

## DECLARATION

I, Rofhiwa Stein Khashane, declare that this Masters thesis, which is submitted to the Vaal University of Technology, is my own work and that it has not previously been submitted for academic examination towards any qualification. The work of other authors was acknowledged by referencing.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## **ABSTRACT**

Tourism is poised to play a greater role than ever before in terms of job creation, empowerment and economic growth, both on the global stage and in South Africa. In 2011, the tourism sector worldwide supported 258 million direct, indirect and induced employment opportunities. Community participation should be considered necessary to obtain community support, and the acceptance of tourism development projects, in addition, helps to ensure that the benefits (employment and/or entrepreneurships) are related to the local community's needs.

The main aim of the current study was to analyse the local communities' perceptions of the role and benefits of tourism in the protected areas concerned. The analysis was approached on the basis of surveying the local communities concerned. The quantitative approach adopted as the chosen research method ensured that the required descriptive statistics could be derived from the research material available. A non-probability sampling approach was used to collect the data involved. The study was conducted in two villages, Ka-Mhinga and Ka-Matiani, adjacent to the Kruger National Park.

Based on the results obtained, the surveyed community members of Ka-Mhinga and Ka-Matiani were found to share similar perceptions regarding the broader communities' participation in, and decision-making control of the tourism operations in the area. The female participants agreed significantly more strongly than did the male participants concerning which aspects impeded an appreciation of the benefits of tourism. Such agreement probably indicates that the female participants perceived themselves as being worse affected by tourism than were the male participants. The participants from the two villages who perceived themselves as being excluded from the managerial decisions taken agreed significantly more strongly with the exclusion factor than the participants who perceived themselves as having been included in the managerial decisions taken regarding the protected areas.

The results obtained in the present study indicate that the communities from the two villages receive minimal benefits from tourism. Some of the residents noted that they were not in receipt of what they had been promised when the Kruger National Park opened.

The participants from the above-mentioned villages agreed that the locals were not employed in the protected area, and that the tourism goods which were sold at the Punda Maria information centre were not produced by the local residents, as well as that the Park's management were influenced by nepotism in their employment of workers.

The study concluded that an education and training budget should be provided by both the government and the protected areas. The involvement of the communities adjacent to the Kruger National Park in tourism planning would be likely to promote their participation in, and their beneficiation from, tourism. The community residents of Ka-Mhinga and Ka-Matiani should form part of the related control processes and decision-making, so as to improve the level of benefits obtained from tourism, which would enable them to enjoy the benefits of the Kruger National Park. Despite the study revealing the benefits of tourism gleaned by the two villages, engaging in an increased number of initiatives is likely to elicit even more benefits, with all the investors participating in the operation, execution, monitoring, and management of tourism activities as a form of collaboration.

**Keywords:** tourism, protected areas, communities' roles and benefits, tourism development, Kruger National Park.

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## **LIST OF ACRONYMS**

ANOVA	Analysis of variance
CBT	Community-based tourism
HCCF	Hlanganani Conservation Committee Forum
HCF	Hlanganani Community Forum
KMO	Kaiser-Meyer-Olkin
MSA	measure of sampling adequacy
NDT	National Department of Tourism
PCA	principal component analysis
SANParks	South African National Parks
SPSS	Statistical Package for Social Sciences
UNDP	United Nations World Tourism Organisation
UNWTO	United Nations World Tourism Organisation
UNWTOL	United Nations World Tourism Organisation in Lesotho
WTO	World Tourism Organisation

# **CHAPTER ONE**

## **ORIENTATION OF THE RESEARCH**

### **1.1 INTRODUCTION**

Tourism is poised to play a greater role than ever before in terms of job creation, empowerment and economic growth, both on the global stage and in South Africa. In relation to the above, in 2011, the tourism sector worldwide supported 258 million direct, indirect and induced employment opportunities (Leigh & Blakely 2016:4). Rural tourism and community-based tourism (CBT), which share the available community resources in the protected areas, should promote community participation. Community participation should be considered necessary to obtain community support, and the acceptance of tourism development projects as well helps to ensure that the benefits are related to the local community's needs (Mensah 2017:81).

The local community should form a participatory group in terms of tourism for a number of reasons. Communities are more likely to know what could/might and what could/might not work under local conditions. Community participation, which can facilitate the democratisation process, has the potential to increase awareness of, and interest in, both local and regional issues (Mensah 2017:81). The recent attention paid to, and the amount of emphasis placed on, environmental considerations has led to the development of many protected areas (Carter 2018). Protected areas that are developed in, and around, existing communities should be able to create economic opportunities and sociocultural benefits, and to promote environmental responsibility for communities in relation to the triple bottom-line (Manente, Minghetti & Mingotto 2015:307).

The distinguishing characteristic of the above-mentioned approach is the focus on the responsibility of the role players in the tourism sector, at the destination (i.e. the protected area), which entails taking action to achieve sustainable tourism development (Frey & George 2010:621).

## **1.2 BACKGROUND TO THE STUDY**

Tourism is one of the most effective ways of redistributing wealth. It brings income into a community that would otherwise not be earned by the community concerned. Members of the local community may be employed directly in the protected area as tour guides, cleaners, receptionists, or managers, or in such supporting industries as retail supplies or food and beverages production. Their employment is likely to lead to increased spending within the community involved, with tourism businesses either directly or indirectly promoting the viability of the local businesses concerned (Ardahaey 2011:206). Furthermore, some other benefits that local communities could consider are identified by the World Tourism Organisation as being the empowerment of young people, women and local ethnic minority groups, and the provision of new markets for such local products, handicrafts and arts (Nyaupane & Poudel 2011:1344). Protected areas may generate considerable revenue, with some of the revenue being used for the maintenance of biological diversity, and the rest being ploughed back into the communities that live in, or around, the natural or protected area (Scherr & Sthapit 2009).

Economic benefits not only come in the form of revenue, but they also include entrepreneurial and other skills at an ecotourism destination that generate much-needed hard currency (Sentle 2014:77). The economic benefits of tourism also contribute to foreign exchange earnings, increased balance of payments, improved economic structures, and the encouragement of entrepreneurial activities (Vanhove 2017:36). According to Snyman (2013:658), some such revenue should be channelled towards creating employment for members of the local communities around the Kruger National Park. Dupuy (2014:200) confirms that it is not only the revenue from the protected areas that should empower the community socio-economically, but that the entrepreneurial opportunities granted to members of the local communities should, likewise, be empowering.

The economic benefits that are gained thereby usually include the contributions that are made to the local economy, as well as job creation (Mason 2008:37). The support for



tourism that is provided by the local communities is based upon perceived benefits, such as increasing the income, the employment opportunities, and the education of the local communities, which are the most important ways to enhance their abilities to access the benefits of tourism development (Sebele 2010). However, local communities might have strongly negative views of tourism, in terms of it potentially leading to an increase in the prices of goods and services (Tkalec & Vizek 2016:93).

The local communities that live adjacent to national parks should also benefit from their involvement in sociocultural activities, which foster the appreciation of their host culture among outsiders, and which serve to encourage the development of their cultural assets, including dance, customs, handicrafts, architecture, food, and theatre (Frost & Laing 2013:67). Tourism developers should promote a form of tourism that respects the local society, culture and heritage. Negative sociocultural impacts may include the loss of cultural identity, particularly when the tourists are from the developed world, and the hosts are located in a developing country (Mason 2008:37). Yang (2011:561) states that the accessing of socio-economic benefits by cultural centres could lead to the revival of traditional art. The parks, which are often major tourist attractions, tend mostly promote local culture (Luck & Kirstges 2002:166). The local communities should benefit from the protected areas, which should, inevitably, lead to the development of a sense of environmental responsibility.

National and provincial conservation agencies play an important role in developing and managing state conservation land for tourism purposes, as a form of environmental responsibility. The idea that ecotourism could provide the incentive for conservation through the establishment of a system of national parks has long been held. The Tourism Master plan of the United Nations Development Programme and the United Nations World Tourism Organization in Lesotho (Tovmasyan 2016:429) states that the mission of rural tourism is to ensure the growth of levels of public awareness regarding the values of the available resources, as well as the facilitation of community and public access to

the site in question, and the provision of appropriate services, including opportunities for interpretation, research and education. The Master Plan in question also stresses that the purveyors of tourism should seek to ensure the effective integration of the protected area system into the different social, economic and environment spheres, and the promotion of sustainable lifestyles and land use among, and by, the communities living adjacent to the protected areas.

Recognising the importance of community participation/involvement in tourism management in order to benefit from protected areas, the aim of the present study is analyses the communities' perceptions of their role in, and the benefits to be gained from, the protected area concerned. The participants in this study were the local communities from Ka-Mhinga and Ka-Matiani, pertaining to the prevailing problem.

### **1.3 PROBLEM STATEMENT**

The community-based tourism planning method adheres to the fundamental principles of encouraging the local residents to participate in the planning process, and of enabling them to exchange information, and opinions, with the relevant planners (Andriotis 2012:73). Kruger National Park is highly dependent on the goodwill and cooperation of the host communities concerned. Appropriate planning for tourism in terms of the destination communities, and the involvement of the local communities, should foster their warm reception of tourists.

To generate such goodwill, the host communities need to participate in the tourism development decision-making process, with them being able to identify the tangible benefits that can be gleaned from the arrival of tourists in their community (Rumbles 2018). Additional benefits to be gained from the conservation measures employed within the protected area should still be delivered to the local people, so as to enable them to participate effectively in such tourism.

Currently, the communities of Ka-Matiani and Ka-Mhinga have received limited benefits from the presence of the Kruger National Park in their midst. There is minimal involvement in, nor beneficiation from, the protected area, in terms of employment, access to operation and management of the Park. The prevailing levels of unemployment and poverty are high, and the local communities are neither allowed to collect firewood, nor medical herbs, from within the Park (Mabunda 2004). Mabunda (2004) argues further that, until now, the Park-related concerns of the adjacent communities have revolved around economic and employment benefits, poverty, and natural resources utilisation. The Ka-Matiani and Ka-Mhinga communities remain excluded from any tourism activities taking place within the protected area. The local communities are not involved in the relevant decision-making processes, with the Park authorities tending to suspect the adjacent communities of involvement in poaching activities (Spenceley 2008:285).

#### **1.4 MOTIVATION FOR THE STUDY**

A protected area is increasingly seen as a key community tool, with the recognition of its economic contribution being attributable to its ability to bolster stagnating economies, as well as to unify local community residents (Strickland-Munro & Moore 2014:10). According to Mwiru (2015), community participation in development paves the way for the implementation of principles of sustainable tourism development, as well as improving opportunities for the local people to gain more benefits than they might otherwise have done from the tourism development taking place in their localities.

Research on communities' perceptions on the role and benefits of tourism is well-presented in tourism journals, but few deal with communities adjacent to Kruger National Park. This study aims to produce articles that specifically deal with communities' roles and benefits in communities adjacent to protected areas, with specific reference to the above-mentioned Park. In relation to the above, CBT has become increasingly popular, because it can provide economic benefits to residents, as well as a high-quality experience for visitors (Shrestha, Stein & Clark 2007). According to Garau (2015:6412), tourism has two major goals, namely to respect the local cultures, identities, traditions,

and heritage, as well as to be socially sustainable. The latter goal requires sharing, in terms of socio-economic benefits, and fostering of participation in tourism operations, in the local control and management of the available resources.

This study contributes to the existing knowledge on the communities' role in and benefit from tourism. The results of this could also help authorities, government officials and Kruger National Park management with decision-making in terms of communities' roles and benefits of tourism. Therefore, the study also adds a value to tourism research about protected areas, providing information for both the government and academics to enhance community involvement and participation in tourism for communities to benefit from tourism.

### **1.5 OBJECTIVES OF THE STUDY**

The main aim of the current study is to analyse the local communities' perceptions of the role and benefits of tourism in the protected areas concerned, among the community members of the Ka-Mhinga and Ka-Matiani villages. To achieve the main objective, the following secondary objectives required attention:

- To analyse the perceptions of the role and benefit of tourism in the protected areas by means of an in-depth literature review.
- To examine the perceptions of the role of tourism in relation to the Kruger National Park;
- To assess the benefits of tourism in relation to the Kruger National Park;
- To draw conclusions about, and to make recommendations regarding, the communities' role in, and the benefits to be gained from the protected areas.

### **1.6 RESEARCH QUESTIONS**

So as to achieve the broad objectives of the study, the following research questions were investigated regarding the above-mentioned community roles and benefits:

- What are the perceptions of the local communities' role in the operation or management of the Kruger National Park?
- What are the local communities' perceptions regarding the benefits that they can gain from the Kruger National Park?

The following section discusses the research design and methodology employed in the current study.

## **1.7 RESEARCH DESIGN AND METHODOLOGY**

The following elements of the research design and methodology for the current study are outlined below: the research design; the administration of the study; the population; the sampling and description of the sample; the method of data collection; and the data analysis.

### **1.7.1 Research design**

There are two types of research approaches that the researcher could utilise when conducting research, namely qualitative and quantitative research approaches. Quantitative approach is an approach for testing different variables and the relationships between them while qualitative approach is an approach that involves collecting information that is more detailed from a smaller number of people (Creswell 2014:4). For this study, quantitative approach was used. The main advantage of using quantitative approach is that a wide range of statistical tests are available for analysing data (Bordens & Abbott 2011:235). Several similar studies conducted by researchers on this topic have also used a quantitative approach (Harun, 2018, Canalejo, Tabales, & Canizares 2016, Chilli 2015), which support the utilisation of quantitative approach in this study.

The researcher used descriptive research design. Descriptive research is designed to depict the participants in an accurate way (Creswell 2014:14). Descriptive research aims to provide the causes of an event. It answers questions relating to who, what, when,

where and how (Offredy & Vickers 2010:48). Descriptive research also focuses on providing accurate descriptions (Johnson & Christensen 2012:366). Descriptive statistics summarizes the general nature of the data obtained (Leedy & Ormrod 2013:10). The advantage of a descriptive statistic design is to provide a numeric description of perceptions, attitude or opinions of a population. The study was based on in-depth literature review on perceptions on the role and benefits of tourism in the protected areas a followed by empirical study. So as to determine the perceptions of Ka-Mhinga and Ka-Matiani villagers regarding the role to be played in, and the benefits to be gained from, tourism conducted in protected areas, the researcher used descriptive research to analyse their perceptions, and to summarise and organise the data obtained collectively, so as to achieve an insightful outcome for the study (Amuquandoh 2010:229).

### **1.7.2 Administration of the study**

The permission to undertake the study in the area of concern was obtained from the relevant chiefs, and from the conservation committee forum (consisting of community representatives) in February 2017. They were informed of the survey related to the perceptions regarding the role of, and the benefits to be gained from tourism in protected areas. The survey was conducted in the two villages of Ka-Mhinga and Ka-Matiani, which are situated adjacent to the Kruger National Park. The questionnaires were personally dispersed by the researcher between May and June 2017 to the local residents of the two villages mentioned above, using a face to face technique. The questionnaire took 15 minutes to complete. All the questionnaires were completed, collected, and numbered in order before data entry. The aforementioned permission was obtained, with the researcher concerned being able to access the relevant study areas with ease. Once the questionnaire was designed, pre-tested and amended, it was ready to collect data. This final stage is called administering the questionnaire (Saunders, Lewis & Thornhill 2009:395). The researcher administered questionnaires to the local community members whom were willing to complete it.

### **1.7.3 Population**

According to Florczak and Kristine (2011:202), a population is the entire set of cases in which a researcher is interested who are potentially available as participants. In the case of the current study, the population consisted of the community members of Ka-Mhinga and Ka-Matiani villages. The local communities from the villages that are adjacent to the protected area concerned are likely to be the most affected by daily operations and management of the Park. According to Stats SA (2015), the total population number of Ka-Mhinga village was 1445, with the total population number of Ka-Matiani village being 849, at the time of the current study ([www.statssa.gov.za](http://www.statssa.gov.za)). The participants who took part in the current study comprised of local community members from the two villages mentioned above.

### **1.7.4 Sampling and a description of the sample**

Altinay and Paraskevas (2008:89) state that sampling is the process by means of which researchers select a representative subset from, or a part of, the total population that is to be studied for the drawing of conclusions regarding the entire population. Sampling entails learning about a population on the basis of a sample that it is drawn from, with there being two broad categories of sampling techniques, namely probability and non-probability sampling (Florczak & Kristine 2011:202). The key feature of non-probability convenience sampling is that the items that are chosen for the sample are not chosen randomly, for the sake of the study at hand (Clark, Riley, Wilkie & Wood 1998:85). Convenience sampling was used in the case of the community members from Ka-Mhinga and Ka-Matiani, thus any individual who was willing to participate in this study.

For the purpose of the current study, five hundred (500) questionnaires were distributed to community members of the two villages and 463 questionnaires were completed and collected. This represents response rate of 93%. A sample of five hundred (500) was sufficient for this study. Researchers have been considering sufficient response rates. In tourism studies survey with only 30 percent rates are regularly reported in the research

but according to Veal (2006:241) questions should be raised as to their validity when 70 per cent of the target sample is not represented.

### **1.7.5 Method of data collection**

The required data were collected by means of the quantitative method. Quantitative approach involves numbers of respondents together with findings and interpretation used to establish interrelationships amongst variables in frequencies and percentages. According to Leedy and Ormrod (2013:100) a quantitative approach is used when the study is designed to determine the frequency and distribution of certain characteristics in a population and where the data collected can be expressed in numbers and analysed using statistical procedures. The quantitative approach used allowed the researcher to base his research on the theory of perceptions of the role and benefits of tourism in protected areas. The data gathered came from a pool of participants with varied characteristics. The Statistical Package for Social Sciences (SPSS 21.0) was used to capture multiple variables simultaneously. Due to its ability to facilitate the obtaining of many findings within a relatively short space of time, it is a cost-effective tool to use in such a context (Sedgwick 2014:2). The empirical evidence collected was analysed so as either to accept, or to refute, the theory regarding the perceptions of the role played in, and of the benefits to be gained from, the conducting of tourism in protected areas.

The questionnaire used in this study was developed based on the literature review on the perceptions of communities regarding the role and benefits to be gained from protected areas. Alsyouf (2009:215) recommend that to guarantee a high degree of content and construct validity, the questionnaire can be developed based on the appropriate theory and the literature review. The questionnaire consisted of a cover page, four sections and 45 questions regarding participants' occupation and other general information. A questionnaire (survey) assisted the researcher to obtain detailed data regarding such perceptions on the role played in, and the benefits to be gained from the tourism through protected areas, refer to Appendix 2.



### **1.7.6 Data analysis**

According to Cooper and Schindler (1998:78), data analysis involves reducing the amount of accumulated data to a manageable size, so as to develop summaries, to determine patterns, and to apply statistical techniques. For the purpose of the current study, as has already been stated, the quantitative data were analysed using SPSS software. The local communities' perceptions of the role and benefits of tourism in protected areas was analysed by means of the use of descriptive statistics, factor analysis, and the analysis of variance (ANOVA). Factor analysis is a procedure that is primarily used for data reduction and summarisation (Hair, Black, Basin, Anderson & Tatham 1998:134). A one-way ANOVA was applied to investigate the local communities' perceptions of the role and benefits of tourism in the protected areas (Malhotra 2010:531).

### **1.8 DELIMITATIONS OF THE STUDY**

The current study investigated the local communities' perceptions of the role and benefits applicable in protected areas. The study was conducted in only two villages, named Ka-Mhinga and Ka-Matiani, which reside under the Collins Chabane Municipality. The participants were members of the local rural communities, such as chiefs, traditional leaders, and members of Hlanganani Community Forum (HCF), since they were knowledgeable about the area, and about what was expected of tourism. In Ka-Mhinga, the study was delimited to 241 local community members, including the chief and 17 HCF members. In Ka-Matiani, the study was delimited to 222 local community members, including the chief and four traditional leaders. The study did not include the management and staff members of the Kruger National Park. The different concepts employed in the current study are discussed in the following section.

### **1.9 DEFINITIONS OF CONCEPTS**

The following concepts are defined below: perception; tourism development; planning; sustainable tourism; and protected areas.

### **1.9.1 Perception**

Cantalops and Salvi (2014:51) state that perception is the process in terms of which individuals interpret the information that is available to them, with the result that they develop particular opinions about, and attitudes towards, tourism offerings and destinations. According to Reisinger and Turner (2003), perceptions represent the process by which meaning is attributed to an object, event, or person encountered in the environment.

### **1.9.2 Tourism development**

Tourism development is generally recognised as concerning all the stages that are involved in the planning, managing and organising of all the tourism activities that take place at a destination (Liu, 2003:459). Furthermore, tourism development is defined as planning and implementation of strategies with the objective to develop the tourism sector (Dredge & Jamal 2015:285)

### **1.9.3 Planning**

Planning involves organising the future so as to achieve certain ends. Therefore, planning optimises and balances the economic, environmental and social benefits of tourism, with the equitable distribution of such benefits to the society concerned, while minimising any possible problems relating to tourism (Jiang, DeLacy, Mkiramweni & Harrison 2011:1181). Planning is concerned with anticipating and regulating change in a system to promote orderly development so as to increase the social, economic and environmental benefits of the development process (Akrofi, Avogo, & Wedam 2019:28)

### **1.9.4 Sustainable tourism**

Any development that meets the needs of the present tourists and the host regions, while protecting and enhancing opportunities for the future generation, can be seen as a form of sustainable tourism (Sabbaghi & Tabibian 2015:257). Furthermore, sustainable tourism can be defined as tourism that takes full account of its current and future

economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities (Saarinen 2014:17).

### **1.9.5 Protected areas**

Protected areas are areas of land and/or sea that are especially dedicated to the protection and maintenance of biological diversity, as well as of natural and associated cultural resources. They are managed through legal or other effective means (Belsoy, Korir & Yego 2012:64). Protected area is a clearly defined geographical space, recognised, dedicated and managed, through legal or other effective means, to achieve the long-term conservation of nature with associated ecosystem services and cultural values (Cole & Preacher 2014:300).

## **1.10 CHAPTER LAYOUT**

### **Chapter One: Introduction to the study**

This chapter discussed the background to the study and the problem statement, as well as the rationale and the motivation for the study. The research objectives and research questions were also stated. The chapter also conferred the research methodology, and the delimitation for the study. The chapter defined the concepts involved and provides the structure of the research.

### **Chapter Two: The impact of tourism on the protected areas in South Africa**

Chapter Two consists of the conceptual overview of literature, which is relevant to the impact of tourism on protected areas, ecotourism, the Kruger National Park, the impact of tourism in rural areas.

### **Chapter Three: Perceptions of the role played, and the benefits gained, by communities from protected areas**

Chapter Three reviews the literature on the community perceptions of, and the attitudes towards, the protected areas. The chapter also deals with the community benefits gained

from the protected areas. Furthermore, this chapter also deals with the environmental benefits, social benefits, and the community roles in the protected areas.

#### **Chapter Four: Research design and methodology**

The nature of the research methodology and design employed are explained in this chapter. The chapter also clarifies the sampling framework of the study. The concept and use of the quantitative approach in the research are described. The analysis of data is also highlighted in the chapter.

#### **Chapter Five: Results and interpretation**

In this chapter, the main results from the survey are discussed and presented in the form of figures, tables, graphs, and charts. In reporting how, the results found satisfied the research question asked as to what the local communities' perceptions of the role and benefits of tourism in the protected areas were, comparisons will be drawn with the outcomes of similar studies done in the past.

#### **Chapter Six: Conclusion and recommendations**

The chapter presents the conclusions, the findings of the study, and the recommendations that were made with regard to the local communities' perceptions of the role and benefits of tourism in the protected areas. Furthermore, this chapter provides the basis and direction for future research. The limitations of the study are also indicated in the chapter.

### **1.11 CONCLUSION**

This chapter, concentrated on the purpose of the study, clarified the problem statement, and the motivation of the study. The main aims and objectives of the study were also identified in this chapter. The chapter also displays the definition of concepts and the structure of the research. The chapter also provided a brief overview of the research

methodology used. Lastly, the research structure was given to indicate the development of thought in the following chapters.

## **CHAPTER TWO**

### **THE IMPACT OF TOURISM ON THE PROTECTED AREAS IN SOUTH AFRICA**

#### **2.1 INTRODUCTION**

Tourism in South Africa is one of the most effective ways of redistributing the wealth that is available in the country. Tourism to areas of natural beauty has lately been seen as one of the fastest growing activities in many countries around the world. Known by numerous names, including ecotourism, green tourism, and agritourism. Such tourism is expected to continue increasing in extent well into the twenty-first century (Conway & Timms 2010:329). The Kruger National Park, South Africa's leading national park, receives 1.4 million tourists annually (Ferreira & Harmse 2014:16).

