

**ITHALA GAME RESERVE AS A TOURIST DESTINATION:
COMMUNITY PERCEPTIONS AND PARTICIPATION**

BY

ZANELE SONTOMAYISE

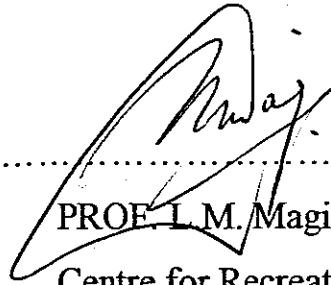
**A dissertation of limited scope submitted to the Faculty of Arts in
partial fulfillment of the requirements for the course-work
Degree of Master of Arts in the Centre for Recreation
and Tourism at the University of Zululand**

KwaDlangezwa

February 2005

APPROVAL

SUPERVISOR:

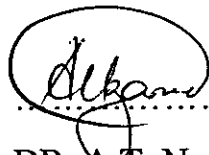


PROF. L.M. Magi

Centre for Recreation and Tourism

University of Zululand

CO - SUPERVISOR:



DR. A.T. Nzama

Centre for Recreation and Tourism

University of Zululand

EXTERNAL EXAMINER:

Dr. Diana Scott

School of Life & Environmental Sciences

University of KwaZulu-Natal

DECLARATION

I declare that this research study: *Ithala Game Reserve as a Tourist Destination: Community Perceptions and Participation*, except where specifically indicated to the contrary in the text, is my own work both in conception and execution. All the sources that have been used or quoted in this study have been duly acknowledged by means of complete references.

By

Zanele Sonto Mayise

ACKNOWLEDGEMENTS

My indebtedness and gratitude is wholeheartedly extended to the following people for their contributions in making this study a success. Consequently, I humbly and gratefully feel very much indebted to most of these people. To mention only a few:

- (a) The Vice-Rector of the University of Zululand, also the co-ordinator of the MRT and PDRT programmes of the Centre for Recreation and Tourism at the University of Zululand, Professor L.M Magi, for encouraging and also believing in me that I am capable of doing this programme (Masters in Recreation and Tourism). In addition he also availed himself as the supervisor to this research study. I therefore, acknowledge his unfailing and dedication in reading all my drafts and final work pertaining to this research document.
- (b) Dr. A.T Nzama, the Head of the Centre for Recreation and Tourism who through her advice provided invaluable assistance in the shaping of this study. Also I'm so thankful to her for her kindness to me and all words of encouragement she gave to me, I really appreciate the gesture.
- (c) The research and scholarship funders who have supported my scholarship at the University of Zululand. More specifically the National Research Foundation (NRF), Department of Labour Scarce Skills Scholarship for funding me in order to finish my research project.

- (d) My mother, who has given me moral support and whole-heartedly assisted me during the times I felt like giving up. My dear mother this one goes out to you.
- (e) Mr. A.T Mthembu, a lecturer in the Department of Geography at the University of Zululand, for playing a pivotal role in equipping me with the methods of analysing the data of this research project.
- (f) My most sincere appreciation to all my friends and sisters Buyi, Ntombi and Lungi whose encouragement and patience enabled me to proceed with my project.
- (g) Lastly but not least, my fellow students within the MRT and PDRT programmes, thank you for everything that we have shared.

There is no doubt that without the contribution of the people mentioned above, and many others, this research document would not have been fully completed. May the love of God be with you all. Thank you very much.

Zanele Sonto Mayise
University of Zululand
28 February 2005

DEDICATION

It is with the greatest affection that I wish to dedicate this piece of work in its entirety to my beloved mother, kaMathenjwa, as well as my sisters, Buyi, Ntombi and Lungi. The above relations have been my backbone in encouraging me to work far more harder than I have worked before. This research study is also dedicated to my dearest friends Thobi, Pamela, Neli, Prof., Chris and Musa who used to encourage me to study further should the opportunity avail itself.

ABSTRACT

The study was conducted against the background that Ithala Game Reserve has a lot of tourism benefits. These benefits must be shared among the various sectors of the community such as the people who were evicted from Ithala and KZN Nature Conservation Services. The study was aimed at finding out whether these tourism benefits compensate for loss of land. This aim was narrowed down to the following objectives:

- To investigate the level of understanding that Ithala people have towards the meaning of tourism.
- To identify the criteria and strategy used by authorities to determine the beneficiaries of tourism resources at Ithala Game Reserve.
- To determine the level of participation of local people in decision-making concerning tourism related matters.
- To examine the level of accessibility to tourism resources of the Ithala area.
- To assess the extent to which tourism benefits enhance the livelihood of the people around Ithala Game Reserve.

The study hypothesised that:

- That the Ithala people have a poor understanding of the meaning of tourism.

- That there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits.
- That the Ithala people do not participate actively in decision-making concerning tourism benefits.
- That the level of accessibility to tourism resources is relatively restricted among the Ithala community members.
- That tourism benefits do enhance the livelihood of the Ithala community in a sustainable manner.

Data was collected through the use of sets of questionnaires, which had both open-ended and closed sections. After this data was collected, it was analysed through the use of computer programme, Statistical Package for Social Sciences. This programme was used to formulate frequency tables and to relate variables.

There were various findings that were deduced from the responses of all interviewees. It was discovered that the Ithala community has limited knowledge about tourism and its benefits in their area. Such limitation resulted from the fact that for a long time, the Ithala community has been excluded from tourism development initiatives. This community was scattered over a large area after eviction, so they know very little about what is happening in the area.

Another stumbling block to access tourism benefits is that the recent arrangements to involve the community in the tourism management are still neatly typed in the Memorandum of Understanding (the legal document that was signed by the Claimants, The Board, NCS), which is not easily accessible to

people. People can begin to accept the prevailing situation provided they have sufficient knowledge about tourism.

To address the concerns of the community, various recommendations were suggested. These included tourism awareness strategies, consultation and involvement of local people in tourism development initiatives, translation of tourism brochures into Zulu and construction of a cultural village. Once local people begin to grasp the concept of tourism, they will begin to accrue more benefits from this lucrative venture.

TABLE OF CONTENTS

<i>CHAPTER</i>	<i>PAGE</i>
APPROVAL	(ii)
DECLARATION	(iii)
ACKNOWLEDGEMENTS	(iv)
DEDICATION	(vi)
ABSTRACT	(vii)
CHAPTER 1 ORIENTATION OF THE STUDY	1
1.1 Introduction	1
1.2 Background to the problem	1
1.3 Statement of the problem	3
1.4 Presentation of the problem	4
1.5 Objectives of the study	5
1.6 Statement of Hypotheses	6
1.7 Definition of terms	7
1.7.1 Tourism	7
1.7.2 Protected area (Reserve)	9
1.7.3 Tourist Destination	10
1.7.4 Community	10
1.7.5 Previously neglected communities	11
1.7.6 Perceptions	11
1.7.7 Participation	12

1.7.8	Blacks	12
1.7.9	Eviction	12
1.7.10	Ecotourism	13
1.7.11	Tourism Development	13
1.7.12	Sustainable Development	14
1.8	Significance of the study	14
1.9	Delimitation of the study	15
1.10	Methodology	17
1.10.1	Sample	18
1.10.2	Instrumentation	18
1.10.3	Method of data analysis	19
1.11	Organisation of the study	19
1.12	Conclusion	21
CHAPTER 2	THEORETICAL PERSPECTIVES	22
2.1	Introduction	22
2.2	Tourism Development and Evictions / Relocations	23
2.2.1	Categories of protected areas	25
2.3	Protected areas and promotion of ecotourism	27
2.3.1	Characteristics and principles of tourism	28
2.4	Key players in community tourism	30
2.4.1	The government	32
2.4.2	The Non-Governmental Organizations (NGOs)	34
2.4.3	The private sector	35
2.4.4	The local community	36
2.5	Benefits of tourism to the local community	39

2.6	Partnership between tourism and conservation	40
2.7	The socio-economic impacts of tourism	42
2.8	Situations that provoke tourist resentment	44
2.8.1	The physical presence of tourists	44
2.8.2	Foreign ownership and employment	45
2.9	Property as power	47
2.10	Tourist-host interrelationships	49
2.11	Bureaucratic impasse	51
2.12	Factors limiting the delivery of tourism	54
2.13	Conclusion	57
CHAPTER 3	THE PHYSICAL SETTING OF THE STUDY	59
3.1	Introduction	59
3.2	The location of the study area	59
3.3	Diversity of habitat	63
3.4	History of Ithala	63
3.5	Fauna and Flora	64
3.6	Facilities in Ithala Game Reserve	65
3.6.1	Conference Centre	65
3.6.2	Self guided walking trails	67
3.6.3	Day and night drives	68
3.6.4	Self-guided auto trails	68
3.6.5	Picnic sites	69
3.6.6	Camping	69
3.7	Accommodation facilities	69
3.7.1	Ntshondwe Camp	70

3.7.2	Mhlangeni Bush Camp	72
3.7.3	Mbizo Bush Camp	72
3.7.4	Thalu Bush Camp	73
3.8	Conclusion	73
CHAPTER 4	DATA ANALYSIS AND INTERPRETATION	75
4.1	Introduction	75
4.2	Restatement of objectives and hypotheses	75
4.3	Demographic characteristics of data	77
4.4	Perceptions and expectations of Ithala community from tourism	90
4.4.1	Community perceptions of the availability of tourism benefits	92
4.4.2	Community involvement in tourism related matters	93
4.4.3	Community level of knowledge about tourism	94
4.4.4	Community awareness about the Trust Fund	94
4.4.5	Community perceptions of job opportunities in tourism	95
4.4.6	Community perceptions of the provision of infrastructural facilities.	97
4.4.7	Community access to Trust Fund	98
4.4.8	The community perceptions of the results of eviction	99
4.5	Utilisation of tourism facilities by Ithala community members	100
4.6	Determination of beneficiaries of the Trust	103
4.7	Relationship between variables	105
4.8	Conclusion	112
CHAPTER 5	CONCLUSIONS AND RECOMMENDATIONS	114
5.1	Introduction	114

5.2	Summary	114
5.3	General conclusions	118
5.3.1	Achievement of objectives through hypothesis evaluation	118
5.3.2	Community awareness about the Trust Fund	120
5.3.3	Community access to tourism facilities	120
5.4	Recommendations	121
5.4.1	Community involvement in decision-making	122
5.4.2	Tourism awareness	122
5.4.3	Provision of infrastructure	124
5.4.4	Knowledge dissemination	125
5.4.5	Remuneration of Trustees	125
5.4.6	Youth development programmes	126
5.4.7	Marketing and promotion of Ithala Game Reserve	128
5.4.8	Creation of cultural village	129
5.5	Conclusion	130
	Bibliography	132
	Appendices	139
	Appendix – A: Questionnaire -1	139
	Appendix – B: Questionnaire – 2	145
	Appendix – C: Transmittal Letter	149

LIST OF FIGURES

FIGURE	DESCRIPTION	PAGE
1.1	Relative location map of the study area	06
2.1	The Ashley Community-Based Tourism Model	31
3.1	The relative location map of the study area	60
3.2	Absolute location map of the study area	61
3.3	Map of the study area	62
3.4	Conference Centre at Ithala Game Reserve	66
3.5	Air-conditioned main auditorium	66
3.6	Day and night drives - vehicle	68
3.7	Ntshondwe Camp	70
3.8	Reception at Ntshondwe Camp	71
3.9	Mhlangeni Bush Camp	71
3.10	Mbizo Bush Camp	72
3.11	Thalu Bush Camp	73
4.1	Age of respondents of community members	80
4.2	Age of Ithala Community Trust members	81
4.3	Marital status of community members	83
4.4	Employment status of community members	85
4.5	Employment status of trust members	86
4.6	Monthly income of community members	87
4.7	Knowledge of tourism benefits by gender	106
4.8	Knowledge of the Trust by age of respondents	107
4.9	Level of knowledge of the Trust by employment	109
4.10	Involvement in decision-making by level of education	110
4.11	Access to the Trust Fund by monthly income	111

LIST OF TABLES

<u>TABLE</u>	<u>DESCRIPTION</u>	<u>PAGE</u>
4.1	Gender of respondents who are community members	77
4.2	Level of education of community members	84
4.3	Perceptions of the community about tourism	91
4.4	Utilisation of tourism facilities by Ithala community members	102

CHAPTER 1

ORIENTATION OF THE STUDY

1.1 INTRODUCTION

South Africa has recently begun a number of conservation initiatives, which link conservation with the development of people. These conservation initiatives follow a worldwide trend, which acknowledges that conservation cannot be undertaken without the participation of local communities. In most cases these local communities are affected by the establishments of protected areas. The Ithala Game Reserve in KwaZulu Natal, South Africa is such an initiative by the national government.

The idea of conservation is entrenched by White Paper on Tourism (DEAT, 1996), which was issued after the 1994 democratic elections. In this Tourism White Paper it is stressed that national and provincial agencies should play an important role in developing and managing state conservation land for tourism purposes.

1.2 BACKGROUND TO THE PROBLEM

Historically, forced removals associated with the Ithala community have led to deep-rooted conflicts between communities and conservation bodies within the Ithala Game Reserve environment. When these communities were evicted,

there was no proper arrangement for relocation. People were haphazardly settled in areas that were considered convenient by those who were in power. The scattered communities are characterised by poverty, underdevelopment, lack of infrastructure, wide spread health problems and unemployment. In order to alleviate the inequalities mentioned situation, some members of the community have resorted to small-scale commercial agriculture, which occurs sporadically within the study area. Street vending, mainly run by women is also evident in the Ithala Game Reserve environment.

Finally these communities have been invited to participate in the affairs of their land. The arrangement is such that the benefits that are accrued through tourism should be shared between the Ithala community and nature conservation authorities. Monetary benefits are entrusted to the Ithala Community Trust, which has to ensure that Ithala tourism benefits are fairly distributed.

The other noticeable setback facing the Ithala community is that of lack of tourism awareness. The information concerning tourism benefits is not easily accessible to individual community members. This inaccessibility is largely because the legal documents that contain necessary procedures to access land is written in a language which is foreign to the local communities. The education level of the Ithala community is also not very high; therefore it is even harder to interpret legal documents. Appropriate management of natural resources and economic development opportunities in this region could provide an important economic base for the benefit of coastal communities. The Department of Environmental Affairs and Tourism, 1998 (here after known as DEAT).

The historical changes that have occurred with the Ithala Reserve environment ranging from inequalities, inaccessibilities and lost opportunities to modern envisaged benefits espoused by the Tourism White Paper (DEAT, 1996), have set the scene for a more detailed presentation of the statement of the problem within the study area.

1.3 STATEMENT OF THE PROBLEM

One of the main focuses of this study is to establish whether the tourism benefits associated with the Ithala Game Reserve sufficiently address the eviction setbacks that were experienced by Ithala people when they were evicted from their ancestral land about 30 years ago.

The study also focuses on the question that arises as to whether there is a possible strategy that can be employed to distribute tourism benefits equitably? After eviction the Ithala community was scattered over a large area, therefore it is less likely that people of these areas can have similar chances to access the tourism facilities that are available in Ithala Game Reserve.

Previously, neglected groups such as Blacks did not enjoy the fruits of tourism and did not participate in tourism, especially in rural areas. People perceived tourism as a phenomenon that caused suffering because they were removed from their areas for the establishment of Game Reserves. Furthermore tourism has been perceived as a "white man's thing" not for Blacks. Tourism is perceived as catering for the predominantly white upper and middle classes (DEAT, 1996). The Black people, who constitute the majority of the South African population, are neglected. As a result, most Black people do not really know what the

concept of tourism embodies; they do not have well understood perceptions and participation modes of behaviour.

Since the advent of the democratic change in South Africa, the present South African government encourages all South Africans especially Blacks to participate in tourism activities. What is, however, important is to introduce the concept of tourism such that it makes Blacks understand what tourism is, how it works and what benefits it holds for the individuals as well as the local community and how everyone can participate in tourism (Bennet, 1995).

It is through the above background and statement of the problem that the interest of the researcher in Ithala Game Reserve as an area of study focus has been awakened and developed. In order to be able to understand and address the evolution and fruition of Ithala Game Reserve as a tourist destination, Khan (1990) has argued that people's perception and attitudes of natural recreation resources are significantly influenced by their historical and political backgrounds. On the other hand, Mkhize (1999) maintains that in the *apartheid* era local people did not support tourism and conservation due to the land reallocation and forceful or forced removal by the government of the day.

1.4 PRESENTATION OF THE PROBLEM

Based on literature and preliminary observation, it is unfortunate that Ithala Game Reserve is not being utilised to its fullest potential by local South Africans in general as well as those from disadvantaged communities that are found in and around Louwsburg. Tourism plays an important role in the economic development of the Province of KwaZulu Natal and the country as a

whole. This therefore implies that tourism fruits are only reaped by a small percentage of people in small communities such as those in Ithala Game Reserve.

The problem as stated earlier is now presented in terms of research study objectives and hypotheses. These objectives and hypotheses are presented in a systematic and synchronized manner in the next two following subheadings.

1.5 OBJECTIVES OF THE STUDY

This study aim at focusing on the distribution of tourism benefits to Ithala people and communities and their knowledge pertaining tourism. The study actually looks at whether the tourism benefits do reach their rightful owners. The study also identifies areas with shortcomings and suggests recommendations thereafter. To achieve its targets, the study, therefore has been narrowed down into the following objectives:

- To investigate the level of understanding that Ithala people have towards the meaning of tourism.
- To identify the criteria and strategy used by authorities to determine the beneficiaries of tourism resources at Ithala Game Reserve.
- To determine the level of participation of local people in decision-making concerning tourism related matters.
- To examine the level of accessibility to tourism resources of the Ithala area.
- To assess the extent to which tourism benefits enhance the livelihood of the people around Ithala Game Reserve.

It is upon the basis of the above-mentioned objectives that the study assumed its particular theoretical direction. In other words the objectives have served as the guidelines toward the analysis, synthesis and completion of the study. Each objective was formulated so as to yield information that would validate the postulated hypotheses.

1.6 STATEMENT OF HYPOTHESES

By definition, the statements of hypotheses are calculated guesses that are quite useful in shaping the direction of the study. They facilitate the analysis and interpretation of the subject matter under discussion. The questionnaires were formulated in such a way that they address the concerns that are encompassed in the statements of hypotheses. In this study the following hypotheses relative to the objectives of the study, are postulated:

- That the Ithala people have a poor understanding of the meaning of tourism.
- That there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits.
- That the Ithala people do not participate actively in decision-making concerning tourism benefits.
- That the level of accessibility to tourism resources is relatively restricted among the Ithala community members.
- That tourism benefits do enhance the livelihood of the Ithala community in a sustainable manner.

The above-stated hypotheses were calculated guesses of a researcher; they were subject to acceptance or rejection pending on the outcome of data analysis. These hypotheses would also facilitate the process of arriving at interpretive findings and conclusions.

1.7 DEFINITION OF TERMS

Researchers in general have always stressed the need to understand the terminology and usage of concepts in a research inquiry (Magi, 1998). For purposes of better and contextualised understanding of concepts, these have to be spelt out in an ambiguous manner as to offer the working meaning for the research document.

In this section of the research inquiry the researcher therefore aims at giving clear meaning of the operational terms that are going to be used throughout the study to eliminate diverse meanings, which can cause ambiguity and likelihood to perplexity. A variety of definitions exists and have been used in a number of ways. In the next section several concepts that are used in this study have been defined.

1.7.1 Tourism

According to Middleton as cited by Mwandla (1998:8) tourism refers to travelling for leisure or pleasure, travelling for business, social, religious, educational, sport and many other purposes. According to Smith (1995:22) tourism is defined as "a set of activities of a person travelling to a place outside his/her usual environment for less than a year and whose main purpose of travel

is other than the exercise of an activity remunerated from within the place visited". On the other hand the White Paper (DEAT, 1996) on the other hand, regards tourism as all travel, for whatever purpose that results in one or more nights spent away from home.

The most intuitively logical definition for the purpose of this study is the one cited by Mathieson and Wall 1992 (Cooper, 1996: 16) and which seems to be the most appropriate, states that *tourism* activity relate to the temporary movement to destinations outside the normal home and work place, the activities undertaken during the stay and the facilities created to cater for the needs of the tourists.

The cited definitions of tourism appropriate for the purpose of this study ought to convey the essential elements of tourist activity. These elements are:

- *tourism* arises out of a movement of people to, and their stay in various destinations,
- there are two elements in *tourism*- the journey to the destination and the stay at the destination (including activities undertaken there),
- the journey and the stay take place outside the normal place of residence and work, so that *tourism* gives rise to activities which are distinct from the resident and working populations of the places through and in which they travel and stay.
- the movement to destinations is temporary and short term in character - the intention is to return home within a few days, weeks or month,
- destinations are visited for the purposes other than taking up permanent residence or employment (Cooper, 1996: 16-17)

In the context of this study tourism is used to mean recreation related support activities provided by Ithala Game Reserve for the benefit and enjoyment of visitors, locals and outside people.

1.7.2 Protected Area (Reserve)

The definition of a protected area adopted by International Union for the Conservation of Nature and Natural Resources (IUCN) is:

An area of land and/or sea especially dedicated to the protection and maintenance of biological diversity, and of natural and associated cultural resources, and managed through legal or other effective means. Although all protected areas meet the general purposes contained in this definition, in practice the precise purposes for which protected areas are managed differ greatly. (IUCN, 2000; 22).

The IUCN also defines the protected area as a natural area of land and/or sea, designated to (a) protect the ecological integrity of one or more ecosystems for present and future generations, (b) exclude exploitation or occupation inimical to the purposes of designation of the area, and (c) provide a foundation for spiritual, scientific, educational, recreational and visitor opportunities, all of which must be environmentally and culturally compatible.

In the context of this study protected area (Reserve) is used to mean Ithala Game Reserve as a natural area of land designated to protect the ecological integrity of ecosystems for the benefit and enjoyment of visitors, locals and outside people.

1.7.3 Tourist Destination

Tourist destination according to Cook, *et al.* (1999) can be classified on the basis of important features, their degree of seasonality and level of commercial development. The ruling perspective is that many tourists tend to favour visiting most destinations that are less commercialised. According to Lubbe (2003), a destination is defined as the geographical area where the attraction is located and to which the tourist/ visitor is heading. In the context of this study this concept is used to mean tourists visiting Ithala Game Reserve, which is a tourist destination with a view to understanding the indigenous culture, history and environment and how local people live and work.

1.7.4 Community

Community refers to a group of people who share similar beliefs and customs and who may live in the same area. Emotional bonds link members of a community. They share a sense of belonging and feel an obligation toward other members of the group. (World Book Encyclopedia, 1996).

On the other hand Murray, *et al* (1994), community refers to the idea that there is something common to a group or section of population. Communities may be based on geographical areas or localities ranging in size from a single street through estates, neighbourhoods, and wards, other smaller administrative areas such as school, catchment areas and parishes, villages, towns, districts, counties to nations and even groups of nations. In this study community refers to the local people who come into contact with tourists, as workers and as attractive

curiosities for tourists. Hence Ithala community which refers to those people who were evicted from Ithala Game Reserve.

1.7.5 Previously neglected communities

The concept "*previously neglected communities*" refers to population groups that were largely excluded from mainstream tourism activities during pre-democratic period in South Africa (DEAT, 1996). For purpose of this study the previously neglected communities refer to the Ithala previously disadvantage community. This community was evicted from its land, and for a long time they have not been involved in decision-making concerning the tourism benefits accrued on their land.

1.7.6 Perceptions

The term "perception" according to Jordan and Jordan (1992) refers to human ability to process, interpret and attribute meaning to the information received via the sensory systems. The term perceptions in this context therefore taken to mean how nature is viewed by the individuals using their senses.

Saarinen (1969) argues that research on perceptions on tourism is still in an infancy stage and that no real body of theory has been developed. Saarinen (1969) further adds that its study is new and thus lacks a well-developed methodology. In this context perceptions means how local people perceive Ithala Game Reserve as a tourist destination.

