**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/Workers* | 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:**

Municipalities are in the lowest level of government and it is where the actual implementation of tourism policies should be taking place.  The aim of this study is to determine government input and challenges that are associated with the tourism related policies in O.R Tambo District Municipality. In order to achieve the aim of this study, you are asked to participate and answer interview questions in relation to tourism related policies.

**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. You will be given a copy of this form on request.

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

**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. Which local municipality (LM) do you work for?
2. **Other? I don’t work for the municipality, but I work with the municipality on a private level (not working for the government). I am working for the district and local tourism organization.**
3. What is your highest level of education?
4. **Matric**
5. What is your position at the district or LM?
6. **Other? Tourism representative. Chairman of local and the district Tourism Organization**
7. How long have you been involved in tourism policy development?
8. **More than 5 Years? Starting in the hospitality sector in 2015, I was involved in the tourism committee in the business chamber since then**.

1. What has your contribution been in tourism policy development?

**Shaping local and the district tourism strategy because I am the chairman of both local and the district tourism organization**

1. Do you have a budget for tourism in a municipality, association or agency?

**No we don’t, we work with our own funds.**

1. What is the budget allocated for:

**Above question is not applicable to KSDLTO/ORTDMLTO because they work with their own funds. Asked a follow up question about the reason for not receiving funds. There is no valid reason for not receiving funds; he then told me that only lawyers have the knowledge and power to question government actions. Government acts as the father (head) so they choose what kind of support they give to their kids (LTO). Basically they have no authority to ask why they are not receiving funds.**

1. Which tourism structures are available in your municipality?
2. **Provincial Tourism Forum (ECPTA: within this forum there are guys who run specific regions, however they don’t specifically divulge this information. LTO only finds out at meetings that there are people in charge for specific regions.**
3. **Region tourism Forum**
4. **Local tourism Forum**

1. Which one of the above tourism structures do you participate in?

**Only involved in the Local tourism Forum. It is the government's discretion to involve LTO in their tourism forums.**

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

**It is a bit tricky to answer the above question because I do not know what each of the above policies entails. Let me paint our perspective of tourism to you, tourism goes from higher to lower level and where we operate is at the lowest level and what we do is the basic things. Tourism is not driven as a national necessity to create jobs. So what you find are people in the hospitality sector who are combined with the business chamber. The LTO is largely involved in guest houses, has none of the hotels and game parks, they are largely controlled by the ECPTA and the private sector. As you know that hotels were never in the hands of black people and they largely survive within chain brands because the more numbers you have the greater chances of your survival so we (LTO’s) don’t play in that space so I can’t be specific to any of the above policies. It is discussed at a higher level but never comes down to where we play. The above question is a loaded question. He suggests that the question must be specific to what LTO does. They also work with the grading council.**

**To show how under-resourced we are and the people who are grading our facilities are based in East London, that shows that we are not important enough to have these resources.**

1. Are you involved in tourism development and planning?
2. **Yes, they are involved at local level of governance**

1. Please explain your involvement in tourism development and planning?

**National tourism directs tourism in the country, so for it to move as one train with carriages we need to be packing the right way for tourist to enjoy and experience the offerings so we have been talking and trying to create packages that will be worthwhile for these tourists and tour operators, so that is our involvement and it is what we have been trying to discuss with ORTDM local municipalities. So it is a challenge. We are a rural district and we are okay that way. We are not trying to be an urban district but what you find is that there are no resources, there can be no tourism sector without resources, these resources must be specific to a rural district and there are not. All local LM’s have no tour operators, the only tour operator that exists is in East London and that is ECPTA and it works in that region (opportunity). One of the challenges is that people in the Eastern Cape do not understand adventure tourism and people in Western Cape do. There was a payoff line which says “Eastern Cape the adventure province” and people used to ask “what / where” these things you see. When we asked those who were involved in developing the payoff line, mentioned bungee jumping which is located close to Gqeberha formerly known as Port Elizabeth. So basically the strategy was developed by visitors, people who did not come from here as a matter of fact it was never taken off and people do not buy into it here. The Eastern Cape was broken into two parts (Ciskei and Transkei) by apartheid government and that rift hasn’t been healed yet, up until we get people who look beyond that, people are stuck in their own understanding and until we use the constitution and make this a selfless exercise we are not going to move beyond that. The municipality has been taught to milk cows not to feed cows. Local tourism operators need approval of the law and funding to take advantage of business opportunities.**

1. As the tourism person are you involved in the IDP process of the municipality?
2. **No**
3. Please explain your involvement in the IDP process?
4. Do you have tourism strategies in the municipality?

**Yes they have asked us about the projects we want to do, we have submitted those strategies to the district and LTO but none of them have liaised with us or implemented anything. Municipalities will deny if we ever submitted the aforementioned strategies.**

1. Have you ever participated in tourism policy development?

**Yes we were invited to attend two workshops facilitated by national tourism and they allowed us to give an input on what we would like to see develop as people in tourism. But with local / district no we never participated in tourism policy development.**

1. Please explain your participation.

**It was with national and you know national can only do so much because the district and local make up their own direction. National department of tourism is just there to advise so there is no platform for us to participate. You know there are quarterly forum meetings that are done in tourism? But it is not so much development in tourism, the aim is to inform us of what is to be done and how it is going to be done.**

1. Are you aware of any tourism by-laws in the municipality that regulate? Y**es & No**
2. **Tourism business legislation**
3. **Registration of tourist guides**
4. **Registration of tourism business**
5. **Zoning**
6. Please explain how these by laws operate

**All of the above is happening but it is upon individual initiative to get information. He said that there is no standardized way of decimating information. So some tourist guides took it up to themselves to go out and find out information. Not involved much because there is no clear law outline.**

1. When did the municipality develop and pass these by laws?

**No**

1. Which organizations serve in your tourism forums?
2. **Private sector( LTO) represent interests of the private sector**
3. **NGO: they are there on individual capacity**
4. What is the role of the above mentioned organisation?

**Private sector ( LTO) represent interests of the private sector**

**NGO: The NGOs that are there, they are there on a personal level. They have not been grouped in a way to entice them to see the value of being part of tourism, Until we do something like that this is not going to grow, at the moment we are working with what we have.**

1. What Issues are discussed in tourism forums?
2. **Product Development**
3. **Arts & Culture**

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

**LTO do not get invited in tourism forums. We see things happening in the tourism sector but we do not get invited in these forums**

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 challenges on provisions and maintenance of tourist attractions, public spaces, tourist information centers and museums?

**Yes we do have challenges with regards to the above. The local and district are largely incharge of the visitors information centre but there is no clear role on whose is incharge of the facility**

1. What are the operating hours of the aforementioned facilities?

**The museum opens from 08h00 to 17h00, the game parks differ slightly based on where they are but i am sorry to say that these are facilities that I have not personally visited to know how they operate time wise. I know of the museum because I have worked and visited them. I don’t know much about the game but I do know that they open on holidays but I am not sure about times. Also not sure if museums open on public holidays**

1. What is the municipality policy about the operating hours in tourist attractions, tourist information centers and museums?

**I cannot answer the above because I am not part of the inner workings of the above facilities.**

1. Who is responsible for the maintenance of tourism and parks?

**ECPTA is responsible for the maintenance of tourism and parks. When the researcher asked about their office, the respondent said that they moved twice and he is not sure where their offices are at the moment. He also expressed his feelings about the divisions in Eastern Cape. Based on his experience he feels like the district is being treated like a stepchild. He suggested that we start building tourism in the private sector**