The current chapter seeks to address the impacts of tourism on the protected areas such as the Kruger National Park in South Africa. It is important to analyse the impacts of tourism on protected areas. Tourists and tourism development always come with impacts and that these impacts can be both positive and negative for destination area and local communities (Saarinen 2010:714). Over the past decades, many communities have been encouraged to incorporate tourism into their economic development as a potential basic industry providing employment opportunities, income and economic diversity (Crotts & Holland 1993:112). Negative socio-cultural impacts may include the loss of cultural identity, particularly when tourists are from the developed world and the hosts are in a developing country (Mason 2008:36). This chapter also discusses the literature review of the sustainable tourism within the protected areas.

#### **2.2 AN OVERVIEW OF TOURISM IN SOUTH AFRICA**

The tourism industry, which is one of the world's fastest developing industries, is a major source of foreign exchange earnings for many developing nations (Bassey 2011:206). The growth of the industry marks it as being one of the greatest financial and societal phenomena of the past century (Jayne 2017:102). In the present century, tourism is poised to play a greater role than ever before in terms of job creation, empowerment and economic growth, both on the global stage and in South Africa. In relation to the above,

in 2011, the tourism sector, worldwide, supported 258 million direct, indirect and induced employment opportunities (Mansour, & Tremblay 2016:1778). According to Statistics South Africa (Stats SA) (2016) tourism contributed R118 928 million (3%) to the South African Gross Domestic Product (GDP) and has created more than 700 000 direct employment opportunities. Tourism in South Africa is one of the most effective ways of redistributing the wealth that is available in the country. The industry brings income into a community that would otherwise not be earned by the community concerned. Members of the local community may be employed directly in the protected area as tour guides, cleaners, receptionists, or managers, or in such supporting industries as retail supplies, or food and beverage production. Some other benefits that the local communities could consider are identified by the World Tourism Organization (WTO) as being the empowerment of young people, women and the local ethnic minority groups, and the provision of new markets for local products, handicrafts and arts (Sandbrook & Adams 2012:915). Kruger National Park should comply with the aims of WTO of empowering local communities especially youth and women through tourism.

### **2.3 THE ROLE OF PROTECTED AREAS**

South African National Parks (SANParks) was established in terms of the National Environmental Management: Protected Areas Act, 2003 (Act No. 57 of 2003) (Swemmer & Taljaard 2011:205). To protect the biodiversity on which the future of tourism in SANParks depends, the body practises a policy framework as a guideline to the sustainable management of the protected areas (Trzyna 2014:39). The policy leads to the execution of the best practicable and environmentally friendly decisions (SANParks 2006:29). Management plans and policies are developed by SANParks to guarantee that management decisions are guided by environmental concerns by way of such execution principles as: the purchasing and procuring of eco-friendly products and materials; the minimising and preventing of waste; the conservative use of such precious resources as water; and the use of sustainable energy (Mangope 2015).

Furthermore, SANParks plays a significant role in the promotion of South African tourism, as targeted both in the domestic and in the international markets (Kruger, Saayman & Saayman 2010:137). SANParks also focuses on building strategic partnerships at international, national, and local level, in terms of backing the conservation of the natural and cultural heritage of South Africa. Furthermore, SANParks ensures that South Africans participate, and become involved in, biodiversity initiatives, and that all its operations have a synergistic existence together with the adjacent communities for their mutual socio-economic and educational benefit.

### **2.3.1 Strategic direction of SANParks**

The strategic direction of SANParks over the next five years will focus on the following objectives: enhancing the organisational reputation by bringing trust, transparency, and confidence to stakeholders, and positioning the organisation as an ultimate brand to be associated with growing community support and with providing access and benefit-sharing regarding the shared resources; and promoting tourism that works to protect the environment and to benefit local the cultures and communities, and also to improve the state of the conservation estate through informed park planning, development and effective biodiversity monitoring (Municipality 2010). Singh (2011:1185) argues that tourism provides conservation with a firm economic justification, in terms of it supplying a means of building support for conservation, as well as a source of revenue. The more that the communities concerned benefit from the environment, the more sustainability will be in place.

### **2.3.2 Biological conservation**

Protected areas form the basis of biological conservation. A protected area is a clearly defined geographical space that is recognised, dedicated and managed, through law (in terms of the International Union for Conservation of Nature), or other effective means, so as to achieve the long-term conservation of nature with the associated ecosystem services and cultural values (Primack 2018:341). One simple goal for a systemic plan for the protected areas is to protect, develop and maintain representative samples of various



biotopes efficiently, in the areas where they are located (Volis & Blecher 2010:2441). Even though the protected areas have usually been set aside from human exploitation, it is now increasingly recognised that they should also play a role in sustaining the income of the adjacent local communities (Walker & Salt 2012:227). The protected areas must be protected for the benefit of present and future generations, although the ways of ensuring such protection are open to debate (Dahlberg 2005; Charnley, Fischer, Fischer & Jones 2007; South Africa. Department of Environmental Affairs 2016).

Protected areas are constantly attracting people, with a growing number of visitors seeking authentic, inspiring and transformational experiences in nature. Nature-based tourism is beneficial to individuals, regions and countries, if it is planned, developed and managed responsibly. Protected areas are attractive to tourists, because their protected status helps to ensure that they maintain their naturalness (Drumm 2008:782). The Kruger National Park is an example of a protected area that is attractive to both domestic and international tourists. Such areas usually are marked by exceptional natural qualities, with their designation as protected national parks conferring a special status (Newsome, Dowling & Moore 2013). Protected areas may generate a considerable amount of revenue, with some of it being used for the maintenance of biological diversity, and with the rest being ploughed back into the communities that live in, or around, the natural, or protected, area (Carley, Pasternack, Wyrick, Barker, Bratovich, Massa, Reedy & Johnson 2012:224).

### **2.3.3 Ecotourism**

Tourism to areas of natural beauty has lately been seen as one of the fastest growing activities in many countries around the world, with such tourism being expected to continue increasing in extent well into the twenty-first century (Conway & Timms 2010:329). The brand of tourism concerned also includes celebrating, and sharing with visitors, the uniqueness and diversity of different cultures in the areas visited (Tveit 2005). Since its promotion by international and non-government organisations during the 1960s and the 1970s, ecotourism has now been approved as being one of several key economic

growth strategies by many less industrialised countries (Roe, Leader-William & Dalai-Clayton 1997). Ecotourism in the comparatively poor countries, in particular, has been seen as a way of attracting visitors from the wealthier countries, so as to boost the former's foreign exchange earnings (Stats SA 2016).

Regmi and Walter (2016:51) define ecotourism as “responsible travel to natural areas that conserves the environment and improves the well-being of local people”. This means that those who implement, and participate in, ecotourism activities should follow the standards relating to the following: the minimisation of impact; the building of environmental and cultural awareness and respect; the providing of experiences for both visitors and hosts, of direct financial benefits for conservation, and of financial benefits to empower local communities; the raising of sensitivity levels to host countries' political, environmental and social climate; and the supporting of international human rights and labour agreements (Regmi & Walter 2016:51).

According to Sefidi, Tabibian and Toghyani (2016:22), ecotourism is the main sector of tourism in the rural areas, including, the consideration of flora and fauna, the geographical landscape (consisting of valleys, lakes, mountains, and rivers), the ocean, and the total ecosystem surrounding the rural areas. Ecotourism is widely assumed to serve a dual role, both as a mechanism for the maintenance of biodiversity, and as a provider of opportunities relating to empowerment and participation in terms of development (Kiper 2013). Kiper (2013) further suggests that the quality of wildlife might be meaningfully improved through the use of guides. The author also expresses the belief that at Kruger National Park, the career of guiding could offer an opportunity to increase the amount of community involvement, through empowering the locals as field rangers, and through the environmental education factors of ecotourism.

## **2.4 THE KRUGER NATIONAL PARK BIODIVERSITY**

Although tourism can offer financial incentives for conservation, a successful tourism strategy must guarantee opportunities for high-quality visitor experiences. The Kruger

National Park, South Africa's leading national park, receives 1.4 million tourists annually (Ferreira & Harmse 2014:16). Furthermore, the Kruger National Park offers a wildlife experience that ranks among the best in the world. Most tourists want to observe wildlife (especially the Big Five), and to do this in safari style, or by means of self-driving. According to Ferreira and Harmse (2014:16), political pressure has been exerted on the Kruger National Park to offer benefits and opportunities to the neighbouring communities, to be more accessible to the local residents, and to attract large numbers of visitors, despite the latter possibly coming to threaten the Park's visitor capacity and sustainability. The Kruger National Park is the largest protected area in South Africa, covering approximately 20 000 km<sup>2</sup>, making it larger than either Israel or the Netherlands (Kruger & Saayman 2014:11).

The Park includes a diversity of living organisms, including 1 982 plant species, 517 bird species, 147 mammal species (including the Big Five), and 114 reptile species. The Kruger National Park's 22 rest camps, 2 private lodge enterprises, and 15 selected private safari lodges enable the Park to cater for a wide diversity of tourists (Scholtz, Kruger & Saayman 2013). According to Bousquet, Chassot, Duplisea and Hammill (2014:2), the Kruger National Park, which has been existing for many years, is well-known and considered as one of the finest examples of wildlife management in the world. By the end of the 1990s, it was known that the Park offered a wilderness experience ranked among the best in the world (Ferreira & Harmse 2014:16).

Currently, the Kruger National Park offers a range of conservation- and wilderness-based experiences through its plentiful wildlife sighting opportunities that are available to those taking part in different activities, such as 4×4 eco-trails, self-drive safaris, backpacking trails, day walks, bush braais, mountain biking, and others. The Park continues to be the best national park in South Africa, and many people, both local and international, readily associate the Park with South Africa's wildlife experience (Spenceley & Goodwin 2007:255). The high progression rate in visitors over the last few years of tourism has resulted in the development of plans delivering overall tourism products that have, according to SANParks, had a positive impact on the natural environment and on

neighbouring communities, as well as providing an extremely worthwhile wildlife experience for tourists in the Kruger National Park (Bothma 2015).

## **2.5 IMPACTS OF TOURISM**

Tourism development and tourists always come with impacts, which are both positive and negative, to both the protected areas and the local communities (Saarinen 2010:714). Some of the negative cultural impacts may be the loss of cultural identity, more especially when tourists come from the developed world, and the hosts are located in a developing country (Mason 2008:36). Even though many of the impacts do have a positive effect on the local communities, negative impacts can also be expected if the interested parties become insensitive to the potential of such impacts.

Tourism impacts require measuring, even though it is challenging to measure economic, social, and environmental impacts. According to Kimaro and Ndlovu (2017:132), although some of the social impacts are known and can be observed, it is frequently difficult to measure the known impact. According to Tribe (2011:78), a number of factors have contributed to the economic importance of the majority of tourist impact studies, and, compared with the social and physical impacts, economic impacts are quite easy to measure. In addition, Mtapuri, Giampiccoli and Spershott (2015:688) state that social and physical impacts, but especially the latter, are difficult to subject to numerical analysis, for they are frequently composed of intangibles and incommensurables that are difficult to quantify.

Irrespective of the tourism impacts, of which some are not easily measurable, such as the quality of tourism-oriented features, products and services, and attractions, tourism can bring considerable social, economic and environmental impacts to bear on rural communities and their surrounding areas (Wang & Pfister 2008:84). Growing attention to impacts has exposed a range of both evident and potential challenges, as well as raising environmental, cultural, social, economic, and political concerns at various destinations (Hojeghan & Esfangareh 2011:308).

### **2.5.1 The negative impacts of tourism development**

The negative impacts of tourism consist of the following: the seasonality of the tourism industry; the high level of crime; the imitation of tourist behaviour; the reduction of biodiversity; the standardisation and commodification of culture; crowding and congestion; and the imposition of related taxes (Ursache 2015:137).

- **Impacts of the tourism industry on individual communities**

Even though the tourism industry is undoubtedly important at the national level, mostly in terms of foreign exchange and international trade, its impacts on individual communities normally differ substantially (Konovalov, Hillcoat, Williams, Biutles, Gardiner & Curnock 2018:25). Most tourism jobs, which often are seasonal, are low-paid (Paul 2012:27). (Ramakrishnan, & Macaveiu 2019: 40) further state that tourism industry jobs that are low-paid and part-time tend to fall mostly within the service support sector. According to Koseoglu, Rahimi, Okumus and Liu (2016:180), several destinations suffer from seasonality, with many employees involved being left jobless for part of each year. Li, Hu, Huang and Duan (2017:293) state that seasonality depends on the characteristics of both tourism demand and tourism destinations, in terms of the location and services provided. Protected areas like Kruger National Park should find ways in which challenges affecting local communities' jobs are minimised.

- **Crime and host communities**

In terms of crime, King (2017:116) maintains that the host communities perceive tourists as being rich, easy targets, who are mostly in a relaxed mood and less security-aware when visiting destinations. According to Donaldson and Ferreira (2007:356), some host members take advantage of the situation by participating in such acts of crime as rape, murder, pickpocketing, and hijacking.

- **Cultural impacts of tourism**

Scholtz (2014) states that host communities that support tourism development tend to copy features from the tourists' cultures. Schouten (2007:25) states that, in the host

destination copying of the tourists' behaviour, value systems and behaviours tend to change, leading to the loss of original identity. Furthermore, Hartman (2008) seems to think that host culture and customs might be irreparably changed, or lost, so as to impress the tourist, which can happen at the cost of the loss of a sense of host pride and dignity.

Tourism has always been allied to the commodification of culture, to the regeneration of landscapes, and to the altered lifestyle of the indigenous people (Sweet & Kelly 2014:16; Smith & Robinson 2005). Furthermore, Woosnam (2012:315) states that tourism is a feature of the global course of commodification, rather than a separate, self-contained system. Yolal (2016) further states that, traditionally, the central concerns regarding commodification and reality within tourism tend to rest either on the changes that tourism has brought to the host communities, or on its impacts on the cultures of the visitors themselves. According to Thomas (2016), objects and performances that were formally created for host consumption become geared towards the tourism market, and are said to be exploited, debased and trivialised thereby.

Negative cultural impacts include the need to change cultural practices for performance and sales to please the visitors' interests (Moscardo 2008; Yang, Wall & Smith 2008:751). Finnegan (2017:614) states that, so as to please the tourist, host culture and customs can sometimes be exploited in a derivative manner, at the cost of a sense of host pride and dignity. Sharpley and Telfer (2014) state that, when tourists visit an area to experience a unique culture, the host actively often tries to present their culture in such a way as to attract visitors. Such presentation frequently leads to the development of non-authentic forms of cultural tradition, like the staging of festivals or dances completely for the purpose of entertaining visitors. Commodification can, therefore, be seen as destroying the authenticity of the host's cultural products and relationships, and as leading to staged or fake experiences that are provided specifically for the external consumers (Yang & Wall 2009:559). Kruger National Park should to protect local communities' cultures from being over exploited because of commodification.

- **Environmental impacts of tourism**

The use of off-road vehicles to access opened roads can assist tourists to approach the wildlife at close quarters, but such use can also initiate damage to the flora or soil, if it is not done with sensitivity (Monz, Cole, Leung & Marion 2010:551). Moyo (2016) further notes that the creation of such tourist facilities as hotels tends to lead to an increased amount of sewage pollution.

- **Overcrowding of tourists**

As people assemble, congestion and crowding causes stress, irritation, anger, and other negative attitudes. Crowds of tourists might hinder the local businesses, preventing the host community from accomplishing its normal activities, and resulting in competition for space. Tourism-related construction, especially in the form of hotels, might be unsuitable in scale and style with respect to other structures and the surrounding landscape. In some areas, recreational second homes and housing developments create major crowding and congestion challenges (Mthembu 2011).

- **Economic impacts of tourism**

Tourism contributes to an increase in taxes, which affects both the locals and the tourists. Sullivan, Bonn, Bhardwaj and Dupont (2012:604) state that increased retail activity in relation to restaurants and visitor shopping increases the level of local sales tax income. The accommodation tax income should increase, since the travellers account for almost all lodging tax receipts. Furthermore, the increasing of tax burdens to supplement the infrastructure and public services are passed on to property holders through increased property taxes.

## **2.5.2 The positive impacts of tourism development**

Some of the positive impacts of tourism include: community development; the conservation and preservation of the environment; the instilling of a sense of local pride; and local economic regeneration.

- **Community development**

Tourism can have a major impact on regions and destinations (Sainaghi 2006:1053), with it playing a role in assisting community development through business mentoring. Tourism is also instrumental in creating educational opportunities that provide local communities with an increased skills and knowledge base, as well as with an increased sense of economic well-being (Bushel & Eagles 2007). Kruger National Park should contribute to infrastructure improvements (businesses, schools and roads) in the local villages around.

- **The conservation and preservation of the environment**

Tourism promotes the conservation and preservation of nature and wildlife (Büscher, Sullivan, Neves, Igoe & Brockington 2012:4). Moreover, Becken and Job (2014:507) state that, in developing countries, tourism can contribute to conservation by means of eliciting political and financial support for protected area agencies. According to Huebschle (2017:427), transfrontier parks support the removal of fences from between bordering international parks, which contributes to the defragmentation of wildlife habitats that have long been recognised as being an issue in terms of biodiversity loss. Furthermore, Chirozva (2015:185) asserts that areas with high-value natural resources, like lakes, waterfalls, mountains, flora and fauna, and great scenic beauty, attract visitors and new residents, who seek emotional and spiritual connection with nature.

## **2.6 SUSTAIBLE TOURISM IN PROTECTED AREAS**

Sustainable tourism is the main issue in tourism, worldwide. Oliviera (2019) defines sustainable tourism as tourism that tries to limit its impact on the environment and on the local culture, while assisting to generate future employment for the local people. The main aim of sustainable tourism is to ensure that the development creates a positive experience for the local communities, the tourism companies, and the visitors themselves. Visitors who promote sustainable tourism are sensitive to the risks that are involved in protecting tourist destinations and tourism as an industry. Keyser (2009:32) defines sustainable tourism as tourism and related infrastructure that, both now and in the future:



operates within its natural capabilities for the generation and future productivity of natural resources; recognises the contribution that people and host communities, custom and lifestyle, make to the tourism experience; and accepts that the locals must have an equitable share in the economic benefit of the local people and communities in the host area.

Sustainability is a concern in tourism that is used to enable the protected area managers to allow the local people to derive benefits from the parks involved, and to encourage the latter to realise the benefits of sustaining the natural resource(s) concerned, as well as of supporting its maintenance. According to Tosun (2001:21), sustainable development is a development strategy that manages all assets, and both natural and human resources, as well as financial and physical assets, for increasing long-term wealth and well-being. The promoter's sustainable development seeks to reject policies and practices that support current living standards by depleting the productive base, including the existing natural resources, hence forcing future generations to face greater risks than those which currently threaten the present one (Fletcher 2011:443).

The continuous process of sustainable tourism requires the constant monitoring of impacts, and the introduction of preventive or corrective measures, whenever necessary (Chan & Hawkins 2012:405). Many different ways exist in which sustainable tourism can reduce the impacts of tourism, including by supporting the integrity of local cultures by means of favouring businesses that conserve cultural heritage and traditional values, and that anticipate and respect the local culture (Pociovalisteanu & Niculescu 2010:149). Furthermore, sustainable tourists can reduce the impact of tourism by contributing to intercultural understanding, and by supporting the local economies by means of purchasing local goods and participating in small local business. Such tourists can also promote the conservation of resources by seeking out businesses that are environmentally conscious, and by using the minimum of non-renewable resources (Roseland 2012:33).

According to Choi and Turk (2011:115), sustainable tourism development is a form of tourism that is developed so that the nature, the scale, the location, and the manner of development are appropriate and sustainable over time. Such development facilitates the environment's ability to support other activities and processes, since tourism cannot be isolated from other resource-related activities. Keyser (2009:32) also defines sustainable tourism as tourism and the associated infrastructure that, both currently and in the future, operate within the parameters of natural capabilities towards the regeneration and the future productivity of natural resources. Sustainable tourism recognises the contribution that people and communities, as well as customs and lifestyle, make to the tourism experience. Achieving sustainable tourism is a continuous process that requires the continuous monitoring of impacts, along with the introduction of necessary preventive or corrective measures, whenever necessary (Choi & Turk 2011:113).

### **2.6.1 Planning and management**

In encouraging sustainable tourism, Mrda, Caric and Scitaroci (2014:213) suggest that tourism should be planned and managed in such a way that its natural and cultural resources are neither exhausted, nor degraded, but maintained as viable resources on a lasting basis for continuous future use. Sustainable development has a crucial objective of ensuring lasting and secure livelihoods that minimise resource exhaustion, environmental degradation, cultural disorder, and social instability (Twining-Ward, Li, Bhammar & Wright 2018). Some of the basic principles that are vital to the concept of sustainable tourism are: complete planning and strategy formulation; the preservation of essential ecological processes; the protection of both human heritage and biodiversity; and the type of development in terms of which productivity can be sustained over the long term for future generations (Sabbaghi & Tabibian 2015:273). Therefore, all interested parties should be involved holistically in planning and strategizing how to avoid the exhaustion and the degradation of both natural and man-made resources.

For tourism development to be successful, it should be planned and managed in a sustainable way, with one crucial point being that the success and implementation of

sustainable tourism development relies upon the commitment of the stakeholders, the host community, the community leaders, and the entrepreneurs concerned. Sustainable tourism has become the main topic and concept in relation to tourism planning and development (Chandralal 2010:41). Adopting a community-based approach to tourism development is essential for purposes of sustainability (Nair & Hamzah 2015). Sustainable tourism planning objectives aim to support the community and economic goals in terms of regional development with the provision of features that safeguard the environment (Kauppila, Saarinen & Leinonen 2009:426). In relation to the above, sustainable tourism should consider the crucial elements in the exploitation of the whole potential of the tourist sector, which could vitally enhance the economic development of many economies, including those of less developed countries (Brau, Lanza & Usai 2008:238).

### **2.6.2 Balancing the different aspects of sustainable development**

According to Martin, Maris and Simberloff (2016:6105), engaging in sustainable development helps to maintain the delicate balance between the need to improve the lifestyle and the well-being of people, on the one hand, and the preserving of the natural resources, and of the ecosystems on which people and future generations depend, on the other. Abokhamis, Mousavi, Hoskara and Woosnam (2017:2101) describe the environment of the host region as being vital to the attractiveness of all visitors' attractions, in terms of the natural resources, the ecosystems, and the cultural and commercial attractions that are available at the destinations. Hemalatha and Ramaswamy (2017:546) state that sustainability principles refer to the environmental, economic and sociocultural aspects of tourism development, and that a sustainable balance must be created between the three dimensions to assure long-term sustainability.

### **2.6.3 Long-term vision**

Keyser (2009:20) describes sustainable development as development that meets the needs of the present, without compromising the ability of future generations to meet their own needs. According to Ooi (2019:620), sustainable tourism development is suitable,

and sustainable over time, with the environment's ability to support other activities and processes not being compromised, since tourism cannot be isolated from other resources and activities. The United Nations World Tourism Organisation (UNWTO) and the European Travel Commission (ETC) (2011) further advise that sustainable tourism brings together the apparently contradictory concepts of economic development and environmental conservation.

Tosun (2001:232) suggests that sustainable development is a development strategy that manages all the assets, and both natural and human resources, for increased long-term wealth and well-being. Additionally, Christensen, & Gabe (2019:35) state that sustainable development, as a goal, rejects the policies and practices that support current living standards by means of reducing the productive base, including the natural resources, leaving future generations with depleted prospects, and with greater risks than before.

Tourism attractions, which are a large component of the tourism industry, can have a significant impact on the environment, including in the form of waste generation, resource use, and impact on the natural habitats. Even though tourism attractions can play a key role in the development of sustainable tourism, it is important that they be sustainably managed, so as to sustain quality tourism products for future generations (Ping, Jiwei, Xiaozhuang, Yongfu & Jinjun 2013:490). For sustainable tourism practices to be effectively achieved, the host communities that are engaged in tourism development must present an array of particular attitudinal, organisational, and behavioural characteristics (Ziakas & Costa 2011:149).

## **2.7 CONCLUSION**

In summary, Chapter Two examined the overview of South African tourism, the role of protected areas, the Kruger National Park's biodiversity, the impacts of tourism and sustainable tourism in the protected areas. The literature review has revealed that tourism play a greater role in terms of job creation, empowerment and economic growth both on

the global stage and in South Africa. Furthermore, the literature review exposed that the industry brings income into communities that would not be earned without tourists. The literature reviews also discovered that protected areas should be protected for the benefit of present and future generations, thus encourage sustainable tourism in protected areas. Tourism should be planned and managed in such a way that its natural and cultural resources are neither exhausted, nor degraded, but maintained as viable resources on lasting basis for continuous future use. This chapter's literature relates to the community role in protected areas, which is Section C of the questionnaire (Appendix 2).