1.7.7 Participation

Participation can be defined as those activities by which members of the society share in the selection of rulers and directly or indirectly in the formation of public policy (Sills, 1968). In this context the concept is used to determine the level of community participation and the way in which they share certain activities offered by the Reserve as a tourist destination.

1.7.8 Blacks

According to Mwandla (1998) the term refers to the indigenous dark-skinned inhabitants of South Africa. The term is distinguishable from the Whites, Indians and Coloureds. It is used synonymously with the term Africans and also relates to *aBantu abansundu (People of dark colour)*, a term used in African communities.

1.7.9 Eviction

This term refers to removal of people from a house or land, especially with the support of law (Oxford Dictionary: 1995). In this study it refers to an incident which took place in the early 1970's where people of Ithala were forced to vacate their ancestral land. The reason behind this forceful removal was to enable the establishment of a pine tree plantation. Most people who were evicted were relocated into places around Louwsburg, Corronation, Hlobane and Vryheid.

1.7.10 Ecotourism

Ecotourism has been widely and diversely defined by social science scholars and researchers, this approach has resulted in a numerous definitions. The Department of Environmental Affairs and Tourism, (DEAT, 1999) defines ecotourism as the:

environmentally and socially responsible travel to natural or near natural areas that promote conservation. Has low visitor impact and provides for beneficially active socio-economic involvement of local people (DEAT, 1999: 4).

Ecotourism is also defined by Dicey (2002) as purposeful travel to natural areas to understand the cultural and natural history of the environment, taking care not to alter the integrity of the ecosystem, whilst producing economic opportunities that make conservation of natural resources financially beneficial to local citizens. It is important to note that one of the important constituents of ecotourism is local community. In other words ecotourism will be incomplete if it excludes the local community. Such was the case in Ithala area, which is mainly an ecotourism destination, where local communities were excluded from tourism issues for a long time. Hence people began to dissociate themselves from tourism.

1.7.11 Tourism Development

On the one hand the White Paper on Environmental Management (DEAT, 1997) describes *development* as a process of improving human well-being through the reallocation and re-utilisation of resources, which would lead to the modification

and beneficiation of the environment. It addresses basic needs, equity and the redistribution of wealth to communities.

On the other hand, the concept *tourism development* refers to the process of improving human and community well-being through the utilisation, reallocation and maximisation of tourism facilities and activities which would lead to the enhancement and benefit of all tourism stakeholders. In this study the term *tourism development* also implies the establishment and marketing of new tourism products, and creating a safe and user-friendly atmosphere for tourists.

1.9.12 Sustainable Development

The concept *sustainable development*, devised by the World Commission on Environment and Development is defined as meeting the needs of the present communities “without compromising the ability of future generations to meet their own needs”. (WCED, 1987:8). Sustainable development usually operates on the environment and therefore suggests the natural setting upon which people or humans participate in activities, one of which is tourism development. Hence, the *sustainable development* reflects a counter belief or ameliorates the notion that the natural environment is a place with finite resources so that continued population growth, production and consumption ultimately put severe stress on natural resources (SARDC, 1994). The introduction of best-practices is important for sustainable tourism development to take place.

The concept *sustainable tourism*, as is the case with sustainable development, relates to the way tourists and hosts use nature-based facilities or the pursuit of

leisure activities in such a manner that the balance between humans and the resources are kept in an ecologically sustainable manner and not compromised by overuse and environmental degradation (SARDC, 1994; Cooper, *et al*, 1996).

1.8 SIGNIFICANCE OF THE STUDY

It is expected that this study will make significant contribution to the development of tourism around the Ithala Game Reserve environment. This study also forms the basis for further research about tourism development in Ithala Game Reserve and related tourism facilities. The study further provides scientific facts pertaining to determining the attitudes of tourists towards choosing Ithala Game Reserve as a tourist destination and make recommendations towards promotion of tourism in the study area. Lastly, it is hoped that the findings of this study will contribute to the marketing and promotion of tourism in the study area.

1.9 DELIMITATION OF THE STUDY

The study is geographically delimited to the area of Ithala Game Reserve in Louwsburg. Ithala Game Reserve is found on the northern part of KwaZulu-Natal about 400 km from Durban or 500 km from Johannesburg. The study also hints at some selected residential areas such as Louwsburg, Corronation, Hlobane and Vryheid where most of the evicted Ithala people are now situated [See Figure 1.1] The area of Ithala Game Reserve is sited next to the Ntshondwe Mountains on the northern western side, forming massive outcrops overlooking the Game Reserve. The north-eastern side of the Game Reserve is bordered by the Phongola Rive with a number of tributaries [see Figure 3.2].

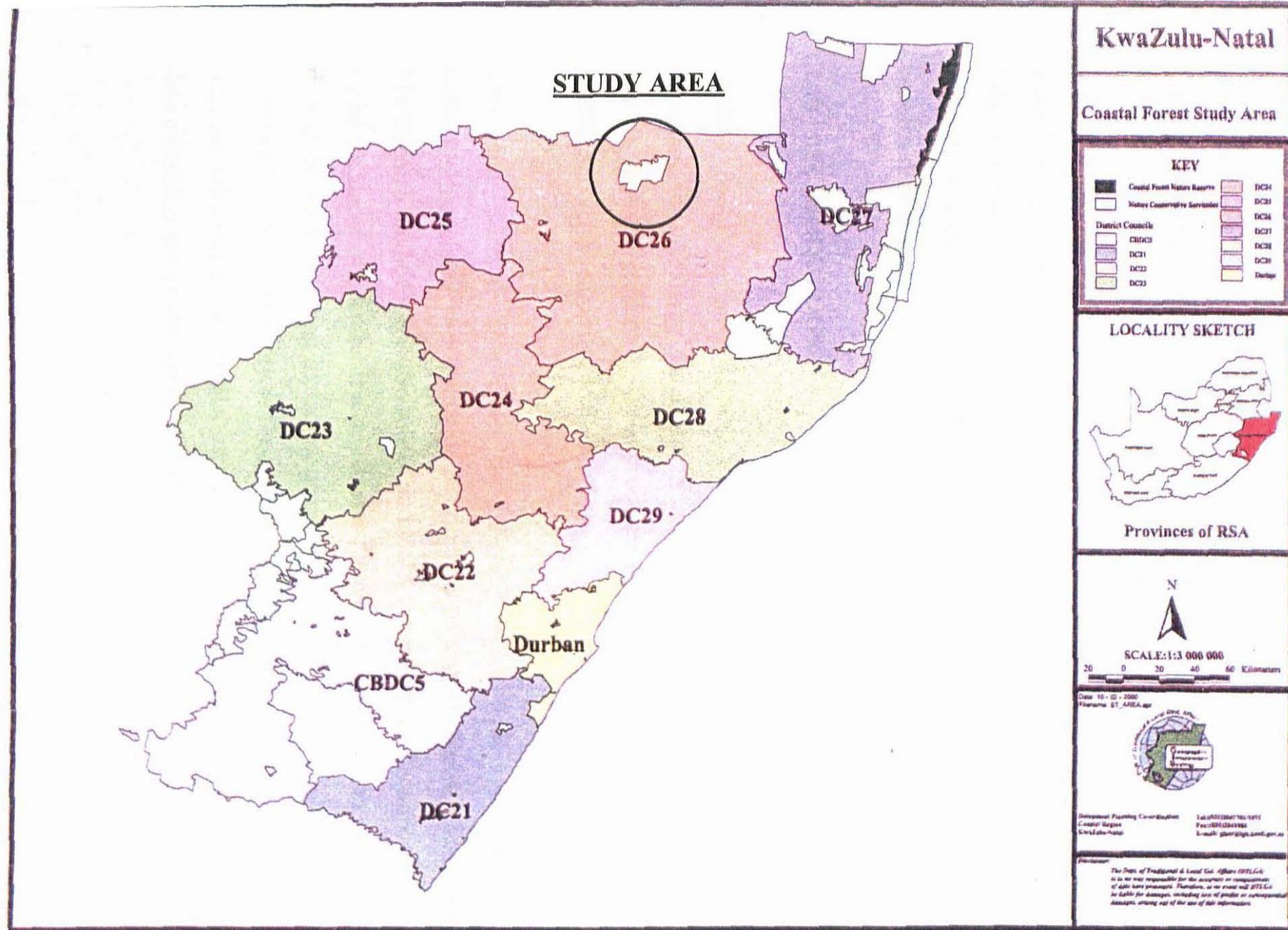


FIGURE 1.1: RELATIVE LOCATION OF THE STUDY AREA

Some of these tributaries are the Thalu, Ncome, Sunjwana, Dakaneni and Ngotshe, all cutting across the major land-area of the Ithala Game Reserve.

Conceptually, this study scrutinises certain concepts such as eviction/relocation, missed opportunities, and various other concepts that are related to striking a balance between sustainable and community-based tourism development. These concepts are expected to provide an ideological framework upon which tourism benefits distribution can best be understood.

1.10 METHODOLOGY

Without doubt the methods and procedures of inquiry are fundamentally important for achieving valid and reliable mechanisms of data collection, analysis and interpretation. These procedures are important for validating the process and actual empirical analysis.

This study therefore investigates the on-going trends with regard to data collection associated with equitable distribution of tourism benefits in Ithala. The research methodology also relates and looks at tourism returns impacting on social standards of people. It also assesses the attitudes of people in relation to tourism benefits. Existing literacy sources were used as complementary sources to strengthen the authenticity of the study. The methodology of this study deals with the selection of the sample, instruments for data collection and method of data collection and process of data interpretation.

1.10.1 The sample

The type of data sample, which was used in collecting data, consisted of three distinct groups. The first group were the general community members who were forcefully removed from Ithala area. The second group was the Ithala Community Trust Fund (ICTF) management group. The third group was the KwaZulu-Natal Nature Conservation Service (KZN NCS) responsible for management of Ithala Game Reserve.

The sample technique that was used in selecting respondents for the three groups was the stratified random sample and was constituted as follows: the general community sample was 80 members of the community, for the ICTF group sample was 9 members of the Trust, and the sample for KZN NCS was 3 officials. There were approximately 500 households that were evicted from Ithala, so 80 respondents from the community sufficiently represented the research population and perceptions of the people within the study area. The stratified random sample was drawn from a predominantly rural setting. The respondents differ widely with regards to personal attributes such as age, sex, educational background, and socio-economic status.

1.10.2 Instrumentation

The study was conducted using questionnaires as the main tool of data collection. Each questionnaire consisted of open ended and closed ended questions. Open-ended questions were mainly used to acquire the perceptions and expectations of respondents. On the other hand closed ended questions were used to focus on the specific responses.

For purposes of collecting data the interview and other related techniques were used. Two sets of interview schedules were used: the semi-structured interview schedule and the structured interview schedule. The first schedule was administered to the officials responsible for management of Ithala Game Reserve. This interview schedule focused on the tourism benefits generated by the attractions within the vicinity of Ithala Game Reserve. The second schedule was administered to the community members of the Ithala Game Reserve. It investigated the views of these people with regards to tourism benefits; the Ithala Community Trust effectiveness also came under scrutiny.

1.10.3 Method of data analysis

After data was collected, it was analysed through the use of computer techniques and programmes readily available at the University of Zululand. The computer programme known as Statistical Package for Social Sciences (SPSS) version 11.5 was used mainly for processing data using frequency tables and cross-tabulations. Other statistical techniques used were correlation coefficients and the chi-square tests. The former was used in determining the relationship that existed between variables.

1.11 ORGANISATION OF THE STUDY

Like most scientific studies, this study consists of five chapters, the introduction chapter, literature review chapter, physical setting chapter, data analysis and interpretation chapter, and the summary and conclusion chapter. Chapter 1 serves as a prelude to other chapters. In this chapter a tentative orientation of the study is revealed. Terminology which is prevalent in this study is explained

and contextualised. Chapter 1 also tables the educational trends, social concerns, unresolved issues and current debates. The conceptual and spatial narrowing of the scope otherwise known as delimitation of the study is presented in this chapter. Chapter 1 contains the aims of this study, which has been narrowed down to objectives of the study. One of the most important components of this chapter is the statement of hypotheses, which is a projection of the possible outcomes of the research.

Chapter 2 contains the theoretical background, which plays a significant role in this study. It provides a conceptual framework for purposes of generating hypotheses as well as the analysis for the study. It achieves this by actually looking at the existing literary works and then investigates how previous scholars have addressed the related concepts that play a prominent role in this study. It is upon the basis of these literary sources that authentic and possible generalisations can be made.

Chapter 3 provides the actual physical study and the location map of the study area, which is named as Ithala Game Reserve. Geographical features in Ithala Game Reserve such as geomorphological landscape, climate conditions, vegetation and animals are also highlighted and discussed. Infrastructural features in and around Ithala Game Reserve are also studied in some detail. These features include roads, educational facilities, recreation and tourism facilities. After the data had been collected through appropriate methods, the data was analysed and interpreted in chapter 4 using statistical analysis or quantitative techniques. Computer analysis is important for engaging in hypothesis testing. It was therefore from the processing of data that recommendations were made.

Chapter 5 closes the study by reflecting on the recommendations, which provide the precautionary measures and generalisations of the study. The conclusion chapter gives an overview of the whole study, highlighting only the important elements of the study.

1.12 CONCLUSION

This chapter has tried to reflect on the major concepts and principles pertaining to the investigation about tourism in Ithala Game Reserve. Some of these concepts and principles include: relocation, tourism sustainability of resources and equitable distribution of tourism benefits. The general formula / procedure which was followed when the study was carried through is also given some attention. Furthermore the chapter also provides the definitions of some fundamental terms prevalent in the study. Essentially this chapter has put into focus the background and statement of the problem.

To ensure that the study is well focused on the specific subject of discussion, the scope of the study was delimited in this chapter. The study itself had some objectives that it attempted to achieve; these objectives are also stated in this research enquiry. The study further postulates statements of the hypothesis, outlines the methodologies of collecting, and then conclude by analysing and interpreting data. We can conclude that the overall study is aimed at contributing to the betterment of lives of Ithala people and community. Such improvement can be achieved through participation of Ithala people in decision-making processes in matters concerning tourism in their area.

CHAPTER 2

THEORETICAL BACKGROUND

2.1 INTRODUCTION

It is common course that recent writings (Bennett, 1999; Cooper, *et al.* 1999) have argued that tourism has proven to be a lucrative enterprise. Several governments and non-governmental organisations have taken particular interests in this venture. Researchers (Mwandla, 1998; Mkhize, 1999; Magi, 2000) have also followed the trend and have redirected their interest in investigating and synthesising theories concerning tourism development, sustainability and impacts.

Literary sources (DEAT, 1996; KZNTA, 2001; Magi, 2002) have highlighted the importance of developing tourism through community awareness, product development and marketing. These exercises are pursued for the purpose of creating community well-being, community benefits and self-preservation. Literature further argues that tourism products have to be developed for the benefit of society or communities rather than individual business people, groups or government interest groups. Tourism benefits for any community have to be achieved in a sustainable manner, such that the benefits would pass on from one generation to another.

It is worth mentioning that the previous South African government (the Apartheid Government) tended to emphasize segregation, land seizures, evictions and

relocations, in its pursuit of tourism development. The new democratic government of South Africa focuses on democracy, accountability, community involvement, sustainability, land restitution and responsible tourism in its effort to engage in tourism development.

It is therefore important to note that this study covers some tourism aspects that are normally considered to be of historical and literary discourse. Such concepts and principles include eviction, relocation, tourism sustainability of resources and land restitution to mention but a few. As indicated in Chapter One, the study looks at Ithala area, which is mainly an outdoor recreation attraction area, and also attempts to answer questions relating to the relocation of people from their ancestral land, now replaced by Ithala Game Reserve. There are several reasons that can be given as to why particular communities are evicted from their area, some of which are given below.

2.2 TOURISM DEVELOPMENT AND EVICTIONS / RELOCATIONS

During the pre-democracy years (before 1994), evictions and relocations were common in South Africa. Communities were relocated for various socio-political and economic reasons and agendas. People were evicted for a number of reasons such as construction of industries, establishment of game reserves, road construction, *etcetera*. Conservationists have always been considered to be the custodians of the natural environment. They have always rallied behind measures associated with the protection of nature.

On countless occasions in South Africa there has been a clash between conservationists, developers and local people. The conflict usually arises when

developers want to utilise the environment for profit-making reasons. On the other hand conservationists are usually adamant with regards to development that might rearrange the form of the natural environment. Local people are the ones who are usually faced with a situation whereby they have to forfeit their land often at the hands of developers.

Conservationists and developers usually have knowledge about land policy or at least they can influence the policy formation process, they are likely to get the upper hand in land issues. A similar situation took place in the Ithala area around the 1980s and 1990s. Local people were forced to forfeit their land, which was then used for a pine plantation and nature conservation. Large hectares of land were reserved for fauna and flora at the expense of local people who had no information about land ownership, land development or tourism development.

The cited situation above is an example of how special preservations policies are created and implemented. According to Fennell (1999) special preservation specifies areas as features or the best examples of natural features. Access to these areas is usually strictly controlled or may be prohibited altogether. No motorised access or human made facilities are permitted.

People can be evicted from areas, which have been pronounced as qualifying for special preservation such as wilderness areas. Fennell (1999) describes these areas as extensive areas which are good representations of each of the natural history theme parks and which are usually maintained in a wilderness state. Only certain activities requiring limited primitive visitor facilities appropriate to a wilderness experience are allowed.

Limits are placed on numbers of users. No motorised access ensures that visitors are dispersed. Some such similar conditions do exist in the Ithala area. Motorised access to the Reserve is prohibited. This is done so as to protect the wilderness quality of the area. Prohibition is also enforced to prevent environmental degradation. Only certain visitor activities such as hiking and game viewing are allowed and the number of participants in these activities is limited.

2.2.1 Categories of protected areas

Fennell (1999) states that a number of international agencies have become involved in the process of aiding individual countries in the process of identifying candidate natural areas. As the need for more protected areas continues to gain momentum globally, such agencies have found it necessary to categorise areas related to the types of land use and practices of conservation found in different countries. Ferrario (1981) further clarifies his point by giving categories for conservation management. These categories include: scientific reserve/strict nature reserve, national parks, protected landscape or seascape, nature conservation reserve/managed nature reserve/wildlife sanctuary, biosphere reserve, world heritage site and wetlands of international importance.

The first category is the Scientific Reserves, which are areas with the same outstanding ecosystem features and species of flora and fauna of national scientific importance, representative of particular natural areas, fragile life forms or ecosystems, important biological or geological diversity, or areas of particular importance to the conservation of genetic resource processes and strict control of human interference (Fennell 1999).

The second category is the National Park, which is a relatively large area where one or several ecosystems are not materially altered by human use, the highest competent government authority has taken steps to prevent or control such alteration, and visitors are allowed to enter, under special conditions for inspirational, educative, cultural and recreation uses (Fennell 1999). As was the case with the first category, the second category is also applicable to the Ithala area. In this study area human impacts on the environment are kept to a minimum. To achieve this goal access to the area is achieved under strict supervision of KwaZulu-Natal Nature Conservation Services (KZN NCS), (<http://www.kznwildlife.com>, 2004).

The third category is the Protected Landscape or Seascape. This is a broad category embracing a wide variety of semi-natural and cultural landscapes within various nations. In general, there are two types of areas. These include landscapes, which possess special aesthetic qualities resulting from human-land interaction, and those that are primarily natural areas managed intensely for recreational and tourist uses (Donaldson, 1995).

The fifth category is the Biosphere Reserve. This reserve is intended to conserve representative natural areas throughout the world through creation of global and national networks of reserves. It can include representative natural biomes, or communities, species of unique interest, examples of harmonious landscape resulting from traditional uses, and modified or degraded landscapes capable of restoration to more natural conditions. Biosphere reserves provide benchmarks for monitoring environmental change and areas for science, education, and training (Fennell, 1999).

The sixth category is the World Heritage Site. These are aimed at protecting natural and also cultural features considered to be of world heritage quality, examples include outstanding illustrations of the major stages of earth's evolutionary history, habitats where population of rare or endangered species of plants and animals still survive, and also outstanding archaeological or architectural sites. Stress on maintenance of heritage values for worldwide public enlightenment, and to provide for research and environmental monitoring (Fennell 1999).

The seventh category stated by Fennell (1999) is the Wetland of International Importance. This includes marshes, swamps and other wetlands of value for flood control, nutrient production, wildlife habitat, and related purposes. Management procedures designed to prevent destruction and deterioration through national agreement to an international convention was initially agreed to by a number of founding countries. This category does not directly have any significance for this research.

2.3 PROTECTED AREAS AND PROMOTION OF ECOTOURISM

The growth of tourism during the 1970s and its impacts on the natural environment leads to a renewed concern for the environmental aspects of tourism. Page and Dowling (2002) state that further research was advocated in the role of national parks and protected areas in relation to regional planning and development, indigenous people, and tourism.

Smith and Tenner cited in Page and Dowling (2002), states that a popular study found that although tourism brings substantial economic benefits, it is damaging to the world's environment. Specific problems identified and described included pollution of beaches, damage to coral reefs, disturbance of wildlife, degradation of historic sites, air pollution, congestion, and negative social impacts on local culture and customs. This study by Smith and Tenner (Page and Dowling, 2002) concluded that the tourism industry in its widest sense needs to take a lead in becoming more environmentally sensitive to negate one of the main targets of accusation that it is environmentally irresponsible. Ithala Game Reserve is a protected area that is why all tourists who wish to visit the area have to make reservation prior to their visit. Such arrangements are carried out to prevent possible environmental degradation that may result from human action. Visitors are also made to pay for their visit, so as to cater for the welfare of the environment.

2.3.1 Characteristics and principles of ecotourism

Kutay cited in Page and Dowling (2002) argues that real ecotourism is more than travel to enjoy or appreciate nature. It also includes minimisation of environmental and cultural consequences, contributions to conservation and communities and environmental education. According to Wallace and Pierce (1996), ecotourism may exist if it addresses the following four principles:

- a) It entails a type of use that minimises negative impact to the environment and to local people.
- b) It increases the awareness and understanding of an area's natural and cultural systems and the subsequent involvement of visitors in issues affecting those systems.

- c) It maximises the early and long-term participation of local people in the decision-making process that determines the kind of tourism that should occur.
- d) It detects economic and other benefits to local people that complement rather than overwhelm or replace traditional practices (farming, fishing, social system).

Honney as cited in Page and Dowling (2002), agrees with Wallace and Pierce (1996) that ecotourism minimises impact, builds environmental awareness, provides direct financial benefits and empowerment for local people, respect local culture, and supports human rights and democratic movements. He further added that it helps to educate the traveller, provide funds for conservation, direct the benefits, the economic development and political empowerment of local communities, and fosters respects for different cultures and for human rights.

It is a fact that when the Ithala community was forcefully removed, the above-mentioned principles were not considered. The aspect of minimising the negative impacts to the environment might have been considered, but this was done at the expense of the local people. Most of these Ithala people still seem to have no proper tourism awareness. The authorities who were then in charge of the management of the area left the Ithala community members out of the decision-making processes pertaining to the management of their natural resource for a long time. One of the challenges facing the authorities is making people aware of the role of nature conservation and tourism. Local communities are yet to be included in mainstream tourism development programs of the area. Such inclusion will be possible once people are adequately informed about how tourism operates.

