**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.
 | X |  |
| 1. I understand what the research requires of me.
 | X |  |
| 1. I volunteer to take part in the research.
 | X |  |
| 1. I know that I can withdraw at any time.
 | X |  |
| 1. I understand that there will not be any form of discrimination against me as a result of my participation or non-participation.
 | X |  |
| 1. Comment:
 |  |  |

Please sign the consent form. You will be given a copy of this form on request.

|  |  |
| --- | --- |
| Signature of participant: | Date:24 April 2021 |

**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?
4. **Honors Degree in development studies and tourism is part of my supervision**
5. What is your position at the district or LM?
6. **Deputy director of Local Economic Development (LED)**
7. How long have you been involved in tourism policy development?
8. **More than 5 Years**

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

**He looked as I've already alluded to, the fact that the tourism is under my supervision of being involved in the development of Mhlontlo tourism Master Plan, which is the guiding document for the municipality in terms of tourism development.**

1. Do you have a budget for tourism in your local municipality?

**Yes there is budget allocated for tourism in the LM**

1. What is the budget allocated for:
2. **Marketing,**
3. **Tourism development,**
4. **Grant support for SMMEs**
5. Which tourism structures are available in your municipality?
6. **Only local tourism organisation**

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

**Local tourism forum**

1. Which tourism policies do you implement in your LM?
2. **Tourism Act no 3 of 2014**
3. **White Paper of 1996**
4. **NTSS of 2017**
5. **Constitution of the republic of South Africa**
6. Are you involved in tourism development and planning?
7. **Yes**

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

**We've got an imposing master plan, right? Correct? Which is in place and now we are busy implementing the Tourism master plan. Yes, I've said already that I was involved in the development of the document itself. Now we are currently focusing on the implementation of the Tourism Master plan. So oh I was involved in planning. I'm also involved in the implementation part of it, yeah!**

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

**Look, at Mhlontlo LM, Tourism is one of the key economic sectors of the local economy, right? Yeah, and as such, we always advocate for the Inclusion of tourism program. So ah, so I always make sure that the IDP reflects the tourism potential of the area. So that is my involvement in our integrated development plan. I don't only advocate for the inclusion of the tourism programs in the IDP, but I always make sure that there is a budget allocation for tourism as well.**

**We know how fortunate enough as the municipality because last year. We launched our LTO so on the side, so they are very good. They're very key in terms of inputting into the municipal IDP process. That's one. And you must invest in certain spots, as I have already Mhlontlo has got a beautiful tourist attraction or tourist destinations. And so everyone involved in the process is keen to save tourism, I mean tourism is one of the priority areas in terms of our IDP so we don't encounter any glitches or any kind of resistance here. There is buy in amongst tourism stakeholders.**

**When asked about the number of visitors in local tourist attractions, he mentioned that there is generally a lack of infrastructure and I could access roads to those tourist destinations and the municipality trying to address those.**

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

**Yes, there is a Mhlontlo Tourism Master**

1. Have you ever participated in tourism policy development?

**No, no, no except the plan or the strategy itself, not the policy as such.**

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

**Yeah no, let me be honest with you on this one.OK, we are a way of the by-laws that should be there to regulate tourism activities around the most. But so far, we don't have one and we are still working on the development of policies and bylaws around tourism and in other sectors of our economy.**

1. Please explain how these by laws operate
2. When did the municipality develop and pass these by laws?

1. Which organizations serve in your tourism forums?
2. **Traditional leader**
3. **Private sector**
4. What is the role of the above mentioned organisation?

**We usually invite additional leaders specifically from those areas that are tourist attractions, not necessarily all the traditional leaders, so we don't have a structure. Private sector is represented by the members of the local tourism association. Yeah, the involvement of traditional leaders is that they are custodians of the land where there are tourist destinations or attractions. So they are very key in terms of accessing them and so they have been playing a very important role as the land is concerned yes yeah, and of course they are community leaders so we must via the traditional leaders for us to have engagements with the local communities.**

**In as far as in as far as the private sector is consent. Yes, we're talking of accommodation facility owners like the B&Bs, guest houses and all of that. Taxi guys are also involved in transportation of tourists. You also get your owners of filling stations and all that so they play a very important role as they are key drivers of tourism in our area**.

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?

**Yeah, look in terms of our council structures we have got what we call a Local Economic Development Standing Committee as a political structure. So whatever resolutions are taken at the level of local tourism in the organization, you know we'll have to, we will have to find space and expressed in the discussions that are taking place at a standing committee level, you know. Then the Standing Committee takes the recommendations to the Executive Committee of the municipality up to the council for the final resolution. So those are the steps that followed in terms of taking tourism resolutions forward. In whatever ideas that there, they must get a political buy in otherwise they end up being frustrated. Getting a political buy in is very easy because there is a lot of rapport between access administration as well as output.**

1. Do you have any challenges with regards to following:
2. **Water Supply**
3. **Electricity**
4. **Challenges and provisions on maintenance of public infrastructure**
5. Do you have any challenges on provisions and maintenance of tourist attractions, public spaces, tourist information centers and museums?

**We have a challenge because there isn't that much of a budget towards that. But in terms of tourism information centers, we have decided to buy these containers instead of having buildings, you know. Yeah, so we are in the process of buying some and then in terms of museums we don't have one unfortunately. In addition, that there is a long term plan with regards to the supply of water, remember the president of the Republic, pronounced on the development of Mzimvubu Water project (Dam) as well as the premier of the province so with that in our plans. The challenge of water supply will be history as soon as those dams are constructed, so we won't have a challenge in terms of water supply. Then even in terms of electricity, part of the plan of Umzimvubu Dam is to have hydroelectric power that is going to be sourced from Tsitsa River so we won't have electricity issues, we will have electricity in abundance.**

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

**Yeah we don't have museums and we are in a process of getting these containers that will serve as Tourist Information Centers. Yeah, and after we've purchased them we would be able to allocate personnel, but so far, we don't have. We don’t have set hours at the reserve because we have security and a caretaker that is taking care of those facilities.**

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

 **Guests are allowed to get into the reserve at any time. So All in all, the municipality does not have any policy about the operating hours in tourist attractions.**

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

**It is the municipality through LED department**

**Recommendations / areas of improvement**

* **Address the question of infrastructure: T**
* **tourist destinations or attractions should be accessible.**
* **The question of marketing tourism is very key**
* **Gett local communities involved in tourism development (arts and craft).**
* **Product development of arts and culture ( sell uniqueness)**
* **Involvement of investors (diversify tourism products in Mhlontlo LM).**