## **CHAPTER THREE**

### **PERCEPTIONS OF THE ROLE AND BENEFITS OF THE COMMUNITIES IN THE PROTECTED AREAS**

#### **3.1 INTRODUCTION**

Tourism is used as a strategy to assist with the addressing of the economic and social challenges within the local communities, and to assist with environmental conservation (Leonard & Dlamini 2014:1). The current chapter seeks to address the following issues: community perceptions and attitude towards the protected areas, the community benefits from the protected areas, the environmental benefits, the undesirable benefits of tourism on the natural environment, the social benefits, the undesirable social benefits on tourism, and the community roles in the protected areas. The chapter also takes the form of a literature review.

Perception means resident perceptions of social and economic benefits, which may be influenced by the amount of tourism education of the residents (McLeod 2018). Basically, attitude and perception are caused by the gains and losses made because of local communities' appreciation of tourism-related activities and in local areas changes. Most tourism studies are conducted by measuring residents' attitudes towards tourism and the effects that are perceived by community residents (Mar & Oatley 2008:192). Prior research has identified residents' attitudes toward tourism as being an important factor in achieving successful sustainable tourism development (Sharply 2009:132).

Studies have emphasized the economic benefits which accrue at the destination areas, and the development of recreational areas has frequently been viewed as a positive contribution to incomes and employment. Positive economic benefits usually include contributions to the local economy and job creation (McNally 2014:153). Support for tourism is based upon several perceived benefits, and the development of tourism offers potential economic growth. Tourism is often seen as a good strategy for income generation development, but tourism-based growth does not automatically lead to socio-

economic development in communities (Saarinen 2014:17). For locals to gain benefits from tourism, educating the locals about the benefits of tourism is necessary to change their perceptions and attitudes towards tourism.

### **3.2 COMMUNITY PERCEPTION OF THE ROLE OF PROTECTED AREAS**

McLeod (2018) defines attitudes, as opposed to perceptions, as being formed based on experience, during the process of learning and gaining knowledge. Additionally, Peak Performance Centre (s.a.) states that perceptions can be formed without experience and knowledge of the object or person concerned. According to Grobler, Joubert and Lesuthu (2014:530), perception is a way of viewing and understanding an object, event or person that is encountered in the environment. Grobler *et al.* (2014) note, further, that perceptions are created concerning the behaviour of others, or consist of the process by which a person comes to know and to think about other persons, their inner state, characteristics, and qualities. Based on the observations that people make about intentions, emotions, feelings, attitudes, ideas, purposes, and memories (Mar & Oatley 2008:192), perception is an interior process that is strictly psychological in nature.

Mostly, attitude and perception are caused by the gains and losses that are made as a result of the host communities' responses to the presence of tourism-related activities, and to host area change. Most tourism studies are conducted by means of measuring people's attitudes towards tourism as being an important factor in achieving successful sustainable tourism development (Wang & Pfister 2008:84). Research points towards the way in which environmental attitudes and values might differ among the different stakeholder or interest groups within the host communities (Sharply 2009:132). The success of tourism greatly depends on the human factors, such as the attitude and the behaviour, concerning tourism that are held in the host communities, which seem to be an encouraging indicator for the future of tourism development (Hall & Richards 2006:40). The type of development, and the period of stay of the tourists, together with the language that they use, can contribute to their attitude towards tourism. Significant differences in host attitudes can be identified and related to personal and location characteristics, with

the visitors' contact, length of residence and language being the major explanatory variables involved (Martinez-Garcia & Raya 2017).

The tourism industry provided for people from different cultures and lifestyles. The interaction of people of different cultures and lifestyles inevitably introduces change, which affects the perceptions and attitudes of each participant concerned (Keyser 2009:392). Local authorities and all other parties are concerned with generating information regarding the destination communities' perceptions of, and attitudes towards, tourism development at their destination, so that the perceived positive impacts can be reinforced, and the perceived negative impacts can be minimised (Tourism Marketing SA 2017). Kruger National Park should attempt making sure that communities from villages around have positive perceptions toward the park.

### **3.3 COMMUNITY BENEFITS FROM THE PROTECTED AREAS**

Protected area initiatives need to empower the local people to maximise their benefits, and to exercise some form of control over the protected area within their region (Sebele 2010:136). In addition, McNally (2014:153) says that the local people need to be empowered to decide what kind of tourism facilities and wildlife conservation activities they would like to have developed within their communities, and to choose how tourism benefits are to be shared among the different stakeholders. Some of the important potential benefits that the local communities could consider are: the generation of new jobs for the local community; the empowerment of young people, women and the local ethnic minority groups; the establishment of small, medium and micro local tourism enterprises; and the provision of new markets for local products, like arts and handicrafts (Bushell & Bricker 2016). Some of the significant potential benefits that the host communities living in the protected areas could consider are described in the following subsections.



### **3.3.1 Economic benefits**

Tourism, which is one of the most effective ways of redistributing wealth, brings income into a community that would otherwise not be earned by the community concerned. Members of the local community might be employed directly in the protected area as tour guides, cleaners, receptionists, or managers, or in the supporting industries, like retail supply, or food and beverage production. Their employment is likely to lead to increased spending within the community involved, with the tourism businesses concerned either directly or indirectly promoting the viability of the local businesses involved (Yaffe 2015). Protected areas can generate a considerable amount of revenue, of which some could be used for the maintenance of biological diversity, with the rest being ploughed back into the community that is living in, or around, the natural, or protected, area (Spenceley, Snyman & Eagles 2017).

#### **3.3.1.1 Employment and entrepreneurial activities**

Economic benefits not only come in the form of revenue, though, for the existence of an ecotourism destination can also lead to increased employment and entrepreneurial opportunities that generate much-needed hard currency (Meletis & Campbell 2009:780). The economic benefits of tourism include the contribution of tourism to foreign exchange earnings, the balance of payments, the improvement of economic structures, and the encouragement of entrepreneurial activities (Wall & Mathieson 2010). According to Wary (2017), some such revenue should be channelled towards creating employment for members of the local communities around the Kruger National Park.

Dupuy (2014:215) confirms that it is not only the revenue from the protected areas that should empower the community socio-economically, but that the entrepreneurial opportunities granted to members of the local communities should, likewise, be empowering. The economic benefits that can be gained thereby usually include the contributions that are made to the local economy, as well as job creation (Mason 2008:37). The support for tourism that is provided by the local communities is based upon several perceived benefits, with the development of rural tourism offering potential

economic growth. Increasing the income, the employment opportunities, and the education of the local communities are the most important ways of helping the community members access the benefits of tourism development (Wang & Pfister 2008:93).

### **3.3.1.2 Tourism education about the benefits**

Tourism education within the communities can be done in numerous sections such as nature conservation, tourism businesses, communications, and environmental health. Tourism education has a lot of benefits including development of leadership skills, development of planning capabilities, strengthening of skills in the area of tourism marketing, and the development of skills in tourism project preparation and writing (Lee, Shiue & Chen 2016:462). For the local people to benefit from tourism, educating them about the benefits of tourism is the key. However, the issue of local tourism education has not been studied widely in regard to community-based tourism in southern Africa (Saarinen 2010:714). In most developing countries, tourism data is insufficient, contributing to low tourism benefits knowledge amongst residents (Lekaota 2014). In a broader sense, the term “local tourism education” refers to the level of local knowledge about tourists, tourism benefits and impacts (Saarinen 2010:714).

### **3.3.1.3 Developing positive perceptions through tourism benefits**

If the local communities receive economic benefits from tourism, they will be likely to develop positive perceptions about the industry. According to Fredericks (2018), the economic benefits that can be generated from tourism include: the provision of government revenue; employment; foreign exchange; household income; and business turnover. Accessing all the above-mentioned benefits tends to lead to improved living standards for the local people. However, the local communities can also develop negative perceptions about tourism, if they perceive it to create such negative economic impacts as the loss of jobs. Local rejection can sometimes be created, if most of the tourist facilities are owned and managed by outsiders (Clements, John, Nielsen, An, Tan & Milner-Gulland 2010:1291).

#### **3.3.1.4 Strategy for addressing economic benefits challenges**

Tourism is used as a strategy to assist with the addressing of the economic and social challenges within the local communities, and to assist with environmental conservation (Republic of South Africa Department of Tourism 2019). According to the Report on Tourism by the United Nations Development Project and the United Nations World Tourism Organisation in Lesotho (CBD s.a.), the benefits for the local communities from the establishment and the management of the protected areas are both indirect and direct. One benefit is the creation of job opportunities, in terms of park management and sustainable resource management. However, the involvement by the local communities in tourism activities should not be limited simply to the creation of job opportunities (McKay & Johnson 2017:16). Kruger National Park should not only provide employment to local communities', but they should also be empowered to be entrepreneurs.

According to the South African Department of Environmental Affairs and Tourism (1996), tourism can be used to reach certain economic objectives, such as: to generate economic growth and foreign exchange, by means of aggressively developing and promoting tourism; to create sustainable employment opportunities and to contribute to the well-being of all the people of South Africa; to use tourism to aid the development of rural communities; to lengthen the tourism season to minimise the negative effects of seasonality on the industry; to create a conducive tourism investment climate; and to promote domestic tourism among all South Africans. Tourism is increasingly seen as a key community-building tool, with the recognition of its economic contribution being attributable to its ability to bolster stagnating economies, and to unify the local people (Lee, Wall & Kovacs 2015:133).

#### **3.3.2 Environmental benefits**

Bega (2018) describes environmental benefits studies as an attempt to generate relationships between tourism activities and impacts, with respect to specific ecosystems and disturbance characteristics. (Ward 2010:41) describes environmental benefits as the indirect and direct consequences of human actions on the natural environment. The

World Conservation Union defines national parks as areas of land or sea that are especially dedicated to the protection and maintenance of the biological diversity of the natural and associated cultural resources, and which are managed through legal means (Abell, Allan & Lehner 2007:48). The crucial mandate of national parks is the conservation of biodiversity (Du Plessis, Van der Merwe & Saayman 2013:187). As protected areas are often established in sensitive parts of a country, in line with key environmental values, it is, therefore, of importance to protect the national parks for future generations (Rands, Adams, Bennun, Butchart, Clement, Coomes, Entwistle, Hodge, Kapos, Scharlemann & Sutherland 2010:1298). Originally, protected areas were primarily established fully for the protection and conservation of natural resources (Bernard, Penna & Araujo 2014:934). According to (Ballantyne, Packer & Hughes 2009:658), tourism was introduced into protected areas when tourists were given the opportunity to benefit from the conserved areas by visiting them, or by engaging in other activities related to them. Furthermore, the management of the protected areas recognised that the income generated by tourism can be used, in return, to manage and conserve the natural areas.

Government funding for the protected areas in South Africa is shrinking by the year, thus making the generation of funds by the tourism services a crucial form of supplementary income (Bishop, Kapila, Hicks, Mitchell & Vorhies 2008:162). Newsome (2014:260) specifies that the increase in tourism, precisely in relation to such protected areas as the national parks, is known to cause severe adverse environmental impacts. Poor management of the above can cause tourism to become a major threat to the environment, instead of an opportunity to improve the protection and conservation of the natural areas involved (Adeleke & Nzama 2013:24). If the protected areas and their natural resources are destroyed or degraded, the meaning of sustainable tourism tends to become lost in the process (Mulugeta 2014:921).

The host communities could use the income that is generated by the protected areas to maintain biological diversity in the natural environment (Tscharntke, Clough, Wanger, Jackson, Motzke, Perfecto, Vandermeer & Whitbread 2012:59). The revenue could be used to conserve and protect the nature reserves, the historic towns, the battlefields, the

wildlife habitats, the scenic areas, the river gorges, the beaches, and the ocean reefs involved (Mametja 2006). In sustaining the natural environments, the natural resources that are required for survival by the host communities are likely to remain unharmed (Dethlefsen, Mcfall-Ngai & Relman 2007:811).

### **3.3.3.1 Undesirable benefits of tourism on the natural environment**

Although tourism has contributed positively to the world economy, it has, unfortunately, also contributed to environmental degradation and climate change (Page & Hall 2014:43). The diminution of the natural environment and its resources due to everyday public activity is increasing, in conjunction with the significant development of tourism over the past few decades (Yu, Disse, Huang, Yu & Li 2016:96). For instance, in South East Asia, coastal resort development, bent on satisfying tourist demand, has mostly been unplanned and irresponsibly managed (Deviv 2014). Furthermore, greed led to unplanned developments, with many resort developers being ignorant about their impacts on the physical environment (Sachs 2015:11). The literature states that some of the major undesirable environmental benefits are overconsumption, environmental degradation, and water, noise and air pollution.

- **Overconsumption of water resources**

Water, which is a vital environmental component for a tourism host attraction, is also considered to be an important and scarce resource (Murphy 2013:89). Furthermore, the tourism industry is well-known for its exploitation and overconsumption of water resources (Fang, Ye & Law 2016:263). Arulappan (2017) states that tourists consume water when using bathrooms at the tourist destinations and accommodation establishments, as well as when they participate in such recreational activities as skiing (which requires the man-made creation of snow in some countries) and golf tourism (which requires the irrigation of greens), swimming pools, spas and wellness areas also require a regular supply of water, as does the maintenance and landscaping of the hotel lawn. Furthermore, Okoye (2017) agrees that most relaxing activities, like surfing, rafting, boating, and swimming, have unfavourable bearing on the quality of water present.

According to Su, Hall and Ozanne (2013:107), a single tourist consumes between 84 and 2000L of water per day, with as much as 3423L of water being used per bedroom every day. By the year 2020, the tourism bearing on water usage is expected to have worsened, due to increased tourism figures, advanced establishment standards, and additional water utilisation by expanded tourism activities (Kasim, Gursoy, Okumus & Wong 2014:1090).

- **Environmental degradation**

Strickland-Munro, Allison and Moore (2010:499) state that environmental degradation is a concern that is frequently allied with tourism in the developing areas. Tourism contribute to environmental degradation as during construction of tourism development, vegetation is affected, removal of trees and clearance of land. Strickland-Munro *et al* (2010) also identified environmental degradation as undesirable environmental benefits caused by tourism.

- **Discarding of waste**

Many tourists tend to litter the environment while engaging in such tourist activities as hiking and other nature-based activities, resulting not only in environmental degradation, but also in visual pollution (Tyrväinen, Uusitalo, Silvennoinen & Hasu 2014:15). In areas with high levels of tourist activities and attractive natural attractions, waste disposal is a serious challenge, and improper disposal can result in the natural environment, rivers, scenic areas, and roadsides becoming a dumping ground for waste (Economy 2010:59). In the mountainous areas of the Himalayas and Darjeeling, trekking tourists generate a great deal of waste. Furthermore, tourists on expedition often leave their oxygen cylinders, garbage and camping equipment behind when they return home, and such practices tend to degrade the environment, mostly in the rural communities, due to the fact that they are likely to have few rubbish collection or disposal facilities (Rami 2018:191). Tourists waste might be collected and recycled but is considered as undesirable benefit both to the environment and communities.

- **Noise pollution**

Tourism activities often cause noise pollution by way of their use of various transportation vehicles, like jet-skis, as well as by making excess traffic noise, which is intensified by an increase in the number of tourist arrivals, and by their movement within the host destination (Laitos & Ruckriegle 2013:849). Although tourism developments such as airports are needed for job creation, they contribute to undesirable benefits such as noise in an area. Tourists in coastal towns cause major increases in the resident noise levels, which can detract from the tourist experience, due to the degradation of the sound environment (Swaddle, Francis, Barber, Cooper, Kyba, Dominoni, Shannon, Aschehoug, Goodwin, Kawahara & Luther 2015:552). The above factor has resulted in many scholars and natural resource organisations starting to identify the importance of soundscape protection, both to ensure maintenance of a good tourist experience, and the maintenance of a healthy environment of the host destination (Ferrari & Gilli 2016:419).

- **Air pollution**

The tourism industry, which is a major contributor to greenhouse gas emissions, is recognised as contributing about 5% of carbon dioxide emissions worldwide (Dekker, Bloemhof & Mallidis 2012:671). The transport sector of tourism is considered to be a key contributor to energy consumption and carbon emissions, utilising over 243 million tons of fuel (6.3% of the global production of fuel) yearly (Zhang & Gao 2016:225). Furthermore, the UNWTO indicates that 75% of carbon emissions comes from tourism (Gossling, Scott & Hall 2015:203). Mali, Dell'Anna, Mastroilli, Damiani and Piccinni (2017:777) state that the atmosphere in many tourism destinations in China has been hazardously affected as a result of using coal and such gasoline as diesel for heating and other tourism activities. It is beneficial to airports, but they contributed on undesirable benefits of air pollution. Airport emissions have lately gained much attention, due to the unexpected development of air transportation volumes and the predictable growth to meet volume requirement in the future (Demir, Huang, Scholts & Van Woensel 2015:95). Over the last two decades, international tourist influxes have advanced by an average of 4% each year, with them being projected to sustain a 3.3% yearly advance rate from 2010 to

2030, reaching a total of 1.8 billion visits (Zhang 2016:241). Furthermore, on the island of Taiwan, air and land travel have contributed to more than 60% of the tourism industry's carbon footprint (Sun 2014:27).

### **3.3.4 Social benefits for the community**

By means of the presence of the protected areas, the host communities are given a chance to come into contact with various external organisations. To assist the communities to become active partners in the management of protected area destinations, external organisations should provide the local residents with opportunities to participate effectively in development activities and decision-making procedures. The above could lead to the empowerment of the residents to such a point that they would be able to assemble their own capacities, manage their own resources, make their own decisions, and control the activities that affect their way of life (Miller & Rose 2017:224).

The protected areas should encourage the host communities to participate in their projects, so as to aid sustainable development (Stronza & Gordillo 2008:468). Given a chance, the local communities would then be able to manage their natural resources better than before, because they could then take a lengthier view of management than that would otherwise be allowed by outside commercial interests that tend to fluctuate in their presence (Bartlett & Beamish 2018). One of the greatest known benefits of the protected areas is the fact that they frequently result in the building up of an appreciation for the culture of host communities among outsiders (Koch 1997). According to Yang and Wall (2009a:254), the development of such appreciation often inspires the host communities to develop their cultural assets, including their food, customs, handicrafts, architecture, theatre, and dance. In addition, Koch (1997) states that the protected areas also lead to an appreciation of local knowledge, and to a respect for it, because the host communities can often translate their ancient customs for westerners who have long forgotten them, and their cultures are treasure-houses of the Earth's knowledge for those who are willing to listen to them (Pinnock 2000).



Positive social impacts can be broadly defined as any improvements in social welfare, either direct or indirect, or the related gains that can be financial or non-financial (Crane, Palazzo, Spence & Matten 2014:130). Gereffi and Fernandez-Stark (2016:15) state that social benefits can include the development of new capacity, for example employees completing their studies or qualifications related to tourism, the improvement of the local infrastructure, and supplier support that entails the training of those who are employed in supporting the business.

Young (2011:116) has specifically identified the positives of infrastructural change as being that such change can maintain and/or produce distinctive social benefits. Simpson (2008:14) acknowledges that tourism, if it is correctly managed, may stimulate the economy by providing employment and markets for local goods, with the regional or national government masterminding the related benefits. Marshall (2016:245) compiled a range of mutual positive impacts relating to the local economy, as well as to the environment and the social well-being of the host community. The current researcher intends to focus only on the social well-being of the host community in this section.

The social well-being of the host community could take the form of the stimulation of infrastructure development, including roads, healthcare, education, communications, public transport, access to drinking water, and food supplies (Roseland 2012:261). Such well-being could also amount to an increase in local or regional safety and security, as well as the facilitation of workforce development (e.g. rights and conditions). The promotion of civic pride (in terms of community, heritage, culture, natural resources, and infrastructure) and an increased awareness that it might be mutually beneficial to all stakeholders in the community are also possible. The support and protection of the host community's unique crafts and skills and the strengthening of the enforcement of government policy (national, regional and local) can also promote a sense of social well-being. The protection of cultural and social heritage and local languages or dialects and the promotion of enhanced cross-stakeholder goals and agendas also have great potential. The building up of skills and influence and the potential of new opportunities, along with the broadening of conceptual horizons can also prove to be socially profitable.

Further skills enhancement (in the form of such training as is of administrative, service industry, maintenance, and guiding nature, among others) can also emphasise social progress (Kim, Kumar & Kumar 2012:295).

#### **3.3.4.1 Undesirable social benefits for the community**

Even though it has been recognised that tourism development has the potential to produce many benefits, a series of undesirable benefits might also occur. Butler (2017:212) states that host communities may become subject to external pressure, conflicting stakeholder agendas, issues of governance, jealousies and internal power struggles. The growth of artificial hierarchies and elites may also occur, diminishing or undermining the potential benefits to the host community. A key concern for tourism development in poor communities is the unrealistic expectations that the locals place on tourism, with the failure to meet such high expectations possibly leading to the withdrawal of support (Zeng & Ryan 2012:239). The tourism industry depends highly on environmental and cultural resources that not only include contact with the natural environment, but which also require direct interaction between tourists and the host community concerned (Kasim 2006:22).

Undesirable benefits concerning the social well-being of the community can result from direct and indirect contact with tourists, as well as in association with the tourism industry (Andereck & Nyaupane 2011:248). Some of the undesirable benefits of the social well-being of the host communities are: unfavourable employment conditions; the unfair distribution of income; overcrowding; the loss of cultural and traditional values and identity; the abandonment and neglect of traditional economies; commodification; and other social conflicts. Such undesirable benefits are discussed below.

- **Unfavourable employment conditions**

Tourism employment is often characterised by extended working hours, low remuneration, undesirable working environments, the discrimination implicit in gender roles, restricted job tasks, low-skilled labour, and the absence of training opportunities

(Noon, Blyton & Morrell 2013:138). Furthermore, in such countries as Brazil, women in tourism occupations tend to earn lower salaries than do men, in spite of having the same level of qualifications, and performing equal duties (Guimaraes & Silva 2016:445). Tourism has undesirable benefits of very low salaries. Sadikoglu and Zehir (2010:26) state that tourism employees are not allowed to join a trade union, and they are also not given the opportunity to work internationally.

- **Unfair distribution of income**

Many emerging countries depend mostly on western investors to support the local development of tourism financially, despite large amounts of the tourism profits flowing out of the developing countries and returning to the nations of the western investors (Mabanga 2016). Rural societies that tend specifically to be at the forefront in providing services are often the last to profit from their labour (Van Leur 2017). Anderson (2013) states that leakage happens mainly in underdeveloped countries when tourists have necessities and demands that the host destination cannot provide. Additionally, half of tourism profits are projected to flow from the developing to the developed world, because, even though tourism is known to create employment, particular in underdeveloped countries, those employed most often tend to hold inferior-level positions (Ozawa 2014:198).

Research in the Okavango Delta showed that tourism had only a small effect on the economy of Botswana, due to the global influence and ownership of the enterprises involved (Mbaiwa & Stronza 2011:1950), thus, undesirable benefit to Botswana. Due to the above-mentioned reason, Munro (2016:4) maintains that, if low-earning families lack involvement with tourism, the tourism activities concerned will tend to encourage the furtherance of social injustice, with them increasing the gap among those who generate money and those who are on the breadline. The research study revealed that the local youth in Crikvenica showed a lack of interest in advancing their studies in the discipline of Tourism due to their low employment prospects therein, thus resulting in the lack of a trained labour force in the industry (Arulappan 2017).The overcrowding of tourists at a

destination is likely to cause many different problems to the host communities, in terms of traffic congestion and parking space issues, which result in conflict between the locals and the tourists (Jimura 2011:288).

- **Loss of cultural and traditional values and identity**

The arrival of tourists at a destination tends to encourage change in the value systems and behaviour of the host indigenous people. Additionally, obtaining the economic benefits that the sector offers often takes preference over traditional lifestyles and ceremonies, thus affecting the community structures and family relations of the local people (Kasim 2006:22). Most residents leave their traditional jobs, like fishing and hunting, which are often industries that sustain the country's economy and the livelihood of the local people, to work in the tourism sector (Bell & York 2010:111).

Several rural communities change and adjust their culture to cater for tourist demand, thereby threatening the protection of the host communities. Additionally, the over-commercialisation of arts and crafts results in the loss of authenticity (Lin 2015). Tourism has contributed to over-commercialisation of culture and crime, thus, undesirable benefits. Concerns regarding crime, drug abuse, prostitution, and gambling are all evidence of the negative impacts of tourism on the local communities, due to poorly planned tourism development and the lack of destination management. Social conflict imperils the modest lifestyle of many rural communities (Sbrocco 2009).