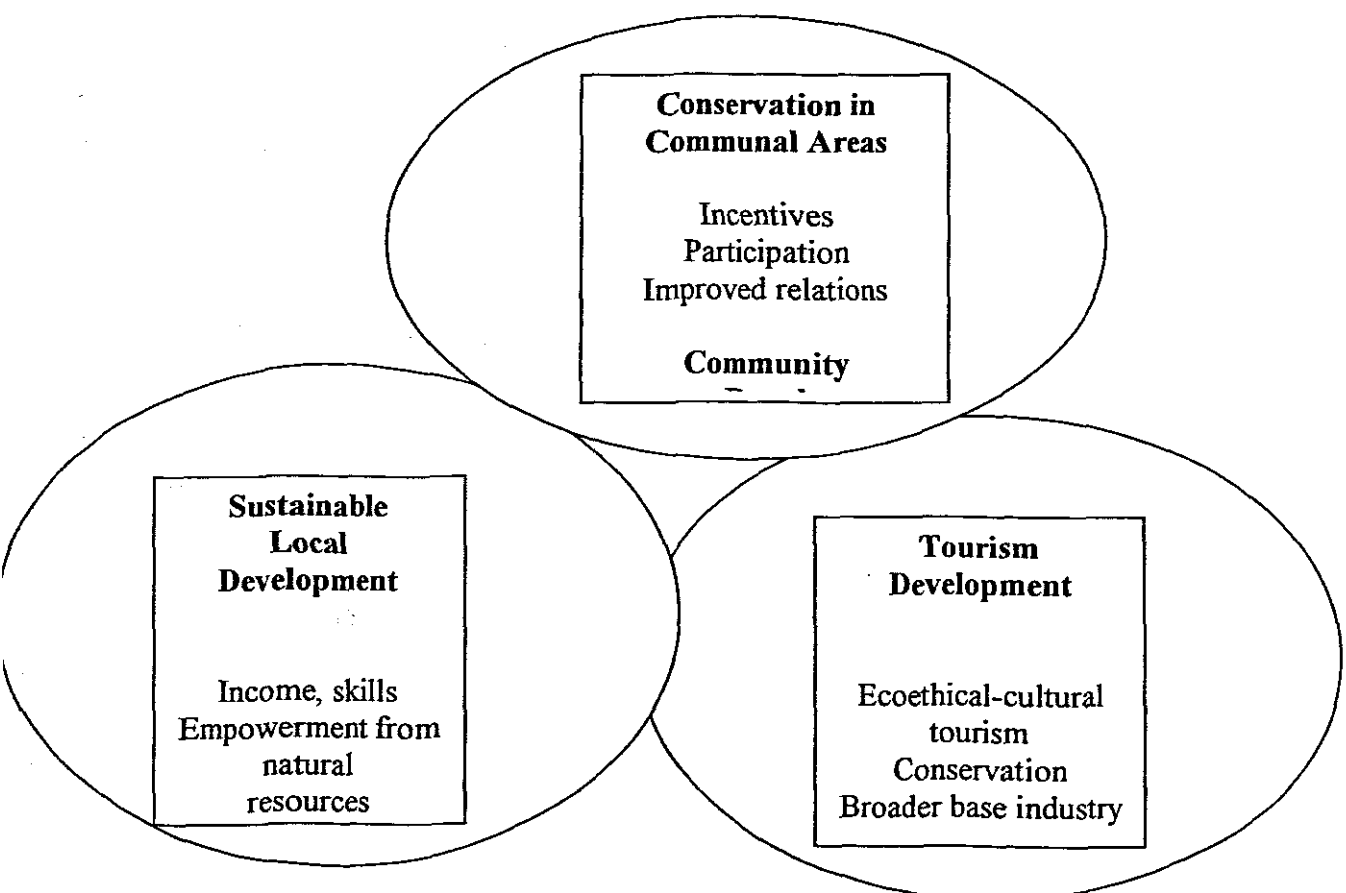
2.4 KEY PLAYERS IN COMMUNITY TOURISM

It has been argued that in the pre-democracy period in South Africa, the tourism industry was in favour of the private sector and the white population group, while local rural communities were not benefiting from the tourism industry. According to the Tourism White Paper (DEAT, 1996:54) communities in South Africa are expected to play a vital role in the development of tourism. Many communities and previously neglected groups, particularly those in rural areas, such as the Ithala community, have not actively participated in the tourism industry.

The White Paper proposes that communities must organize themselves as role players, identify tourism resources, seek financial assistance for tourism development, engage in partnerships, enhance the positive benefits of tourism and promote responsible tourism. Ashley (1995) on the other hand proposes that community-based tourism has emerged from three different perspectives, that is, conservation in communal areas, sustainable local development and tourism development.

These three elements of community-based tourism have played an important role in enhancing the understanding and benefits of tourism to the local communities. According to Garnsford (1997) these three perspectives have progressively led to the emergence of community involvement in tourism. In South Africa it was only after 1994 that community tourism began to emerge as a specific and official approach in the management of tourism development.

FIGURE 2.1: THE ASHLEY COMMUNITY-BASED TOURISM MODEL



(Source: Ashley,1995:65)

In community-based tourism, tourism development is considered to be a vehicle for promoting community sustainable development and conservation of natural resources in communal areas so that all key players can benefit from tourism. It can therefore be concluded that the three perspectives are equally important and compliment each other in this process. Further, that these three perspectives are important and play a developmental role in the study area.

Both community-based tourism and ecotourism have been perceived to be some strategy of simultaneously promoting both development and conservation in communal areas through the generation of financial and social benefits. The cooperation between key role-players in eco-tourism provide benefits for everyone involved in the tourism industry. This kind of benefit can be expected to be rooted in the Ithala Game Reserve policies, that is, if the best practices in tourism were to be put in place.

2.4.1 The Government

The government has a major role to play in the development of tourism industry. For the tourism industry to flourish, the government must establish a safe and stable political environment, which is one of the indirect demands of the tourist and tourism development. Legally speaking the government in South Africa has a responsibility to facilitate, coordinate, regulate, monitor and develop the promotion of the tourism industry (DEAT, 1996).

A successful tourism industry depends on the construction of partnership between government private sector and local communities who play a hosting role to tourists. It is the responsibility of the government to provide a range of infrastructural support, such as roads, electricity, water and sewerage disposal facilities, to the industry as a whole. The provision of the infrastructure does not only benefit the tourists, the local communities also benefit in a sense that they make use of the facilities provided. This is fundamentally relevant to the subject matter of this research inquiry.

Goldin and Jordan (1996:8) have stated that the Spatial Development Initiatives (SDIs) are programmes of strategic significance that are implemented by the government aimed at unlocking the inherent and under utilized economic development potential of certain specific spatial locations in South Africa. These SDIs must be seen in the context of the new paradigm adopted by the South African government aimed at moving away from protected and isolated approach to economic development, towards one in which international competitiveness, regional cooperation and a more diversified ownership base is paramount.

The Lubombo Spatial Development Initiative (LSDI), in particular, creates a stable climate for tourism development and economic growth in northern KwaZulu-Natal. The LSDI is a government programme, which does not replace the normal function of government programme and policies. It is a short-term program directed at encouraging investment and development in the region. This initiative is one which would encourage and indirectly promote economic development, and specifically tourism development, in the Ithala area, as our major area of study.

The government is also known to play an important role in marketing and promoting tourism. In South Africa, the local government promotes and provides financial support to the establishment of Tourism Publicity Association (TPA) or Marketing Organisation, to facilitate, market, coordinates, and administer tourism initiatives. For instance, the Abaqulusi Regional Council is involved with production of marketing tools. The TPA also provides financial assistance on tourism development and marketing projects (Tait, 1998). The provincial government through the Department of Economic Affairs and

Tourism as well as the KwaZulu-Natal Tourism Authority (TKZN) also provides policies and financial assistance to tourism as an industry or competency (<http://www.zulu.org.za>, 2004).

Seaton *et al* (1994) believes that worldwide the government plays an important role in land ownership, development and management of tourism. Through the government policies community tourism can become a sustainable phenomenon.

2.4.2 The Non-Governmental Organizations (NGOs)

Throughout the world, the voluntary, non-profit making or non-governmental sector has become a major stakeholder in tourism development. The functions performed by the NGOs are put forward in the Tourism White Paper (DEAT, 1996:57) as follows:

- (a) They develop policies and plans for tourism industry, which bind the government, local communities and private sector.
- (b) They assist community and community group in organising themselves, preparing them to implement tourism projects.
- (c) They educate, train, facilitate and bridge community on the content of White Paper.
- (d) Assist the government by conducting tourism and environmental awareness programmes and tourism industry.

The above-mentioned functions are rendered by the NGOs to develop, spread and facilitate the development of tourism. The NGOs also assist the local community by attracting donor agencies to boost the projects that are developed by the community. Invariably the donors have their own “ideologies” or system

that may conflict with the perceptions of the rural community. For example, the accounting procedure and managerial requirement of donors may differ from the one of the local community or maybe way ahead of the community capacity. As for the NGOs, a tendency may easily creep in where they cease to be facilitators and assume the role of “people spokesperson” (Chinhoy, 1997:87).

The NGOs help the local community by providing the skills such as bookkeeping, management procedures and project development cycle. These management techniques are vitally important and needed by the various components of the Ithala study area.

2.4.3 The private sector

There is no business that can function successfully without capital. Therefore the private sector is also in the development of community tourism because most of the time the local communities lack capital. The private sector, as is the responsibility of the public sector, plays a crucial role in the development and promotion of community tourism.

According to the White Paper on tourism (DEAT, 1996) the private sector provides amenities that are required in order to satisfy the tourist. The delivery of quality tourism services and providing of customer with value for money are largely private sector responsibilities.

The functions performed by the private sector are put forward by the White Paper on tourism (DEAT, 1996) but only a few are mentioned in this regard:

- a) The private sector must involve local community in tourism industry through establishing partnership ventures with communities outsourcing purchase of goods and services from local communities.
- b) It must develop and promote socially and environmentally responsible tourism.
- c) It must enable local communities to benefit from tourism development for example local communities benefits directly new reticulations and village electrification programmes developed through tourism investments in rural areas.
- d) It must advertise and promote individual services as well as the country, local, regionally and internationally. Private sector must operate according to standards.

In essence, the role of the private sector in community tourism can be seen as a two-fold process: to be involved as a donor or as profit making agent. It is important to note that the Ithala community needs more assistance from the private sector than should it expect extensive profit from the community.

2.4.4 The local community

The people who enjoy or suffer the main impact of tourism are local communities in the tourist destination. Tourism should involve and allow local communities to participate in tourism development and ensure that they are given a fair opportunity to compare (De Kadt, 1979). As the tourism industry depends greatly on the goodwill and cooperation of host communities, there is no amount of attraction that can compensate for rudeness or hostility that the

tourist can experience from host communities (Murphy, 1985). In order to develop this goodwill, host communities need to be involved in the tourism development decision-making process in relation to tourism development. The community must be able to identify tangible benefits from the arrival of tourist in their destination or environment.

Local communities must practice responsible tourism so as to attain tourism sustainability. The main objective of responsible tourism is to bring the benefit to all stakeholders of tourism, such as the tourist, the local community, and the private sector without causing any damage that can affect those involved in tourism. It is evident that tourism developers and promoters should consider the interest of all parties involved in developing and marketing of tourism destination (Bannet, 1995). This is a kind of practice that is highly desirable in the study area.

D'Amore as cited in Bannet (1995:30) provides the following guidelines that can be used to encourage community involvement in tourism:

- a) Residents should be made of the advantages of tourism and be encouraged to share tourist resources and amenities.
- b) Tourism planning must be based on the goals that are identified by local residents so that it can maintain the lifestyle, keep the development within the caring capacity and balance the change pace with local desire.
- c) Encourage broad-based involvement in tourism events, as it is the homes of local residents, which are being put into display.

In addition to the D'Amore guidelines the Tourism White Paper (DEAT, 1996) has similar guidelines related to responsible tourism and these includes the following:

- a) Communities seek partnership opportunities with the established tourism private sector.
- b) Communities should participate in all aspects of tourism including being a tourist,
- c) The local communities should oppose any development that is harmful to the local environment.

In order to develop community tourism, the community should set the goals in order to ensure that organisation knows what its strategies are expected to accomplish its purpose. Getz as cited in Heath (1989) suggested that the following issues should be covered when developing community tourism goals:

- Community development.
- Heritage and environmental conservation.
- Enhance of cultural identity.
- Population and demographic change.
- Provision and maintenance of living amenities.

The involvement of local communities in tourism can lead to community development and awareness of the value associated with tourism. This involvement is an important benefit because it accommodates the interest and needs of the local community. Furthermore, involvement also encourages local communities to practice and participate in tourism as tourists. The value of tourism would be better understood in the Ithala community also makes an effort to visit other destinations similar to theirs.

2.5 BENEFITS OF TOURISM TO THE LOCAL COMMUNITY

The involvement of local communities in tourism activities not only benefits the community and the environment but also improves the quality of the tourist experience. Local communities can become involved in ecotourism operations, and in the provision of knowledge, services, facilities and products. The benefits should outweigh the cost of ecotourism to the host community and the environment. Ecotourism can also generate income for resource conservation management in addition to social and cultural benefits. The contribution may be financial with a part of the cost of the tour helping to subsidise a conservation project, alternatively it could consist of practical help in the field with the tourist being involved in environmental data collection and analysis (Page and Dowling, 2002).

The establishment and introduction of the Ithala Community Trust is aimed at facilitating the equitable distribution of tourism benefits from the Ithala area. These benefits are expected to play a meaningful role in the betterment of lives of the Ithala people. Such expectation will become possible through the implementation of development policies and Memorandum of Understanding. These legal documents carry the procedures on how should people go about in as far as utilising tourism facilities to their own benefit.

The Ithala community is now able to come into contact with tourists. Though this contact is still minimal, in a matter of time, local people are going to benefit through this contact with tourists. This developmental contact is expected to improve when local people are directly selling their products to the tourists.

Some members of the Ithala community have already started benefiting from this venture. These are the individuals who are involved in selling of local artefacts to tourists in the curio shop at Louwsburg, the nearest town to the Ithala area.

Although selling of artefacts is happening on a very small scale, signs are present that as more people become aware of tourism, they should maximise their benefits. The Ithala community can also benefit from natural resources such as *ncema* grass, which are readily available in Ithala area. This grass is harvested at specific times particularly in the winter season. It is mainly used for creation of sitting and sleeping mats and other ornamental artefacts that are sold to tourists.

2.6 PARTNERSHIP BETWEEN TOURISM AND CONSERVATION

If tourism is treated as a separate entity to conservation, the natural environment, which is a core resource for tourism development, can be depleted. Depletion of natural resources would obviously lead to the collapse of tourism and failure of conservation. Tourism development should therefore be conducted in a responsible manner (DEAT, 1996). That is to say resources should be utilised in a sustainable manner (Ashley, 1995).

Drumm as cited in Page and Dowling (2002) argues that local communities view ecotourism as an accessible development alternative which can enable them to improve their living standards without having to sell off their natural resources or compromise their culture. Ecotourism can provide a context for local incentives for conservation and production. Norris as cited in Page and

Dowling (2002) has argued that ecotourism should integrate both the protection of resources with the provision of local economic benefits. He also cites an example of the Annapurna Conservation Area Project, where local people were actively encouraged to take a leading role in conservation and development activities, expressing their needs and concerns in open forums.

Several scholars agree that there should be co-operation between tourism and conservation. Integration of environmental conservation and tourism development can result in sustainable development in tourism. According to Wight as cited in Page and Dowling (2002), partnership between tourism and conservation takes many forms including:

- donation of a portion of tour fees to local groups for resource conservation or local development initiatives.
- education about the value of the resource.
- opportunities to observe or participate in a scientific activity.
- involvement of locals in the provision of support services or products.
- involvement of locals in explanation of cultural activities or their relationship with natural resources.

In the Ithala study area, there seems to be enough co-operation between tourism and conservation, what seems to be lacking for a long time is the involvement of local people. The time has come for local people to be part and parcel of development initiatives that are taking place in their land.

To ensure that local people are involved in the running of tourism initiatives, the memorandum of understanding, which is a legal document, clearly states the

provisions that should be granted to local people. One such arrangement is that 70 percent of the amount accrued through tourism should be directed to the Ithala Community Trust Fund. This money is at the disposal of local community, it should be used in the development of these communities. The memorandum of understanding also states that the Ithala community should be given priority with regard to employment chances.

The implementation of ecotourism as an example of sustainable development stems largely from its potential to generate economic benefits (Lindberg as cited in Page and Dowling (2002). These benefits include generating revenue for management of natural areas and the creation of employment opportunities for the local population.

2.7 THE SOCIO-ECONOMIC IMPACTS OF TOURISM

The impacts of tourism on society can be either positive or negative. The impact is positive when tourism yields benefits that are for societal consumption. If tourism leads to the construction of an infrastructure, provides job opportunities, improves communication levels within the community can be viewed as having positive impacts.

A generalisation can be drawn from several studies (Mwandla, 1995; Mkhize, 1999; Magi, 2000) that have been conducted on tourism, that tourists and local people are bound to clash if one party feels that his/her interests are not catered for. When tourism sidelines the local people, there would be growing animosity towards tourists and tourism from local people. In such situations, the impacts are viewed as negative. Rivers as cited in Alister and Wall (1982) stress that the

animosity is not only confined to the socially and economically deprived, but has also been expressed by concerned politicians, academics, churchmen, and even some business people.

Reluctance to mention the shortcomings of tourism because of its economic benefits is disappearing. Resentment tends to be highest where tourism is the principal source of income to the community. In these communities all activities become oriented to accommodating and satisfying tourist demand, which may be limited to a short season.

In the Ithala area, tourism has both the negative and positive social impacts. For a long time the local community perceived tourists as invaders who are being entertained in the land of their forefathers. This blaming of tourists stems from the fact that when Ithala people were evicted they had no information on how tourism operates. They still seem have very little information about tourism, even worse, they were evicted from their land only to be replaced by forest and animals. These are some of the negative impacts as perceived by the Ithala people.

It is interesting to note that positive impacts are starting to bear fruit. Eventually, people will become the custodians of their tourism resource. The social and economic standards of people is beginning to show signs of improvement. Though people are bitter about the eviction incident, they seem to be willing to see progress on tourism, with an understanding that they can reap the fruits of tourism.

2.8 SITUATIONS THAT PROVOKE TOURIST RESENTMENT

Alister and Wall (1982) state that there are numerous situations that provoke feelings of tourist resentment. The most intense feelings appear to develop from particular conditions (only two situations are discussed, which are (a) the physical presence of tourists and (b) foreign ownership and employment).

2.8.1 The physical presence of tourists

The physical presence of tourists in the destination area, especially if they are in large groups, can intimidate local people. Residents frequently resent having to share facilities and services with visitors, and often mention congestion as a problem (Alister and Wall 1982). Some studies have mentioned the presence of large numbers of tourists in particular places at specific times and the associated congestion of facilities and services. A number of crude measures have been employed as a first step towards such estimates. These include the ratio of the number of visitors to the local population.

The issue of Ithala community is even worse, this community is not faced with the problem of congestion, but they are faced with the problem of homelessness. As mentioned earlier the Ithala community were completely driven away from their ancestral land. The presence of a tourist to them means the presence of an invader, who has come to dispossess them of their land. It is through tourism awareness programmes that the Ithala community may begin to properly understand the importance and benefits of tourism.

2.8.2 Foreign ownership and employment

The employment of non-locals in managerial and professional occupations, carrying greater responsibility and superior salaries to those available to local residents, also provokes resentment. These features have been labelled in the literature as an outgrowth of neo-colonialism. The view that tourism is a new form of colonialism and imperialism is one extreme perception of tourist development and its effects. To qualify this point, Alister and Wall (1982) maintains that the movement of metropolitan citizens from the developed countries of Europe and North America to societies of the less developed world has a long history.

According to some authors (McIntosh, *et al.* 1999; Magi and Nzama, 2002) the growth of tourism in these destinations has been only a change in the form and magnitude of travel without a major alteration in its colonial quality. The relationship between them has essentially remained the same. This condition has prompted the charge that tourism is a neo-colonial activity (Alister and Wall, 1982).

Secondly, the development of tourism may be accompanied by a one-way transfer of wealth from the destination area to points of tourists generation. A large proportion of expenditures and profits flow back to foreign investors. High leakages may leave little profit in the destination area. A large proportion of the goods and services, which are consumed by the tourists, are produced at the place of origin and, thus, most of the profits are transferred to these places (Alister and Wall, 1982).

Tourism benefits should be shared equally between tourism service providers and local people, which is what is hoped for in the Ithala area. If benefits do not improve the lives of local people, animosity is likely to occur. Local people will tend to dislike a tourist who becomes an illegitimate beneficiary of tourism. This research study aims at revealing, among other things, the local community's perceptions regarding such matters.

Thirdly, the employment of non-locals in professional and managerial positions and the frequent existence of foreign, absentee employers have also provoked charges of neo-colonialism. These features also contribute to high leakages through the remittances of salaries and profits to the tourist-generating countries.

Bungicourt (1979) as cited in Alister and Wall (1982), writing specifically on African tourism, believes that these situations contributed to what he calls 'tourism with no return'. He further argues that tourism is neo-colonialist through the herding of local groups into 'reservations' for the purpose of entertaining tourists, and through the transformation of the relics of past colonial regimes, such as old fortresses and historic buildings, into tourist attractions. Similarly, cultural symbols of art, music, dance and literature are exported to cater to tourist curiosity and money-making.

Continuing with his argument Bungicourt (in Alister and Wall 1982) stresses that the previous discussion represents a radical perspective on the role of tourism in developing countries. There is certainly evidence to suggest that tourism is exploitative and displays many of the characteristics of colonial economics. Nevertheless, the validity of this viewpoint is still debated. Firstly,

the governments of developing countries welcomed tourism as a means of stimulating economic growth. The encouragement of the growth of the industry is not typical of colonial beginnings, which are usually imposed. Secondly, the manipulation and control of local politicians and elites by foreign metropolitan interests undoubtedly exists, but it is unlikely to be as influential and domineering as living under colonial rule.

A synonymous scenario is visible and happening in Ithala Game Reserve; the local community was sidelined from the economy of the area in favour of foreigners and tourists. This was done so as to attract external skills and earn foreign exchange. Local people had to sacrifice their ancestral land unceremoniously. This is similar to colonial rule; the only difference is that it happened between the citizens of the same country with different income status.

2.9 PROPERTY AS POWER

From the dawn of history, man has always wanted to demonstrate his superiority over other men. This phenomenon of superiority became evident during empire building, crusades, and colonialism. Voyages of conquest and discovery are a true testimony of man navigating the planet earth to 'discover' unknown destinations, which would be conquered later to extend the empire(s). The underlying aim was to acquire more land, because land possession was equated with power. The acquisition of land and power leads to the growth of the economic gap between the conquerors and conquered, hence, the haves and the have-nots. This power struggle resulted in the imbalance of power within a single society. Obviously the most powerful became the decision-makers. The

decision-makers then became the manipulators of wealth and therefore consumed more resources for their own benefit.

Denman (1978) argues that we speak of decision-making today as if it were a new species of social animal. The forefathers of locals seem never to have met with the current and new decision-makers, yet things were done and decisions taken in old environment or world. People were always decision-makers. Why then the novelty? Part of the answer is to be found in the curious twist we have taken in our gravitation towards democracy. Everybody today must have a say in everybody's affairs. Officials and planners of various kinds are taking decisions at elevated levels, which affect subordinate level activities in groups and individual persons. People have begun to feel as if their lives are not their own, and to seek out the decision-makers to counter them with neighbours, sympathisers and other participants.

One of the strange abnormalities of the modern world with its obsession with decision-makers is its neglect of property power. As could be expected, the Ithala people lost control over their property when they were evicted, hence they forfeited their power. The lack of power on the side of the people resulted in their exclusion from decision-making.

Denman (1978) maintains that to avoid the ambiguities inherent in the notion of ownership, it is better to treat the place in the hierarchy of power and decision-making by referring to property power in general. For some the power to use and dispose of, is seen as managerial power over the resources so handled. Whilst this may be so, it does not get away from the universality of the power of

property. Managerial power can be accepted either as a form of property power in itself, or as being a derivative of that power.

Planners do not employ managers over the resources that are the subject of the state and regional plans. The owners of the resources employ the managers; the managers are agents of the owners of the holders of the property right. In the South African situation, history has proven that land ownership can determine who takes the last decision. Africans were dispossessed of their land, and they became the hewers of wood and drawers of water, whilst their White counterparts became landlords and decision-makers.

The dispossession of land led to continuous clashes over land ownership. The Ithala Game Reserve issue is a typical example of this clash on land ownership. The local community that had no information about land entitlement was forced to relinquish its land. The loss of land meant loss of power. Until the rightful owners of land become involved in the decision-making process, problems will continue to prevail.

