**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. **Mhlontlo LM**
3. What is your highest level of education?

**National Diploma and Also in possession of a National Certificate in Small Business Management. Certificate in Managing Local Economic Development**

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

**Tourism manager**

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

**More than 5 Years?**

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

**I have not been directly involved in policy development, but in implementation. I have recently been given a project to develop signage and advertising policy so it is only now that I have started to be involved in policy development.**

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

**Yes we do have a budget allocated for tourism in our municipality and sometimes we do assist our tourism association with things that need a budget even though we dont give them hard cash money. Sometimes we have to cancel some programs due to insufficient funds, the budget is definitely not enough to cover everything. We give support to Local Tourism Associations for example; we take them to workshops, assist them in applying for advertising material, sometimes we do pay catering for them if they must be catered for when they go to events and expos.**

1. What is the budget allocated for:
2. **Marketing,**
3. **Tourism development,**
4. **Grant funding,**
5. **SMME support,**
6. **Research**
7. Which tourism structures are available in your municipality?

**Local tourism organisation and Mhlontlo Business (includes some of the tourism). They are considering to include the LTO to the business forum**

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

**Local tourism organisation**

1. Which tourism policies do you implement in your LM?
2. **White Paper on (uses this one a guide)**
3. **NTSS of 2017 ( taking some elements of it a guide)**
4. **Mhlontlo Tourism Master Plan**
5. Are you involved in tourism development and planning?
6. **Yes**

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

**As the tourism manager, I work with local tourist guides to identify existing and potential tourism products. Also seated with LTO and having seasons on what needs to be done in tourism development for example we have Mhlontlo Natural Reserve which houses the Tsitsa Falls Lodge. The development is continuous so we discuss (LTO) what needs to improve. Also sit with the district to contrast in terms of potential tourism products and on how we should go about developing them.**

1. As the tourism person are you involved in the IDP process of the municipality?
2. **No, the supervisor is direct involved in the IDP process**
3. Please explain your involvement in the IDP process?

**I am only involved when there is information that is needed about tourism, so I feed to the IDP. I do not know the whole process because the senior managers are the ones that are there. We are just requested for information**

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

**Mhlontlo Tourism Master Planning as well as the Identifying and naming of tourism Routes.**

1. Have you ever participated in tourism policy development?

**Not actively, it only recently**

1. Please explain your participation.
2. Are you aware of any tourism by-laws in the municipality that regulate?
3. **Registration of tourist guides**

1. Please explain how these by laws operate

**Tourist guides need to be registered, have bages, area of specialisation (nature, cultural or adventure based) and must operate in the area of jurisdiction if they are regional tourist guides.**

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

**The LM does not have by laws they are guided by nation policies**

1. Which organizations serve in your tourism forums?
2. **Private sector (LTO)**
3. **NGO (Mhlontlo Business Chamber)**
4. What is the role of the above mentioned organisation?

**The Private sector (LTO) is the sole owner of the association in guidences with Mhlontlo LM, They serve as directors of the organisation (set its rules and the direction). They lead fundraising and marketing campaigns for the organisation (general management and operations of the business).**

1. What Issues are discussed in tourism forums?
2. Product Development
3. Tourism Infrastructure
4. Contribution LED,
5. Arts & Culture
6. What processes do you follow in processing tourism resolutions?
7. Do you have any challenges with regards to following:
8. **Water Supply**
9. **Electricity**
10. **Waste removal**
11. **Basic service**
12. **Challenges and provisions on maintenance of public infrastructure**
13. Do you have any challenges on provisions and maintenance of tourist attractions, public spaces, tourist information centers and museums?

**There is an issue with regards to the maintenance of roads. Tsitsa Falls received quite a number of visitors in the past year and it has a tourism potential but they had to temporarily close it due COVID-19 concerns, the area was starting to depreciate and it was not making money. The reserve was constructed without a proper plan, the LM consulted with ECPTA and they will take over and run the place. Which means that they will be doing marketing and management of the reserve. He also mentioned that they need business orientated individuals who are profit driven to run the reserve that is why they will hand it over to the private sector. There is also a lack of support and interest in tourism but he is trying to get everyone to buy into from the LM. There is a lack of interest and political buy in. There is also an insufficient budget for tourism.**

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

**Tsitsa falls lodge is a 24 hours operated facility**

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

**The LM does not have museums and information centres as yet so they don't have a policy that talks about the operating hours in the aforementioned tourist facilities.**

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

**Infrastructure department, Town Planning and the Environmental Department. The Department of Publics for roads.**