### **3.3.5 Cultural tourism benefits and conservation**

Local communities that have been exposed to the benefits of protected areas, such as those who are involved in the Campfire projects, are gradually becoming aware of the need for the environmental protection and the sustainable development of their natural resources. The local people have learned to accept techniques imported by scientists and experts, who can assist them in their attempts at conservation (Sutherland, Dicks, Everard & Geneletti 2018). By developing an awareness of the benefits of conservation, the host communities are able to experience all the benefits discussed thus far. Sadly,

despite the fact that the protected areas can benefit the host communities' culture. Cultural tourism is a major influencing factor that encourages tourists to decide initially on travelling to destinations in different parts of the continent (McKercher, Okumus & Okumus 2008:148). Cultural tourism can benefit from the many diverse types of visits that are made by tourists (Ivanovic & Saayman 2013). Smith, Macleod and Robertson (2010) claim that major features in cultural tourism include the community's activities, its cultural attractions, and the practices of those involved. The UNWTO (s.a.) has estimated that cultural tourism accounts for 40% of international tourism.

Domšić (s.a.) points out that travel involving a mingling of travellers with the locals has become known as cultural tourism. They further highlight that such travel inspires people to learn about, and to discover, otherwise unknown cultures, while financially supporting the host communities involved, and assisting them to maintain and continue their customs. Cultural tourism can, in addition, be used as a way of marketing tourism destinations, with it also assisting to attract new stakeholders, and to better the economy (Dwyer & Wickens 2014). Heritage and cultural tourism products form an arena of authenticity and distinctiveness in the international tourism market, with both heritage and culture being critical drivers in making a destination attractive and competitive, as doing so improves the image and the social unity of the destination concerned (Liu 2014:514).

Some of the benefits of cultural tourism for a host community can include trade, an enhanced sense of community pride, increased tolerance, the development of extra facilities and attractions, and the strengthening of the sense of their own cultural uniqueness, which they might otherwise not have had (Okech 2010:351). Cultural tourism also has the potential to impact negatively upon the character, including the customs, of a host destination, as increased visitation might disturb the local culture (Breda University of Applied Sciences 2010). Furthermore, Richards (2007) states that it is likely for cultural tourism to allow particular cultures to prosper in instances where it might otherwise have dwindled into obscurity. Hornberger and Nevill (2011) note that, to attain positive outcomes, tourism development must be acceptable, and of benefit, to its shareholders. Furthermore, the above-mentioned authors state that any plan to develop cultural tourism

locally must recognise that cultural resources belong to the local community, and that their expectations should align with the principle of equality in terms of the tourism.

Moscardo (2008) classifies cultural attractions as being created in terms of relevant classifications, including historical, modern, and economic activity. Cultural tourism associates visitors and cultural attractions with both tangible and intangible cultural heritage (Lew, Hall & Williams 2008). The tangible cultural products are the physical product, or service, that is bought about by cultural tourists (Guatam s.a.). Entertainment through the arts is presently emerging to help make destinations unique (Mikkonen & Pasanen 2010). The three major factors of culture are commodified into the tourism product (Ottenbacher & Harrington 2013:28). The first factor includes such performance and heritage attractions as museums and art galleries, while the second factor consists of folk and popular culture, including sport, crafts and architecture. The third factor is multiculturalism, in the form of racial diversity and culture, including language.

### **3.4 COMMUNITY ROLES IN PROTECTED AREAS**

Community roles in the protected areas consist of: tourism planning; community participation in tourism.

#### **3.4.1 Tourism planning**

Planning is concerned with anticipating and regulating change in a system, so as to promote arranged development to expand the social, economic and environmental benefits of the development process involved (Ford 2015:17). To achieve tourism benefits, planning should become a succession of operations that are designed to lead to the achievement of each goal, or to the balancing of numerous goals (Ford 2015:17).

Planning is commonly seen as a way of maximising the benefits of tourism within the area concerned, while justifying the challenges that might result from the development (Timothy 1999:371; Chen, Lu & Ng 2015). The emphasis in planning is usually on the generation of income and employment opportunities, as well as on ensuring resource

conservation and tourist satisfaction. The local hosts should be involved in all tourism planning, meaning in all the promoting of sustainable tourism. The host communities have the right to participate in planning activities that affect their daily life (Inkson & Minnaert 2018). It is precisely through planning that under- or low-developed destinations can come to fall in line with the guidelines for further tourism development. For the already developed countries, planning can be used as a means of renewing the tourism sector, and of maintaining its future viability (Carrillo & Jorge 2017:98).

Tourism planning is a decision-making process that is aimed at directing future tourism development activities, and at solving future challenges. It is also the process of choosing objectives, and of determining what should be done to achieve them (Buhalis & Law 2008:623). Planning is viewed as a very important part of the process by which tourism is managed by governments at the national, local and organisational levels (Veal 2017). Tourism planning considers other features related to tourism, such as the country's economy and land use planning. Tourism is affected greatly by many features of planning, such as the national government's economic planning, and sectorial and land use planning, which are regularly applied to tourist sites, or to the protected areas, and rural development (Veal 2017).

Every development process starts with the acknowledgement by the local/central government, in consultation with the private and public sectors, that tourism involves the making of desirable development choices that can be expanded on in a planned manner (Wood 2014:2654). To design a development plan effectively, it is essential to have a clear understanding of the development objectives to be achieved at the national, regional and/or local levels (Drumm & Moore 2005:85). Veal (2017) identified the following objectives: job creation; the support of public services; economic diversification; the provision of recreational opportunities for tourists; and the conservation, or development, of traditional buildings.

According to Andriotis (2012:73), the community-based planning process consists of such essential principles as providing the local residents with a real-time monitoring process to supervise tourism development; encouraging the local residents to participate in the planning and allowing them to exchange information and opinions with the planners; and devising projects and plans for tourism development that are mutually complementary. Tourism planning has a number of objectives, such as the coordination of the disjointed tourism sectors, and the creation of a method for the structured provision of tourist facilities over reasonably large geographic areas (Currie & Falconer 2014:162). Involving the local residents is, undoubtedly, required for the success of many tourist destinations. Local community involvement ranges from inclusion in the planning and development stage of a venture, to the ownership and function of the business.

In addition, community members can sit on advisory boards and tourism planning agencies, and they can participate directly in the management of a project, depending on its size (Training Aid 2018). Participation ranges from being the recipients of unskilled job opportunities and handouts, to more successful and active involvement, which can result in joint partnership, planning and participation (Inkson & Minnaert 2018). Kruger National Park should follow collaborative theory whereby all stakeholders form part of decision-making, empowered, participation or involvement in the operation and management of the protected areas. Issues of coordination, collaboration and partnership are now at the forefront of much tourism research on finding new solutions to resource management and destination development problems (Smith & Richards 2013).

### **3.4.2 Community participation in tourism**

Current models of community participation, such as Arnstein's ladder of citizen participation (citizens involvement in planning processes model), despite being applicable in the case of the developed countries, can provide misleading results within an undeveloped context (Széll & Chetty 2019). Mwiru (2015) recognises numerous objectives of the community participation process in its widest sense and indicates that community participation might be thought of as a tool of empowerment. According to the



researcher, development should lead to a reasonable amount of sharing, and to an enhanced level of political awareness and strength among societies, in particular among their weaker groups.

The Centre for Applied Legal Studies, Wits University (CAL.S. Wits University 2014) argues that community participation must not be understood as a means of enabling people to influence political decisions about the issues that affect them, but as a means of promoting mutual help initiatives. Some scholars suggest that the term 'community-based ecotourism ventures' should be used to differentiate those initiatives that are environmentally sensitive. However, it should also aim to guarantee that members of the host communities exercise a high degree of control over the activities taking place in their arena, and that a substantial proportion of the benefits accumulate to them (Funnell & Bynoe 2007:183). In contrast, Coria and Calfucura (2012:47) hold that adopting a community-based approach to ecotourism recognises the need to promote both the quality of life of the society, and the conservation of resources.

#### **3.4.2.1 Benefits to be gained from consulting with local communities**

A number of benefits can be gained from consulting with the local communities (Lekaota 2016). For example, tour operators are able to access the host villages, while the locals receive revenue from the tourism, and the elders within the communities can spread culture-related information.

Thus, the visitors are able to consume the host community's culture, while the latter are able to refine the quality of their lives, and to boost their self-esteem, by maintaining their social and religious morals (Lekaota 2016). Kruger National Park should engage with the local communities in tourism in order for them to benefit from tourism.

#### **3.4.2.2 Community participation in development**

The host community's participation in a project should form an important part of development and planning. In terms of the above concern, Telfer and Sharpley (2016) ask the following questions: Who are the participants? What is their division of work?

What are the contributions made by the men and women, and by the rich and the poor? Who is involved in decision-making? How should the elected group of people be represented? What is the method of selection of the representatives? What are the prices of the goods sold? Who collects the money? Who distributes the profits? Kruger National Park should consider the above-mentioned questions as communities should participate in tourism.

Community participation in tourism, which is a major challenge facing governments, refers to a form of voluntary action, in terms of which individuals confront the opportunities and responsibilities of citizenship (Telfer & Sharpley 2016). Such participation is considered essential to obtaining community backing and the acceptance of tourism development projects, as well as to guaranteeing that the benefits accrued relate to the local community's needs (Telfer & Sharpley 2016). However, the residents tend to participate in tourism only when they are strongly inspired to do so. If their thoughts are not considered, their community participation might be lacking (Telfer & Sharpley 2016). Host communities should form part of a participatory group in tourism for numerous reasons, such as they are more likely to know what will, and what will not, work in a particular local situation. Host community participation can add to the democratisation process, with it having the potential to increase the awareness of, and the amount of interest expressed in, local and regional issues (Telfer & Sharpley 2016).

A key concern is the lack of community participation in the process of planning for tourism in many places. Host communities need to be the main players, with them taking part in the planning process, as well as in the management of ecotourism products, which mostly means taking risks. A particularly complex issue has been the sense of worry that is expressed among indigenous people regarding the fact that some of their lands' ecotourism development is being forced by the government, and by private companies, without proper consultation and participation (Stahler-Sholk 2007:48). Furthermore, community participation has some drawbacks, as the host communities that participate in tourism might lack information on the operational and essential tools of tourism.

Interrelated with the above, Sotiriadis and Gursoy (2016) recognise some limitations on community participation in tourism management: the host communities might have cultural limitations to participating in the planning and management of tourism, and they might lack the investment money, the know-how, or the infrastructure that is required for developing tourism into a creative force; tourism might be an alien concept to residents living in isolated rural communities; and the host community members might feel that it is the government's responsibility to plan economic development prospects for their region, and that it would not be suitable for them to take the initiative in the above regard. In addition, Kozak and Kozak (2013) state that, irrespective of the negative issues involving local community participation in tourism, local people, in general, have tended to become more involved in tourism than they used to be in the past. Gradually, citizens are becoming involved in tourism to assist in meeting their own goals of independence, and cultural survival, although tourism development might carry definite risks for them (Hall & Page 2014).

The involvement of local communities in tourism projects has been a major focus in the developing world (Wu, Li & Song 2011). Furthermore, community participation is supported for environmental reasons, as well as for reasons that are interrelated to more sustainable development than in the past (Wu *et al.* 2011). Community participation in development paves the way for the implementation of principles of sustainable development, and it creates enhanced opportunities for the local residents to gain more benefits from the tourism development taking place in their areas than they used to do (Stone & Stone 2011:114).

#### **3.4.2.3 Activating community participation**

Achieving active community participation is challenging, due to the fact that, in the villages around the protected areas, the lack of knowledge, skills, and resources could limit the competency of the communities to participate fully in tourism development (Ivanovic *et al.* 2009). Chili and Ngxongo (2017:4) further state that, in numerous poor developing countries, active community participation could be limited for any of the following reasons:

the decisions concerned are taken by government officials; there is a lack of confidence, meaning that the local residents are insufficiently knowledgeable about tourism to be able actively to participate in it; the planners believe that the local residents are illiterate, and that they are too inexperienced to become involved; and the concept is mostly new to the local residents. The further discussion below, concerning the barriers to active participation, is based mainly on the writings of Moore, Dickson-Deane and Galyen (2011:129).

Many local communities, which tended to be overlooked during a long history of colonialism or dictatorial rule, lack sufficient confidence to take part in decision-making efforts. Tourism can play a significant role in reinstating community confidence, and in consolidating its cultural identity and its self-belief, by means of inspiring active participation in decision-making. In addition, Ivanovic *et al.* (2009) state that the local community should, in the light of the above, be permitted to look after its own interests, and to protect itself from the harmful interests of outside groups. Doing so should enable the benefits of tourism to be retained within the local community (Ivanovic *et al.* 2009).

The local community must know what tourism is, and what visitors expect of them, as only then can it make informed decisions about tourism development. A community is not likely to participate actively, or profoundly, in tourism development if it does not know about how its decision-making powers. Tourism should assist to increase a community's access to information, as well as offering external contacts and opportunities to learn new language skills, among other benefits. If a community has some information on tourism, its active participation in the industry could permit it to challenge the state, or private companies, that could be trying to exploit it in terms of related developments (Buhalis & Law 2008:609). Kruger National Park should have awareness campaigns to let communities be informed about the benefits, and roles which communities could play in tourism.

The battle to survive makes poor communities less responsive to new ideas, mainly in the case of those who cannot immediately solve their basic needs for shelter, employment, and food. Such communities normally do not trust the state to attend to their community needs, or do not trust the purpose of various external stakeholders, which are also reasons for the community not to participate in the tourism development concerned (Ivanovic *et al.* 2009). Ivanovic *et al.* (2009) further state that guaranteeing that a community participates in tourism development right from the start can be difficult. Reimer and Walter (2013:122) state that, for tourism to be successful in terms of development in relation to a host community, three types of community players must be involved, namely: entrepreneurs, who are prepared to invest in a community culture, or heritage, so as to profit thereby; preservation groups, who wish to improve, and to preserve, the community culture and heritage; and the producers, who are creative community residents, who tend to provide a vibrant and unique community atmosphere. Although such groups usually have different points of view, their proper management should help to ensure active community participation and successful tourism development (Blaikie 2006:1957).

### **3.5 CONCLUSION**

In summary, Chapter Three examined the community perceptions, and attitudes towards the protected areas, the benefits gained from the protected areas, the environmental issues, the social benefits, the creation of an awareness of conservation, and the community roles in the protected areas. It was found out that success of tourism greatly depends on the human factors, such as attitude and the behaviour, concerning tourism development. Protected area initiatives need to empower the local people to maximise their benefits and to exercise some form of control over the protected area within their region. The local hosts should be involved in all tourism planning to promote sustainable tourism. There should be collaborations formed whereby all stakeholders could participate or form partnerships. This chapter's literature relates to section B (benefits), section C (community role) and section D (environmental factors) of the questionnaire (Appendix 2).

## **CHAPTER FOUR**

### **RESEARCH DESIGN AND METHODOLOGY**

#### **4.1 INTRODUCTION**

The in-depth literature review on the local communities' perceptions on the role and benefits tourism in the protected areas was conducted in Chapter 2 and 3. The objectives of this study were formulated in Chapter 1. The objectives of this study are to investigate the perception of the role and benefits of tourism towards Kruger National Park. This chapter delineates the research methods and design used in the current study. The literature review was used for the development of the research instrument (i.e. the questionnaire). The chapter also discusses the different elements involved in the research approach (quantitative) taken. The sampling methods, the research design, the sample and population, the data analysis, and the validity and reliability of the instruments used in the study are explained.

#### **4.2 STUDY AREA**

The Kruger National Park presents an ideal opportunity for involving the local communities in park operations. Of the villages that are adjacent to the Kruger National Park, only the Ka-Mhinga and Ka-Matiani villages, which are found along the northern part of the Kruger National Park in the Limpopo Province, were surveyed. As Figure 4.1 shows, the two villages concerned were selected due to their proximity to the Kruger National Park, which is a protected area.



Figure. 4.1: The locality of Ka-Mhingana and Ka-Matiani villages, in relation to the Kruger National Park ([www.kruger-park.com](http://www.kruger-park.com))

### 4.3 RESEARCH DESIGN

The research design embraces the following elements, which are discussed in the following subsections: the research design; the quantitative research method; the population; and sampling.

#### 4.3.1 Research design

A research design, which is the ideal structure within which research is conducted, constitutes the blueprint for the collection, measurement and analysis of the data obtained (Mustafa 2010:85). According to Rugg and Petre (2007:60-61), a research design concerns finding out about specific issues systematically, with it being closely allied to the statistical analysis of data, for sound reasons. Furthermore, it is the plan, structure and

strategy of investigation that is considered for obtaining answers to research questions, and to control variance.

Van Huyssten (2015) views a research design as being a joint statement of, and a justification for, the technical decisions that are involved in planning a research task, with the process concerned resembling the activities of an architect designing a building. Monette, Sullivan and DeJong (2005:9) define a research design as a strategy that outlines how observations will be made, and how the researcher will carry out the research task. However, the above is a step in the process that follows on the problem formulation concerned, and which leads to the required data collection. Furthermore, a research design is also described as being the most important component that determines whether the findings are likely to be reliable and valid (Golafshani 2003:606). The purpose of the research design is to provide a conceptual framework that allows the researcher to answer specific questions to do with a study (Epstein 2017: page number?). Depending on the research objectives involved, a researcher may select a research design from the following three types of research designs, namely descriptive, exploratory or causal (Chi & Gursoy 2009:245). Basit (2003:154) states that research projects may involve the use of just one, two or all three of the above-mentioned designs. This study adopted a descriptive research approach. Descriptive research aims to provide the causes of an event. It answers questions relating to who, what, when, where and how (Offredy & Vickers 2010:48). Descriptive research also focuses on providing accurate descriptions (Johnson & Christensen 2012:366). Descriptive statistics summarises the general nature of the data obtained (Leedy & Ormrod 2013:10).

#### **4.3.2 Quantitative Research Approach**

The current research study used a quantitative approach to the research undertaken. Such a study, which consists of research in which the data can be numerically analysed, is used to measure how people feel, think or act in a particular way (Creswell & Creswell 2017:143). Quantitative research also allows researchers to familiarise themselves with the concept to be studied, and to generate the hypotheses to be tested (Rohilla 2010:49).



According to Leedy and Ormrod (2013:100), a quantitative research method is used when a study is intended to determine the occurrence, frequency and distribution of certain characteristics in a population, and where the data collected can be stated in numbers and analysed using statistical procedures.

Such a research approach was considered to suit the current study, since it represents numbered data that can be analysed by means of certain statistical procedures. Furthermore, quantitative research enables the researcher to examine the relationship between variables (Creswell 2014:4). Quantitative research also helps a researcher to generalise the findings of a study to a broader population than that which was surveyed in the study (Creswell 2014:4).

In the present study, the perceptions of groups from the local community were gained so as to examine their roles in, and their benefits to be gained from, specific tourism activities.

### **4.3.3 Population**

A population is any group that is the subject of research interest (Goddard & Melville 2001:34). Corrigan and McBurney (2008:1411) refer to a population as the sampling frame. In addition, Balcells, & Sullivan (2018) claims that a population is the totality of persons, events, organisation units, case records, or other sampling units with which the research problem is concerned. Seven villages are dotted around the northern part of the Kruger National Park. In the case of the current study, the population used consisted of the community members of the Ka-Mhinga and Ka-Matiani villages.

As the local communities from the chosen villages live adjacent to the protected area, they are the most affected by the daily operations and management of the Park. According to Stats SA (2016), the total population of Ka-Mhinga village numbers 1445, with the total population of Ka-Matiani village numbering 849. The following formula was used, as described by Krejcie and Morgan (1970:607):  $S = \frac{X^2 N P (1-P)}{d^2 (N-1) + X^2}$

P (1-P) with (S) standing for sample size; (X<sup>2</sup>) for the desired confidence level; (N) for the population size; (P) for the population proportion; and (d) for the degree of accuracy expressed as a proportion. For the current study, a sample size of 500 was sufficient, using the calculation formula.

#### **4.3.4 Sampling**

Sampling entails learning about a population, based on a sample that is drawn therefrom, with there being two broad categories of sampling techniques, namely probability and non-probability sampling (Florczak & Kristine 2011:202). The sampling framework of the proposed study encompassed obtaining first-hand accounts of the perceptions of Ka-Mhinga and Ka-Matiani villagers on the benefits to be gained from the conducting of tourism in the protected areas. Convenience sampling was used to select the community members concerned.

The key feature of non-probability (purposive) sampling is that the items that are chosen for the sample are not chosen randomly, but purposively, for the sake of the study at hand (Clark *et al.* 1998:85). Non-probability sampling is strictly defined as sampling, where the chance of selection for each group in a population is irrelevant (Mouton 2008:108).

Because convenience sampling was used in the case of the community members from Ka-Mhinga and Ka-Matiani, the community members in the population did not each have the same chance of being included in the sample. In the actual world of tourism research, probability sampling is frequently quite difficult to achieve, with time, costs and ethical considerations being the most common barriers to research (Altinay & Paraskevas 2008:89). Zikmund (1999:283) states that, in the case of convenience sampling, the participants concerned are chosen purely on the basis of their availability. Based on the stated reasons, the non-probability sampling was realistic for the present research study, as the community members who were available and keen to participate in the study formed the sample.

In the current study, the community members were occasionally found to be unwilling to participate in research, particularly when they had not previously heard from the chief pronouncing that the researcher would be gathering data from the villagers. So, the convenience sample was suitable for both those who had heard the related pronouncements from the chief and for those who had not heard, but who were, however, willing to complete the questionnaire. Collectively, the two groups formed the community sample for the research study.

#### **4.4 DATA COLLECTION**

The data collection consisted of: the questionnaire; the data collection procedure; permission to collect the data; and the ethical considerations. The following subsections discuss all these issues.

##### **4.4.1 Research Instrument Development**

Babbie (2007:246) defines a questionnaire as a document containing questions or other types of items that are designed to elicit information appropriate for analysis. Furthermore, a questionnaire probably contains as many statements as questions, especially if the researcher is interested in determining the extent to which the participants hold a particular attitude or perspective (Babbie & Mouton 2001:233).

The structured questionnaire that was used to collect the required data from the participants was developed based on the literature, and on previous studies (Lassar, Mittal & Sharma 1995; Boo, Busser & Baloglu 2009; Brakus, Schmitt & Zarantonello 2009; Wilkins, Merrilees & Herington 2010). The objectives of the study were considered in designing the questionnaire, so that they could be met. The questionnaire was designed based on the literature review of the roles played in, and the benefits to be gained from, the undertaking of tourism in the protected areas.

The study was conducted by circulating questionnaires in two villages that are adjacent to the Kruger National Park. The questionnaires were hand-delivered to the participants

and hand-collected. The researcher also stated that no participants or village names should be written in on the questionnaires. The questionnaires were divided per village. When they were collected, the responses could be compared. According to Mouton (2008:63), the questionnaires permitted the anonymity of the participants, giving them the freedom to express their views openly, especially on provocative issues. The questionnaires were regarded as being the most suitable tool for data gathering, as the current study dealt with people's perceptions, which are viewed to be provocative issues.

#### **4.4.2 Questionnaire Structure**

The questionnaire was divided into three categories. Part A consisted of closed-ended questions pertaining to the demographic background of the study participants. Part B employed a Likert-type scale allowing for the rating of responses received in relation to a set of statements made. The participants selected their responses from the options that were made available on a scale from one to five (1=Strongly agree; 2=Agree; 3=Moderately agree; 4=Disagree; and 5=Strongly disagree). Field (2018:11) writes that in any situation in which we ask people to rate something subjective (like their perceptions of the benefits they receive from tourism) one should probably regard these data as ordinal, although many scientists do not. The questions concerned related to the participants' perceptions regarding the benefits that could be gained from the conducting of tourism in the protected areas.

The purpose of using the Likert scale is that it offers a clear and unambiguous ordinal scale of measurements. The researcher can also use the same format for many different questions (Weathington, Cunningham & Pittenger 2012:191). As this questionnaire was used in a different context, its validity and reliability would have to be determined by this researcher. Use was made of IBM SPSS and in particular the process of factor analysis with scales tested via the Cronbach alpha value.

Part C consisted of questions regarding the community's role (in terms of their participation or involvement) in tourism. In the elaboration of the questionnaire, vital

instructions and guidelines were provided regarding each question. A six-page questionnaire was structured containing sections A to D, which consisted of close-ended questions, with five-point Likert-style interval scales. Section E contained the open-ended questions.

Section A required the participants to provide their demographic information. This section consisted of seven declarations (questions A1 to A7), and the participants were asked to disclose their information by means of placing a cross (x) in the block that mostly clearly represented their current situation. Section B required the participants to provide their perceptions of the protected areas in relation to their village communities that were adjacent to the protected areas. A five-point scale of strongly agree, agree, neutral, disagree, and strongly disagree was used in all the questions in the section. The section contained twenty statements (Questions B1 to B 20), and the participants were asked to indicate their responses on a five-point break scale of strongly agree, agree, natural, disagree, and strongly disagree.