2.10 TOURIST-HOST INTERRELATIONSHIPS

Tourists and host communities have a special relationship that exists between them. This relationship is similar to that of a client and a service provider. There are expectations from both parties. Tourists expect to be treated with care and gratitude, at the same time the host communities expect to be treated with respect. Alister and Wall (1982) argue that socio-cultural impacts are the outcomes of particular kinds of social relationships that occur between tourists and hosts as a result of their coming into contact. The nature of these

relationships, or 'encounters', is a major factor influencing the extent to which understanding or misunderstanding is fostered by the tourism process.

According to Kadt as cited in Alister and Wall (1982), tourist-host encounters occur in three main contexts: where the tourist is purchasing some goods or services from the host, where the tourist and host find themselves side by side. For example, on a sandy beach or at a night-club performance, and where two parties come face to face with the object of exchanging information and ideas. He also pointed out that when it is claimed that tourism is an important mechanism for increasing international understanding, it is normally the third type of contact that is in mind. However, the first two types of contact are quantitatively more common.

Nettekoven (1981) as cited in Alister and Wall (1982) noted that for mass tourists, intercultural encounters are less desired by the tourist than is often suggested. Direct contact is not necessary for an impact to occur and the mere sight of tourists and their behaviour may induce behavioural changes on the part of permanent residents. Nettekoven (in Alister and Wall 1982) further states that the tourist-host encounters, in which one or more visitors interact with one or more hosts is staged within a network of goals and expectations. On the one hand the tourist is mobile, relaxed, free spending, enjoying his leisure and absorbing the experience of being in a different place. In contrast, the host is relatively stationary and, if employed in the tourist industry, spends a large proportion of the time catering to the needs and desires of visitors.

Tourist-host relationships are also determined by the characteristics of the interacting groups or individuals and the conditions under which contact takes place. The issue of Ithala Game Reserve is slightly different in a sense that the tourist and the local people do not necessarily come into contact. The Ithala community occupies areas away from Ithala Game Reserve, so they stand lesser chance of interacting with the tourists.

2.11 BUREAUCRATIC IMPASSE

Taking a closer look at how land ownership affect the social well-being of people, Evans as cited in Cross *et al* (1988) provide an insider perspective on land ownership with special reference to land owner ship in KwaZulu-Natal. He claims to have become acutely aware of the central role that land plays in the states policy of land ownership and administrative responsibilities.

Recent political 'reforms' by the state has added a new and mere confusing dimension to the already complex administrative structure, making the process itself a factor in the deepening of racial divisions that already pervade the South African state. Some states have tried to create new land-based administrative structure while at the same time keeping to their agenda of tight central control. Both land and local government issues are involved. As this process goes forward, it becomes less likely that land tenure reform, particularly freehold tenure, will be able to extend the beneficial effects that are being mooted.

In the pre-democracy period coastal benefits were enjoyed only by a privileged few in South Africa. Proactive facilitation of sustainable coastal development projects along the coast is essential to begin to address the great inequalities of

our past. Rural parts of the coast, particularly those in the former Transkei, Ciskei and KwaZulu-Natal areas, are characterised by underdevelopment and lack of economic opportunities despite the enormous potential for particular coastal activities. Other characteristics include poor living conditions and environmental degradation (DEAT, 1998).

Providing benefits on an equitable and sustainable basis is possible only if we wisely manage the coastal ecosystems on which those benefits depend. This means managing the coast in a way that recognises the interrelationships between coastal ecosystems. Coastal ecosystems involve complex biological, chemical and physical linkages between land, sea and air. The Department of Environmental Affairs and Tourism, (DEAT, 1998) further states that without effective management, many of our coastal resources will be used and degraded to the point where social and economic benefits can no longer be derived from them.

The specific complex and interconnected nature of the coast means that a dedicated, co-ordinated and integrated coastal management effort is required. For coastal development to be socially sustainable it should emphasise public awareness and shared responsibility, empowering the disadvantaged individuals and communities, including women and the poor.

For coastal tourism development to be economically sustainable it should diversify opportunities, provide jobs and facilitate access to productive resources. Further, for coastal development to be institutionally sustainable it should involve creative partnerships between government, civil society and the private sector. The above mentioned conditions all apply to Ithala Game

Reserve. Ithala Game Reserve can not develop unless all role players are involved, more especially the local people who are beneficiaries of tourism benefits.

Tourism benefits are expected to bridge the gap that resulted from forced removals of residents. Defining the current situation in Ithala Game Reserve and the surrounding area, The Department of Environmental Affairs and Tourism, (DEAT, 1998) states that Ithala is in a region, which is well known for its typical natural features and scenic beauty. It is also characterised by poverty, underdevelopment and unemployment where nearly two thirds of the population is under 20 years old.

DEAT (1998) further states that land ownership issues and historical forced removals of residents underlie deep-rooted conflicts between communities and conservation bodies. Currently commercial, recreational and subsistence use of natural assets is largely uncontrolled. With appropriate management of natural resources and economic development opportunities, however, this region could provide an important economic base for the benefit of coastal communities. The above-mentioned conditions best reflect the situation in the Ithala Game Reserve. The Ithala community was scattered over a large area after eviction. Recently, the Ithala community was recognised as custodians of Ithala area, so they share the benefits of tourism generated in the Ithala Game Reserve. The biggest question is whether these benefits are fairly and adequately distributed to the local people. This is one of the crux questions this research investigation is preparing to answer.

2.12 FACTORS LIMITING THE DELIVERY OF TOURISM

There are a number of factors that are hindering the effective delivery of the tourism industry in South Africa. One of these factors as mentioned in the Tourism White Paper (DEAT, 1996) is the limited involvement of local communities. Local communities are only poorly involved in decision-making processes; the same thing applies to previously neglected groups in the industry. While this has been largely due to the previous Government's policies, the need to reverse this situation is of urgent importance.

The tourism industry, perhaps more than any other sector, provides a number of unique opportunities for involving and developing previously neglected groups, including:

- Operators of tourism infrastructure
- Small guest houses or bed and breakfast establishments
- Taverns, shebeens, bars and restaurants
- Transport-taxi services, tours, trips, airports, and other transfers.

The Tourism White Paper (DEAT, 1996) further states that despite the obvious and available opportunities, there are many factors that limit the meaningful involvement of local communities in the tourism industry. These include: a lack of information and awareness, lack of know-how and training, lack of finance, lack of interest on the part of existing establishments to build partnership with local communities and supplies, and lack of incentives to reward private enterprise that build or develop local capacity and create job opportunities. These challenges are also surfacing in Ithala Game Reserve. Local communities

still need to be empowered with knowledge to run tourism development initiatives.

The Department of Environmental Affairs and Tourism, (DEAT, 1998) further states that the concerns and anxieties of the previously neglected groups need to be understood and adequately addressed in building a successful tourism industry in South Africa. Some of these concerns are that:

- Tourism is a “White man’s thing and not for us”- tourism is perceived as catering to the predominantly white upper and middle classes. There is belief that “tourism is what whites do when they go to Kruger Park or the beaches in Durban”, and certainly not within reach of the previously neglected.
- The majority of South Africans have never been meaningfully exposed to the tourism industry and have not benefited from the country’s vast resources.
- Suspicion and mistrust – most protected areas were proclaimed without consultation with, or the approval of, affected rural communities. Communities bore the cost of reduced access to natural and cultural resources but did not perceive, or receive any direct benefits.
- Complete lack of knowledge and understanding of what tourism really is. There is a perception that tourism refers only to people travelling around and staying in hotels. The wider opportunities offered by tourism are not seen as part of the tourism industry.
- Inability to access finance to take advantage of entrepreneurial opportunities provided by the tourism sector.

- Lack of involvement – the majority of South Africans have not been involved in the planning, decision-making, investment, development or promotion of the tourism industry. Communities have not been involved or consulted in respect of major investment decisions or developments proposed for areas in which they live.
- Inequalities – past inequalities and abuse of power have led to the exploitation of local cultures and community groups.
- Language barriers – the English language seems to be the established language of tourism communication, effectively excluding a majority of the population of South Africa, where 11 official languages are recognised.
- Negative attitudes – negative attitudes exist within the industry towards community tourism products, which are sometimes viewed with scepticism and regarded as inferior. There is often a view that what is white and western is best. The value of previously neglected people, their culture and their products often tends to be unappreciated.
- Lack of market access – local communities lack access to the lucrative tourism market as visitors are kept within the hotels and resorts and venture out only to ‘sanitised’ places of interest. For the local shebeens or the local craft vendors, a visitor sighting is a rare occasion.
- Barriers to entry – these are caused by very large companies and corporate structures which control the market. Businesses in South Africa are either very large or very small and a middle segment is only slowly emerging. The cost of capital furthermore prevents many small operators from entering the market.

All of the concerns and anxieties of the previously neglected groups cited above are applicable in the Ithala Game Reserve situation. Tourism is still viewed as the “White man’s thing” because Whites are perceived as rich people with lots of disposable income, and therefore can afford to be adventurous. On the other hand, the Ithala community is still struggling to understand the idea of tourism because such concepts are still very fresh in their vocabulary. Furthermore, this community is still living in areas with very insufficient basic infrastructure, their level of education also limits their chances of grasping the tourism issues for their own benefit.

The issue of tourism is also infested with suspicion and mistrust. Such conditions emanate from the fact that when the Ithala people were evicted they were never given a satisfactory reason for their eviction. As if that was not enough, when the decision of giving monetary restitution instead of going back to Ithala Game Reserve was taken, the local people were not properly consulted, so any development which has to do with the Ithala Game Reserve is likely to be haunted by mistrust and suspicion.

2.13 CONCLUSION

Many of the prime tourism attractions of an outdoor recreation type are usually located in the rural areas. Tourism allows rural people to share in the benefits of tourism development, promoting more balanced and sustainable forms of development. Tourism provides an alternative approach to urbanisation, permitting people to continue a rural family existence, enfranchising both women and the youth (DEAT, 1996). The proper management of tourism

benefits can bridge the gap created by forceful removal of people from their ancestral lands.

The Ithala community stands a good chance of gaining from tourism benefits as long as it is involved in the decision-making process. Any form of exclusion of the Ithala people from land issues is likely to lead to further tensions and hard feelings between this community and ecologists. Douglas and Butler (1999) are of the idea that communities rarely have uniform views, particularly on the factors such as tourism that are seen as capable of causing considerable change to and within the community.

These differing views need to be taken into consideration when decisions are taken, so as to prevent future conflicts. The recent developments around the land restitution in Ithala Game Reserve have brought a glimmer of hope to poverty-stricken 'fugitives' of Ithala Game Reserve.

CHAPTER 3

THE PHYSICAL SETTING OF THE STUDY

3.1 INTRODUCTION

The researcher has found it wise to include this chapter on *The physical setting of the study* for various reasons. This setting is intended to give the reader a clear perspective upon which to understand this project and where it is located. Accordingly, some expectations, which may or may not be raised by this study will have to be fulfilled at the end of the study. Due to the researcher's failure to obtain written documents on the background to the area, the researcher visited and interviewed an old man in the area called Phondolwendlovu (2003). The old man knows the historical background of the area of Ithala Game Reserve.

3.2 THE LOCATION OF THE STUDY AREA

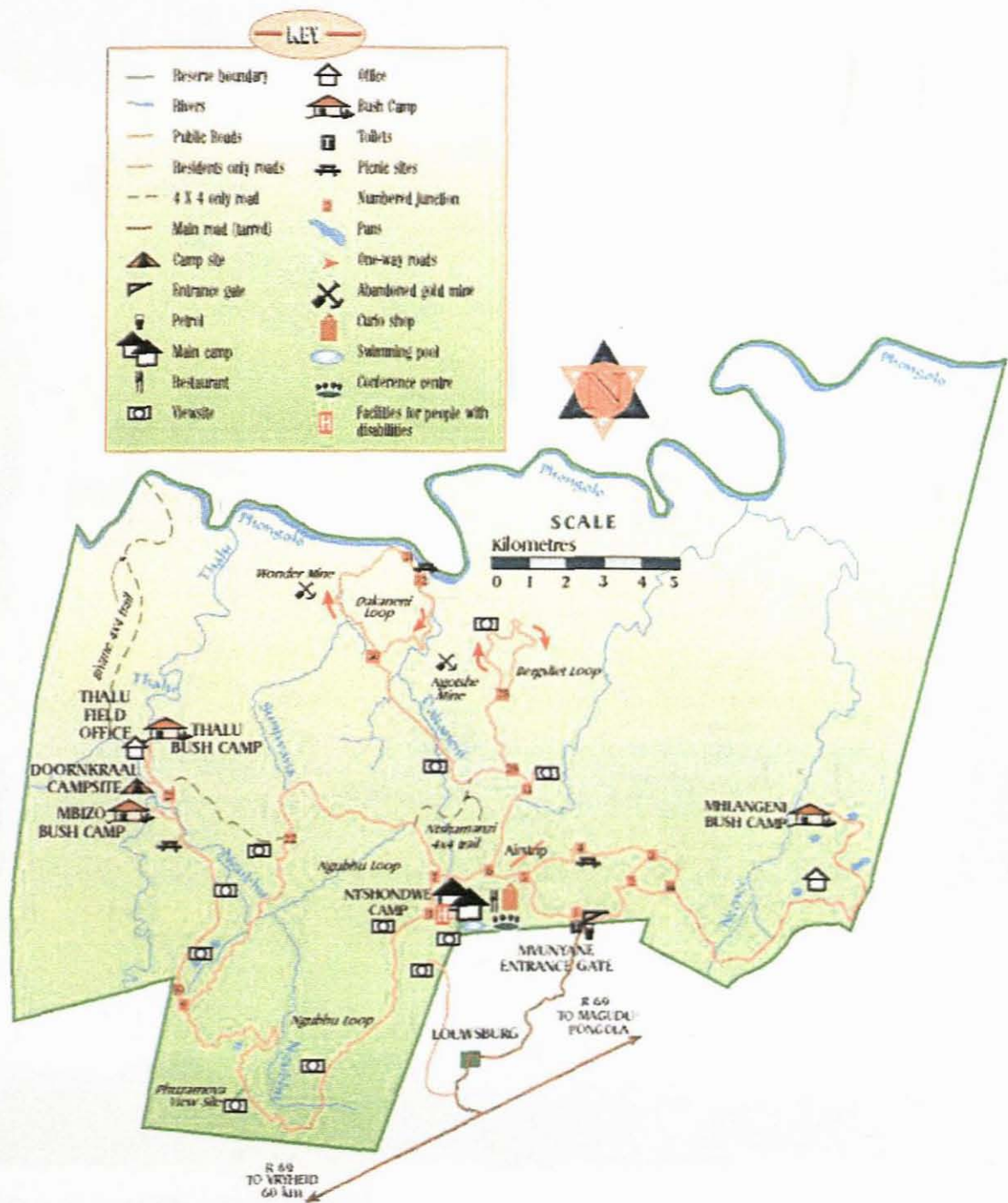
This Game Reserve is geographically located in the area of Louwsburg, a sub-district of Ngotshe. Ithala Game Reserve overlooks the Phongolo River valley in a rugged, mountainous thornveld of northern KwaZulu-Natal, and offers a wildlife experience second to none. A morning's drive from Durban (400km) or from Gauteng (500km), this prime tourist destination also has its own 1.2 km all-weather airstrip. The Ithala experience combines excellent tourist facilities with superb game viewing and bird watching in a beautiful setting [See Figures 3.1, 3.2 and 3.3].

FIGURE 3.1 THE RELATIVE LOCATION MAP OF THE STUDY AREA



[Source: <http://www.sa-venues.com>, 2004]

FIGURE 3.2: ABSOLUTE LOCATION OF STUDY AREA



[Source: S.A Geological Survey (1999)]

FIGURE 3.3: MAP OF THE STUDY AREA



[Source: KZN-NCS (2000)]

The reserve was proclaimed a protected area in 1972 and currently covers 29 653 ha, bordering on the south bank of the Phongolo river approximately 70km east of Vryheid (KZN-NCS, 2000)

3.3 DIVERSITY OF HABITAT

Scenic beauty aside, Ithala's most characteristic feature is perhaps its astonishing geological diversity. Some of the oldest rock formations in the world are found here dating back 3 000 million years. The topography varies from 400 m above sea level in the north to 1450 m above sea level in the south near Louwsburg. This gives rise to great diversity of habitats, fauna and flora [See Figure 3.3].

3.4 HISTORY OF ITHALA

The history of most game parks, reserves and natural areas in South Africa is characteristically dominated by the *apartheid* ideology of discrimination, involving land exclusive use to a particular race group, land evictions and land re-allocations. This state of affairs only came to an end with the emergence of the democratic dispensation.

The land Ithala Game Reserve occupies was the setting for many historic events of the 19th and 20th centuries. From Shaka's reign and running through those of successive Zulu Kings these included the arrival of Voortrekkers in Natal, the Anglo-Boer Wars (1881 and 1899-1902), a number of early gold-mining enterprises and the 30-year anti-nagana campaign against the disease-carrying tsetse fly.

3.5 FAUNA AND FLORA

The magnificent geographic landscape of Ithala Game Reserve gives rise to breath-taking fauna and flora. Ithala is a place of great seasonal contrast. In spring the grasslands are alive with warthogs. Masses of red " Pride of De Kaap" offset the fruiting wild dates along the slopes and streams banks in summer.

Hundreds of aloes transform the drab winter veld into a spectacular landscape. With its many perennial streams and rivers, and the frequent occurrence of cliffs and rock faces, Ithala is also the ideal haven for a large variety of birds, trees and mammals that can be seen. (KZN-NCS, 2000)

Ithala's big game species include white and black rhino, elephant buffalo and, notably giraffe (which serves as Ithala's emblem). The absence of lion makes for a relaxed air among these animals and other game such as zebra, blue wildebeest and a wide variety of antelope. These include impala, oribi, red hartebeest, eland, kudu, waterbuck, tsessebe, common-and mountain reedbuck, steenbok and common duicker.

Ithala Game Reserve does not posses the king of the predators, the large and vicious predators such as the lions. Predators which are not often seen, are leopard and the spotted hyena. Sightings of large birds at Ithala may include black eagles, lappetfaced- and whitebacked vultures, ostriches and secretary birds stalking across the veld (KZN-NCS, 2000).

3.6 FACILITIES IN ITHALA GAME RESERVE

There are many outdoor recreation facilities in Ithala Game Reserve, which is why Ithala is a tourist friendly destination. It has suitable accommodation, conference centre, campsites, log cabins, hiking trails, 4x4 trails, day and night drives, picnic sites, beautiful scenery etc. Most of the hiking trails are clearly sign posted, and take tourists to remote areas that are relatively free of the sights and sounds of man.

The Ithala Game Reserve, as already been mentioned has many animals, some of these animals are quite dangerous. In order to prevent any form of casualty that may result from the encounter between a visitor and a local animal, the area is clearly demarcated and warning signs are posted for visitors to take precautionary measures when necessary. (KZN NCS, 2000).

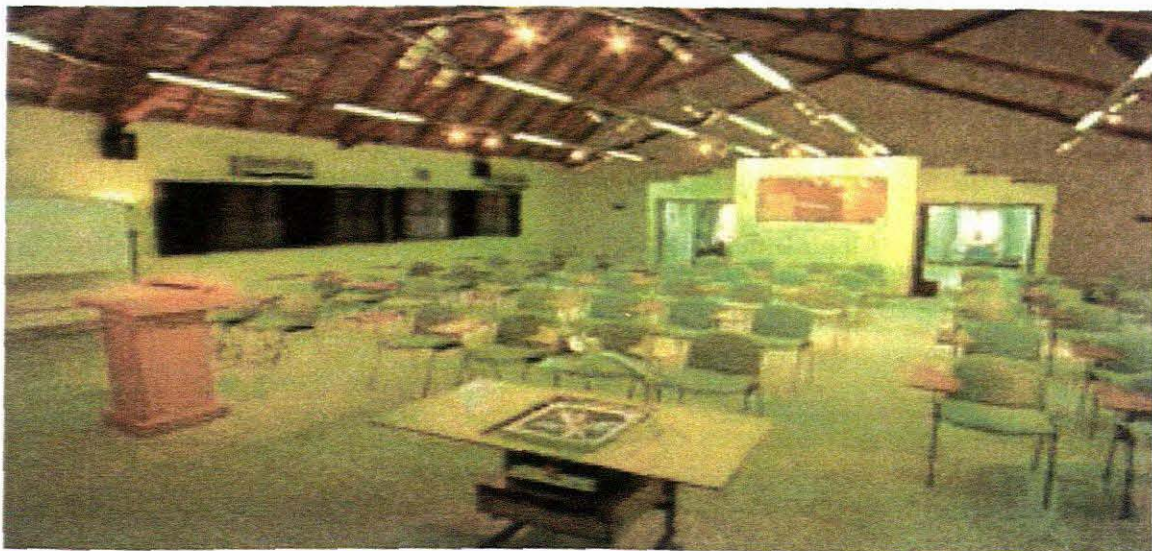
3.6.1 Conference Centre

Ntshondwe's spacious, thatched conference centre has a main auditorium seating 120 delegates and two smaller halls, each seating 18 people. State-of -the-art facilities include a fully equipped projection room, an integrated sound system with convenient patch points, versatile automatic lighting, excellent acoustics and air conditioning. Special functions such as weddings can be arranged through the conference co-ordinator. (KZN NCS, 2000). Many international tourists come to Ithala Game Reserve for conferences and weddings, so this proves that Ithala is a tourist destination.

FIGURE 3.4: CONFERENCE CENTRE AT ITHALA GAME RESERVE



FIGURE 3.5: AIR-CONDITIONED MAIN AUDITORIUM



The versatility of the air-conditioned main auditorium speaks for itself: it offers a cinema style seating arrangement for up to 90 people, a lecture style for 60 or a single U-shape for 30 people. The two breakaway rooms are also air-conditioned and each offers a cinema-style seating arrangement for 22 people, lecture style for 18 and single U-shape for 16. Equipment in the main auditorium is state of the art; a fully-equipped projection room, integrated sound system with convenient patch points, versatile lighting, video projector with a computer interface, slide and overhead projectors, fixed screen, stereo cassette player, public address (PA) system, flipchart, whiteboard and Gripperfix. All this and versatile seating make the most effective communication possible (KZN-NCS, 2000). Apart from having conference equipment similar to that of the main auditorium, the two breakaway rooms enjoy the advantage of also having a Flexirail system.

3.6.2 Self Guided Walking Trails

A number of self-guided trails traverse the wooded mountainside above Ntshondwe camp, inviting guests to enjoy glimpses of the indigenous wildlife while stretching their limbs. The sight of black rhino and elephant droppings along a path adds a rush of adrenaline to experience. Rhino occasionally enter the camp at night, therefore visitors are advised to exercise caution. (KZN-NCS, 2000).

The self-guided trails also provide an opportunity to explore the abundance of the bird-life within Ithala Game Reserve. There are well-developed facilities for bird-watching enthusiasts or ornithologists, including the usage of conference

facilities. It is recorded that many tourist-ornithologists visit Ithala Game Reserve for bird-related recreation and study.

3.6.3 Day and night drives

Day and night drives are conducted in open viewing vehicles and are a popular tourist's attraction in the reserve. These can be booked at Ntshondwe camp office. Night drives have been found to be more exciting than day drives by many tourists.

FIGURE 3.6: DAY AND NIGHT DRIVES VEHICLE



3.6.4 Self-Guided Auto Trails

Ithala has a number of well-laid out auto trails. These enable visitors to appreciate aspects of the reserve's fascinating wildlife while enjoying the comfort and privacy of their vehicles. Driving along these routes one is

constantly struck by the wide range of habitats which support a large biodiversity of plant, bird and animal life in the reserve. (KZN-NCS, 2000).

3.6.5 Picnic Sites

Picnic sites are situated in several scenic spots which offer spectacular views and are ideal for game watching. These all have barbecue facilities and toilets.

3.6.6 Camping

Ithala offers limited facilities for camping in tents. The reserve's small rustic campground has basic facilities for up to 20 people. There is a cold water shower, a flush toilet and a kitchen area. A thatched shelter serves as a communal lounge/ dining facility.

