**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: |
| --- | --- | --- | --- |
| 1. | 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 but not in Tourism**

1. Which tourism association do you work for?

**Local Tourism Organization**

1. What is your position at the tourism association?

Chairperson of Mhlontlo LTO

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

**I was never involved in the Tourism Policy Development**

1. How would you describe your organisations relationship with the district or LM municipality?

**Previous years the relationship with our Municipality was not in our favor but this year it seems as if the Tourism section is trying to keep in touch. Therefore, better connection with the Municipality is promising.**

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

* **Development and Implementation of Tourism policies is very weak e.g. in 2019 the Municipality promised to launch the LTO, but it never happened. Then it happened in 2020.**
* **In 2019 Tourism month was never observed. (That is insufficiency).**
* **Past years the LTO was not involved or taken into consideration. Though this year 2021 we see a slight improvement.**
* **Infrastructure to the areas of attraction is not good.**
* **Economy**

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

**Somewhat because, in previous years the effectiveness of TPD by the Municipality was not there. Only this year things seem to be effective (Only if they can practice what they say).**

1. Please explain your answer

Please refer to number 6

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

* **Officers need to follow and implement the TPD plan that they have for that particular year.**
* **Politicians and the Municipality need to support the SMME’s in order to improve and uplift the Tourism standards in our area, since this area has few areas of attraction which can attract tourists.**
* **The Municipality has to work hard to develop or improve the natural arears of attraction that are available in our area. Make them secured and more attraction**
* **The Municipality may even organize or develop the man-made tourists’ attractions to add on to the natural one (since the natural ones are few).**
* **A security forum is needed in our area for the safety of our tourists**

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

**I think it could be better if the District and Local Municipalities can merge their Tourism budget and decide together.**

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

**Yes**

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

**Somewhat**

1. Please explain your answer
2. Are you involved in the implementation of any tourism policies?

**No**

1. If answer on the above is yes, can you please explain which ones and how?
2. Do you receive funding for this from the municipality?

**No**

1. What is the funding allocated for?
2. **Marketing,**
3. **Tourism development,**
4. **SMME suppor**t,
5. **Research**
6. Do you have any challenges with regards to following?
7. **Water Supply**
8. **Waste removal**
9. **Challenges and provisions on maintenance of infrastructure**
10. Do you have any suggestions on how to improve the effectiveness of tourism policy implementation?

**I can see that the politicians are not taking tourism seriously whereas tourism can improve the economy in our area. On the other side Tourism Officers are there to do their work because most of them have studied tourism, but it seems as if the politicians are a stumbling block for e progress. Therefore, the Municipality needs to organise Tourism Awareness. There should be security in Tourism**