Section C required the participants to state their role in the protected areas. This section also offered fourteen statements (Questions C21 to C34). The numerous response choices were rated from strongly agree, through agree, neutral, disagree, to strongly disagree. Section D required the participants to provide their perceptions of the environmental factors that could disturb tourism. This section offered ten statements linked to the environmental factors (D35 to D44). The numerous response choices were also scaled from strongly agree, through agree, neutral, disagree, to strongly disagree.

Section E had only two open-ended questions (E45 and E46). The two questions were concerned with the challenges/problems and proposals for development relating to tourism. Question E45 required the participants to pinpoint and to specify the challenges/problems experienced in their villages. Question E46 requested the participants to offer suggestions for development in regard to the tourism challenges/problems.

#### **4.4.3 Data collection procedure**

Data were collected by means of the questionnaire. The quantitative approach that was used allowed the researcher to base his research on the theory of perceptions of the role and benefits of tourism in the protected areas. The data gathered came from a pool of participants with varied characteristics and variables. The IBM Statistical Package for Social Sciences (SPSS 21.0) was used to capture multiple variables simultaneously. Due to its ability to facilitate the obtaining of many findings within a relatively short space of time, it is a cost-effective tool to use in such a context (Sedgwick 2014:2).

The empirical evidence collected was analysed so as either to accept or refute the theory regarding the perceptions of the role played in, and of the benefits to be gained from, the conducting of tourism in the protected areas. A questionnaire (survey) assisted the researcher to obtain detailed data regarding such perceptions. Both communities were cooperative in responding to the questionnaire and in terms of participating in the study. The distribution of the questionnaire to the participants took roughly 15 minutes per participant, which involved introducing the research topic and providing a guarantee of anonymity. The route was such that the researcher and fieldworkers distributed the questionnaire to the communities at their own locations (i.e. their villages and residences). Some of the questionnaires were left with an interested participant and collected on the following weekend. Doing so delayed the questionnaire's return but was done in an effort to increase the rate of participation. In certain cases, the researcher directed the questionnaire to a group of community members found at the chief's residence during the introduction of the researcher by the chiefs of the two villages. In the above instance, the participants were asked to take as much time as they required to complete the questionnaire, which helped to increase the participation rate.

#### **4.4.4 Permission to collect data**

Permission to undertake the study in the area of concern was obtained from the relevant chiefs, and from the conservation committee forum (consisting of the community representatives). They were informed that the survey related to perceptions regarding the

role of, and the benefits to be gained from, the conducting of tourism in the protected areas. The survey was conducted in the two villages of Ka-Mhinga and Ka-Matiani in the Kruger National Park. Once the aforementioned permission was obtained, the researcher was able to access the relevant study areas with ease.

The researcher distributed the relevant questionnaires to willing community members to complete. As the villages in question lie adjacent to the Kruger National Park, the villagers were knowledgeable about the Park, and they participated in the decision-making about the Park, as well as benefiting from its presence in their midst.

#### **4.4.5 Ethical considerations**

The research study was conducted under the auspices of the Vaal University of Technology, so the researcher had to apply for ethical clearance for the research from the University's Ethical Committee. The research study was done in two villages that lie adjacent to the Kruger National Park. The researcher had to conform to the Kruger National Park's ethical procedures, by submitting a letter to the management of the park, requesting to conduct research using the name 'Kruger National Park'. The researcher also had to obtain permission from the chiefs of the two villages to gather the required data, and to be introduced to the community members by one of the community leaders before conducting the research.

The proposed research posed no harm to the participants involved. The personal confidentiality of the participants was strictly upheld by not disclosing their identity to anyone else. The informed consent to take part in the research was obtained from the participants, and the participants were invited to participate in the study of their own volition, in the complete absence of any form of coercion. The participants' privacy was strictly observed and respected. The researcher did not intrude into the participants' personal spaces, either through questioning, or physically. The researcher's persona was known, and his role in. and agenda for, the entire study was explained to the participants concerned. The researcher openly presented the research involved to the participants, in

keeping with its overall intent. Professionalism in the data collection, analysis and reporting was maintained at all costs. The researcher acknowledged his sources effectively, and he exercised honesty in reporting the results of the study.

#### **4.5 DATA PROCESSING AND ANALYSIS**

The data analysis of the quantitative data followed the structure of the questionnaire, as the technique used in collecting the required data. Data analysis should be straightforward, and it should follow on logically from the type of information collection techniques used (Veal 2006:68). In analysing the data, the three activity flows, consisting of data saving, data display, and the conclusion (in terms of descriptive statistics), were used. IBM SPSS 21.0 was used for the analysis of the collected data. The data were examined for any omissions, and for consistency with the questionnaire by the researcher, after recording them with the help of the IBM SPSS 21.0. Errors in data capturing might have occurred during the typing, repetition and recording (Kitchin & Tate 2000:73).

##### **4.5.1 Statistical Data Analysis**

According to Cooper and Schindler (1998:78), data analysis involves reducing the amount of accumulated data to a manageable size, so as to be able to develop summaries, to determine patterns, and to apply statistical techniques. For the purpose of the current study, the quantitative data were analysed using SPSS software. The local communities' perceptions of the role and benefits of tourism in the protected areas was analysed by means of descriptive statistics, factor analysis, and the analysis of variance (ANOVA). Factor analysis is a procedure that is primarily used for data reduction and summarisation (Hair *et al.* 1998:134). A one-way ANOVA was applied to investigate the local communities' perceptions of the role and benefits of tourism in the protected areas (Malhotra 2010:531).



#### **4.5.2 Descriptive statistics**

The study used descriptive statistics approaches. Descriptive statistics such as the mean, mode and distribution of data was used to indicate and compare data obtained from respondents. This method was used in the study because the descriptive analysis provides a means of presenting the data in an understandable manner with tables, graphs and frequency distributions. Moreover, descriptive statistics enabled the researcher to summarise data from different villages. Leedy and Ormrod (2013:10) indicate that descriptive statistics summarizes the general nature of the data obtained, for instance, how certain measured characteristics appear to be on average and how closely two or more characteristics are associated with one another. The study is about stakeholders' perceptions and therefore descriptive analysis provides a very useful initial examination of the data for examining the representivity of the selected sample (Leedy & Ormrod 2013:104).

### **4.6 RELIABILITY AND VALIDITY OF THE STUDY**

#### **4.6.1 Reliability of the study**

The researcher used consistency reliability measuring in terms of Cronbach's alpha, as, in addition to requiring a number of participants to complete the questionnaire, he also needed to know whether all the items elicited equivalent information. To ensure that there was consistency in estimating the perceptions of the benefits to be gained from tourism, the researcher estimated the degree of reliability to be attained by means of grouping the questions together in a way that was directed towards measuring the same concept. The above was done because the researcher used only one measurement instrument, namely a questionnaire, for collecting the required data (Seliger & Shohamy 1989:187).

#### **4.6.2 Validity of the study**

Validity concerns whether the measuring instrument employed actually measures what it is intended to measure (Mouton 2008:58; Field 2018:15). Mertens (2011:3) states that researchers are aware of the criteria that are required to be in place to attain the prescribed quality (in the form of reliability and validity) that is typically associated with

the obtaining of quantitative data. Veal (2006:41) views validity as the extent to which the information that is collected by the researcher truly reflects the phenomenon being studied, and the degree to which the instrument measures what it is supposed to be measuring. The researcher was cautious when developing the questionnaire, so as to make sure that all the questions that were asked related to the issue intended for research. The questionnaire was reviewed by an expert, and the researcher used simple language and layout for the information, so as to help ensure the validity of the findings made.

#### **4.7 CONCLUSION**

In summary, this chapter examined the study area, the method used to collect data, the data analysis and the descriptive survey method. The chapter explained that questionnaires were distributed personally by the researcher to collect data from the villagers of Ka-Mhinga and Ka-Matiani, which are found along the northern part of the Kruger National Park. The chapter also clarifies that permissions to conduct the study were obtained from the local chiefs of the two villages, Kruger National Park and Vaal University of Technology. The chapter also indicate how reliability and validity were followed for the present study.

## **CHAPTER FIVE**

### **RESULTS AND INTERPRETATION**

#### **5.1 INTRODUCTION**

The current chapter presents, analyses and interprets the quantitative data that were collected in response to a structured questionnaire. Five hundred questionnaires were distributed to the participants; however, thirty-seven participants were not available during collection and some were not all completed by the participants. The data from the structured questionnaire were analysed using SPSS 21.0. The first part of the analysis begins with a description of the sample used. Next follows the analysis of the structured questionnaire. The empirical research objectives that the present study attempted to realise are:

- to investigate the perceptions of the role and benefits of tourism in relation to the Kruger National Park;
- to assess the local communities' roles in terms of participation/involvement in tourism in the Kruger National Park; and
- to draw conclusions about, and to make recommendations regarding, the communities' role in, and the benefits to be gained from, the protected areas.

#### **5.2 DESCRIPTIVE STATISTICS**

To determine the representivity of the sample, one needs to look at the frequencies of the various groups composing the sample. The population would probably be all persons 20 years of age, or above, who reside in the Ka-Mhingana and Ka-Matiani protected areas.

### 5.2.1 Frequency of the gender groups in the sample (A1)

**Table 5.1: Frequency of the gender groups in the sample**

	Gender	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	Male	206	44.5	44.5	44.5
	Female	257	55.5	55.5	100.0
	Total	463	100.0	100.0	100.0

The data in Table 5.1 show that there were 1.25 women for every man in the sample. The statistic is probably representative of the gender ratio in the two districts.

### 5.2.2 Age of the participants (A2)

The initial five categories, as per the questionnaire, were collapsed to four categories, due to the small number of participants who fell in the older than 60 years' category.

**Table 5.2: Frequency of the age groups in the sample**

	Age groups	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	20–29 years old	194	41.9	44.2	44.2
	30–39 years old	117	25.3	26.7	70.8
	40–49 years old	81	17.5	18.5	89.3
	50+ years old	47	10.2	10.7	100.0
	Total	439	94.8	100.0	
Missing	System	24	5.2		

Total	463	100.0		
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The data in Table 5.2 show that the 20-to-29-years-old age group formed the majority of the participants (44.2%), while the 50+-years-old group constituted only 10.7% of the sample.

### 5.2.3 Occupation of the participants

The original 15 categories were rather diverse, and, because the unemployed group was so large, it was decided to make use of three groups, namely students, the unemployed and the employed (no matter the nature of their work). The frequencies of the three occupation groups, in relation to the above factor, is presented in Table 5.3.

**Table 5.3: Frequencies of the three occupation groups in the sample**

	Occupation groups	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	Student	77	16.6	16.6	16.6
	Employed	128	27.6	27.6	44.3
	Unemployed	258	55.7	55.7	100.0
	Total	463	100.0	100.0	

The data in Table 5.3 show that the unemployed group formed 55.7% of the sample, which is steeply above the unemployment rate in the first quarter of 2017, which was given as 27.7% ([www.statssa.gov.za](http://www.statssa.gov.za)). Unemployment among the youth was 38.06%. The unemployment rate in the two communities was, thus, very high, with it probably being representative of the population of the two regions sampled.

## 5.2.4 Monthly income of the participants

**Table 5.4: Frequency of the monthly income groups in the sample**

	Monthly income	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	R0–R1000	233	50.3	50.3	50.3
	R1000–R1999	127	27.4	27.4	77.8
	R2000–R5999	64	13.8	13.8	91.6
	R6000+	39	8.4	8.4	100.0
	Total	463	100.0	100.0	

The data in Table 5.4 correlate with that in Table 5.3, as the frequency of the lowest income group (R0 to R1000) was 50.3%. If one takes the 2013 minimum monthly wage in South Africa to be about R2500, then only about 22.2% of the participants in the sample met the standard set. However, the sample probably was representative of the two regions involved.

### 5.2.4.1 Whether in receipt of direct income from tourism

**Table 5.5: Frequencies of the two direct incomes from the tourism groups sample**

	Direct income	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	Yes	22	4.8	4.8	4.8
	No	441	95.2	95.2	100.0
	Total	463	100.0	100.0	

The data in Table 5.5 indicate that only 4.8% of the participants indicated that they received a direct income from tourism. The government and those associated with the National Parks in South Africa could strive to improve such a low percentage. Such a low involvement of the residents in tourism activities signals neglect of the surrounding communities by the Kruger National Park.

### 5.2.5 Participants' highest educational qualification

The original six groups were collapsed into four, as those who had a secondary qualification formed such a large group. However, it is not known for which grade the participants had qualified, as it could have been anything from Grade 8 to Grade 12. The same was true of the primary school data.

**Table 5.6: Frequency of the four highest qualification groups in the sample**

	Highest qualification	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	None/primary	96	20.7	20.7	20.7
	Secondary	274	59.2	59.2	79.9
	Certificate/diploma	73	15.8	15.8	95.7
	Degree+	20	4.3	4.3	100.0
	Total	463	100.0	100.0	

The highest frequency was obtained for the secondary school qualification group (59.2%), with the lowest frequency being obtained for those with a degree or higher qualification (4.3%). Such a low higher education percentage might have influenced the high unemployment levels that were indicated in Table 5.3.

### 5.2.6 Participants' source of income

The frequency of the four source of income groups is given in Table 5.7.

**Table 5.7: The frequencies for the four source of income groups in the sample**

	Source of income	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	Grant	170	36.7	36.7	36.7
	Salary	50	10.8	10.8	47.5
	Self-employed	139	30.0	30.0	77.5
	Allowance	104	22.5	22.5	100.0
	Total	463	100.0	100.0	

The highest frequency (36.7%) was recorded for the participants who received some form of grant. Only 30.0% were self-employed, and if the situation of more persons receiving government grants than were self-employed were to persist, the local economy could not grow. The situation, as such, seemed to be unsustainable, and more self-employment opportunities needed to be created. The self-employment levels indicate some form of entrepreneurial activities among the residents.

### 5.3 FACTOR ANALYSIS OF COMMUNITY BENEFITS FROM THE PROTECTED AREAS

Section B of the questionnaire contained 20 items that probed the perceptions of community members about certain aspects of the protected areas of the Kruger National Park. The analysis of the items should address the fulfilment of objective two, which rests upon the determination of residents' perceptions regarding such protected areas as the



Kruger National Park. To see whether the items could be grouped together into a smaller number of factors, a factor analytic procedure was followed.

Before the factor analysis proceeded, the data were first scrutinised for any possible outliers, and the data of six participants were removed prior to the procedure. The initial factor analysis using principal component analysis (PCA) with Varimax rotation showed that item B12 had a measure of sampling adequacy (MSA) of less than 0.50, so it was removed from the procedure. Item B14 also had its scale inverted. The parameters used, namely the Kaiser-Meyer-Olkin (KMO) formula and Bartlett's sphericity, were  $KMO=0.826$  and  $p=0.000$ , which both indicated that it would be possible to obtain a more parsimonious solution than 20 items. Four first-order factors resulted, which explained 47.1% of the variance present.

The first-order factors were then again subjected to a second-order procedure, which resulted in two factors. The first factor was a combination of first-order factors 1 and 2, whilst the second factor formed a combination of first-order factors 3 and 4.

The two second-order factors explained 71.99% of the variance present. The first second-order factor (FB2.1) was named "Community perceptions enhancing tourism in protected areas", and contained 11 items, with a Cronbach reliability of 0.810. A reliability analysis on this factor indicated that if item B14 (scale inverted) were removed, then the reliability coefficient would increase to 0.837. Hence, item B14 inverted, was removed.

The second factor, FB2.2, contained 8 items and was named "Community perceptions impeding tourism in the protected areas", and had a reliability coefficient of 0.534. The factor thus could be deemed as being unreliable if one accepts the assumption that reliability coefficients should have a value of 0.70 or higher. However, (Cole & Preacher 2014:300) indicates that, if one is using psychological constructs, values below 0.70 can realistically be expected, due to the diversity of the constructs involved being measured. The construct, thus, did not have the expected internal consistency but all the items were

related to aspects seemed to be linked to community perceptions that impeded tourism in the protected areas.

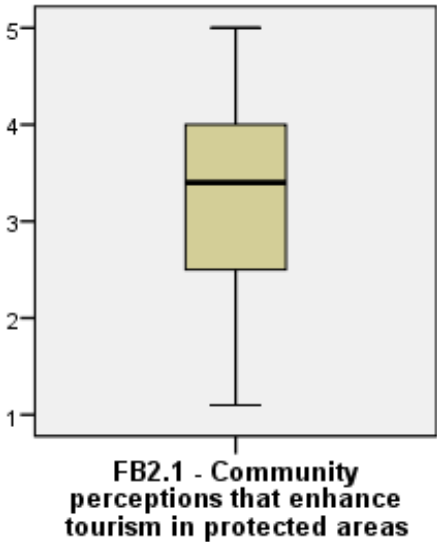
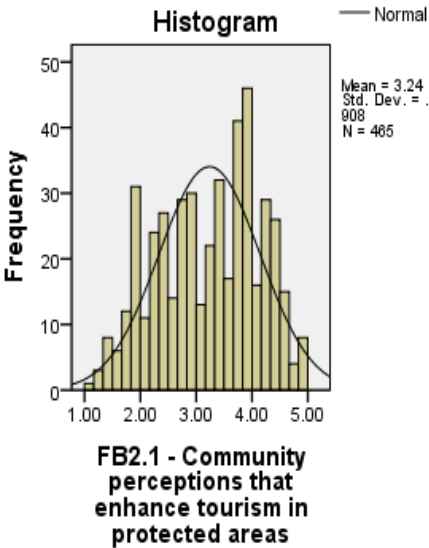
The items seemed to be controversial among the participants, with the items in FB1.3 being negatively correlated with the others. Nevertheless, as other attempted solutions did not resolve the problem, the factor was retained. The items present in FB2.1 are given in Table 5.8, together with the mean scores and factor loadings.

**Table 5.8: The mean scores and factor loadings of the items in relation to the community perceptions enhancing tourism (FB1.1)**

<b>FB2.1 – Community perceptions of the enhancing of tourism in the protected areas (<math>\alpha=0.837</math>)</b>			
<b>Item</b>	<b>Description</b>	<b>Mean</b>	<b>Loading</b>
B10	The protected areas provide opportunities to community members to perform cultural activities for the entertainment of tourists.	3.36	0.790
B9	The protected areas promote a variety of cultural activities that are performed by community members for payment.	3.29	0.762
B20	The environmental centres sell products made by community members.	3.17	0.639
B11	The protected areas management and the community members work together in promoting skills transfer by means of the latter training to become tour guides.	3.30	0.609
B17	The protected areas have changed community members' behaviour (such as by promoting prostitution).	3.36	0.564
B8	Local communities benefit from tourism development, as well as from the upgrading of infrastructure, such as roads.	2.85	0.380

B1	Community members earn an income from tourism.	3.44	0.693
B6	Community members benefit from being able to provide services and products to tourists visiting the protected areas.	2.97	0.677
B20	The protected areas provide support for community projects in this village.	3.40	0.640
B4	The community members benefit from the interaction between themselves and the tourists visiting the protected areas.	3.27	0.588
Average		3.24	0.634

The factor mean of 3.24 shows a neutral perception among the participants with respect to the items in the factor. The item with the highest mean score was B1 (Community members earn an income from tourism), indicating partial agreement with the concept. The item with the highest factor loading was B10 (The protected areas provide opportunities to community members to perform cultural activities for the entertainment of tourists). As such, it makes the largest relative contribution to the factor (Field 2009:631). The data distribution in the factor is shown in Figure 5.1.



**Figure 5.1: Histogram and boxplot showing the data distribution with respect to the factor FB2.1**

The mean of 3.24 and median of 3.40 indicates a slight negative skewness. However, inferential statistical procedures could be used in testing the factor.

The second factor found seemed to revolve around aspects that could impede perceptions about tourism and the items, with their mean scores and factor loadings being given in Table 5.9.

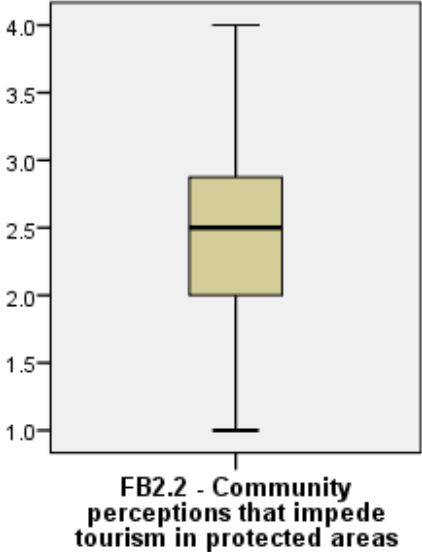
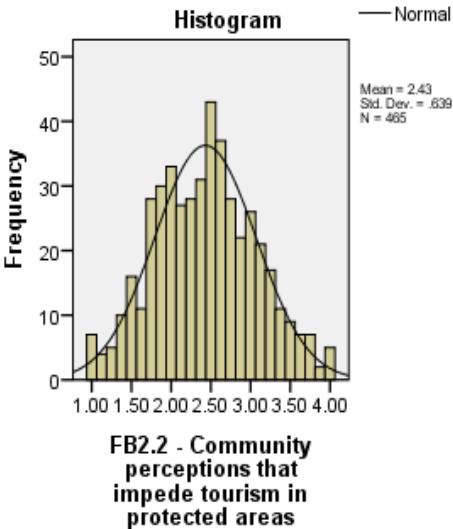
**Table 5.9: The mean scores and factor loadings of the items in terms of community perceptions impeding tourism (FB2.2)**

<b>FB2.2 – Community perceptions that impede tourism in protected areas (<math>\alpha=0.534</math>)</b>			
<b>Item</b>	<b>Description</b>	<b>Mean</b>	<b>Loading</b>
B5	Community members do not benefit from the protected areas, which leads to the lack of environmental responsibility among them.	2.48	0.602
B7	Community members are not offered employment opportunities in the protected areas.	2.50	0.573

The data in Table 5.9 shows that the participants tended to agree with the items present in the factor community perceptions in relation to the impeding of tourism in the protected areas of the Kruger National Park. Item B3 had the lowest factor mean (2.05) and, hence, the participants can be seen to have agreed most strongly with it, while the highest mean, of 2.67, indicated their partial agreement with item B18. Item B13 had the highest factor loading (0.708), showing that the perception of the “protected areas improve the quality

B16	The protected areas do not promote cultural exchange between the community members and the tourists.	2.46	0.542
B15	Community members own NO business connected to the protected areas.	2.42	0.548
B3	Community members are not permitted to use natural resources from (e.g. to collect firewood, or to hunt in) the protected areas.	2.05	0.502
B13	The protected areas improve the quality of life of community members.	2.46	0.708
B18	The protected areas promote the local communities' participation in tourism.	2.67	0.615
B19	The protected areas around the villages contain protected natural plants and wildlife.	2.41	0.528
Average		2.43	0.577

of life of community members” was the item that was most representative of the factor concerned. The data distribution of the factors in the factor are shown in Figure 5.2.



## Figure 5.2: Histogram and boxplot showing the data distribution with respect to the factor FB2.2

The mean of 2.43 and the median of 2.50 indicate that the distribution of data is close to the normal, and, hence, inferential statistical tests could be utilised to analyse the factor.

### 5.3.1 Testing factors as dependent variables against the independent variables

As one of the objectives of the study was to assess the association of the dependent factors as dependent variables against the independent groups, including age, gender, income from tourism, and the highest qualification, it was necessary to test the associations involved. Firstly, as the participants for the two factors with respect to Section B were the same, a paired t-test could be used to see whether the mean scores of the two factors differed statistically significantly from one another. The results of the test could be seen in terms of the following:

$$[\bar{X}_{FB2.1} = 3.24; \bar{X}_{FB2.2} = 2.43; t(464) = 16.75; p < 0.0005; r = 0.61]$$

If the null hypothesis is true, then no significant difference exists between the means. However, in this case the two samples came from different populations ( $p < 0.05$ ) but were typical of their parent population (Field 2009: 325). Thus, the participants agreed that the statistic was significantly stronger (lower mean) in the case of the impeding factor than in that of the enhancing factor. The above seems strange, but one needs to remember that the lower the mean, the greater is the amount of agreement with the factor.

The above could possibly be due to the way in which the items were stated, using the word 'not' as in "[c]ommunity members are not offered employment opportunities in the protected areas". If the participants disagreed with the statement, they expressed a double negative, because they disagreed with not believing something. Using items with double negatives should, therefore, be avoided. Items B3, B5, B7, B15, and B16 were all examples of items with double negatives. Thus, as the scales were inverted (in the sense that they were opposite of what the scale intended), they should be interpreted as expressing disagreement, and not agreement, with the items concerned. The participants,

thus, disagreed with the items, which was favourable for the perceptions regarding tourism.