3.7 ACCOMMODATION FACILITIES

Ithala Game reserve has sufficient accommodation facilities for every type of tourists. It has chalets, campsites, log cabins etc. It should be noted that most of the facilities mentioned above have not been utilised by the community since they were forcefully removed from the place where some of these facilities are now situated.

Accommodation in Ithala is geared to suit all, from the sophisticated international ecotourist or business executive, to large tour groups and family parties.

3.7.1 Ntshondwe Camp

Ntshondwe, Ithala's main camp, is ingeniously camouflaged against a plateau at the foot of the cliffs after which it is named. Towering above the camp, horizontal contours of pink and russet sandstone offset vertically jagged spires of dolerite rock. These provide the ideal haven for raptors, their calls echoing from rock face to crevice as they soar into the sky in territorial display.

FIGURE 3.7 NTSHONDWE CAMP



Ntshondwe's 39 thatched chalets blend into a lush setting of acacias, wild figs, cabbage trees and other indigenous flora. A variety of self-catering chalets, with two to six beds each, some of which have been designed for use by the handicapped, are geared for tour groups and conference delegates. These are situated around the Visitor's Centre which has a fully licensed restaurant, a bar and an open game viewing deck which overlooks a small pan. Other amenities include a swimming pool built around a giant rock, a fully equipped conference

centre, and a imaginatively stocked curio shop which also carries a range of basic provisions.

FIGURE 3.8: RECEPTION AT NTSBONDWE CAMP



FIGURE 3.9 MHLANGENI BUSH CAMP



3.7.2 Mhlangeni Bush Camp

Set on a rocky outcrop overlooking a stream, the Mhlangeni bush camp accommodates up to ten guests in five two-bed units. A central open-plan lounge and sun-deck offer excellent views-as do the showers! The services of an attendant are provided and a field ranger is available to take guests on game walks.

FIGURE 3.10: MBIZO BUSH CAMP



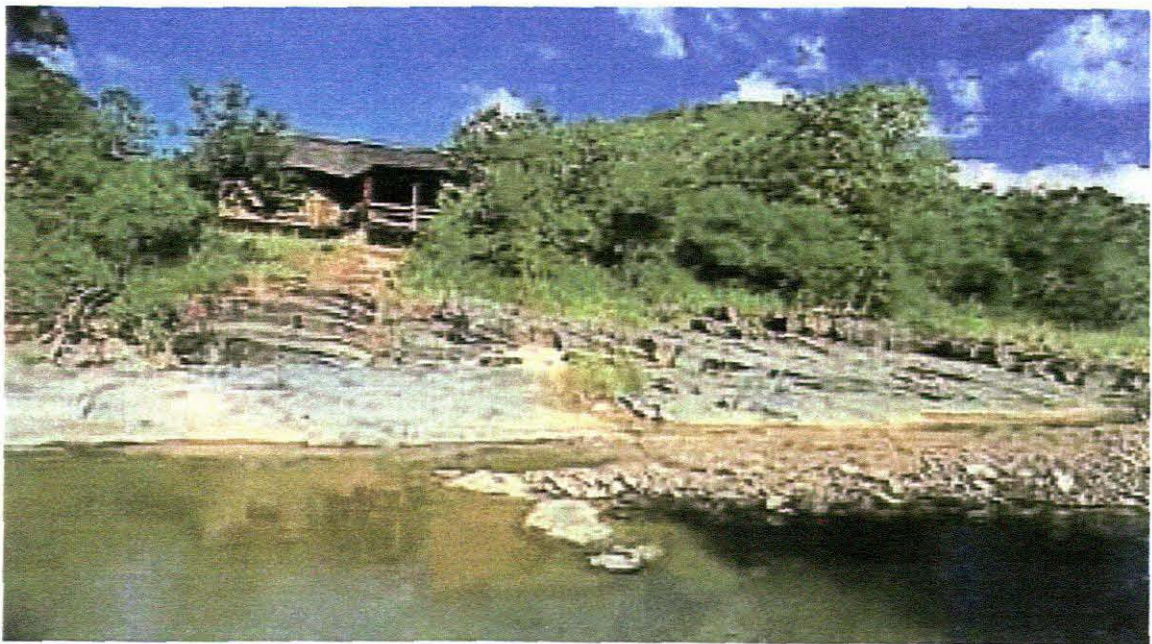
3.7.2 Mbizo Bush Camp

Mbizo is ideally situated beside a series of rapids and pools near the spot where the *Ngubhu and Mbizo* rivers meet. A total of 8 guests can be accommodated here, in two separate bush chalets constructed of wood, reed and thatch. Each has two bedrooms, its own lounge, kitchen and viewing deck. The camp has two separate ablution facilities.

3.7.4 Thalu Bush Camp

Thalu Bush Camp is tucked away at the foot of a steep slope and the banks of the Thalu River. A picturesque barbecue area overlooks a large pool in the river where swimming is permitted. Thalu accommodates four people in two bedrooms linked by a kitchen, lounge and viewing deck.

FIGURE 3.11 THALU BUSH CAMP



3.8 CONCLUSION

Ithala Game Reserve as the study area of inquiry has many ecosystems, which gives this area a distinct quality in the Province of KwaZulu-Natal. It offers visitors worthwhile experiences, because it has moderate temperature that is convenient for various activities. The area also has sufficient tourism infrastructure to make it possible for tourists to maximise their recreation opportunities.

The Ithala Game Reserve has many attractions that make it a worthwhile tourist destination. It caters for different types of tourists. Tourists from all walks of life are likely to be found in this slice of Africa because of its uniqueness. At the same time this worthwhile tourist destination is bound or expected to offer the needed economic and resources development in the area for the benefit of all surrounding communities.

CHAPTER 4

PRESENTATION OF FINDINGS

4.1 INTRODUCTION

This chapter concentrates on the findings that have arisen from analysis and interpretation of data. The information at hand was primarily assembled through sets of questionnaires that were delivered personally to respondents. The questions were structured in relation to the objectives of the study, so as to achieve desired results. The respondents differed widely with their personal attributes such as age, level of education, employment status, *et cetera*. The respondents shall remain anonymous to observe the ethics of research and to honour the promise between the interviewee and interviewer.

4.2 RESTATEMENT OF OBJECTIVES AND HYPOTHESES

It is important at this juncture to restate objectives and hypotheses, as these provide direction for the analysis and eventual conclusions of the study. Objectives give guidelines and focus to the interpretation of the data process. To achieve its targets, the study, therefore has been narrowed down into the following objectives and hypotheses:

- **Objective 1:** That the Ithala people have a poor understanding of the meaning of tourism

- **Hypothesis 1:** *That the Ithala people have a poor understanding of the meaning of tourism.*
- **Objective 2:** That there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits.
- **Hypothesis 2:** *That there is no clearly defined criteria used by authorities to determine the beneficiaries of tourism benefits.*
- **Objective 3:** That the Ithala people do not participate actively in decision-making concerning tourism benefits.
- **Hypothesis 3:** *That the Ithala people do not participate actively in decision-making concerning tourism benefits.*
- **Objective 4:** That the level of accessibility to tourism resources is relatively restricted among the Ithala community members.
- **Hypothesis 4:** *That the level of accessibility to tourism resources is relatively low among the Ithala community members.*
- **Objective 5:** That tourism benefits do enhance the livelihood of the Ithala community in a sustainable manner.
- **Hypothesis 5:** *That tourism benefits enhance the livelihood of the Ithala community in a meaningful way.*

The reason behind the restatement of hypotheses is that the data that has been collected has to affirm or refute each of the above stated hypotheses.

Hypotheses together with objectives of the study provide guidelines for the analysis of data.

4.3 DEMOGRAPHIC CHARACTERISTICS OF DATA

Demographic characteristics of data reflect the personal attributes of respondents. These respondents differed widely with respect to personal attributes, which involved gender, age, marital status, level of education, employment status, and monthly income. The information gathered here would be instrumental in the interpretation of the study at large.

On the topic “Ithala Game Reserve as a tourist destination: Community perceptions and participation”. More than half of respondents (54%) were females. Males only constituted 46 percent of the respondents. The total number of respondents was 80 people. The reason why there are more female respondents is that most males work at distant areas. For this reason females run most of the households, and some households depend solely on the female pensioners. It is not unusual in the Ithala community to get a household being occupied by an elderly woman with only her grandchildren. In the Ithala community the elderly women, who are usually pensioners, play a big role in sustaining the family while the younger generation is out scouting for work.

TABLE 4.1: GENDER OF RESPONDENTS WHO ARE COMMUNITY MEMBERS

VARIABLE	FREQUENCY	PERCENTAGE
Male	37	46
Female	43	54
Total	80	100

The respondents ranged from 21 years of age to more than 51 years. More than half of the respondents (69%) were above 40 years of age. Only 9 percent of the respondents who were between 20 and 30 years of age, responded to the questionnaire. The responses indicate that mainly elderly people participated in this study. Between the ranges of 31 to 39 years of age, only 22 percent responded to the questionnaire. During the time of eviction, the respondents from the age range of 31 to 39 years were still too young to understand the developments that were taking place, hence their knowledge about eviction is also limited.

The reason why most respondents are elderly people is that the eviction took place about 30 years ago, so needless to say the actual victims are now aged. The younger generation has little or no knowledge of the eviction of people from the Ithala area, precisely because they were not directly affected by eviction incident. Furthermore, the younger generation indicates that it has never been to Ithala, they simply adapted to the conditions in which they were born. It is through the oral tradition that the youth get to know about Ithala life. However, the preliminary perceptions of all age groups are to the effect that they are all not properly consulted when the decisions concerning their land are taken, this is why we may be inclined to reject hypothesis 3: *That the Ithala people do not participate actively in decision-making concerning tourism benefits*. This hypothesis is further discussed in some detail later in the chapter.

The second set of questionnaires was directed to the Ithala Community Trust Fund Committee, which has 18 members. The sample size of 9 people was interviewed. Out of 9 members of the Trust Fund Committee who were

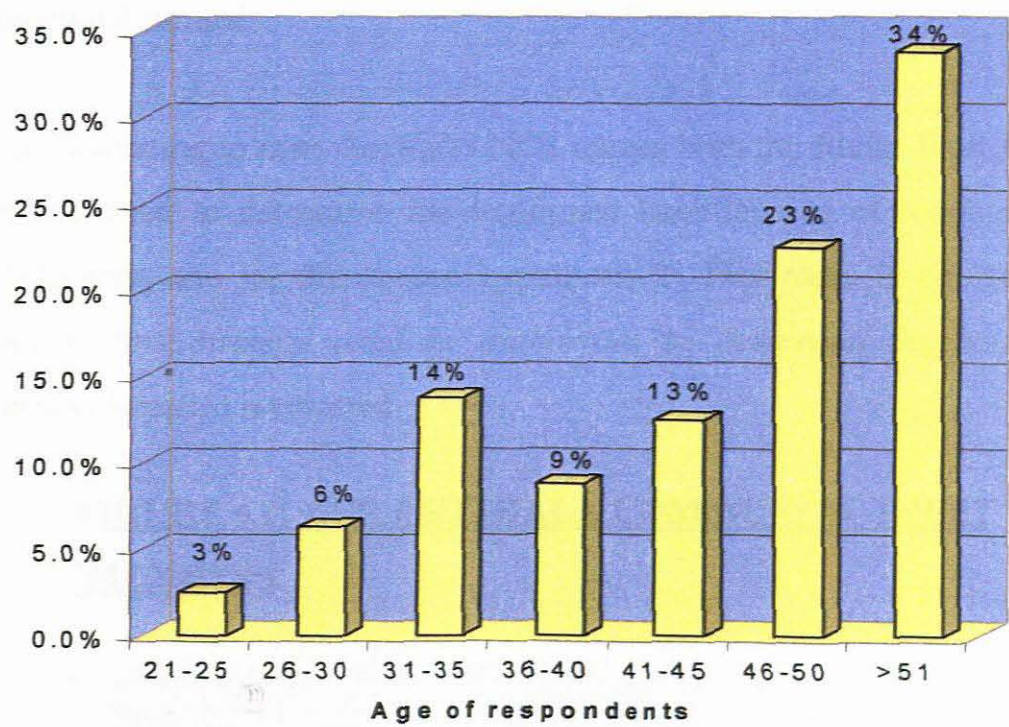
interviewed, only 2 were females. The remaining 7 were all males. The number and composition of responses reflect the imbalance that still persists in matter of land ownership and power relations.

The disproportionate representation of Ithala Community Trust respondents in terms of gender is based on the notion that men are custodians of land; therefore it is men that seem to discuss any land related issue. Such a notion is inherent in the Ithala community and many other previously disadvantaged communities (DEAT, 1996).

All three members who were interviewed from KwaZulu-Natal Nature Conservation Services (KZN NCS) were males. This is largely because these respondents assumed their duties at KZN NCS when women were still not empowered for managerial positions. Such a phenomenon is still very much experienced in the field of work, especially in the managerial sectors related to wildlife management.

Another reason for the absence of females in the management of nature conservation is the societal stereotype found in local traditional communities. The stereotype states that the domain of the female is in and around the house. Hence, some societies have informally addressed women as household executives. The outdoor recreation responsibilities such as hunting, stock farming, game ranching, fishing, etc are regarded as masculine obligations. It is out of such reasons that females are not fully represented in the nature conservation organisations including KZN NCS.

FIGURE 4.1: AGE OF RESPONDENTS OF COMMUNITY MEMBERS



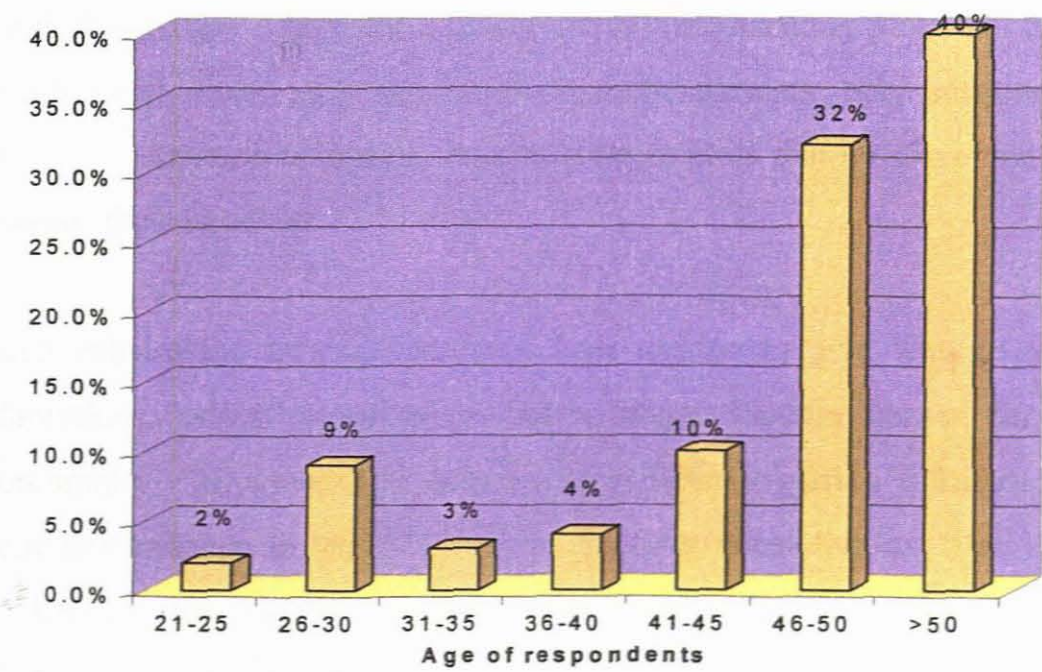
Most of the Ithala Community Trust members are above 40 years of age. The reason for this age group is simply that people who were appointed on to the committee had to be people who had first hand experience of the eviction. Sound knowledge about Ithala and its people was also considered when appointing these members. Such knowledge would be quite useful when identifying the authentic beneficiaries of Ithala tourism resources. The younger member, whose age is between 25 to 30 years, was appointed on to the committee to represent her age group, especially when decisions are taken.

Respondents from KZN NCS did not differ widely with regard to age. They ranged from 36 to over 51 years of age. These respondents are understandably old because they have served at NCS for quite a long time. It is noteworthy that

none of these respondents was already serving under NCS when the Ithala community was evicted. So their knowledge on the topic of the eviction is somewhat limited.

It is interesting to note that KZN NCS agrees with the Ithala Trust that there are criteria used to determine the legitimate beneficiaries of tourism benefits in Ithala area, and for this reason hypothesis 2: *That there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits*, is rejected.

FIGURE 4.2: AGE OF ITHALA COMMUNITY TRUST MEMBERS



Respondents were asked to reveal their age with a view of establishing their participation in the activities of the Ithala community. Out of 80 people who were interviewed, more than half of the respondents (54%) were married. The

respondents who were single amounted to 24 percent, while 19 percent of respondents are widowed, and only 3 percent of respondents are divorced. It is noteworthy that a large number of husbands do not share households with their respective families, because they are in urban areas or big cities for reasons of employment. In many of the household younger and able-bodied men continually away from home and females then assume the role of household leader and make all the important decisions. It is evident that community matters relating to the Ithala Game Reserve have to be taken with the co-operation of women.

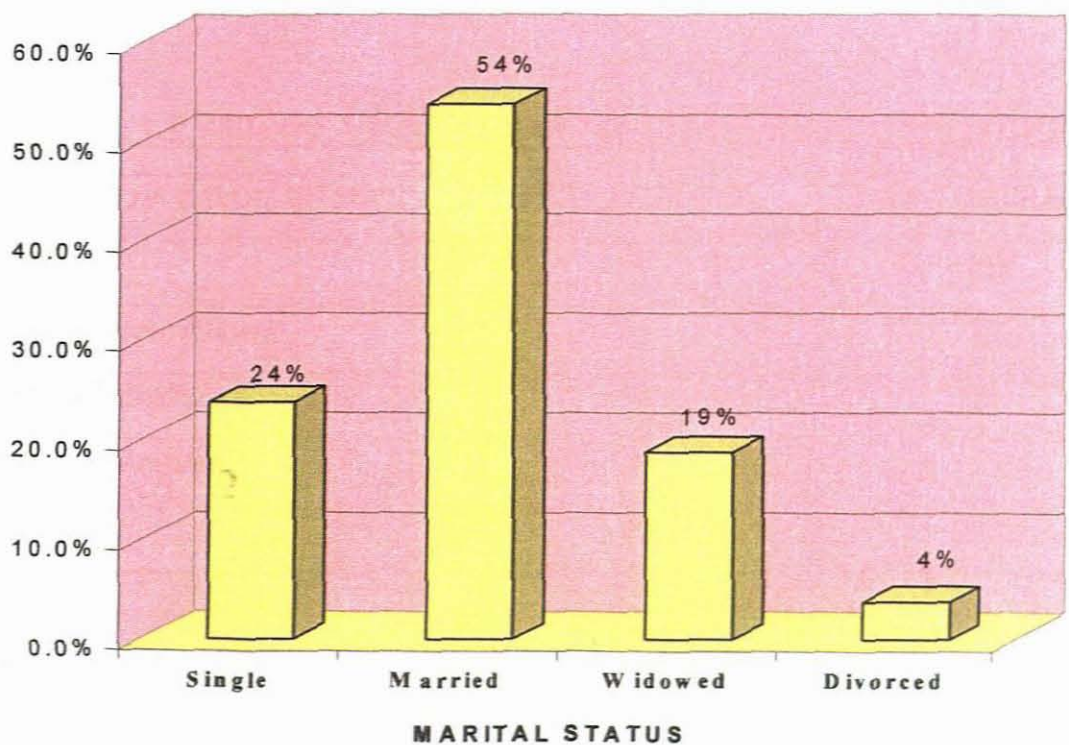
It was quite noticeable that in several cases the women support their families single-handedly. There are sporadic subsistence farming plots that are manned by women. Such plots are mere vegetable gardens, only sustained through primitive irrigation schemes. It is from these plots that most women constantly support their families.

Such subsistence farming practices have started to give way to maize meal plantations, which promises to be a major income earner for the local community. However, the absence of reliable irrigation infrastructure poses another challenge to the local farmers. Maize meal farming also has its own challenges that usually surface in the course of time. The most common challenge is land conflict, which results from individual farmers encroaching on areas that do not belong to them.

More than two thirds of the respondents (69%) had an education level below standard 10. About 14 percent of respondents had post standard 10 certificates,

and 10 percent had post standard 10 diploma. The respondents who had post standard 10 degrees only amounted to 7 percent.

FIGURE 4.3: MARITAL STATUS OF COMMUNITY MEMBERS



The reason behind the low level of education is that before the eviction, the Ithala community depended largely on subsistence farming, hunting and gathering. None of these skills appeared to need formal education, so no one paid attention to formal education.

The resurgence of tourism has brought new hope to the Ithala people, hence they have developed a positive attitude towards tourism irrespective of low levels of education, so hypothesis number 1: *That the Ithala people have a poor understanding of the meaning of tourism* is rejected.

Another interesting factor is that there was literally no formal school in Ithala area. It was only visiting missionaries who offered elementary education in church buildings, much of the education that was offered by missionaries was religious. For further education one was forced to move to other areas such as Vryheid, which had readily available schools.

TABLE 4 2: LEVEL OF EDUCATION OF COMMUNITY MEMBERS

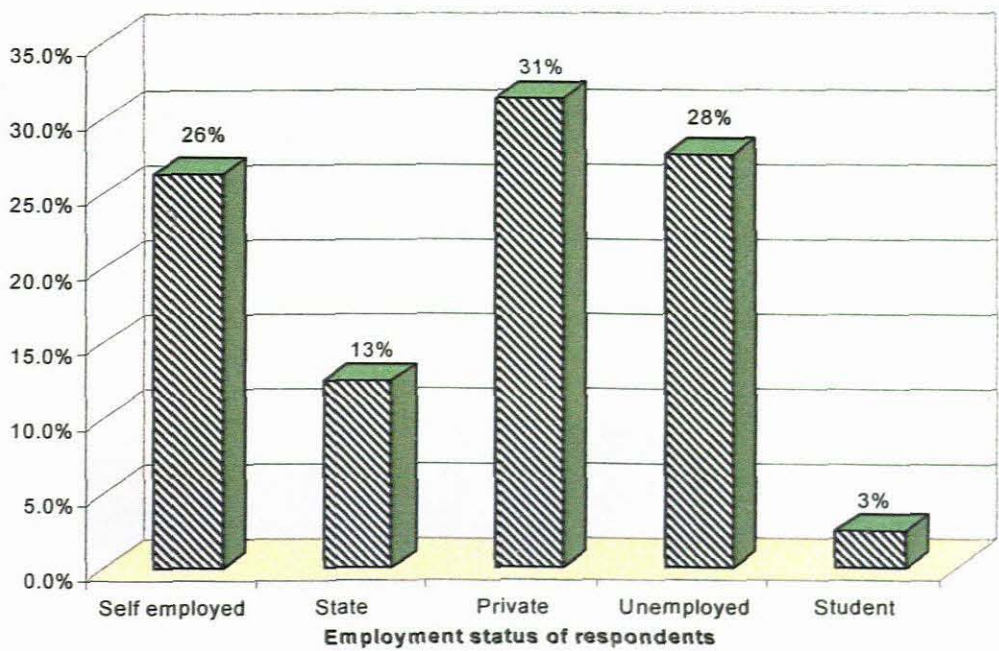
LEVEL OF EDUCATION	FREQUENCY	PERCENTAGE
>std 10	55	69
Post std 10 certificate	11	14
Post std 10 diploma	08	10
Post std 10 degree	06	07
Total	80	100

The community members also differ widely with regard to their respective level of education. It must be pointed out that the office bearers of the Ithala Community Trust Fund do not get any payments for their responsibilities, so educational level was not one of the prerequisites for Trust Fund committee membership.

The most called upon prerequisite for being a member of the Trust was knowledge of Ithala community members. Such knowledge became a criterion for determining the rightful beneficiaries of Ithala tourism developments hence hypothesis 2: *That there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits* is rejected.

