trying to force us to succumb to their policies.**
* **So we cannot even move forward with certain implementation of policies like the registration of the LTO as an NPO without the approval of ECPTA. Many people who are not in the typical hospitality sector are not even aware that they are in the tourism value chain.**

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

**Yes, of course because we are raising our own funds, I went to the EU to raise funds. Our interests are inclined and we all want tourism to succeed as an economic sector.**

1. Do you think that the municipality is effective in tourism policy implementation?

**Yes of cause**

1. Please explain your answer

* **There is a lack of understanding of what the mandate is for example if you go to Indaba they just send whoever and they just there to take pictures.**
* **Well, they are becoming more and more effective but they are not effective enough and that is where we come in.**
* **LTO is there to run activities and programs for everyone instead of waiting for the government to implement these policies.**
* **Government is actively involved in tourism, you see a few days ago we had we went out for a hike to Lusikisiki with the municipalities but they did not provide transport or accommodation for the LTO’s.**

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?

**We have been involved before I even go here. For example tomorrow is the LED forum and many stakeholders are called to the municipality and then we engaged.**

1. Do you receive funding for this from the municipality?

**Yes, but it is not so much. For example Nyandeni has been receiving about 150 000.00 per annum and the district municipality has asked us to submit an action plan for 2021/ 22 so we have submitted that so that those approved activities will be funded.**

1. What is the funding allocated for?

* **Marketing,**
* **Tourism development,**
* **SMME support,**
* **Research (data collection)**
* **Acquiring technological infrastructure relative to tourism services**.

1. Do you have any challenges with regards to following?

* **Water Supply**
* **Electricity**
* **Waste removal is going to be a challenge if we don’t take serious**
* **Challenges and provisions on maintenance of infrastructure**
* **Having challenges on unpacking tourism product like making Hluleka a renowned tourist attraction**

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

* **Better Communication,**
* **There should be good strategy to create impulse and the excitement like; there is an excitement about Kruger National Park, Robben Island, King Shaka’s grave, so we need to spread that excitement to these unknown tourism products.**
* **Municipality needs to hire people who will focus solely on tourism marketing and branding.**
* **Municipality should support small scale back packers by providing electricity and clean water or create a borehole that will supplier these business with water. We make things so difficult make sure that the black is not being generated.**