In addition, the effect of size was large ( $r=0.61$ ), indicating the substantive effect of comparing the means in this way. Thus, the effect is important, and more attention needs to be given to the aspects referred to in the enhancing factor (FB2.1), so that the participants had a more positive perception of the items involved. The mean score of the inverted items was 3.52, showing partial disagreement that is supportive of efforts to enhance the benefits of tourism.

### 5.3.2 Association between the dependent factors and the two independent groups

When two independent groups are tested for differences between mean scores with respect to the dependent variables, then the t-test can be used. Significant differences were found to be present with respect to FB2.2 only. The results are given in Table 5.10.

**Table 5.10: The significance of the differences between the two gender groups, with respect to the impeding factor (FB2.2)**

Factor	Group	Mean	t-test ( $p$ -value)	Effect size ( $r$ )
Community perceptions that impede tourism (FB2.2)	Male	2.50	0.031*	0.11
	Female	2.37		

\* = Statistically significant at the 5% level ( $p > 0.01$ , but  $p < 0.05$ ).

The data in Table 5.10 show that the female participants agreed statistically significantly more strongly with the factor (FB2.2) than did the male participants.

Hence, there was a significant association between gender and the impeding factor, in that the female interviewees agreed more strongly with the impeding factor than did the male interviewees. The female participants were probably more strongly influenced by

such factors, as the employment opportunities were probably fewer for them than they were for the male participants in the rural areas.

### 5.3.3 Receipt of direct income from tourism

Question A5 had only two categories of response, namely ‘yes’ or ‘no’. The appropriate data are shown in Table 5.11.

**Table 5.11: Significance of differences between the two income groups, with respect to the two factors involved**

Factors	A5. Income from tourism	N	Mean	t-test (p-value)	Effect Size
FB2.1 – Community perceptions that enhance tourism in the protected areas	Yes	22	2.86	0.04*	0.10
	No	443	3.26		
FB2.2 – Community perceptions that impede tourism in the protected areas	Yes	22	2.40	0.84	-
	No	443	2.43		

\* = Statistically significant at the 5% level ( $p > 0.01$  but  $p < 0.05$ ).

The data in Table 5.11 indicate that the participants who received an income from tourism agreed statistically significantly more strongly with the items in the enhancing factor than did the participants who received no income from tourism. For the rural communities, the ability to earn an income is extremely important, as most of them are unemployed and do not earn a salary. This finding is supported by several authors. For instance, Su, Wall, Wang and Jin (2019:272) undertaking a study in the context of a rural tourism in china, discovered that rural tourism is critical for livelihood sustainability. Furthermore, Xue and Kerstetter (2019:416) also emphasise that rural tourism results in livelihood change by impacting on rural development and poverty reduction.



### 5.3.4 Association between the dependent factors and three or more independent groups

When three or more independent groups are involved, one can utilise ANOVA to see whether the groups differ at the multivariate level. Should they differ, then, pairwise, differences can be handled at the univariate level.

### 5.3.5 Nature of the participants' occupation (A3)

The 15 possible categories given were recoded as three, namely students, the employed and the unemployed. As the unemployment status was high (55.5%) in the community, it was difficult to form groups of any equitable size. Statistically, significant differences were only present regarding the community perceptions of the aspects that impeded tourism. The results obtained are given in Table 5.12.

**Table 5.12: The significant differences between the three occupation groups with respect to the two tourism factors**

Factor	Group	Mean	MANOVA ( $\rho$ -value)	ANOVA ( $\rho$ -value)	Hochberg GT2			
					1	2	3	
Perceptions that enhance tourism (FB2.1)	Students	3.25	0.007**	0.36	1	/	-	-
	Employed	3.15			2	-	/	-
	Unemployed	3.28			3	-	-	/
Perceptions that impede tourism (FB2.2)	Students	2.63		0.003**	1	/	-	**
	Employed	2.46			2	-	/	-
	Unemployed	2.36			3	**	-	/

\*\* = Statistically significantly different at the 1% level ( $\rho < 0.005$ ).

The data in Table 5.12 show that the unemployed participants agreed most strongly in respect of the aspects impeding tourism. Of the three occupational groups, the

unemployed, who had no means of obtaining an income and could be seen to be the most deprived economically, agreed most strongly with the items in the impediment factor (FB2.2), compared to the level of agreement shown by the students and the employed groups.

### 5.3.6 Highest qualification of the participants (A6Rec)

Many participants were found to have a secondary school qualification, which meant any level from Grade 8 to Grade 12 (58.9%). The details of those participants with no qualification, and those with primary school qualifications, were added together to form a second group, while the participants with a diploma or a certificate formed a third group. The fourth group consisted of participants with a bachelor's degree, or with a higher qualification.

**Table 5.13: The significant differences between the four qualification groups with respect to the two tourism factors**

Factor	Qualification groups	Mean	MANOVA (p-value)	ANOVA (p-value)	Hochberg GT2					
					1	2	3	4		
FB2.1	None/prim	3.14	0.025*	0.64	1	/	-	-	-	
	Secondary	3.27			2	-	/	-	-	
	Dip/cert	3.27			3	-	-	/	-	
	B. degree+	3.17			4	-	-	-	/	
FB2.2	None/prim	2.33		0.025*	0.025*	1	/	-	-	*
	Secondary	2.44				2	-	/	-	-
	Dip/cert	2.44				3	-	-	/	-
	B. degree+	2.79				4	*	-	-	/

\* = Statistically significant at the 5% level ( $p > 0.01$ , but  $p < 0.05$ ).

The data in Table 5.13 show that significant differences were present with respect to the second impeding factor only. The well-qualified participants agreed least strongly with the items, while the lowest qualification group agreed most strongly with the factor. The participants' educational qualifications were associated with the community's perceptions of the aspects impeding tourism, with the best qualified participants agreeing less strongly regarding the aspects impeding tourism, and the lowest qualified participants agreeing more strongly with them. The higher the qualification, the less strong was the agreement with the impediment factor.

#### **5.4 FACTOR ANALYSIS OF THE COMMUNITY'S ROLE IN THE PROTECTED AREA**

Section C of the questionnaire addressed the roles that community members played, or that they can play, in the protected areas. A factor analytic procedure was utilised in terms of the 14 items in the section to see whether fewer variables could be formed than there were at the start. An initial factor analytic procedure, using PCA and Varimax rotation, indicated that the parameters for inclusion therein were of sufficiently high value to continue (KMO = 0.721 and Bartlett's sphericity,  $p=0.000$ ). Items C28 and C34 were removed due to a low MSA ( $<0.50$ ), and items C24 and C33, which had communality values of  $<0.30$ , were also removed. The remaining 10 items were subjected to a PCA with Varimax rotation, resulting in two first-order factors that explained 42.31% of the variance present. The first factor, which was named the "[i]nclusion of community in the management of protected areas", had a Cronbach reliability of 0.701. The items contained in the factor, and the means and factor loadings, are shown in Table 5.14.

**Table 5.14: The mean scores and factor loadings of the items in community inclusion in the management of protected areas**

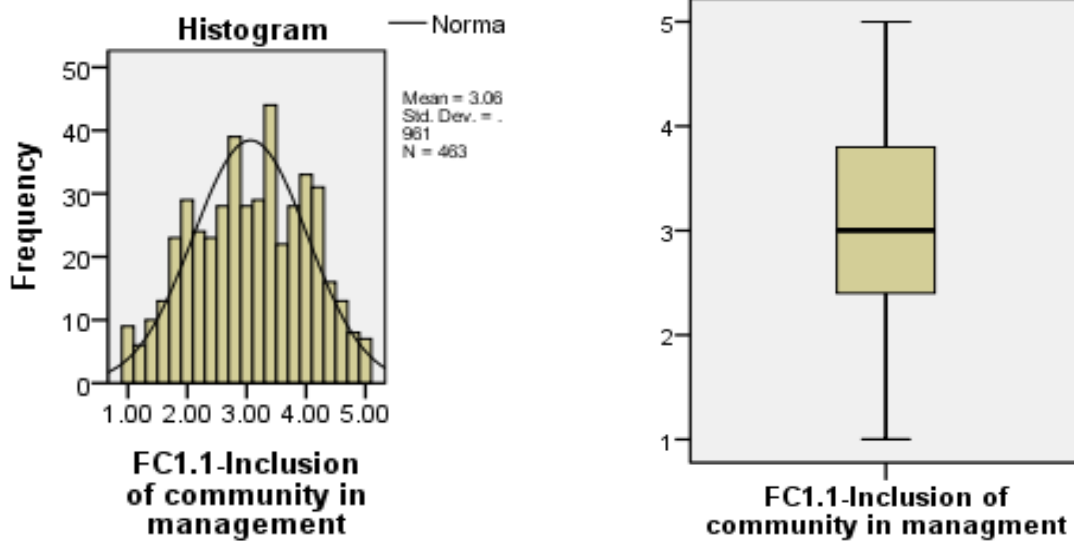
<b>FC1.1 – Inclusion of the community in managing the protected areas (<math>\alpha=0.701</math>)</b>			
<b>Item</b>	<b>Description</b>	<b>Mean</b>	<b>Loading</b>
C32	Community members form part of the policymakers for the protected area.	3.21	0.746
C25	Community members form part of the stakeholders' partnerships in the protected areas.	3.08	0.698
C27	Community members form part of the decision-makers regarding the protected areas.	3.07	0.699
C21	Community members form part of the management of the protected areas.	3.06	0.640
C31	Community members provide goods and services (e.g. in terms of food and accommodation) to tourists visiting the area.	2.89	0.582
Average		3.06	0.673

The mean of 3.06 indicates a neutrality of opinion with respect to the community inclusion of the community in the management of the protected area.

The item with the highest factor loading was C32 (0.746), indicating the representivity of the item in the factor, namely “Community members form part of the policymakers for the protected area”.

The item concerned also had the highest mean score and indicated the smallest amount of agreement. It would appear as though the item, and indeed the factor, gave rise to varied opinions, most probably as the result of those persons who had to administer the management of the area agreeing with the statement, while many of the community

members did not agree that they were involved in the self-same management policies. An analysis of C32 indicated that 35.0% of the participants strongly agreed and agreed with the item, whereas 55.5% indicated disagreement and strong disagreement with the item. Literature strongly supports community involvement in protected areas. For instance, Carius and Job (2019:21) emphasised that greater community involvement is likely to enhance revenue of communities involved in conservation of protected areas. The distribution of data for the factor is shown in Figure 5.3.



**Figure 5.3: Histogram and boxplot of community inclusion in management**

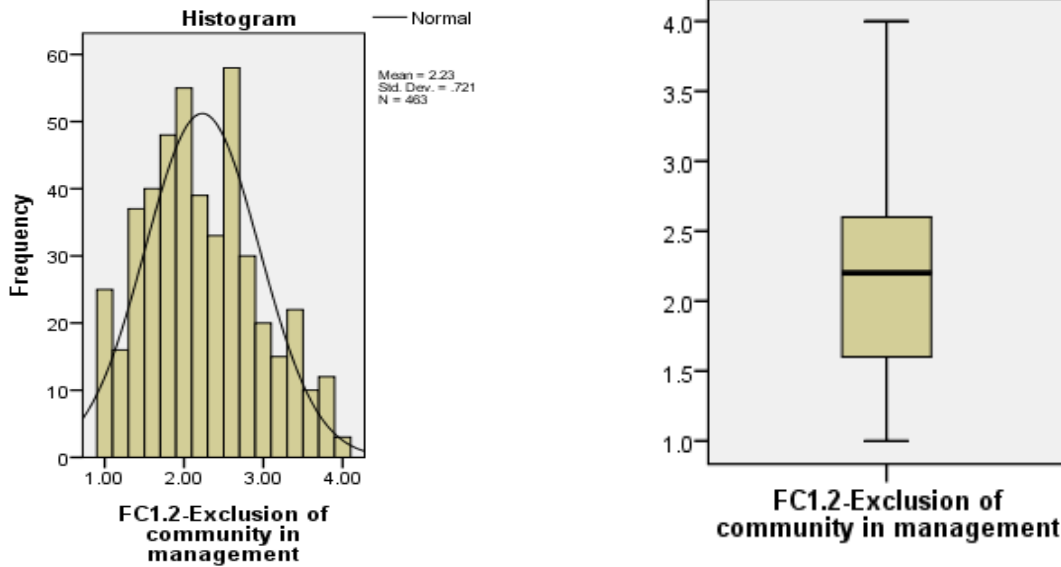
The mean value of 3.06, and the median of 3.00, both indicate the neutrality of opinion and the normality of data distribution.

The second factor (FC1.2), which also contained five items, was named “Exclusion of the community from the management of the protected areas”, and had a Cronbach reliability of 0.534. The low reliability observed was probably due to the use of double negatives in the wording of the items involved. The items, together with their mean scores and factor loadings, are given in Table 5.15.

**Table 5.15: The mean scores and factor loadings of the items in terms of community exclusion from the management of the protected areas**

<b>FC1.2 – Exclusion of the community from the management of the protected areas (<math>\alpha=0.504</math>)</b>			
<b>Item</b>	<b>Description</b>	<b>Mean</b>	<b>Loading</b>
C29	Community members are not involved in any decisions regarding the protected areas.	2.24	0.620
C22	Community members are not consulted in the decision-making process undertaken in relation to the protected areas.	2.30	0.576
C30	Community members promote the conservation of culture in their environs.	2.26	0.564
C26	Community members lack control over the tourism projects that are undertaken within their community.	2.35	0.518
C23	Community members should participate in the operation of the protected areas.	2.02	0.466
Average		2.23	0.549

The mean score of 2.23 and the median of 2.20 suggest agreement with the items, with the majority of the participants perceiving that they were excluded from the management of the protected areas. The above does seem typical of many policies, as they are usually designed by top government officials, and implemented by another official at a lower level. The data distribution is shown in Figure 5.4. The boxplot shows that at least 50% of the participants scored a value of 2.20 or lower, thus showing agreement with the factor. As such, the distribution is positively skew, making non-parametric procedures most probably the best to use when analysing the factor. This finding concurs with prior research by Mbaiwa, Mbaiwa and Siphambe (2019:2) who found that local communities continue to be excluded from resource management, with centralisation highly favoured.



**Figure 5.4: Histogram and boxplot showing data distribution regarding the exclusion of the community from the management of the protected areas**

#### **5.4.1 Testing factors as dependent variables in relation to the independent variables**

As an objective of the current study was to assess the association of the dependent variables or factors as formed in relation to such independent variables as age and gender. The testing of the factors is discussed below. As the participants answering the items in terms of the two factors were the same, they could be compared using a paired t-test. However, as the exclusion factor was positively skewed, the related-samples Wilcoxon Signed Rank test was used (Larsson, Englund, Struglics & Lohmander 2015:1914). The mean of the negative ranks (FC1.2<FC1.1) was 242.02, while the mean of the positive ranks (FC1.2>FC1.1) was 130.25. The significance test had a Z=-12.08, a  $\rho$ -value of <0.0005, and  $r = -0.56$ . The result obtained indicates that the exclusion from the management factor was statistically significantly different from the inclusion of the management factor. In addition, the effect size of 0.56 showed a large substantive effect. The involvement of the community in the management of the protected areas seems to

have been problematic, in that the participants agreed more strongly that they were more excluded from, than included in, the management of the protected areas.

#### **5.4.2 Association between the dependent factors and the two independent groups**

When two independent groups are tested for differences between their mean scores with respect to the dependent variables, the t-test can be used. Thus, the parametric t-test could be used for FC1.1, and the non-parametric Mann-Whitney U-test for FC1.2. No statistically significant differences could be found for gender (A1), or for direct income from tourism (A5). The participants were neutral in all cases, with the result possibly being due to sampling error.

#### **5.4.3 Association between the dependent factors and three or more independent groups**

When three or more independent groups are involved, one can utilise the ANOVA to see whether the groups differ at the multivariate level. Should they differ, pairwise differences can be considered at the univariate level. In the current study, the ANOVA test was used for FC1.1, whereas the independent Kruskal-Wallis test was used for FC1.2.

#### **5.4.4 Occupation of the participants**

With respect to the community inclusion in the management of the protected areas, the ANOVA test gave the following results:

$$[\bar{X}_S = 3.33; \bar{X}_{Employ} = 2.92; \bar{X}_{Unemploy} = 3.06; F(2,460) = 4.46; p < 0.05; r = 0.14]$$

Hence, at the multivariate level (consisting of three groups or variables), the groups differed statistically significantly from one another. The difference was observable between the lowest mean (for the employed) and the highest mean (for the students). The participants who were employed agreed statistically significantly more strongly with the inclusion factor than did the students. The employed were more likely to be involved with the management of the protected areas than were the unemployed, as the former



were probably more visible in relation to, and involved with, community affairs than were the latter.

With respect to the community exclusion from management factor (FC1.2), the Kruskal-Wallis test indicated that the null hypothesis should not be accepted, and that there was a statistically significant difference present between the three groups.

The Mann-Whitney U-test indicated that the difference was between the employed participants and the students. The appropriate results were:

[ $Z=-2.612$ ;  $p<0.05$ ;  $r=0.18$ ].

The conclusion can, thus, be drawn that there is a statistically significant relationship between one's occupation and the extent of agreement with inclusion and exclusion from the management of the protected areas. The employed participants agreed more strongly with the inclusion factor, and less strongly with the exclusion factor than did the students.

#### **5.4.5 Highest qualification of the participants (A6Rec)**

No statistically significant differences could be found between the highest qualification groups and either FC1.1, or FC1.2.

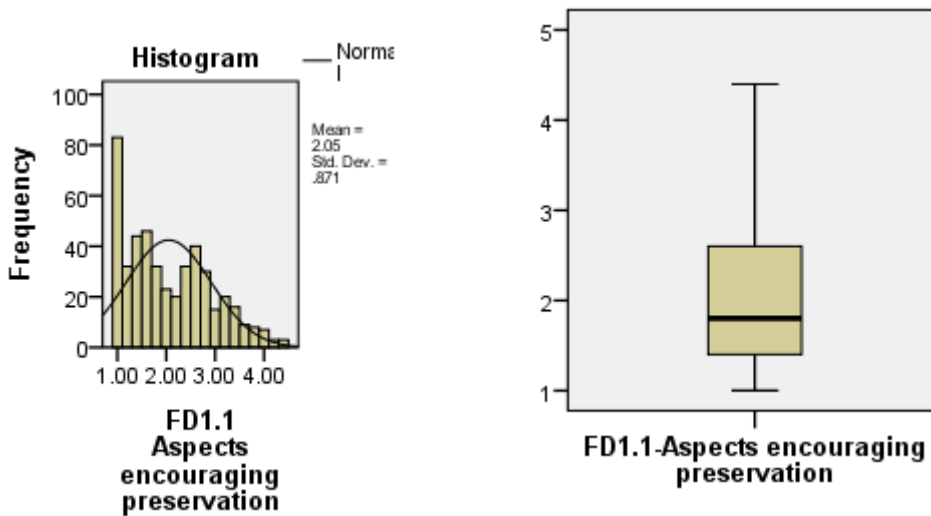
### **5.5 FACTOR ANALYSIS OF ENVIRONMENTAL FACTORS**

The initial factor analytic procedure allowed for a reduction in the number of items concerned. However, item D42 had a low MSA, indicating that it should be removed from the procedure. When the above was done, the KMO value was 0.813, with the Bartlett's sphericity being  $p=0.000$ . Two first-order factors resulted from the PCA with Varimax rotation, which explained 48.70% of the variance present. The first factor, which contained five items, was named "Aspects encouraging the preservation in the protected areas".

**Table 5.16: The mean scores and factor loadings of the items in terms of the aspects encouraging preservation in the protected areas (FD1.1)**

<b>FD1.1 – Aspects encouraging the preservation of the protected areas (<math>\alpha=0.765</math>)</b>			
<b>Mean</b>	<b>Description</b>	<b>Mean</b>	<b>Loading</b>
D43	The protected areas have adequate natural resources for the tourists visiting them.	2.06	0.785
D41	Offering environmental education/training workshops within the village could help prevent the poaching of animals.	2.11	0.783
D44	The protected areas encourage the conservation and the sustainable usage of the natural resources.	1.94	0.681
D36	The protected areas contribute to the protection of wildlife.	2.02	0.654
D38	Community members are not trained/educated on how to protect the environment.	2.18	0.610
Average		2.05	0.703

The mean score of 2.05 and the median of 1.80 indicated agreement with the items in terms of the encouragement factor (FD1.1). The distribution of data is given in Figure 5.5.



**Figure 5.5: Histogram and boxplot showing the data distribution of aspects that encourage the preservation of the protected areas**

The data distribution appears positively skewed, and, hence, non-parametric procedures should be used when analysing the factor concerned. The above is supported by the boxplot, in terms of which the median of 1.80 indicates that 50% of the participants scored below the value, hence showing agreement with the items in terms of the factor.

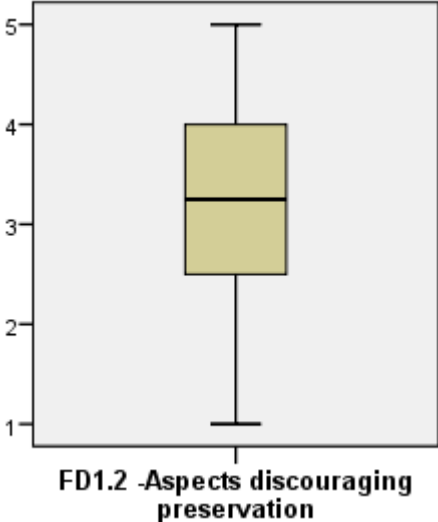
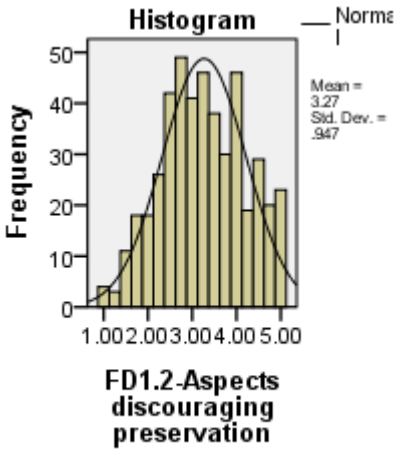
The second factor, which contained four items, had a Cronbach reliability of 0.56. The items and their factor loadings are shown in Table 5.17.

**Table 5.17: The mean scores and factor loadings of the items in relation to aspects discouraging preservation in the protected areas (FD1.2)**

<b>FD1.2 – Aspects discouraging preservation in the protected area (<math>\alpha=0.557</math>)</b>			
<b>Mean</b>	<b>Description</b>	<b>Mean</b>	<b>Loading</b>
D40	Community members do not seek to conserve the available natural resources for future generations.	3.33	0.699

D35	The existence of the protected areas leads to environmental degradation.	3.41	0.672
D39	The 'litter control' message given on the signboards within the villages and the protected areas is both visible and relevant.	2.97	0.624
D37	The protected areas contribute to the protection of wildlife.	3.39	0.530
Average		3.27	0.631

The factor mean of 3.27, and the median of 3.25, indicate neutrality with respect to the factor concerned. However, as the data distribution was negatively skew, non-parametric procedures should be utilised in the further analysis of the factor.



**Figure 5.6: Histogram and boxplot showing data distribution in relation to aspects that discourage preservation (FD1.2)**

### **5.5.1 Testing factors as dependent variables against the independent variables**

As the participants answering the items in relation to the two factors were the same, they could be compared, using a paired t-test. However, as both the factors were skew, use was made of the related-samples Wilcoxon Signed Rank test (Field 2009:552; Field 2018:297). The mean of the negative ranks (FD1.2<FD1.1) was 127.53, while the mean of the positive ranks (FD1.2>FD1.1) was 265.46. The significance test had  $Z=-13.27$ ,  $p$ -value  $<0.0005$ , and  $r=-0.62$ . The result obtained indicates that the discouragement from preservation factor was statistically significantly different to the encouragement of preservation factor. In addition, the effect size of  $-0.62$  showed a large substantive effect, and the encouragement of preservation was more strongly agreed with than was the discouragement of preservation, which seems to have been a logical finding. However, attention needs to be paid to those aspects that discourage preservation, as one would have expected there to have been stronger agreement with the factor concerned. Prior research contends that for successful prevention of protected areas, community involvement is critical. Surugiu, Vasile, Mazilescu, Login, and Surugiu (2019:251) emphasise the need for local knowledge in efficient and prevention, particularly using digitalization. This prevention should emphasise the use of local knowledge.

