**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 development 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 development 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 perceptions of tourism stakeholders in the tourism policy development process.

* To determine stakeholders involvement in the tourism policy development process.
* 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?

**O.R.Tambo District Municipality**

1. What is your highest level of education?

**National Diploma**

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

**Tourism Officer**

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

**3- 5 Years**

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

**Facilitation for development of Tourism strategies e.g. O.R.Tambo TOURISM MASTER PLAN FRAMEWORK, implementation of key priorities stipulated in the document.**

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

**Yes but limited**

1. What is the budget allocated for:

**Marketing,**

**Research and Tourism development,**

**SMME support,**

**Tourism Awareness and Education**

**Arts and Craft development**

1. Which tourism structures are available in your municipality?

**Regional tourism Forum**

**Local tourism Forum**

**LED(Local Economic Development) Joint Sector Forum**

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

**Regional tourism Forum and LED Joint Sector Forum**

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

**White Paper on**

**NTSS of 2017**

**Constitution of the republic of South Africa**

**O.R.Tambo Tourism Master Plan Framework**

1. Are you involved in tourism development and planning?

**Yes**

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

**Drafting of tourism development program proposals**

**Facilitate implementation of tourism development programmes**

1. As the tourism person are you involved in the IDP process of the municipality?

**Yes**

1. Please explain your involvement in IDP process?

**IDP Road Shows, Strategic Planning sessions**

1. Do you have tourism strategies in the municipality?

**Yes**

1. Have you ever participated in tourism policy development?

**Yes**

1. Please explain your participation.

**Facilitation for the whole process for policy development until the final document gets approved i.e. from Terms of Reference, stakeholder engagement during development process etc.**

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

**Please Consult O.R.Tambo Local Municipalities that’s where bylaws are being developed, approved and operated**

1. Please explain how these by laws operate
2. When did the municipality develop and pass these by laws?
3. Which organizations serve in your tourism forums?

1. **Private sector ( all relevant tourism businesses)**
2. **Local Municipalities(Political Leadership, Senior Management and Officials)**
3. **District Municipality( Political Leadership, Senior Management and Officials)**
4. **Regional Government Offices and Agencies**
5. What is the role of the above mentioned organization?
6. **Private sector To drive tourism in the region**
7. **District municipality , Local Municipalities, Government Agencies should create a conducive environment in order for the private sector to drive**
8. What Issues are discussed in tourism forums?
9. **Product Development**
10. **Tourism Infrastructure**
11. **Contribution on LED,**
12. **Arts & Culture**

1. What processes do you follow in processing tourism resolutions?
2. **Report writing and submission to the HOD**
3. Do you have any challenges with regards to following:
4. **Water Supply**
5. **Electricity**
6. **Challenges and provisions on maintenance of public infrastructure**
7. Do you have any challenges on provisions and maintenance of tourist attraction, public spaces, tourist information centers and museums?
8. **Yes**
9. What are the operating hours of the aforementioned facilities?
10. **08h00-17h00**
11. Who is responsible for the maintenance of tourism and parks?
12. **Eastern Cape Parks and Tourism Agency**