A large number of respondents, who are working, belong to the private sector. Most of them work either as shop assistants or household maids. The respondents from this sector constituted about 31 percent. The respondents, who are self-employed, are either street-vendor, selling anything from fruits and vegetables to second-hand clothes, they constituted 26 percent. A sum of 28 percent of respondents is unemployed, and 12 percent is employed by the state.

FIGURE 4.4: EMPLOYMENT STATUS OF COMMUNITY MEMBERS

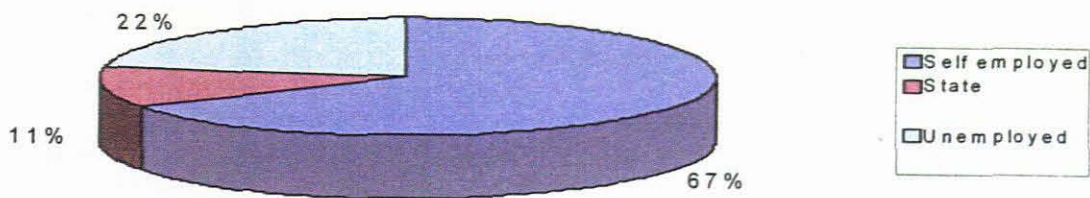


The employment status of respondents clearly indicates that the Ithala community is largely constituted of low-income individuals. Given this situation and also considering the high rate of male absenteeism, it can be concluded that the Ithala community needs tangible socio-economic improvements to stabilise the prevailing scenario. To the local community, tourism is one of the rare income earners that are likely to improve their living

conditions. Although this community has very limited information about tourism, they still hope for the better life which was promised.

One of the important employment categories within the study area is the farming practice. Given the right advice, the Ithala farmers can play an important role in improving the lives of Ithala people. The farmers can contribute to the betterment of lives of the Ithala people by creating tourism related job opportunities such as food production and catering. Such improvements can only come to reality if the Ithala people have informed access to tourism resources.

FIGURE 4.5: EMPLOYMENT STATUS OF TRUST MEMBERS

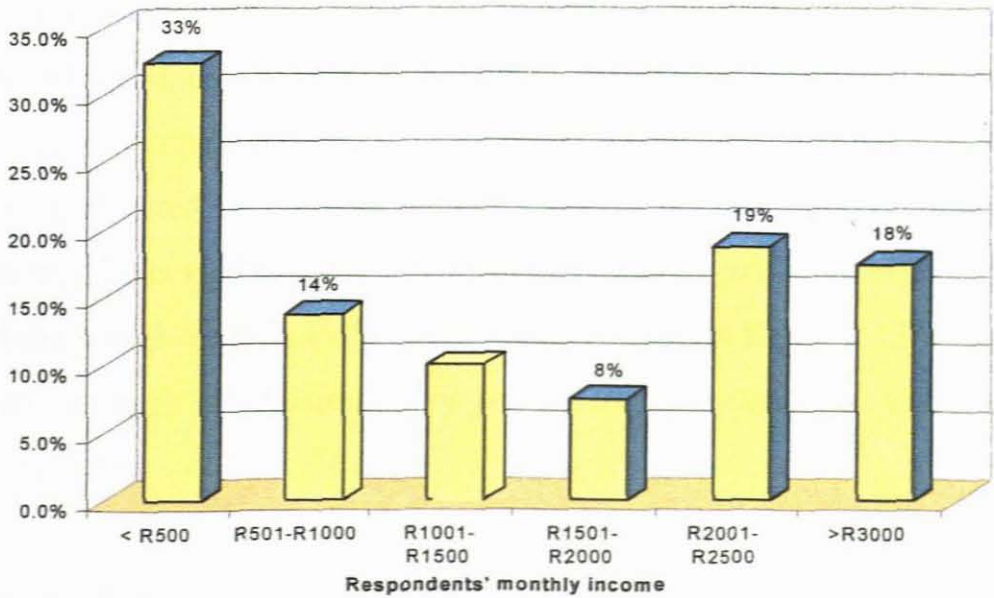


For the fact that there are no stable monetary returns derived from being a member of the Trust Fund, members of the Trust Fund Committee have to rely on some alternative source of income other than Trust Fund. Most of these respondents (67%) are self-employed; they rely on commercial sugar cane

plantation and the public transport industry. Some members of the Trust are not employed. Their service as Trust members is more of a voluntary work, because there are no salaries that are received from the Trust.

If tourism benefits had not remarkably improved lives of the Trust members, it could be stated without any argument that the plight of community members is even worse, hence hypothesis 5: *That tourism benefits do enhance the livelihood of the Ithala community in a sustainable manner* is rejected. The Ithala community is still living under similar conditions as those of the ‘pre-tourism benefit era’. Their lives are still characterised by joblessness, a high school dropout rate, male absenteeism and many other setbacks that are experienced by any community that has been forced out of its land.

FIGURE 4.6: MONTHLY INCOME OF COMMUNITY MEMBERS



It is important to note that the employment status of Trust members as mentioned above refers to their employment outside the Ithala Community

Trust. The appointment into the Trust does not necessary elevate an individual to a better employment status. In other words, trust members are no better off than other ordinary community members are. Such a condition results from the fact that Trust membership is not recognised as remunerative employment, and such reasons confirm the rejection of hypothesis 5: *That tourism benefits do enhance the livelihood of the Ithala community in a sustainable manner.*

It was discovered that many respondents depended on monthly pensions and street vending (self-employment) for their source of income. One third of the respondents (33%) earns less than R800. Such low monthly income reflects the fact that most respondents are unskilled labourers, and many of them are unemployed. A further 31 percent of respondents earns between R801 and R2000. Only 36 percent of respondents earn more than R2001. The latter amount is unreliable because it is mostly based on the commercial maize meal plantation, which does not necessarily yield income on a monthly basis, but rather has lengthy time intervals in between the payments. At times maize meal production is affected by climate, which is why it is quite unpredictable. The Ithala community is undoubtedly a low-income society and tourism has not yet improved the social condition of people, this is why hypothesis 5: *That tourism benefits do enhance the livelihood of the Ithala community in a sustainable manner* is rejected.

It is worth mentioning that while the Ithala community earns a low income with a high level of unemployment, it has relatively larger members per family. Like most rural communities, family planing is minimal. Such conditions usually result in starvation and migration of people towards areas with better job opportunities. As in any other jobless society, crime is escalating within Ithala

community, house-breaking and theft being the most common, stock theft has been also reported to be on the increase. It is due to such reasons that the Ithala community impatiently awaits tourism sector to provide job opportunities.

From the analysis undertaken in previous section (Refer to Fig.4.2; Fig.4.3), it is evident that, so far tourism has not lived up to its expected status, the lives of the Ithala community have not improved convincingly, this is why hypothesis 5 is rejected. The tourism concept is still very much ideological and the Ithala community expects to see tangible improvements such as creation of proper infrastructure, job opportunities, and many other development related improvements (DEAT, 1996).

With regard to KZN NCS, it was not surprising that all respondents had monthly income that exceeded R3000. 00. The reason being that all respondents were employed by the government and they all held managerial positions. The education level of respondents ranged from Std 8 to post Std 10 degree (Refer to Table 4.2).

Interestingly the level of education of community did not seem to correspond to their monthly income; in other words there was no large margin between the monthly income of respondents caused by their level of education. A possible reason why there is no remarkable difference of the monthly income of respondents due to their level of education is that the respondents with relatively lower education level had quite extensive experience. Generally, all respondents had vast experience in their field of work, which is why they earned reasonably well.

4.4 PERCEPTIONS AND EXPECTATIONS OF ITHALA COMMUNITY FROM TOURISM

The Ithala community had a variety of expectations and perceptions about tourism from Ithala area. The varying perceptions stem from the fact that the tourism concept is relatively new to the Ithala community. Among other expectations, monetary benefits took first priority. The reason why Ithala community expected to get money is that they had received some monetary restitution, which amounted to R30000 per household, and the implication thereof was that there is still money coming their way.

The People of Ithala expect to see immediate results, such urgency is largely because this community has, for a long time, been excluded from the affairs of their own area. It should also be understood that the Ithala community is relatively poor, so if there is any form of development that promises to provide job opportunities, people become anxious to grab such rare opportunities.

Another important factor behind the urgency for the delivery of tourism benefits are suspicions and mistrust between Ithala community members and the managers of the area in question. Suspicions emanate from the fact that when the eviction took place, no one gave a clear explanation as to why the community was evicted.

Furthermore, it is generally known that when the decision to give monetary restitution was taken the community was not properly involved. So the Ithala community remains very speculative about the future of Ithala, both as their area and as a tourism destination. As mentioned earlier, tourism has not yet brought

about any remarkable improvement in the lives of Ithala people, hence hypothesis 5: *That tourism benefits do enhance the livelihood of the Ithala community in a sustainable manner* is rejected.

For this study to be a success it is important to find out how people feel about tourism. This information is of utmost importance especially when tourism related decisions have to be taken. It is also crucial to involve people when you are informed about the perceptions towards a particular issue, which in this case is tourism. Studies have shown that the behaviour of people is determined by their underlying perceptions towards a certain issue.

TABLE 4.3: PERCEPTIONS OF THE COMMUNITY ABOUT TOURISM

PERCEPTUAL STATEMENTS	SA=1	A=2	N=3	D=4	SD=5
There are many benefits which results from tourism at Ithala	1	50	24	15	10
The community is involved in tourism related matters and activities	1	6	34	46	13
The community has adequate information about tourism in Ithala	0	3	14	64	20
The community is aware of Ithala Community Trust fund	2	59	10	9	20
Many job opportunities have resulted from tourism in Ithala	0	4	16	45	35
Tourism development in Ithala has led to provision of facilities in education, health, housing, etc.	0	0	6	33	61
Ithala community have easy access to Ithala Community Trust Fund	0	14	40	25	21
It can be generally accepted that relocation of people from Ithala was a blessing.	0	1	4	26	69
Because of tourism benefits, people are no longer bitter about the relocation incident and its impacts.	0	3	1	31	65

N= 80: Each respondent chose a single alternative from each category.

The following ratings in Table 4.3 have a list of statements, which allow respondents to express their feelings and attitudes towards tourism. These statements also evaluate the opinions of the respondents towards tourism. The Likert five-point scale has been used for this purpose and statements have been weighed as follows: Strongly agree-1; Agree-2; Neutral-3; Disagree-4; Strongly disagree-5. The responses are in percentage.

4.4.1 Community perceptions of the availability of tourism benefits

Before the eviction, some of the Ithala community members used to assist the visitors by carrying their bags to campsites found in the Ithala area. In return visitors gave the host community monetary returns, and remaining foodstuff on their return. This encounter was not perceived as tourism opportunity, nevertheless, the local community benefited from it. It is not surprising that, when the Ithala community is asked about benefits in Ithala, they gave an affirmative response.

The community is aware of benefits of tourism in Ithala; the only shortcoming is that they have been excluded from these benefits for a long time. So their knowledge is very limited. More than half of respondents (51%) agreed that there were many benefits in Ithala. It was noticeable that a handful of respondents, who amount to 24 percent, were undecided. They had no idea whether tourism was beneficial or not. Such behaviour resulted from the fact that many people still lack knowledge about tourism. Nevertheless, the Ithala community still remain positive about the outcomes of tourism from Ithala; this further supports the rejection of hypothesis 1 which states "*that the Ithala people have a poor understanding of the meaning of tourism*".

For the mere fact that 51 percent of the respondents agreed that there are benefits accrued through tourism in Ithala, hypotheses number 1 is rejected. In fact people had high hopes that tourism was going to yield job opportunities and better income for the Ithala community. The only setback is that this community has been left out of tourism matters for a long time, so they tend to be sceptical when there is no immediate tangible evidence of improvement.

4.4.2 Community involvement in tourism related matters

Although many people claimed to be aware of tourism benefits in Ithala, they were quick to point out that the community is not involved in tourism related matters. About 59 percent of respondents disagreed that the community is involved or participates in decision-making relating to tourism related matters. Quite noticeably, about one third of the respondents (34%) had difficulties in deciding whether the community is involved or not, so they ended up being neutral on the issue.

The percentage of respondents (59%) who disagreed with a statement that the community is involved in tourism related matters. It is quite reasonable then to accept hypothesis 3: *that the Ithala people do not participate actively in decision-making concerning tourism benefits*. If people are not involved in tourism-related matters, it stands to reason that they are also not involved in decision-making concerning tourism in their area.

The exclusion of Ithala people from decision-making was also confirmed when 63 percent of respondents disagreed that they have been involved in tourism

decision-making. It must be pointed out though that a large number of respondents (53%) claim to have attended meetings related to tourism. The contributions of these respondents during the land discussions amounted to nothing simply because they still lack basic tourism knowledge, so their views are uninformed, and therefore cannot be considered with great attention (DEAT, 1996).

4.4.3 Community level of knowledge about tourism

It could be stated without argument that the community has very little information about tourism in Ithala. Such a conclusion is based on the observation that 84 percent of respondents disagreed that the community has adequate information about tourism in Ithala. Such information also adds up to the argument that affirms hypothesis 3: *that the Ithala people do not participate actively in decision-making concerning tourism benefits*. People cannot take sound decisions when the subject to be decided on is incomprehensible to them. Until the Ithala community gains sound knowledge about tourism, it will remain unclear about the decision-making process.

4.4.4 Community awareness about Trust Fund

We have to remember that the incident of land eviction and compensation resulted in the Ithala community becoming aware of the importance of decision and procedures involved. People had to be screened by the Trust members together with Ithala elders before they could qualify to be compensated. The community members were also told that the initial compensations were the beginning of a long relationship, where the community members are to get

tourism benefits continuously. This is why 61 percent of the respondents agree that the community is aware of Ithala Community Trust Fund.

Some of the Ithala people were also aware that their licence to tourism benefits is only obtainable from the Trust Fund committee. It must be pointed out that the knowledge of people about the Trust is only because it exists. It is also evident that not all people knew about the Trust Fund because its knowledge came through the grapevine or community gossip. The manner in which the Trust operates is still not clear to people, the reason being that the Trust is relatively new, and the Trust members are still trying to settle into their newly acquired responsibilities.

4.4.5 Community perceptions of job opportunities in tourism

It is clear that tourism has not provided the expected job opportunities to community members, as such. About four in five respondents (80%) disagreed that many job opportunities have resulted from tourism in Ithala. People expected to be employed immediately after they were told that tourism was going to open doors for employment.

Obviously, the high hopes were instigated by the fact there is too much unemployment amongst the Ithala community. However, the fact that Ithala community has not received sufficient benefits from tourism has not instigated negative perceptions of the field from people, therefore hypothesis 1: *that the Ithala people have a poor understanding of the meaning of tourism* is rejected.

It should be pointed out also that because of limited tourism knowledge, Ithala people expect the tourism industry to provide jobs in a 'conventional' way, where there is wealthy employer and desperate employees who run the chores within the premises of the work place. The idea of job creation through selling local products to tourists is still unfamiliar to many Ithala people. The reason is that after their eviction, the Ithala community ceased to be self-sufficient because the area they were moved to was less productive than the original Ithala area. As a result they started to look for work elsewhere rather than creating it.

Responding to the question whether there are any families that depend on tourism for their livelihood, 88 percent of respondents disagreed. Possible justification are that most community members still lack tourism training and basic skills required in tourism industry. Up to now there are very little opportunities that have been opened for local community to make use of the tourism infrastructure, which will ultimately assist them to become self-sufficient.

The Ithala community also still finds it very difficult to access the tourism resources readily available at Ithala, so hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* is rejected. The reason behind lack of access to Ithala tourism resources is lack of tourism knowledge on the side of the Ithala community. To address the challenge of shortage of required tourism skills, plans have been made to make sure that programmes to educate some members of the community take shape. Hopefully in the near future these plans will begin to bear fruits.

4.4.6 Community perceptions of the provision of infrastructural facilities

Up to now tourism has not lived up to communities' expectations, it has not provided what most people expected such as tourism training centres, telecommunication infrastructure, health care centres, etc. Almost all of respondents (94%) disagreed that tourism development in Ithala has led to provision of facilities of health, education, sanitation, housing, etc. If tourism has not provided employment opportunities, education, health, sanitation and telecommunication facilities, then hypothesis number 5: *that tourism benefits enhance the livelihood of the Ithala community in a meaningful way* is refuted. There are no remarkable improvements that have been brought about by tourism benefits into the Ithala community.

Interestingly, members of the Trust Fund Committee also share similar views with the community that tourism benefits have not adequately satisfied people. one would have expected that Trust Fund Committee members were benefiting something out of the tourism industry. Such dissatisfaction is largely because the whole arrangement of compensating the victims of eviction is relatively fresh in everybody's mind, hence hypothesis 5: *that tourism benefits enhance the livelihood of the Ithala community in a meaningful way* is rejected. The Trust Fund itself is still a fresh concept.

Another challenge that still needs serious attention in the study area is that the Ithala community is scattered over a large area from the Ithala Game Reserve. Any form of equitable distribution of tourism related resources seems very difficult if not impossible. Nevertheless, the people of Ithala still wait for the provision of facilities through tourism development initiatives.

4.4.7 Community access to Trust Fund

As mentioned earlier, the Trust is still in its infancy stage, it is still in the process of formulating the channels of communication with the community. Understandably the community members find it difficult to access the Trust Fund. To further emplify the understanding of this process, commonly members were asked to respond to questions relating to access to Trust Funds, with a view of getting a better understanding of the community's perception of the workings and benefits of tourism as a resource and an industry for Ithala people. Interestingly only 46 percent of respondents disagreed that Ithala community has easy access to Trust Fund. It is important to note that this response was not overwhelmingly supported because of various possible reasons.

It is further noteworthy that 40 percent of respondents were undecided on the issue of access to the Trust Fund. The reason behind this ambivalence is that the community once accessed the Trust when they were compensated for the loss of the land. The impression that was created on this encounter was that there were many benefits that would follow. Reasonably, the Ithala community then feels that they should access the Trust on a regular basis, but they are not sure of the time frames on which such visits would be more appropriate. The inability to access the tourism resources on a regular basis leads to the rejection of hypotheses 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members.*

Some community members are aware that there are other benefits that are obtainable at certain time intervals. These benefits are in the form of resources

such as *ncema* grass (*Juncus kraussii*), which could be quite useful if harvested sufficiently. These people are aware that they should approach the Trust for permission to utilise these resources, but they are often unsure as to when should they do likewise. These are some of the grey areas that the Ithala Community Trust must address with immediate effect. In order to overcome such setbacks, the Trust need to maximise interaction with the community members.

It is expected that the interaction between community members and the Trust will provide a forum whereby the legal document such as the Memorandum of Understanding, which contains the procedure of access to the resources, will eventually be thoroughly explained to people. Unless the issue of access to tourism resources is thoroughly dealt with, the people of Ithala will continue feeling alienated from Ithala tourism related resources; hence, it is why hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* is rejected.

4.4.8 The community perceptions of the results of eviction

A period of about 30 years has passed since the Ithala community was evicted from its ancestral land. Not surprisingly, Ithala people still have fond memories about their land. When asked if it can be generally accepted that relocation of people from Ithala was a blessing, 95 percent of respondents disagreed, in fact more than two-thirds (69%) of respondents strongly disagreed.

The people of Ithala still insist that nothing will ever replace the love they had for their land. Through eviction, they were totally dispossessed of one of the

most precious slices of land in Africa, which provided for most of their needs. Needless to emphasise, people are still bitter about the eviction.

Responding to the question of eviction all respondents from KZN NCS agreed that they are aware of the incident of eviction which took place about 30 years ago. However, only two respondents out of nine continued to answer most of the questions in the questionnaire. The other respondents declined on the basis that they were unsure of many details regarding Ithala people. During the political transformation of South Africa to democracy, the issue of land redistribution has been associated with political unrest and mistrust. Any potential respondent tends to be sceptical when the subject to be discussed is related to land redistribution.

The respondents from KZN NCS stated that the motive behind the eviction was political, and most of the eviction victims are now in Louwsburg. Two of the nine respondents also confirmed that they are aware of Ithala Community Trust Fund. The respondents further stated that KZN NCS and the Trust Fund Committee have established mutual co-operation.

4.5 UTILISATION OF TOURISM FACILITIES BY ITHALA COMMUNITY MEMBERS

The Ithala community has been out of their area, which is Ithala Game Reserve for a long time, so they are not familiar with the tourism facilities that are available in their area. Such facilities include campsites, lodges, chalets, hiking trails, etc. About 90 percent of respondents felt that they have never used tourism facilities that are found in Ithala, so hypothesis 4: *that the level of*

accessibility to tourism resources is relatively low among the Ithala community members is rejected.

It is not surprising that most Ithala community members have no idea of what a hiking trail is. It is also unthinkable that a person who lives in a make-shift house can have enough money or time to book in a game lodge or a posh chalet. So the plight of Ithala people is predictable, they are poor and therefore cannot afford recreation luxuries. It must also be noted that Ithala community did not use their area as a tourist resort before their eviction, they used it for agricultural purposes. Some of the recreation facilities which were established while they inhabited the area of Ithala did not mean much to them. Until the period where Ithala community sees itself utilising their land the way they used to, it is most likely going to take a long time to have them convinced that they are actually at liberty to make use of the available tourism resources within and around the Ithala Game Reserve.

Most of the tourism facilities found in Ithala Game Reserve are associated with the wealthy citizens, who are usually white. The idea of recreation is usually associated with readily available disposable income, which most of Ithala community members cannot afford. Another important factor that causes the Ithala community not to use tourism facilities is that this community stays at areas distant from Ithala Game Reserve where the recreation facilities are found, so even if they wanted to use these resources, it would be cumbersome.

As expected, the knowledge of the Trust members about tourism facilities in the Ithala Game Reserve superseded that of the community members. The Trust members have been exposed to more information as to how to access the

tourism resources found in the Ithala Game Reserve, which is why they have utilised these resources more regular than community members.

It must be also indicated that the Trust members usually utilises the tourism facilities, especially the lodges, for their meetings that do not last for a long time. Most of the community members have virtually no idea what a tourism resource is, hence hypotheses 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* is not supported. Most community members view Ithala as the land of plenty.

So the biggest resource they want to access is their land, so that they may utilise it to their own benefit. Most respondents feel that the only solution to Ithala Game Reserve problems is land redistribution.

TABLE 4.4: UTILISATION OF TOURISM FACILITIES BY ITHALA COMMUNITY MEMBERS

FACILITY	FREQUENCY	PERCENTAGE
Fishing material	08	89%
Swimming equipment	06	67%
Hiking trails	06	67%
Chalets	04	44%
Game lodges	01	11%
Total	25	Mean=55%

N= 9 Each respondent chose more than one facility from list given.

The political dispensation at the time when the people of Ithala were evicted also had larger impact on the motive behind the eviction. As a result, people

were further divided on a racial basis. Tourism for a long time has been seen as a 'white man's thing', because of money.

Some activities are still associated with whites. The resources related to these activities are still viewed as specifically for whites. Most of the Ithala community members still feel deprived of access to tourism resources; this is why hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* is rejected. People of Ithala still need to be familiarised with recreation activities so that they can begin to make use of tourism facilities available in their area. Failure to understand the importance of these facilities leads to people claiming to have no access to tourism resources.

4.6 DETERMINATION OF BENEFICIARIES OF THE TRUST

All respondents from the Trust agreed that the beneficiaries of the Ithala Community Trust Fund are the victims of eviction. One of the crucial questions that the committee had to answer was, which criterion is used to determine the legitimate beneficiaries of the Trust Fund? The consensus was that the Trust Fund Committee members, together with Ithala elders, screened people. The Committee held interviews with Ithala people to ensure that they were legitimate beneficiaries of the Trust, hence hypothesis 2: *That there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits* is rejected.

The Ithala Trust also stated that there were several cases where illegitimate beneficiaries made false claims, but were unsuccessful because they were denied access to the Fund. Such denial of access to the Trust Fund was made evident

by the fact that each claimant screened was at times cross-examined by the Trust and Ithala elders. Such facts introduce a point of contradiction regarding the rejection of hypotheses 2: *that there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits.* Nevertheless, further investigation revealed that such cases were very rare, which is why they do not challenge the original finding convincingly.