### **5.5.2 Association between the dependent factors and the two independent groups**

As the distribution of data was skew for both the factors concerned, the non-parametric Mann-Whitney U-test was used for both.

#### **Gender (A1)**

A statistically significant difference was found to be present between the two gender groups with respect to the discouragement factor (FD1.2). The female participants agreed statistically significantly more strongly with the discouragement factor than did the male participants. The appropriate statistics were  $Z=-2.684$ ;  $p=0.007$ ;  $r=0.18$ .

### **5.5.3 Receipt of a direct income from tourism (A5)**

The participants who indicated that they received a direct income from tourism agreed statistically significantly more strongly with the encouraging of preservation than did the persons who indicated that they received no direct income. [Mean rank yes=172.20; mean rank no=234.98;  $Z=-2.16$ ;  $r=0.10$ ]. Logically, those who earned an income from tourism should have agreed more strongly with the encouragement of preservation than did those who received no direct income from tourism.

Hence, more effort needs to be made to see that additional jobs are created, so that more persons can benefit from tourism, as doing so should encourage the development of a more positive attitude towards preservation in the protected areas. Direct income can be enhanced by creating a sustainable development framework for rural tourism. According to Sinclair-Margh (2019:22) captures this sentiment in the context of ecotourism, in which they make an argument that sustainability can be achieved through preservation of protected areas which results in direct income through jobs.

### **5.5.4 Association between the dependent factors and three or more independent groups**

When three or more independent groups are involved, one can utilise the independent Kruskal-Wallis test for non-parametric data. Hence, both FD1.1 and FD1.2 could first be tested using the Kruskal-Wallis test, and, should a difference have been found at this level, the Mann-Whitney U-test could have been used to distinguish where the pairwise differences were.

No statistically significant differences could be found for age (A3Rec), monthly income (A4Rec), and highest educational qualification (A6Rec). The only significant difference present was between the source of income groups (A7) and the aspects that discouraged preservation (FD1.2). The participants who received a grant agreed more strongly with the discouragement factor than did those participants who were self-employed. The appropriate statistical criteria were:

[Grant mean rank = 142.85; Self-employed mean rank = 169.86;  $Z=-2.625$ ;  $p=0.008$ ;  $r=0.15$ ]. Hence, one could also conclude that, although both groups were neutral with respect to the discouragement factor, those who were self-employed disagreed more strongly with the factor (with the mean score being larger). There was, thus, an association between source of income and the discouragement of preservation factor. The self-employed had more favourable attitudes towards aspects that discouraged preservation. Again, the above interpretation is the result of the way in which the items were framed, as double negative items should be avoided.

## 5.6 CHALLENGES/PROBLEMS AND SUGGESTIONS FOR IMPROVEMENT

So as to draw meaningful conclusions and so as propose practical recommendations, section E of the questionnaire addressed the challenges and suggestions for improvement that the participants had in mind. As such, Section E of the questionnaire contained two open-ended items. The first one enquired about the challenges or problems experienced to do with the protected areas in terms of the villages. The frequency of the challenges experienced is provided in Table 5.18.

**Table 5.18: Frequency of the challenges experienced**

	<b>Challenges experienced</b>	<b>Frequency</b>	<b>Percentage</b>	<b>Valid percentage</b>	<b>Cumulative percentage</b>
Valid	Fencing	118	25.5	25.5	25.5
	Lack of jobs	101	21.8	21.8	47.3
	Nepotism	85	18.4	18.4	65.7
	Lack of support	42	9.1	9.1	74.7
	No comment	117	25.3	25.3	100.0
	Total	463	100.0	100.0	

The data in Table 5.18 indicate that fencing (25.5%) seemed to be the biggest problem found. The above was followed by the lack of jobs (21.8%), and by an alarmingly high degree of nepotism (18.4%).

The second question in Section E asked for possible suggestions for overcoming the challenges, with it seeming logical that the participants would tend to give their perceptions to the problems in a non-creative way. In other words, they would just indicate “more jobs”, where before they had indicated that unemployment was a problem. It seemed logical to the researcher that a lack of fencing, for example, could involve the community in erecting a suitable fence, even if the contract were allocated to an outsider who specialised in erecting such. The labour for the erection could have been recruited from among the locals. The frequency table for item E46 is given in Table 5.19.

**Table 5.19: Frequency of the suggestions made in terms of the overcoming of the challenges experienced**

	Suggestions re challenges	Frequency	Percentage	Valid percentage	Cumulative percentage
Valid	Job creation	103	22.2	22.2	22.2
	Compensation for damages	58	12.5	12.5	34.8
	Proper fencing	61	13.2	13.2	47.9
	Transparency	123	26.6	26.6	74.5
	No comment	118	25.5	25.5	100.0
	Total	463	100.0	100.0	

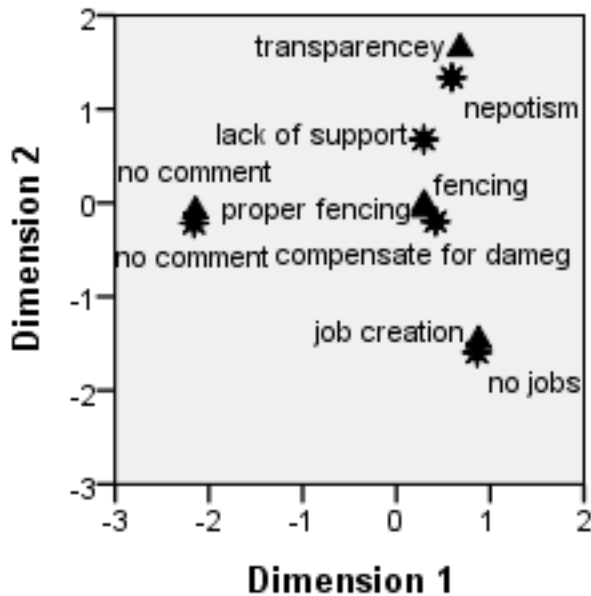
Transparency had the highest frequency, at 26.6%. The result seems to have been a common perception that people were appointed in line with nepotistic tendencies. Much



greater effort needed to be made in the future that at the time of the study, when the available posts seemed often to be advertised as “jobs for relatives or friends, or in support of political affiliation”. The second highest frequency (22.2%) was related to job creation. Given the high rate of unemployment in South Africa, the above-mentioned result was hardly an unexpected result.

When categories are involved in a multi-way table in a cross-tabulation, correspondence analysis (CA) is a useful technique for use in identifying systematic relationships between variables. An important feature of correspondence analysis is the graphic display of rows and columns in a biplot that assists with the detection of structural relationships among the various categories. Hence, the numerical information in tables 5.18 and 5.19 are transformed into a graphic display, in which each row and each column is depicted as a particular point. The biplot involving the challenges in Table 5.18 and the possible solutions (given in Table 5.19) is shown in Figure 5.7.

**Row and Column Points**  
**Symmetrical Normalization**



**Figure 5.7: The biplot between the categories of challenges experienced and their possible solutions**

The biplot in Figure 5.7 confirms the previous suggestion that the participants were neither creative nor innovative in their thinking processes. Clearly, nepotism and transparency go together, as do the lack of fencing and proper fencing, and the lack of jobs and job creation.

## 5.7 SYNTHESIS OF QUANTITATIVE FINDINGS

### 5.7.1 Sample demographics

The sample contained slightly more female than male participants, namely 1.3 women for every man. The majority of the sample fell in the 20-to-29-year-old age group. A large percentage (55.9%) indicated that they were unemployed, which is a matter for concern, as the average unemployment rate in South Africa is about 28 per cent, with it being 38 per cent among the youth. Only 22.5% of the sample indicated that they met the 2013

minimum wage of R2500 per month. Only 4.8% of the participants received money directly from tourism. With respect to the highest educational qualifications, 59.2% of the participants noted that they had a secondary school qualification, although the qualification concerned could have been any grade between Grade 8 and Grade 12. Of the participants, 36.7% received some form of grant every month, and 30% said that they were self-employed. In conclusion, the participants seemed to present a typical South African rural profile of a poor socio-economic context, in which situation any benefits that accrued from tourism could have proven to be highly beneficial.

### **5.7.2 Enhancing and impeding factors**

The items involved with the residents' perceptions of the protected areas were founded on two factors, namely one that seemed to enhance the community perceptions, and one that seemed to impede, or retard, the community perceptions regarding the benefits that were gleaned from the conducting of tourism in such protected areas as the Kruger National Park. The participants were neutral regarding the items in relation to the enhancing perceptions factor, whereas they tended to agree with the items in relation to the impeding factor. However, if the scales of items B3, B5, B7, and B16 were inverted, then the participants would have been found partially to disagree with the impeding items. It, thus, seemed to make sense that the management of the protected areas should attempt to maximise the aspects enhancing the perceptions of benefits from tourism, while minimising the retarding of the associated impeding aspects.

The female participants agreed significantly more strongly with the aspects that impeded perceptions about the benefits of tourism than did the male participants. The above probably indicates that the former suffered more detrimental consequences regarding the benefits of tourism than did the male participants. The group that indicated that they received an income from tourism agreed statistically significantly more strongly with the aspects enhancing the community perceptions than did those who received no income from tourism. The above seems to be a logical finding, as it indicates that tourism is beneficial to the community members who receive an income therefrom.

Occupation was also associated with community perceptions, in that the unemployed groups, who had no means of obtaining an income, and who were economically the most deprived, agreed most strongly with the items in relation to the impediment factor (FB2.2), compared to the levels of agreement with the items that were expressed by the students and the employed.

Educational qualifications were associated with the community's perceptions of aspects impeding tourism, with the best qualified participants agreeing less strongly with the aspects impeding tourism, and with the lowest qualified participants agreeing more strongly with them. The higher the qualification, the less strong was the agreement with the impediment factor.

### **5.7.3 Perceptions of inclusion in, or exclusion from, managerial decision taking**

Section C, which dealt with the community's role in the protected areas, was found to be based on two factors. The one factor related to the perceptions of inclusion in managerial decisions, whereas the other factor related to their exclusion from such decisions. A statistically significant difference was present between the inclusion and exclusion factors. The participants who perceived themselves as being excluded from management decisions agreed significantly more strongly with the exclusion factor than did the participants who perceived themselves as being included in management decisions regarding the protected areas. The above finding seems to be logical, as the participants' inclusion in such decisions would serve to strengthen positive perceptions of the role that one has to play in the management of the protected areas. The participants who had employment of some or other kind agreed statistically significantly more strongly with the inclusion in the management factor than did the students. The employed were more likely to be involved with the management of the protected areas than were the unemployed, as the former were probably more visible in, and involved with, community affairs than were the latter.

#### **5.7.4 Preservation in the protected areas**

Section D of the questionnaire contained 10 items that were found to be based on two factors, namely on one concerned with aspects that encourage preservation, and on another with aspects discouraging preservation in the protected areas. Testing indicated that the discouragement from the preservation factor was statistically significantly different from the encouragement of the preservation factor. The two factors were also significantly correlated with each other ( $r = -0.425$ ;  $p < 0.0005$ ). The above shows that, as aspects encouraging preservation increase, so the aspects discouraging preservation tend to decrease. However, attention needs to be given to those aspects that discourage preservation, as one would have expected there to have been stronger agreement with the factor.

Significant associations were present, with the female participants agreeing statistically significantly more strongly with the discouragement factor than the male participants did. In rural cultures, it is traditional for the women to farm and tend to the land, and, hence, the female participants were probably more aware of aspects that discouraged protection of the environment than were the male participants. The above indicates that more women should become involved with the management of the environment, or at least their voices should be more carefully considered than they have been in the past. The participants who indicated that they received a direct income from tourism agreed statistically significantly more strongly with the encouraging of preservation than did those who indicated that they received no direct income therefrom. Again, the above seems to be a logical finding.

#### **5.7.5 Overcoming of challenges in the protected areas**

Section E had two open-ended questions, one relating to challenges, and one bent on eliciting suggestions regarding the overcoming of such challenges. The lack of fencing at 25.5% seemed to be the biggest problem, as seen by the participants concerned. The above was followed by the lack of jobs (21.8%), and the alarmingly high degree of nepotism present (18.4%). With respect to the solutions suggested, transparency had the

highest frequency (26.6%). There was a common perception of people being appointed as a result of nepotistic tendencies. Much greater effort needed to be made when posts were advertised, as the reserving of “jobs for relatives or friends or in support of political affiliation” seemed to be occur frequently. The second highest frequency related to job creation (22.2%). Given the high rate of unemployment in South Africa, the above result was to have been expected.

Correspondence analysis was utilised to show that the perceived problems and their possible solutions were related, and, hence, nepotism and transparency went together, as did the lack of fencing and proper fencing, and the lack of jobs with job creation.

## **CHAPTER SIX**

### **CONCLUSIONS AND RECOMMENDATIONS**

#### **6.1 INTRODUCTION**

The current chapter summaries the research findings made, which were based on the analysis done in Chapter Five. The primary objective of the study was to assess the perceptions regarding the role and benefits of tourism in the protected areas in relation to the Ka-Minga and Ka-Matiani communities in South Africa.

#### **6.2 CONCLUSIONS REGARDING RESEARCH OBJECTIVES**

##### **6.2.1 Research objective one: to investigate the perceptions of the local communities' role and benefits in tourism**

Research was undertaken to examine the perceptions of the protected areas concerning the communities' role in tourism. To consider the perceptions and attitudes concerning the above-mentioned role, it was essential to discuss the issues to do with tourism planning and sustainability tourism. Looking at the aforementioned features, and concentrating on the Kruger National Park, the information about tourism planning assisted with coming to an understanding of tourism in relation to the Park and its surrounding communities.

The items involved with the residents' perceptions of the protected areas were founded on two factors, namely one that seemed to enhance community perceptions, and one that seemed to impede, or to retard, community perceptions about the benefits of tourism in such protected areas as the Kruger National Park. The participants were neutral regarding the items in the enhancing perceptions factor, whereas they tended to agree with the items in the impeding factor. However, if the scales of items B3, B5, B7, and B16 are inverted, the participants can be seen to have partially disagreed with the impeding items. Logically, then, the management of the protected areas should attempt to maximise the aspects enhancing the perceptions of benefits from tourism, while minimising the retarding of the impeding aspects.

The female participants agreed significantly more strongly with the aspects that impeded the perceptions of the benefits of tourism than did the male participants. The above probably indicates that the female participants suffered more detrimental consequences regarding the benefits of tourism than did the male participants. The group that indicated that they received an income from tourism agreed statistically significantly more strongly with the aspects enhancing community perceptions than did those who received no income from tourism. The above seems to be a logical finding, as such a finding indicates that tourism benefited the community members who received an income therefrom.

The issue of occupation was also associated with community perceptions, in that the unemployed groups, with no means of obtaining an income, and who were economically the most deprived, agreed most strongly with the items regarding the impediment factor (FB2.2) compared to the levels of agreement indicated by the students and the employed groups.

### **6.2.2 Research objective two: to assess the local communities' participation/involvement in tourism**

Assessing the rural communities' participation delivered information on the significance of involving the local community in tourism, which led to the subject of sustainable tourism. The literature referred to in chapters Two and three indicates why the local community should participate / involve itself in tourism activities, and how doing so can support sustainability.

The literature review on community participation in management and planning exposed the importance of involving the local communities in tourism planning to support sustainability. The evidence was important for the study, bearing in mind the overall problem of the lack of community participation in planning. The subject of control is not only a matter of the resources used, and the direct benefits gained, but also conveys information as to how the local residents are used and represented in tourism (Saarinen



2011:3). Such representation can be grounded on participatory planning, leasing methods, and other resources, or ownership, in business.

The one factor related to the perceptions regarding inclusion in managerial decisions, whilst the other factor related to their exclusion from such decisions. A statistically significant difference was present between the inclusion and exclusion factors. The participants who perceived themselves as being excluded from management decisions agreed significantly more strongly with the exclusion factor than did the participants who perceived themselves as being included in the management decisions regarding the protected areas. The above again seems to be logical, as being included in such decision-making should serve to strengthen the positive perceptions of the role that one has to play in the management of the protected areas.

The employed participants agreed statistically significantly more strongly with their inclusion in the management factor than did the students. Persons with an occupation of some kind were more likely to be involved with the management of the protected areas than were the unemployed, as the former were probably more visible in, and involved with, community affairs than were the latter. Elliott (1997:138) indicates that local managers cannot act in a vacuum, as they tend to work within, and to be influenced by, society and its political and administrative systems. A method is moral when it is truthful, and when it is based on community interests, and managed for the benefits of the societies concerned. The Ka-Mhinga and Ka-Matiani participants seemed to feel that the Park employees in the communities tended to serve their own interests, rather than those of the community. The residents of the two villages also claimed that their representation in the Hlanganani Conservation Committee Forums (HCCFs) was not operative, as they felt that they did not participate in them.

The Ka-Mhinga and Ka-Matiani participants did not agree that their community was involved in tourism planning, as they were not consulted regarding it. As they viewed the situation, the Park employees did all the planning and called the HCCF members to

meetings in which the HCCF views were not considered. The HCCFs had no discernible role to play in deciding about tourism development and planning in the area. According to Timothy (1999:374), the citizens' participation in decision-making held promise of expanded benefits that should be felt throughout the community and its citizens. The local communities should be engaged in accounting for the management and planning of tourism destinations for sustainability purposes.

Participation in planning is likely to result in the taking of further appropriate decisions, and in enhanced motivation on the part of the local residents (Cole 2006:630). In reality, the perceptions in the current study were that the community members in the two villages were not adequately involved in tourism planning. Their lack of involvement and participation has impacted on the perceived tourists' benefits in the two villages. The development and planning of tourism development necessitates the collaboration of the local stakeholders, including the local government agencies at both national and subnational level, the property owners, and the local business groups. Although the tourism development planners had been requested to involve the communities in tourism planning more than before, the participants from the two villages noted that no effective community involvement had taken place.

### **6.2.3 Research objective three: to assess the communities' perceived benefits gained from tourism**

The purpose of collecting information regarding the communities' role and participation in tourism considered the benefits gained from tourism, such as how the community residents perceived them. Considering the returns that the community could experience when participating in tourism is essential, so as to be able to foster a positive approach towards tourism.

Concentrating on the two villages concerned, namely Ka-Mhinga and Ka-Matiani, the literature assisted in identifying the difficulties caused by the low level of participation, which might have been due to the lack of information regarding the benefits of tourism.

The two communities concerned should have known about the rewards of being involved in tourism for them to become involved therein.

The encouraging perceptions held by the participants concerning the benefits of tourism could, perhaps, amount to their recognition of such benefits in practice. Instances of such benefits would have been increased job opportunities in the Kruger National Park and the provision of additional visitor accommodation in the villages. Some of the participants from the two villages were satisfied with the income and employment opportunities in the Park, even if they were seen to be of relatively short duration.

The participants from the two villages indicated that the communities benefited from tourism. Community-based goods had been developed, which benefited the whole community. Selling cultural products is an example of a project that had been developed to benefit the community, through job creation and the supply of cultural products to the community. Tourism has also been recognised as a tool of development, as it has created job opportunities for the local communities at the Punda Maria Gate visitors centre. Both Ka-Mhinga and Ka-Matiani community members sold their cultural products to the tourists there. The objective mission of the protected areas was to contribute to the continuance of the conservation of the biodiversity of the nature reserves, in such a way that South African residents would benefit from their stake in the diverse opportunities available to them.

According to the participants from the two villages, tourism has created job opportunities in the Kruger National Park. In terms of the local community residents, tourism should be perceived as having an impact on changing the community make-up and standard of living. Economic benefits come not only in the form of revenue, though, for the existence of an ecotourism destination can also lead to increased employment and to the creation of entrepreneurial opportunities that generate much-needed hard currency (Cook, Hsu & Taylor 2018). The economic benefits of tourism include the contribution of tourism to foreign exchange earnings, the balance of payments, the improvement of economic

structures, and the encouragement of entrepreneurial activities (Mtapuri *et al* 2015). Tourism is perceived as being a potential economic action that can make a positive impact on the local economy, and which can create employment opportunities and help to maintain the infrastructure of the rural communities.

The present study identified that tourism benefits are perceived as not being consistently spread throughout the two villages. Strickland-Munro and Moore (2014) state that there is collective evidence that the benefits of tourism do not accrue equally to the local residents of protected areas. Some of the participants from the two villages seemed to feel that they did not benefit from the tourism activities undertaken in their villages. The residents noted that they were not in receipt of what they had been assured they would receive when the Kruger National Park opened.

The protected area employees do not come from the local villages, the tourism goods being sold at the Punda Maria information centre are not produced by the local residents, and the Park management employs workers along nepotistic lines. Park (2014) states that, by developing an awareness of conservation, the host communities can experience all the benefits that have been discussed thus far. Sadly, despite the fact that the protected areas can benefit the host communities, the opposite is also true, with such areas also possibly having a negative impact on the host communities concerned.

In conclusion of the current research, the results show that information contributes to the fostering of interest in tourism between communities, which is revealed when the communities that have become involved in tourism benefit economically therefrom. Furthermore, the results confirm that the local communities' lack of participation can hamper sustainability, because they then fail to become part of the tourism growth that occurs at the destinations concerned. Such aspects came to be recognised by the present researcher through the administration of a questionnaire, and through the review of related literature from diverse sources.

## **6.3 RECOMMENDATIONS DRAWN FROM THE RESULTS**

Generally, it is accepted that local communities should be given the chance to practise their role in tourism, most likely through community participation. The following recommendations are made on the basis of the study literature and the results of the study. The recommendations are provided under the following headings: (a) education and training (which encourages positive perceptions of, and attitudes towards, tourism); (b) community participation in tourism planning; (c) the control of tourism schemes (including the regulation, monitoring and evaluation of tourism); and (e) the positive impacts of tourism.

### **6.3.1 Education and training**

Regular education and training in relation to tourism is vital in tourism development. Community members deserve to recognise the impacts of tourism development on their area. Local communities and tourists need to be educated about tourism. Mason (2008:174) states that developers should offer information as to how to motivate community members to develop educational platforms for tourists, as well. In advancing the principle of sustainable tourism development, community members and tourists should frequently be educated and trained in the basics of tourism, and in how they can assist in safeguarding the natural environment. The Kruger National Park, and the government, should hold frequent educational workshops and training for the community members, the tourists, and the protected area employees. An education and training budget should be provided by both the government and the protected areas. The training of employees and community members could increase the output of the protected areas.

### **6.3.2 Community participation in tourism planning**

Planning should involve the local communities, the government, and the stakeholders at the tourism destination, so as to help ensure sustainability. The local hosts should be involved in the planning of tourism development. The current researcher's recommendation is to include the communities adjacent to the Kruger National Park in tourism planning, because they are familiar with the destination.

The community residents of Ka-Mhinga and Ka-Matiani know the areas that could be hazardous to visitors, and some of the Kruger National Park's employees do not, as they are not originally from the area. Local communities tend to come to understand how they can benefit from tourism activities when they participate in tourism planning. Participating in the activities also encourages the interest and involvement of the local communities therein, since they come to feel that they are part of the related tourism development. In terms of the Kruger National Park, not all the shareholders were actively participating in the planning at the time of the present study. The resultant challenges led to confusion as to how the protected areas involved should operate.

The Ka-Mhinga and Ka-Matiani communities did not consider the local tourism industry to produce income and job opportunities. Including the local communities in tourism planning would decrease the current negative attitude regarding tourism, and it would assist them to appreciate the fact that the tourism developers cannot hire each and every one in the villages, even though additional employment positions could become available if there were increased flexibility in their management. Various researchers specify that, since tourism developments occur in the host communities' own environment, local residents should be consulted before any development plan is initiated.

Local communities should participate in planning and safeguarding all that matters concerning communities that should be taken into consideration in tourism development. Some of the important potential benefits that the local communities could consider are: the generation of new jobs for the local community; the empowerment of young people, women and the local ethnic minority groups; the establishment of small, medium and micro local tourism enterprises; and the provision of new markets for local products, like agriculture, the arts, and handicrafts (Bushell & Bricker 2016). Communities' participation in tourism is presently an important feature of tourism design and planning.

The engaging of shareholders is vital to every single tourism development determination, because it promotes sustainable tourism in the rural areas.

Tourism developers have the responsibility to let the local residents be aware of their plans and to become participants in the following actions, since doing so could encourage their awareness of the ventures as a whole. Host community members have the right to be involved in the tourism schemes that affect them, and their knowledge of tourism has revealed that the role of dialogue across a wide range of direct and indirect shareholders is extremely important (Messerli 2011:335).

The researcher's recommendation is that the host communities should participate in decision-making, as well as in the operation of the protected areas. The host community members who live adjacent to the protected areas need to participate in all the stages/phases, because the areas were originally created on their own land, which they used to utilise for animal grazing, hunting, and the collection of firewood. Dredge and Jenkins (2016:101) state that the success of a tourism destination most probably depends on the backing, and the engagement, of the host communities concerned.

### **6.3.3 The control of tourism schemes**

Protected area initiatives need to empower the local people to maximise their benefits and to exercise some form of control over the protected area within their region (Lausche & Burhenne 2011). In addition, Reimer and Water (2013:128) say that the local people need to be empowered to decide what kind of tourism facilities and wildlife conservation activities they would like to have developed within their communities, and to choose how tourism benefits are to be shared among the different stakeholders.

For stable development, communities should be involved in control, and they should also participate in planning how tourism growth should be controlled. As tourism development affects the incomes of the local communities, the residents should be consulted and developed to form part of the controlling groups. The researcher's recommendation is that the state should not just set up tourism development in the remote areas, but it should also permit the local communities to form part of the control and management processes involved. Some scholars suggest not only that the term 'community-based ecotourism

ventures' be used to differentiate those initiatives that are environmentally sensitive, but that it should also aim to guarantee that members of the host communities exercise a high degree of control over the activities taking place, and that a substantial proportion of the benefits accumulate to them (Moli 2011). The Ka-Mhinga and Ka-Matiani participants clearly identified that if the HCCFs were to form part of the control processes, the level benefits obtained from tourism activities would improve.

### **6.3.3.1 The execution of tourism development**

The host community members should take part in executing tourism development. The responsibility for, and the sustainability of, ecotourism development is created when the local communities form part of the execution of tourism schemes.

The literature specifies that training in tourism should involve the host community delegates even in the execution stage concerning their environment. Coopers (2012:255) suggests that tourism planning involves the integrated effort of the private sector and the local community in the execution of tourism development at the destination.

The researcher recommends that the state should devise an organisational strategy that permits the host communities to participate in the execution of any tourism development.

### **6.3.3.2 Monitoring and evaluation in tourism**

The host communities should participate in the monitoring team's involvement in the protected areas, and in the tourism, development taking place in their remote areas, so as to encourage sustainable tourism activities. The inclusion of the local residents in monitoring is essential not only for protecting the residents' welfare, but also to guarantee sustainability, in terms of the quality and the lasting nature of the tourism products. Monitoring the progress made in development planning and in specific scheme developments requires continuous attention, especially in the light of the ongoing neglect of the past (Mowforth & Munt 2015:225).



### **6.3.4 The positive impacts of tourism**

The ecotourism development in the protected areas in the Kruger National Park should produce change in the host communities living adjacent to the Park. The current study has shown that the protected area has created job opportunities.

#### **6.3.4.1 Environmental impacts**

Host communities should benefit within their environment from the support of sustainable tourism development. The positive environmental activities of tourism might embrace the use of the income generated by visits to places of natural beauty to rebuild and to maintain the destination, as well as improve the amount of interest shown by the tourists in the reputation of the natural environment. Zaei and Zaei (2013) describe the environment of the host region as being a vital drawcard in respect of all the visitors' attractions, in terms of the natural resources, the ecosystems, and the cultural and commercial attractions that are available at the destinations. Ikerd (2013) states that sustainability principles refer to the environmental, economic and sociocultural aspects of tourism development, and that a sustainable balance must be created between the three dimensions to assure long-term sustainability.

#### **6.3.4.2 Social impacts**

The local communities should benefit from their culture and heritage, with tourism supporting the cultural activities. Domsic (s.a.) points out that travel that involves a combination of travellers with the locals is known as 'cultural tourism'. They further highlight that such travel inspires people to learn about, and to discover, otherwise unknown culture, while financially supporting the host communities, and assisting them to maintain and continue their custom. Cultural tourism can, in addition, be used as a way of marketing tourism destinations, with it also assisting to attract new stakeholders, and to better the economy (Dwyer & Wickens 2014). Heritage and cultural tourism products form an arena of authenticity and distinctiveness in the international tourism market, with both sorts of product being critical drivers in making a destination attractive and

competitive, as they improve the image and social unity of a destination (Van Schalkwyk 2011).

#### **6.3.4.3 Economic impacts**

The tourism industry should consider the economic impacts of sustainable tourism development that can benefit the host communities living adjacent to the protected areas. The recommendation is that tourism developments should meet the tangible objective of job creation in the rural areas. The Ka-Mhinga and Ka-Matiani local residents should enjoy the benefits of rural tourism.

Despite the study revealing the benefits of tourism in the two villages, engaging in an increased number of initiatives is likely to elicit even more benefits. The protected areas might generate a considerable amount of revenue, with some of the revenue being used for the maintenance of biological diversity, and the rest being ploughed back into the communities living in, or around, the natural and/or protected areas (Yaffe 2015).

Economic benefits not only come in the form of revenue, though, for the existence of an ecotourism destination can also lead to increased employment and to the granting of additional entrepreneurial opportunities that are capable of generating much-needed hard currency (Cook *et al.* 2018). The economic benefits of tourism include the contribution of tourism to foreign exchange earnings, the balance of payments, the improvement of economic structures, and the encouragement of entrepreneurial activities (Mtapuri *et al.* 2015).

#### **6.3.5 Collaboration in tourism**

The researcher recommends that all investors should participate in the operation, execution, monitoring, and management of tourism activities as a form of collaboration. Sustainable tourism in the rural areas can be achieved through collaboration between all the shareholders participating in tourism. Through the protected areas, the host communities are given a chance to come into contact with various external organisations.

To assist the communities to become active partners in the management of protected area destinations, the external organisations should provide the local residents with opportunities to participate effectively in development activities and decision-making procedures. The above could lead to the empowerment of the residents to such a point that they would be able to assemble their own capacities, manage their own resources, make their own decisions, and control the activities that affect their way of life (Deisser & Njuguna 2016).

#### **6.4 CONTRIBUTION OF THE STUDY**

The current study aimed to contribute to the Limpopo Tourism Agency, to the protected areas, and to the local communities adjacent to the protected areas, as well as to the world of academia. The researcher aimed to illustrate the importance of the local communities' in the operation of, and in the planning for, tourism development. The study was intended to add to the existing body of knowledge on the protected area management by means of guaranteed participation in, and the benefits of tourism in the villages around the protected areas. Furthermore, the study assesses the role and benefits of, as well as the perceptions concerning, tourism in the remote areas of South Africa. The study used the Kruger National Park, which is trusted by the state to contribute to the welfare of the local residents living adjacent to the Park. The local residents supplied the information that could assist the state in identifying the existing gaps. The study also aimed to offer a guide as to how rural tourism should be managed, which could be explored in future studies. The researcher intends to publish additional articles based on the present study, in the realm of the benefits and role of, and the participation in, rural tourism in South Africa.

The research participants from the two villages indicated the lack of ongoing training on environmental education that was available for the local residents regarding the protection of the natural environment, with no related study having been conducted in advance in the literature. The current researcher aimed to provide information that could assist other researchers to improve on the level of community participation in rural tourism, by way of

providing an opportunity to plan and control, as well as to benefit from, rural tourism in South Africa.

### **6.5 ADDITIONAL POSSIBILITIES FOR THE STUDY**

If the researcher had had the chance to come to know the total population size of the two villages prior to the study, the researcher could have targeted additional participants. The researcher also believes that a questionnaire regarding the management of the Park should have been designed to obtain both sides of the story (that of the two villages and that of the Park management).

The researcher feels that the local chiefs, traditional leaders and the members of the HCCF should have been informed that they would form part of the participants in the study.

### **6.6 RECOMMENDATIONS FOR FUTURE STUDY**

Although the current study is recognised as contributing findings to the body of literature on the set topic, some geographical areas still require further research. South Africa has rural tourism areas that require research into the perceptions of, the participation in, and the benefits from tourism that could add value to the formulation of policies. The following areas are recognised for further study into rural tourism:

- Kruger National Park (Mpumalanga province);
- Mapungubwe National Park; and
- Makuya private game reserve.

Grounded in the researcher's study and experience, the researcher recommends that, for the next study, the questionnaire for the park management should be designed to be different from that designed for the community members. The population size of the two villages should be obtained first. The participants responded well to being interviewed, due to their knowledge that the information with which they supplied the researcher would

be taken to the Vhembe District Municipality offices in Thohoyandou, and that they would actually benefit from the changes made in the operation of the protected area.

## **6.7 LIMITATIONS OF THE STUDY**

Some participants (from both of the villages) were reluctant to provide information, fearing victimisation by their community leaders, even though the researcher and the fieldworkers assured them that the information they gave would be treated as confidential. In some cases, the information provided was not clear, as the participants and fieldworkers did not understand each other well, due to the language barriers involved.

Some of the participants knew too little to be able to give the type of response that was expected by the researcher. Related to the results of the study, since non-probability convenient sampling was used when distributing the questionnaires, the outcome of the study cannot be generalised, unlike in random sampling, where all members of a population have an equal chance of inclusion in the sample (Fricker 2008:216). 500 questionnaires were distributed to the participants; however, 37 participants were not available during collection and some were not all completed by the participants.

## **6.8 SUMMARY OF THE STUDY**

The current study examined the perceptions of the local communities and their role and participation in, as well as their benefits gleaned from, tourism, using the quantitative method design. The local communities in two villages adjacent to the Kruger National Park were asked to respond to a questionnaire survey. The participants from both villages, Ka-Mhinga and Ka-Matiani, differed in their perceptions and knowledge of the benefits of tourism. However, they shared the same feeling of the broader communities' participation in, and decision-making control of, the tourism operations in the area.

The study concludes that training and ongoing educational workshops on tourism should be provided to all the shareholders.

Doing so could promote positive perceptions and attitudes towards tourism. The state should not just institute conservation and tourism development areas, but it should empower the local residents to participate in the different stages (i.e. planning, management, and development) of tourism management. The local community members should be included in formulating tourism policies, as well as in executing, monitoring and evaluating their implementation and maintenance, as doing so would benefit rural tourism development. Collaboration among all the tourism shareholders in rural tourism operation is considered as an ultimate tool for the supporting of rural tourism.

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## APPENDIX 1

### QUESTIONNAIRE COVER LETTER

#### RESEARCH QUESTIONNAIRE

#### THE LOCAL COMMUNITIES' PERCEPTIONS ON THE ROLE AND BENEFITS OF TOURISM IN THE PROTECTED AREAS.



Faculty of Humanities

**Research conducted by**

**Mr Rofhiwa Stein Khashane**

**Cell: 0829354047**

**Email:**[Rofhiwa.khashane@univen.ac.za](mailto:Rofhiwa.khashane@univen.ac.za)

Dear Participant

You are requested to participate in an academic research study conducted by Rofhiwa, Stein Khashane, a Master's student from the Department of Tourism Management and Hospitality at Vaal University of Technology. The purpose of the study is to gather information on perception and benefits of tourism. You have been chosen to participate in the study based on your understanding and also as a resident of this community. I therefore believe that you will provide relevant information.

Please note the following:

1. This study will provide an anonymous survey. Your name will not appear on the questionnaire and the answers you give will be treated as strictly confidential. You cannot be identified in person based on the answers you give.

2. Your participation in this study is very important to us. You may, however, choose not to participate and you may also stop participating at any time without any negative consequences.
3. Please answer the questions in the attached questionnaire as completely and honestly as possible. This should not take more than 20 minutes of your time.
4. The results of the study will be used for academic purposes only and may be published in an academic journal. We will provide you with a summary of our findings on request.
5. Please contact my supervisors, Dr Limpho Lekaota, [limphol@vut.ac.za](mailto:limphol@vut.ac.za), or Prof Elmarie [Slabbert@nwu.ac.za](mailto:Slabbert@nwu.ac.za) if you have any questions or comments regarding the study.

Please sign this letter to indicate that:

- You have read and understand the information provided above.
- You give your consent to participate in the study on a voluntary basis.

---

Participant's signature

---

Date

## APPENDIX 2

### QUESTIONNAIRE FOR KA-MHINGA AND KA-MATIANI COMMUNITY MEMBERS

Topic: Local communities' perceptions of the role and benefits of tourism in the protected areas: A case of the Kruger National Park

Researcher: Rofhiwa, Stein Khashane

#### Section A: Demographic information of the participants

Please indicate your response to the following questions by, in each case, placing a cross (×) in the block that most clearly represents your current situation, or else write your response in the space provided, where applicable.

1. Gender: Male  Female

2. Age (in years): 20–29  30–39  40–49  50–59  Older than 60

3. What is your occupation?

Student  Pensioner  Doctor  Nurse  Teacher  Lecturer  Business person   
Labourer  Hawker  Unemployed  Church minister  Municipal employee  Provincial  
employee  State employee  Other  Please give details \_\_\_\_\_

4. What is your monthly income / household income range?

Up to R1 000 p.m.  R1 000 – R1 999 p.m.  R2 000 – R3 999 p.m.

R4 000 – R5 999 p.m.  R6 000 – R8 999 p.m.  R9 000 – R11 999 p.m.

Over R12 000 p.m.  Other  Please give details \_\_\_\_\_

5. Do you receive any direct income from tourism, either by way of selling products, or by way of employment? Yes/No

6. What is your highest qualification?

Primary school  Secondary school  Post-matric certificate

Post-matric diploma  Undergraduate degree  Honours  Masters  Doctorate  No  
qualification

7. What is your source of income? \_\_\_\_\_

## Section B. Community benefits from the protected areas

Please indicate how far you agree, or disagree, with the statements given below by placing a cross (x) in the appropriate box alongside each of the listed statements.

The responses range along a continuum from 'strongly agree' (SA), through 'agree' (A), 'neutral' (N), and 'disagree' (D), to 'strongly disagree' (SD).

<b>Rating</b>					
Strongly agree					
Agree					
Neutral					
Disagree					
Strongly disagree					
<b>STATEMENTS</b>	<b>SA</b> 1	<b>A</b> 2	<b>N</b> 3	<b>D</b> 4	<b>SD</b> 5
1. Community members earn an income from tourism.	1	2	3	4	5
2. The protected areas provide support for the community projects in this village.	1	2	3	4	5
3. Community members are not permitted to use natural resources from the protected areas (e.g. to collect firewood from, or to hunt in, the areas).	1	2	3	4	5
4. The community members benefit from the interaction between themselves and the tourists visiting the protected areas.	1	2	3	4	5
5. Community members do not benefit from the protected areas, which leads to the lack of environmental responsibility among them.	1	2	3	4	5

6. Community members benefit from being able to provide services and products to the tourists visiting the protected areas.	1	2	3	4	5
7. Community members are not offered employment opportunities in the protected areas.	1	2	3	4	5
8. Local communities benefit from tourism development, as well as from the upgrading of infrastructure, such as roads.	1	2	3	4	5
9. The protected areas promote a variety of cultural activities that are performed by community members for payment.	1	2	3	4	5
10. The protected areas provide opportunities to the community members to perform cultural activities for the entertainment of tourists.	1	2	3	4	5
11. The protected areas management and the community members work together in promoting skills transfer by means of the latter training to become tour guides.	1	2	3	4	5
12. Privileged families/individuals within the local community are the only ones who benefit from the protected areas.	1	2	3	4	5
13. The protected areas improve the quality of life of the community members.	1	2	3	4	5
14. Community members lack access to the protected areas.	1	2	3	4	5
15. Community members own <b>NO</b> business connected to the protected areas.	1	2	3	4	5
16. The protected areas do not promote cultural exchange between the community members and the tourists.	1	2	3	4	5

17. The protected areas have changed community members' behaviour (such as by promoting prostitution).	1	2	3	4	5
18. The protected areas promote the local communities' participation in tourism.	1	2	3	4	5
19. The protected areas around the villages contain protected natural plants and wildlife.	1	2	3	4	5
20. The environmental centres sell products made by the community members.	1	2	3	4	5

### Section C: The community's role in the protected areas

Please indicate your role as a participant by placing a cross (x) in the appropriate box alongside each of the statements given below. The responses range along a continuum from 'strongly agree' (SA), through 'agree' (A), 'neutral' (N), and 'disagree' (D), to 'strongly disagree' (SD).

21. Community members form part of the management of the protected areas.	1	2	3	4	5
22. Community members are not consulted in the decision-making process undertaken in relation to the protected areas.	1	2	3	4	5
23. Community members should participate in the operation of the protected areas.	1	2	3	4	5
24. Community members play no role as entrepreneurs in tourism development in this village.	1	2	3	4	5
25. Community members form part of the stakeholders' partnerships in the protected areas.	1	2	3	4	5
26. Community members lack control over the tourism projects that are undertaken within their community.	1	2	3	4	5

27. Community members form part of the decision-makers regarding the protected areas.	1	2	3	4	5
28. Community members do not participate in the planning for the protected areas.	1	2	3	4	5
29. Community members are not involved in any decisions regarding the protected areas.	1	2	3	4	5
30. Community members promote the conservation of culture in their environs.	1	2	3	4	5
31. Community members provide goods and services (e.g. in terms of food and accommodation) to tourists visiting the area.	1	2	3	4	5
32. Community members form part of the policymakers for the protected area.	1	2	3	4	5
33. Community members are not involved in the management of the protected areas.	1	2	3	4	5
34. Community members have representatives on the protected areas' committees.	1	2	3	4	5



## Section D: Environmental factors

Please indicate how far you agree, or disagree, with the following statements by placing a cross (x) in the appropriate box alongside each statement. The responses range along a continuum from 'strongly agree' (SA), through 'agree' (A), 'neutral' (N), and 'disagree' (D), to 'strongly disagree' (SD).

35. The existence of the protected areas leads to environmental degradation.	1	2	3	4	5
36. The protected areas contribute to the protection of wildlife.	1	2	3	4	5
37. Community members living adjacent to the protected areas should be allowed to hunt animals.	1	2	3	4	5
38. Community members are not trained/educated on how to protect the environment.	1	2	3	4	5
39. The 'litter control' message on the signboards within the villages and the protected areas is both visible and relevant.	1	2	3	4	5
40. Community members do not seek to conserve the available natural resources for future generations.	1	2	3	4	5
41. Offering environmental education/training workshops within the village could serve as a solution to preventing the poaching of animals.	1	2	3	4	5
42. Community members should pay an entrance fee to support conservation efforts in the protected areas.	1	2	3	4	5
43. The protected areas have adequate natural resources for the tourists visiting them.	1	2	3	4	5
44. The protected areas encourage the conservation and the sustainable usage of the natural resources.	1	2	3	4	5

**Section E: Challenges/problems and suggestions for improvement**

In the space provided below, kindly indicate any challenges/problems that you might have experienced with the protected areas in the village and suggest any means of overcoming such challenges/problems that you consider to be worthwhile.

45. Tourism challenge(s)/problem(s) experienced

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46. Suggestion(s) for overcoming challenge(s)/problem(s) experienced

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**APPENDIX 3**

**PERMISSION TO CONDUCT RESEARCH LETTERS FROM KRUGER NATIONAL  
PARK, KA-MHINGA, AND KA-MATIANI COMMUNITIES**

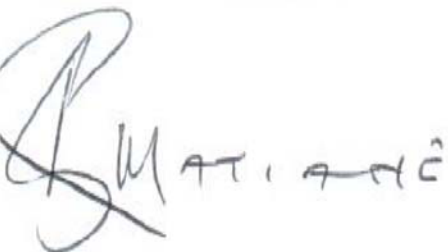
Re: permission in respect of Mr. R.S Khashane to collect data and enter the Matiani village.

This letter is to confirm that Matiani community is aware that Mr. Rofhiwa, Stein Khashane is an M-Tech student at Vaal University of Technology. On this basis, this letter serves to confirm that he (Mr. Khashane), is granted permission to enter the village of Matiani and collect data from participants.

For further clarity or information, I can be contacted on: 0786225084

Yours faithfully

Chief M.B Matiane



Mr. R.S Khashane

Tourism Management Master's student from The Vaal University of Technology

[Rofhiwa.khashane@univen.ac.za](mailto:Rofhiwa.khashane@univen.ac.za)

Dear Mr. Khashane

On behalf of (Mhinga) Bevhula community grant you permission to conduct research within the community.

Permission is granted on the following terms:

1. The detailed information regarding the research objectives and methodology will be shared with the chief and the ward councilor.
2. Preliminary findings will be shared with the Bevhula community members in the form of a meeting and a copy of recommendations or the final thesis.

Should you need any assistance, please don't hesitate to contact me.

We wish you all the best with your research project and keep us informed on your progress.

Yours sincerely

*MAREMANI RICHARD SIMANGO*

Councilor: M.R Simango

0727922974



To develop, manage and promote a system of national parks that represents the biodiversity and heritage assets by applying best practice, environmental justice, benefit sharing and sustainable use.



South African  
NATIONAL PARKS

P.O. BOX 482

SHAYANDIMA

0945

28 February 2017

Private bag 1021

Phalaborwa

1390

RE: Request for permission to conduct a research

This letter is to confirm that Mr. Rofhiwa, Stein Khashane is permitted to conduct a research at Ka-Matiani and Befula (Mhinga) communities. Kruger National Park will request a copy of the

Study after the reach is completed or the outcomes of the research/ findings

For further information please don't hesitate to contact us at Kruger National Park regional offices. We as the Kruger Management we are aware of this study. Local perception on the role and

Benefits of communities: A case of Kruger National Park.

  
Yours faithfully



addo elephant

agulhas

augrabies falls

bontebok

golden gate high

karoo

kgalagadi transfr

knysna lake area

kruger

mapungubwe

marakele

mountain zebra

namaqua

table mountain

tankwa-karoo

tsitsikamma

ai- ais richtersv

vaalbos

west coast

P.O. Box 482

Shayandima

0946

12 December 2016

The Chief

Ka-Mhinga Village

Thohoyandou

O950

Dear Sir

REQUEST TO ADMINISTER A QUESTIONNAIRE TO THE RESIDENTS OF KA-MHINGA COMMUNITY

I, Rofhiwa Stein Khashane, M-Tech student at the Vaal University of Technology, student no.: 215276736, ID no.: 8104265610081, hereby request permission to conduct a questionnaire survey about the local communities' perceptions of the role and benefits of tourism in the protected areas in Ka-Mhinga community.

The questionnaire is for a dissertation that will be submitted to the Vaal University of Technology in partial fulfilment of the M-Tech degree in the School of Hospitality, Tourism & PR Management Sciences at the Vaal University of Technology. I wish to ensure the Chief that administration of the questionnaire will not disrupt the local communities' activities.

Your consideration will be highly appreciated.

Yours faithfully

Mr R.S. Khashane

082 935 4047

.....

P.O. Box 482

Shayandima

0946

12 December 2016

The Chief

Ka-Matiani Village

Thohoyandou

O950

Dear Sir

REQUEST TO ADMINISTER A QUESTIONNAIRE TO THE RESIDENTS OF KA-MATIANI COMMUNITY

I, Rofhiwa Stein Khashane, M-Tech student at the Vaal University of Technology, student no.: 215276736, ID no.: 8104265610081, hereby request permission to conduct a questionnaire survey about the local communities' perceptions of the role and benefits of tourism in the protected areas in Ka-Mhinga community.

The questionnaire is for a dissertation that will be submitted to the Vaal University of Technology in partial fulfilment of the M-Tech degree in the School of Hospitality, Tourism & PR Management Sciences at the Vaal University of Technology. I wish to ensure the Chief that administration of the questionnaire will not disrupt the local communities' activities.

Your consideration will be highly appreciated.

Yours faithfully

Mr R.S. Khashane

082 935 4047




**APPENDIX 4**

**ETHICAL CLEARANCE CERTIFICATE**

## Research and Innovation Ethical Clearance Certificate

<b>Applicant:</b>	SR Khashane (MTech Tourism Management)
<b>Project:</b>	Local communities' perceptions on the role and benefits of tourism in protected areas: A case of Kruger National Park
<b>Institution:</b>	Vaal University of Technology
<b>Date Approved:</b>	8 May 2017
<b>Ethical Clearance Number:</b>	ECN36-2017
<b>Approved: Yes/No</b>	Yes

  
\_\_\_\_\_  
DR SM NELANA  
CHAIRPERSON: RESEARCH & INNOVATION ETHICS COMMITTEE

**APPENDIX 5**  
**LANGUAGE EDITING CERTIFICATE**

## EDITING CERTIFICATE

Kindly note that I, Lois Courtenay Henderson (BA (Honours) English, MA in General Linguistics, Higher Diploma in Library and Information Science, Higher Education Diploma (Postgraduate)), language edited the thesis submitted in partial fulfilment of the M-Tech Degree at the Vaal University of Technology's School of Hospitality, Tourism & PR Management Sciences by Rofhiwa Stein Khashane (Student no.: 215276736, ID no.: 8104265610081). My SATI registration number is 1002688.

Thank you.

A handwritten signature in black ink, appearing to read 'Lois Henderson', written in a cursive style.

Lois C. Henderson (Ms)