The issue of determination of legitimate beneficiaries had some grey areas especially when people were compensated for eviction. Such grey areas emanated from the fact that only one person accepted the monetary restitution on behalf of the family. Some claimants were declined on the basis they had no households of their own when they were evicted. These were individuals who had families co-existing within the premises of extended families; hence their claims were integrated with those of the extended families they fell under. Such individuals who were denied restitution strongly believe they were dispossessed of benefits that were rightfully theirs. It is upon the basis of such rare cases that hypothesis 1: *that the Ithala people have a poor understanding of the meaning of tourism* is accepted.

The respondents who were denied access to monetary restitution feel that the tourism beneficiaries were not properly identified. Such facts challenge the acceptance of hypothesis 2: *that there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits,* but such respondents are too few in numbers to make a significant impact to results of the study.

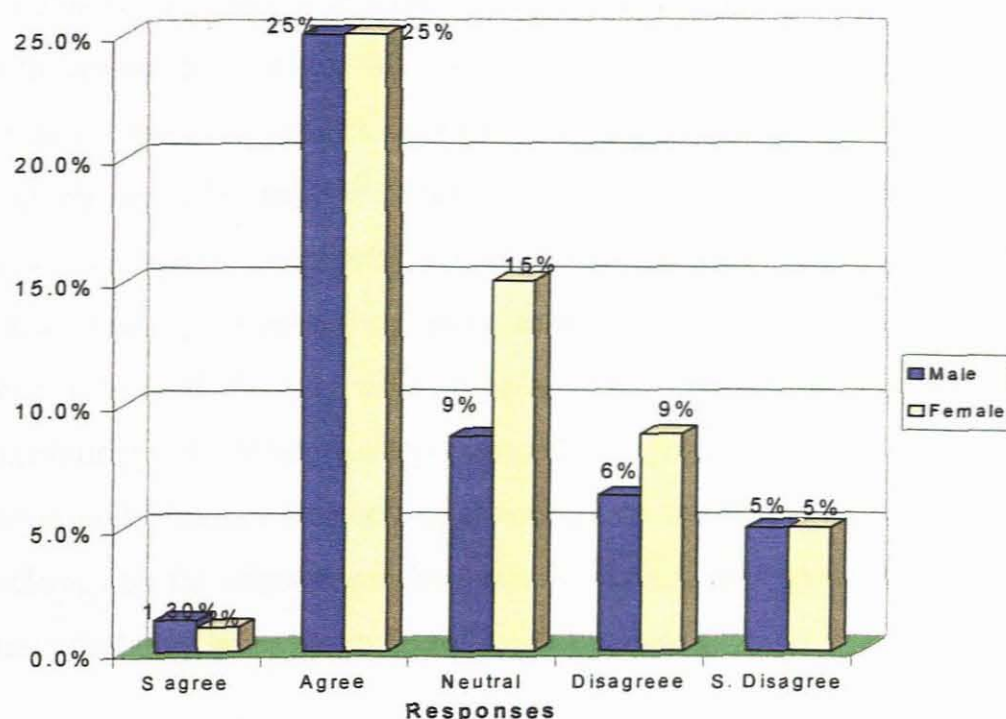
4.7 RELATIONSHIP BETWEEN VARIABLES

In any given situation variables occurring at similar time frames are bound to influence one another. The same notion applies to human beings. How an individual perceives life usually depends on various factors such as environment, religious background, level of education, and so on.

In this study most of the respondents were drawn from a similar environment, though they differed in terms of personal attributes like level of education, monthly income, *et cetera*. It is quite observable that the perceptions of respondents towards tourism benefits in the Ithala Game Reserve do not differ significantly.

The reason behind similarity of perceptions of respondents is probably that the respondents come from a similar background and have been subjected to similar information. The concept or notion of tourism benefits is relatively new to many of the local community members, including the Trust. However, a significant majority of the respondents still remain positive that tourism is going to yield benefits, though to many respondents benefits are not clearly understood, hence the acceptance of hypothesis 1: *that the Ithala people have a poor understanding of the meaning of tourism* is accepted. Such positivism does not take away the fact that Ithala people still feel left out of decision-making, which is why hypothesis 3: *that the Ithala people do not participate actively in decision-making concerning tourism benefits* is rejected.

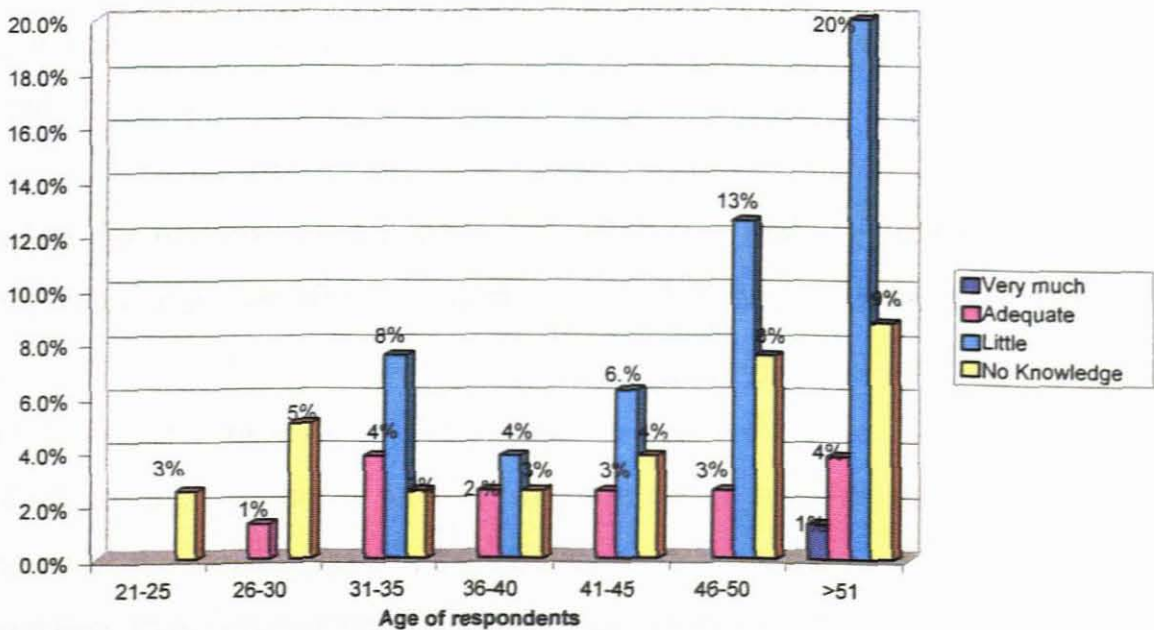
FIGURE 4.7: KNOWLEDGE OF TOURISM BENEFITS BY GENDER



There is no significant relationship between the gender of respondents and their perceptions with regard to the availability of benefits resulting from tourism in the Ithala Game Reserve. Both genders agree that tourism yields benefits. The only shortcomings are that those benefits are not readily accessible to everyone. For a long time the Ithala community has been deprived access to these benefits, which is why hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* is not supported, but the community is aware that there are benefits of tourism in their area. It should be pointed out that the unavailability of resources has affected the feminine gender, because males tended to migrate to urban areas where work was available. Such migration led to male absenteeism, which meant females had to fend for households all by themselves. In addition, males have tended to respond to inquiries in terms of what their spouses perceived as important.

There is no significant relationship between age of respondents and their involvement in decision-making regarding Ithala issues. All age groups vary with regard to whether they have been involved in decision-making or not. Most of the respondents disagree that they have been involved in decision-making hence hypothesis 3: *that the Ithala people do not participate actively in decision-making concerning tourism benefits* is not supported. People attended mass meetings where they were told about the latest developments in land restitution and the special arrangement with regard to Ithala, where the local community received money instead of going back to Ithala. To some community members attending meetings means they were involved in decision-making, on the other hand the majority denies any form of involvement on the basis that they were given ready-made decisions.

FIGURE 4.8: KNOWLEDGE OF THE TRUST BY AGE OF RESPONDENTS



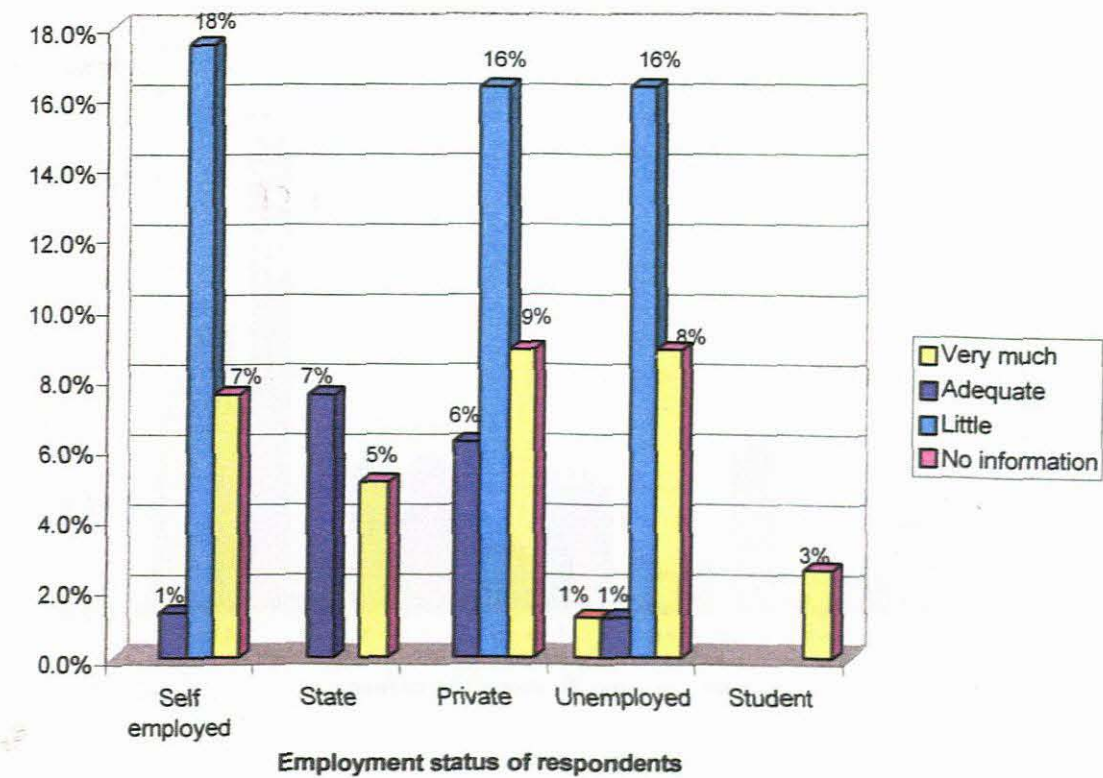
The age of respondents did not significantly interfere with the amount of information the respondent had about the Trust. All age groups were aware of the existence of the Community Trust, but their knowledge was very limited. The age group of 21 to 30 years was the age group with the least knowledge. This may be attributed to the fact that most claimants were senior citizens who were evicted from Ithala 30 years ago, before the younger generation was conceived. There is also a general trend among youth that issues related to land ownership is solely a domain of adult males, who are the custodians of almost every commodity. Youth is therefore less interested on land issues, hence their representation is somewhat limited.

Another important factor is that most respondents were aged above forty, so they had a larger chance to air their perceptions on the subject. Whether young or old, most of the respondents still feel that the access to tourism benefits and resources is minimal hence hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* is rejected.

Although the majority of the Ithala people have a low standard of education (formal schooling), the respondents confirmed that they have some information about Trust Fund. It is noteworthy that their knowledge goes only as far as the existence of the Trust Fund. The manner in which the Trust Fund operates is not clear to most people. Another limiting factor towards understanding of operation of the Trust is that the beneficiaries are scattered over a large area, so it is not easy to experience the functions of the Trust on a daily basis.

However, the respondents are full of hope that tourism will deliver the promised benefits, such as job opportunities, better life, and many more so hypothesis 1: *that the Ithala people have a poor understanding of the meaning of tourism* is rejected. It is also worth mentioning that all education levels are exposed to similar information, so they do not differ significantly on the awareness about Trust Fund.

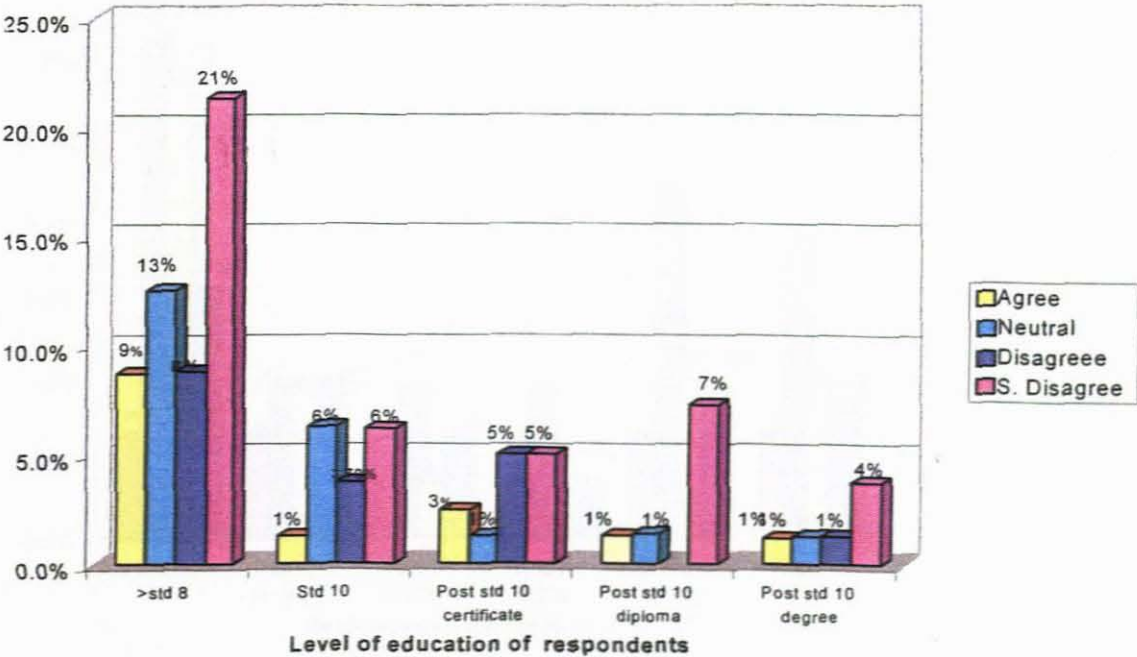
**FIGURE 4.9: LEVEL OF KNOWLEDGE OF THE TRUST BY
 EMPLOYMENT**



One would expect the unemployed people to have more knowledge about the Trust since it promises to have an alternative solution to problems related to unemployment. The respondents' type of employment had no significant relationship with their knowledge about the Ithala Community Trust Fund.

Every sector of the society had similar views about the Trust Fund irrespective of who their employer was. All Ithala community members expect to reap benefits from tourism development initiatives that are currently taking place in Ithala area, so their perceptions about tourism are positive. Such development initiatives promise to provide people with better job opportunities and stable income that will change the situation of the Ithala community for the better.

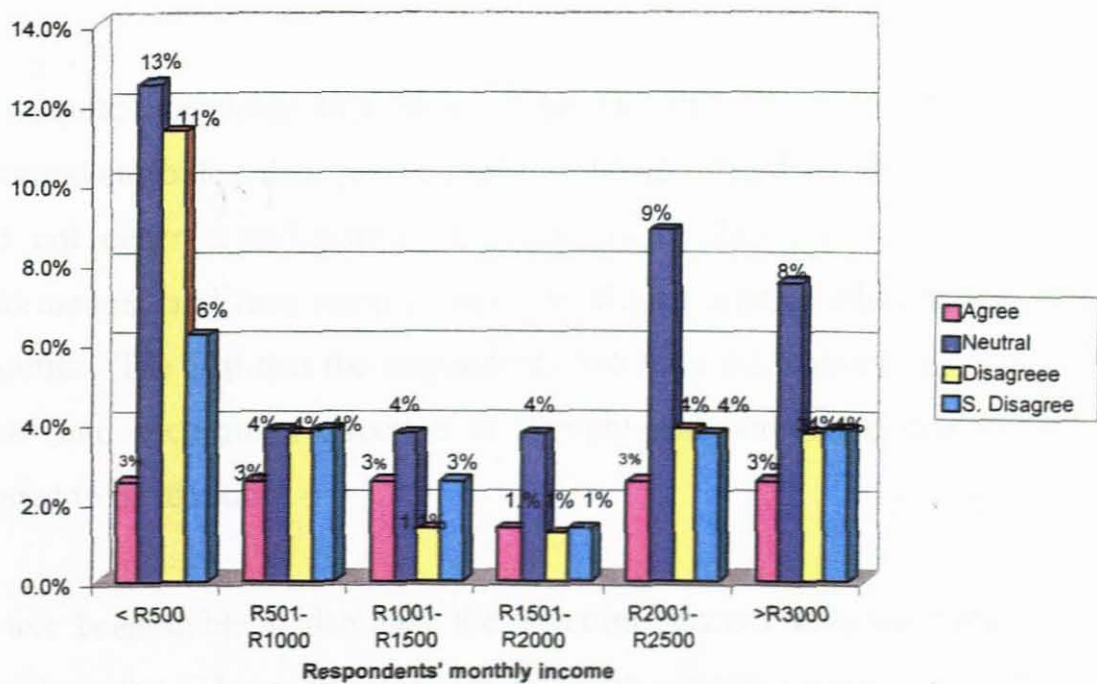
FIGURE 4.10: INVOLVEMENT IN DECISION-MAKING BY LEVEL OF EDUCATION



Respondents from all education levels indicated that they disagree with the notion that the community is involved in decision-making concerning tourism in Ithala Game Reserve. It could be generally expected that people with a higher education level would be more involved in discussions relating to tourism development in Ithala, but this is not the case.

Respondents with a higher education level are exposed to the same information about tourism as any member of Ithala community. The reason why there is a larger percentage of respondents with an education level below Standard 8 who maintain that the community is not involved in decision-making is that there were many respondents from this education level (>Standard 8).

FIGURE 4.11: ACCESS TO THE TRUST FUND BY MONTHLY INCOME



Monthly income of the respondents does not interfere with their access to the Trust Fund. All monthly income categories have similar access to the Trust Fund. Interestingly the majority of respondents claim to have no access to the Trust Fund and other resources, hence hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community*

members is rejected. They have only received compensations for eviction, which amounted to R30000 per household. This amount was usually allocated to the head of the household; the other members of the family would accept whatever amount the heir was willing to share. Such arrangement usually sidelined the feminine gender that is usually not considered to be heirs. Taking into account that most households are sustained by females, it is quite reasonable that they should have been at the same level as males.

4.8 CONCLUSION

It is quite noticeable that, despite the fact that the respondents had varied personal attributes, their perceptions of tourism related activities and governance did not differ significantly. The community has been exposed to similar information, and they seem to have developed similar interests about tourism benefits. The fact that the respondents had little information tended to channel them into a common direction of thought and perception hence their views tended to be identical.

It has been evident also that the eviction process affected both males and females alike. That is why the views of both genders were similar. The delayed effect of eviction tended to inflict more on females, who were usually left to man the households while men migrated to urban areas in search of job opportunities. The area that is now inhabited by the Ithala community has relatively few schools. Children have to travel long distances to get education. These children very often drop out of school because of starvation and a less conducive learning environment. Tourism benefits brought a new hope that people were going to reap the benefits of their land.

Until the period when the Ithala community will have sound knowledge about tourism development initiatives, and also become part and parcel of decision-making, mistrust and false hopes will, it seems, continue to haunt this community. The high unemployment and lack of basic infrastructure forces people to opt for any form of survival skill, which very often results in the escalation of crime. Tourism seems to be one of the few beacons of hopes in the lives of Ithala people.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

Chapter 5 rounds off the study by giving an overview of what the study entails and has found. It generally looks at how the objectives were achieved, and also reflects whether the hypotheses were accepted or rejected. For the achievement of its aim this chapter is subdivided into the following sub-headings: summary, general conclusion, recommendations, and conclusion.

5.2 SUMMARY

The study was divided into five chapters, introduction chapter, theoretical background chapter, study area chapter, findings and interpretation chapter, and conclusion and recommendation chapter. All these chapters had specific roles to play in the justification and completion of the study.

Chapter 1 highlighted the orientation of the study. It did this by introducing the concepts that would be dealt with in the study. The concepts that were prevalent in the study were defined and contextualised. Such concepts included tourism, eviction, previously disadvantaged communities, etc. The orientation chapter also presented objectives of the study, which provided guidelines of how the study should be conducted. Furthermore, this chapter also provided the

statements of hypotheses upon which most of the findings of the study were based.

Chapter 1 also provided the methodology of data collection, analysis and interpretation of data. The sets of questionnaires proved to be quite effective as a technique of collecting data. The computer programme like Statistical Package for the Social Science (SPSS) was appropriate in data analysis. It was through this computer programme (SPSS) that frequency and cross-tabulation tables were formulated. These tables were also useful in the graphical presentation of data for purposes of analysing and drawing of inferences from data.

Another important chapter in the study was chapter 2, which provided alternative paradigms and frameworks to the study by reflecting what other scholars have researched and concluded in relation to the topic at hand. Among other important things, this chapter provided the possible reasons of eviction hitherto not adequately investigated. People can be evicted from their respective lands for various reasons for instance if they inhabit the area that has been pronounced as special preservation area such as wildlife sanctuary, biosphere reserve, World Heritage site, *et cetera*.

Furthermore, chapter 2 provided scenarios or theoretical frameworks that have provoked tourist resentment. The provocations include physical presence of tourist, foreign ownership and employment, etc. In any community where there is scarcity of job opportunities, local communities tend to have hard feelings when the limited job opportunities are taken by foreigners. The studied Ithala scenario was even worse, the local community forfeited their estates, which

were their source of income. The whole atmosphere of eviction boiled down to racial tension where the victims who happened to be black developed hard feelings against the new owners of their land and tourist who happened to be white.

Chapter 2 also explored factors that limit the effectiveness of tourism, these limiting factors include the limited involvement of local communities in decision-making, complete lack of knowledge and understanding of what tourism really is. Such information was quite relevant to this study, because the Ithala community has very little knowledge about tourism, and they seem to have been less involved in tourism decision making.

The solutions to the above-mentioned challenges were also provided. Such solutions involved the revision of government's policies such that they provide a number of opportunities involving previously neglected groups, like operation of tourism infrastructure, establishment of small guest houses or bed and breakfast, *et cetera*.

The study would not have been complete without the physical setting chapter, which gave the actual map location of the study area, which is Ithala. This area is situated at latitude 28°00'-28°25'S and longitude 32°25'-32°30'E. It is 65 km north east of Vryheid with the annual rainfall of about 2 000 mm. The temperature in this area ranges from 12-20°C Minimum to 20-30°C maximum. Such temperature is ideal for sightseeing activities.

Ithala was found to incorporate an astonishing variety of habitats ranging from grasslands, forests and mangroves. This diversity gives rise to a multiplicity of

fauna and flora, unrivalled anywhere in South Africa. It supports an abundance of hippo, as well as black and white rhino, buffalo, water buck, kudu, nyala, impala, duiker, and reed buck, among a host of other species. The area is also famous for its bird life, which includes thousands of water birds such as flamingos, pelicans, herons, ducks, geese and storks (Natal Parks Board: Visitor Guide, 2003).

One of the key chapters of the study was the chapter presenting of findings chapter. In this chapter the data was presented both in qualitative and quantitative forms. Figures and tables were used to give more clarity to data presented. The demographic characteristics of data were first to be analysed. This preference of analysis was done to give the nature and background of the respondents, so that they could be understood on a wider scope. The respondents differed widely with regards to demographic qualities.

The presentation of findings chapter also looked at the perceptions and expectations of Ithala community as well as the Trust. Ithala people had high hopes that tourism was going to yield more job-opportunities. The relationships that exist between variables were also looked at. Ithala people seem to have been exposed to similar knowledge about tourism, hence their views tend to be identical. The fact that respondents differed widely in their personal attributes did not significantly affect the manner in which respondents viewed tourism. The findings chapter also provided the basis upon which the statements of hypotheses could be assessed. That is why this chapter is considered as the core and one of the most important chapters in the study.

The study was completed with a concluding chapter which gave a general overview of what the study was all about and what it had achieved. This chapter also gave general conclusions of the study, and also suggested recommendations where applicable.

5.3 GENERAL CONCLUSIONS

The study focus was mainly to establish the perceptions and participation of Ithala people towards Ithala Game Reserve when they were evicted from their ancestral land about 30 years ago. This rather broad focus was narrowed down into measurable objectives. The objectives included among other things investigating the perceptions and expectations of the Ithala people about tourism related to the Ithala Game Reserve.

5.3.1 Achievement of objectives through hypothesis evaluation

It had been hypothesised that Ithala people had negative perceptions about tourism. This hypothesis was rejected on the basis that more than half of the respondents (51%) from the community members agreed that there are benefits accrued through tourism in the Ithala Game Reserve. Respondents are still expecting to gain from these benefits. The only question is when and how will people in the study area sufficiently benefit from tourism? Otherwise people are hopeful that tourism is going to deliver the promised benefits.

Another equally important objective was to identify the criterion that was used to identify the authentic beneficiaries of tourism resources. The respondents from the Trust Committee stated that beneficiaries were identified through a

screening process whereby an individual appeared before the Trust members and Ithala elders. In some cases people were cross-examined so as to verify their authenticity, so hypothesis 2: *that there is no clearly defined criteria and strategy used by authorities to determine the beneficiaries of tourism benefits* was rejected. The beneficiaries were mainly identified so as to provide them with monetary restitution to compensate for loss of land 30 years ago. According to respondents from NCS the beneficiaries are the people who were evicted from Ithala area.

The level of participation of the Ithala community in decision-making is very low. More than half of respondents (46%) disagreed that the community is involved in decision-making, such conditions led to the acceptance of hypothesis 3: *that the Ithala people do not participate actively in decision-making concerning tourism benefits*. As stated earlier, the people of Ithala have very limited information concerning tourism and its benefits, obviously their contribution to decision-making can be expected to be minimal. Some respondents agreed that they had attended meetings where tourism issues were discussed. During such meetings the respondents maintained the observer status, while the future of their land was being decided.

A person who is used to living under humid conditions of Ithala Game Reserve would find it much harder to adapt to the dry conditions of Louwsburg. It is also noteworthy that when people were evicted, they did not actually choose their new destinations. This led to further movements whereby people were then looking for more convenient places to live. Such movements were also necessitated by the fact that Ithala people were agrarian. They primarily depended on subsistence farming and gathering. When the families began to

move to better environments, the families lost contact and the next of kin became distant acquaintances. There are many other disturbances that were experienced after the eviction of the Ithala community.

5.3.2 Community awareness about the Trust Fund

There is no debate about peoples' awareness about the Trust Fund. Respondents are aware of the existence of the Trust, but their knowledge is very limited. As pointed out earlier people find it hard to access the Trust Fund and resources there of, hence hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* was rejected, this is mainly because the Trust Fund members are still adapting to their newly appointed responsibilities.

5.3.3 Community access to tourism facilities

The arrangement for people to benefit from tourism is still in its infancy stage. For this reason it is possible to understand why 46 percent of respondents disagreed that they have any access to Ithala Community Trust Fund, it was on the basis of such information that hypothesis 4: *that the level of accessibility to tourism resources is relatively low among the Ithala community members* was rejected. Tourism resources are available in the Ithala area, the only shortcoming facing people is shortage of knowledge of how these resources can be accessed.

The Ithala community is also scattered over a large area. Sending and receiving a message to and from the beneficiaries is a mammoth task. Electronic media

seem ideal for a task of such nature, but then the people of Ithala still lack access to telecommunication infrastructure. It is hoped that the very same tourism benefits shall redeem the situation of shortage of infrastructure. It should be stated also that access to any resource is strictly controlled. Any person who wishes to access the resources should firstly get authorisation. Such control is done to limit any form of degradation to the environment that may result from human action.

The mere fact that Ithala people still await the promised tourism benefits does not take away the fact that they are still bitter about the eviction incident. Many respondents alluded they would rather go back to their land if an opportunity avails itself. Some respondents still adhere to the notion that through eviction, they were despised in favour of animals. However, Ithala people can begin to accept the situation if they are given first priority when job opportunities are available.

5.4 RECOMMENDATIONS

In any given problematic situation, the basic step towards providing effective solutions is to understand the cause and the nature of the problem. Tourism in Ithala cannot be understood in isolation. It should be understood within the context of all previously neglected communities, therefore some of its solutions need to be drawn from the already existing governmental frameworks of societal rehabilitation such as Reconstruction and Development Program (ANC, 1994), the Tourism White Paper (DEAT, 1996) and others.

5.4.1 Community involvement in decision-making

Over the past few years there has been an outcry from many previously disadvantaged communities that the local people were never consulted when the decision concerning their wellbeing was taken, and this was the case of the Ithala people. To address the issue of non-involvement of local people, it is recommended that both KwaZulu-Natal Nature Conservation Services and the Ithala Community Trust Fund Committee must maximise the involvement of people in decision-making. This means that meetings must be held more often including community members.

The people of Ithala should feel that decisions that are taken contribute towards their betterment. Such a situation can only be possible when decisions that are taken reflect the will of the people. Failure to involve the Ithala community in decision-making will result in people feeling more alienated from their own affairs.

5.4.2 Tourism awareness

The involvement of people in decision-making lies heavily on how much knowledge people have. This means therefore, Ithala people must be empowered with tourism knowledge. Tourism awareness strategies that need to be employed include disseminating tourism brochures. These brochures need to be written mostly in the language that the local communities understand (in this case Zulu). These brochures should be readily available in public places like museum and information centres. These museums and information centres are not yet available, so they have to be constructed where the people are.

One of the most effective tools for addressing the challenges that are related to tourism development in the Ithala area is tourism education and training. Provision of tourism education can help to create tourism awareness amongst the Ithala community. Such a notion cannot be confined to the Ithala area alone, but is applicable to all of South Africa.

The White Paper “The Development and Promotion of Tourism in South Africa” (DEAT, 1996) states that while the tourism industry has tremendous potential to create jobs, the government recognises that appropriate skills and experience are necessary to facilitate employment growth as well as international competitiveness. With the projected staffing needs of the tourism industry and the current lack of physical and financial capacity to deliver education and training, the industry will increasingly be faced by a critical shortage of skills. Tourism education and training is one of the fundamental pillars of development of a new responsible tourism in South Africa. Such ideology needs to be adopted in the Ithala context.

Tourism has to be offered at local schools as a subject. It should be taught alongside subjects like home economics, hospitality management, etc. Tourism education will ensure that young people have information about tourism and can easily identify job opportunities, which are still unknown in the Ithala area. Teaching of tourism will also ensure that values of the Ithala community will be transmitted from one generation to the other. A tourism curriculum needs to be established such that it complies with the industry requirements. Such curriculum establishment requires the involvement of the private sector in education and training.

Special tourism education and training programmes for Ithala community members who may wish to participate in tourism enterprises need to be established. Such programmes include introductory and bridging courses, where community members from all age groups will be taught the basic skills needed in the tourism industry. This programme must be funded by Department of Environmental Affairs and Tourism and KZN NCS.

One of the alternative skills training that has to be administered to the Ithala community is a transportation service. Ithala people need to be encouraged to play an active role in transportation service where they will directly interact with tourists while transporting them to various tourism destinations. The taxi transport sector needs to be incorporated into tourism industry and taxi operators need to be empowered with hospitality skills so that they can be competent in managing tourists.

5.4.3 Provision of infrastructure

One of the practical ways of distributing tourism benefits to the Ithala community is provision of infrastructure. According to the Tourism White Paper (DEAT, 1996), the infrastructure for tourism is critically important and wide-ranging. It includes telecommunications, rail and road networks, signage, information centres, convention and conference facilities, etc.

The well being of the Ithala community it is expected to improve once they have reliable tourism infrastructure and this community can then start to be self-sufficient. The improvement of infrastructure will allow for accessibility to the

Ithala community and improve relationships between tourists and the host community. It should be pointed out that the suggested provision of infrastructure does not necessarily need to be within the boundaries of the Ithala Game Reserve, but should be spread to areas which were occupied by the Ithala community after eviction.

5.4.4 Knowledge dissemination

To ensure that all Ithala tourism beneficiaries are at the same wavelength with regard to tourism resource accessibility, the Trust Committee must make the Memorandum of Understanding easily accessible to the Ithala community. This legal document must be translated into the Zulu language, the Ithala people can understand. In addition, tourism brochures must be in Zulu so that people can fully understand what tourism entails. People will be more involved and start to access the resources as soon as they become aware of policies and procedures.

Open communication channels have to be opened and strengthened between KZN NCS, the Ithala Community Trust Fund Committee and the public. People should feel free to access any KZN NCS office should they have an interest in tourism and nature conservation. Transparency should be seen to exist so that people can be at ease about their benefits. This implies that meetings must be held regularly.

5.4.5 Remuneration of Trustees

The Trust Fund Committee should also be given more clearly defined job description, this will help to focus their attention to a specific direction. It may

also eliminate possible overlapping of responsibilities whereby the members might end up shifting responsibilities. The Committee must also be given monthly salaries so as to encourage them to do their jobs more efficiently.

Public meetings need to be held as often as possible. These meetings should be rotated to the venues where people are, that is to say meetings need to be rotated to areas in and around Louwsburg. Such rotation should be done to ensure that everyone has access to information. It will also familiarise the Trust to the people. Such familiarity will then provide a convenient atmosphere for effective communication.

5.4.6 Youth development programmes

Youth tourism and cultural tourism should be encouraged, so that people can identify tourism attractions where they are. This may help to prevent flocking of people into ecologically sensitive areas. Through cultural tourism local people can develop self-employment and tend to depend more on themselves. Once people start generating income, they will become more self-sufficient and begin to let go of the bitterness of eviction.

Some Ithala tourism benefits should be put aside for youth development programmes. The Tourism White Paper (DEAT, 1996) recognises that young people have a critical role to play in the growth and development of the tourism industry. The government should consider establishing special programmes aimed at addressing the needs of the youth, in particular to address backlogs in training, job creation and recreation. Such programmes include the encouragement and development of youth travel where young people should be

encouraged to travel. Such government initiatives should be incorporated into Ithala youth development program so that Ithala develops at the same pace with the rest of historically disadvantaged areas of South Africa. Involvement of youth in tourism related initiatives would ensure that tourism is transmitted from one generation to the other.

The Tourism White Paper further states that special prices for youth travel and accommodation should be encouraged as well as the development of youth hostels, exchange programmes, summer camps, etc. As pointed out earlier, the encouragement of youth tourism will not only benefit the Ithala community, but the South Africa youth at large.

The Ithala youth can be empowered through the creation of summer jobs in the tourism industry to expose youth at an early age to the travel and tourism industry. This could include for example internship at hotels and restaurants, tour guides, trackers, and hospitality ambassadors at airports, points of interest and tourist attractions. The engagement of youth through the participation of the Trust members and the community will create a sense of ownership to all stakeholders in the Ithala Game Reserve facility.

The Ithala management authorities should establish an effective co-ordination forum for tourism training and education, where all institutions involved in Ithala tourism are represented. Such a forum will be an avenue for discussions and decision-making processes, where the concerns of the Ithala community with regards to tourism is involved. The Ithala authorities can also apply for the Sector Education and Training Authority (SETA) funding to get these initiatives of the ground.

5.4.7 Marketing and promotion of Ithala Game Reserve

The geographical location of Ithala makes it accessible to tourists. Such credentials need to be marketed through utilisation of modern computer and communications technologies. This marketing and promotion of tourism should be spear-headed by local communities so that all the benefits that will be accrued will be channelled directly to the Ithala community.

Another equally important aspect of tourism that needs to be strengthened is safety and security. The number of tourists who visit Ithala can increase if they are certain that safety and security is guaranteed. The message of guaranteed safety and security should be incorporated into the marketing and promotion of tourism in Ithala area. Local communities also have to be encouraged to safeguard the experiences of the tourist against any form of criminal activity that may be targeted at tourists.

It is an undeniable fact that some areas of Ithala are ecologically sensitive, therefore any form of development in such areas should be administered with great care. To ensure that environmental hazards are avoided in all new tourism projects, the Integrated Environmental Management should be conducted. In such areas that are ecologically sensitive, sustainable and responsible tourism development should be promoted and encouraged, inter alia by means of incentives to private enterprises and communities (DEAT, 1996).

5.4.8 Creation of cultural village

To provide employment for the local community, a cultural village needs to be established in the area that has been earmarked for development in the Ithala area. The local community can use this village for various purposes. They can sell their products from this village. Their products can even include local dances and songs. A curio shop can also be established where traditional artefacts can be sold to tourists.

It became evident during the course of the study that women play a major role in the sustenance of the Ithala community. Male absenteeism often forces women to take care of their respective families, but these women are not properly represented in the development structures. There is a need to recognise the efforts of women in the development of the Ithala community. Such recognition can only be enforced through the involvement of women in the management structures.

Women, especially in rural communities, have a particularly important role to play in the development of responsible tourism. The employment of women can be a fundamental determinant of the development impacts of the tourism industry. In a survey conducted among women farm workers in the Lowveld, it was demonstrated that a strong correlation exists between salaries and household welfare among employed women.

The success of tourism lies primarily in mutual co-operation between all role players. The employment of local people and their involvement in decision-making will solve many problems. Tourism benefits must be distributed

equally. Until the above mentioned happens, there will always be an outcry about broken promises.

5.5 CONCLUSION

As in any other society, the eviction of people from their ancestral land was and continues to be painful experience in the lives of the Ithala people. About 500 households were evicted, leaving behind their arable land, crops in the fields, plenty of natural resources, like herbs and wild fruits, etc. These households were translocated to areas in and around Louwsburg. There was no explanation that was given to people as to why were they being evicted, so the people ended up concluding that they were despised in favour of a pine plantation and animals. The idea of tourism was never mentioned during the time of eviction, so people have little or no idea about tourism development initiatives. The only solution to solve this challenge of lack of tourism knowledge is community involvement in decision-making.

Although the tourism issue in Ithala Game Reserve is still clouded with lack of information to the local community, it is hoped that in the near future people will gradually understand tourism and its related development. The outcry from local people that they are not thoroughly consulted when tourism decisions are taken, needs to be given serious attention. Once people feel that their voice is given enough respect, they will begin to accept the intricacies of tourism and therefore begin to search for lucrative development initiatives which will be manned by them. Such state of affairs will bring prosperity and social stability amongst the Ithala community.

Ithala Game Reserve is doubtless one of the spectacular destinations of Africa; it needs to be handled with care, so that it can provide optimum benefits in the world of tourism. All development initiatives need the involvement of local people so that they can learn the skills required in the field of tourism.

BIBLIOGRAPHY

- ANC [African National Congress], (1994): *The Reconstruction and Development Programme: A Policy Framework*. Johannesburg: Umanyano Publishers.
- Alister, M and Wall, G (1982): *Tourism Economics, Physical and Social Impacts*. London: Routledge.
- Belisle, F.J. and D.R Hoy (1980): "*The Perceived Impacts of Tourism by Residents*". A Case Study in Santa Marta, Colombia. *Annals of Tourism Research*, 7(1): 83-101.
- Bennet, J.A. (1995): *Managing Tourism Services*. Pretoria: JL van Schaik.
- Bennett, J.A. (1999). Tourism the road to job creation and prosperity. *Sunday Times*. July 11, 1999.
- Black, J .A, and Champion, D. J., (1976): *Method and issues in social research*. New York: John Wiley and Sons, Inc.
- Buckley, R and G Pannell (1990): "*Environmental Impacts of Tourism and Recreation in National Parks and Conservation Reserves*". *The Journal of Tourism Studies*, 1(1): 24-32.
- Caneday, L., and J. Zeiger (1991): "*The Social, Economic and Environmental Costs of Tourism to a Gaming Community as Perceived by its Residents*". *Journal of Travel Research*, 30 (Fall): 45-49.
- Child, G (1985): "*Tourism and the Parks and Wildlife Estate of Zimbabwe*". *Tourism Recreation Research*, 10(2): 7-11
- Chinhoy, K. (1997): The role of destination image in tourism: a review and discussion. *The Tourist Review*, Vol. 45(2): 10-26.
- Cook, R.A., Yale, L.J. and Marqua, J.J. (1999): *Tourism: The business of travel*. Prentice Hall: New Jersey.

- Cooper, C., Shepherd, R. and Westlake, J. (1996): *Educating the educators in tourism: a manual of tourism and hospitality education*. World Tourism Organisation [WTO], University of Surrey.
- Cooper, C.; Fletcher, J.; Gilbert, D. and Sherperd, R. (1999): *Tourism: Principles and Practice*. New York: Longman Publishing.
- Cross, L. R.; Carey, C.; Gountas, Y. and Gilbert, D. (1988): *Towards freehold? Options for land and development in South Africa's Black rural areas*. Cape Town: Juta & Co, LTD.
- Crowther, J. (1995): *Oxford Advanced Learner's Dictionary*. New York: Oxford University Press.
- DEAT [Department of Environmental Affairs and Tourism], (1994): *Towards a National Policy for the use of Environmental Resource Economics in Environmental Impact Management*. Pretoria: Government of South Africa, DEAT.
- DEAT [Department of Environmental Affairs and Tourism], (1996): *White Paper: The Development and Promotion of Tourism in South Africa*. Pretoria: Government of South Africa, DEAT.
- DEAT [Department of Environmental Affairs and Tourism] (1998): *Coastal Policy Green Paper*. Cape Town: Coastal Management Policy Programme.
- De Kadt, T. (1979): *Tourism Passport to Development*. Washington D.C: George Washington University.
- Denman, D. R. (1978): *The place of property*. London: Geographical Publications LTD.
- Dicey, I. (2002): *The journal of South African Tourism. Volume 1*. Johannesburg: Africa Focus Publication.

- Donaldson, S.E. (1995): *The Facility-Oriented Outdoor Recreational Needs and Preferences of Urban Black People in the Northern Province: An Evaluative and Perceptual Study*. Unpublished MA Dissertation Sovenga: University of the North.
- Douglas, G. P and Butler, R. W. (1999): *Contemporary issues in Tourism Development*. London: Routledge.
- Eadington, W.R. (1995): *The Emergence of Casino Gaming as a Major Factor in Tourism in Butler, R and Pearce D. 1995: Change in Tourism, People, Places and Processes*. London: Routledge.
- Fennell, D. A. (1999): *Ecotourism: An introduction*, London: Routledge Publishers.
- Ferrario, F.F. (1981): *An Evaluation of the Tourist potential of KwaZulu and Natal*. Durban: KwaZulu Development Corporation.
- Goldin, W. and Jordan, T.F. (1996): *The basic Research Greater that Shapes Adventure our Lives*. New York: Rockefeller University.
- Gunn, C (1988): *"Tourism Planning"*. New York. Van Nostrand Reinhold.
- <http://www.durban.co.za/factfile>. [Online] Durban's Fact File. [Accessed on 12-10-2004].
- <http://www.durban.gov.za> [Online] Durban Metropolitan Tourism Website [Accessed on 12-10-2004]
- <http://www.environment.gov.za> [Online] Department of Environmental Affairs and Tourism, Website. [Accessed on 14-10-2004]
- <http://www.kznwildlife.com> [Online] KwaZulu-Natal Nature Conservation Services, Website. [Accessed on 18-10-2004]
- <http://www.sa-venues.com> [Online] South African Hospitality and Tourism Venues, Website. [Accessed on 18-10-2004]

<http://www.saqa.org.za> [Online] South African Qualifications Authority, Website. [Accessed on 14-10-2004]

<http://www.sati.web.za> [Online] South African Tourism Institute, Website. [Accessed on 14-10-2004]

<http://www.southafrica.net> [Online] Tourism South Africa: Website [Accessed on 15-10-2004].

<http://www.theta.org.za> [Online] Tourism, Health, Sport, Education and Training Authority, Website. [Accessed on 12-10-2004]

<http://www.zulu.org.za> [Online] Tourism KwaZulu-Natal Strategy. [Accessed on 15-10-2004].

Inskeep, E (1981): *"Tourism Planning"* New York: Tailor and Francis.

IUCN [International Union for the Conservation of Nature and Natural Resources], (2000): *Benefits Beyond Boundaries*. New Zealand.

Jafari, J. (1999): *World Book Encyclopaedia of Tourism*, London: Routledge Publishers.

Jordan, T.F. and Jordan, W. (1992): *The Basic Research Greatest that Shapes Adventure our Lives*. New York: Rockefeller University Press.

Khan, A.R. (1990): *Trade, Planning and Rural Development: Essay in Honour of Nural Islam*. Basic Stoke: MacMillan Distribution.

KZN NCS [KwaZulu-Natal Nature Conservation Services] (2000): *Dakaneni Trail Visitors' Guide*. Ithala: KZN Nature Conservation Services.

KZNTA [KwaZulu-Natal Tourism Authority] (1999): *KwaZulu-Natal Tourism Consumer Survey - 1998*. Durban: KZNTA.

KZNTA [KwaZulu-Natal Tourism Authority] (2000): *Tourism KwaZulu-Natal, Tourism Strategy 2000-2003*. Durban: KZNTA

Liu, J.C. and T. Var (1986): *"Residents Attitudes towards Tourism Impacts in Hawaii"*. *Annals of Tourism Research*, 13(2): 193-214.

- Lubbe B. (2003): *Tourism Distribution: Managing the travel intermediary*. Cape Town: Juta.
- Magi, L.M. (1986): *Black People's Cognition of Natural Recreation Resources in the Natal North Coastal Region*. Unpublished PhD Thesis, University of Zululand: KwaDlangezwa.
- Magi, L.M. (1992): *Outdoor Recreation Perception Changes since the Repeal of the Separate Amenities Act in South Africa*. A paper presented at the 27th International Geographical Conference of the IGU Conference. Washington DC 9-14 August 1992.
- Magi, L.M. (1998): *Procedure and Style Manual for Masters in Recreation and Tourism and Postgraduate Diploma in Recreation and Tourism Students*. Durban-Umlazi: University of Zululand.
- Magi, L.M. (1999): Township Recreation Patterns and the new order in South Africa. *Tourism Geographies*. Vol.1 (3): 142-163.
- Magi, L.M. (2000): *Domestic Tourism and the Sea in South Africa: Patterns and Perceptions*. In Umbelino, J. [Ed]: *Sustainable Tourism*. Lisbon: Departamento de Geography e Planeamento Regional, pp 207-223.
- Magi, L.M. and Nzama, A.T., (2002): *Perspectives on Recreation and Tourism Geographies in South Africa*. *South African Geographical Journal* (2002), 84(1) 67-76.
- Mathieson, A., and G. Wall (1989): *Tourism: Economic, Physical and Social Impacts*. Singapore: Longman.
- McIntosh, R.W.; Goeldner, C.R. and Ritchie, JRB. (1999): *Tourism: Principles, Practice, Philosophies*. New York: John Wiley and Sons.
- Mkhize, I.B. (1999): *The meaning and expression of tourism among urban blacks: a geographical perspective*. Unpublished PhD Thesis: University of Durban-Westville.

- Murphey, D.C. (1985): *Business economics: guidelines for business management*. Pretoria: Van Schaik.
- Murray, M.H.; McDonald, B. and Mavrides, E. (1994): Overseas conferences want to come to South Africa. *Conference, Exhibition and Incentives Guide*, 17(7).
- Mwandla, E.M. (1998): *The local community's cognition of the development of gaming facilities in Richards Bay and environs*. Unpublished M.A dissertation. KwaDlangezwa: University of Zululand.
- Page, S. J. and Dowling, R. K. (2000): *Themes in Tourism: Ecotourism*. London: Prentice Hall.
- Page, S. J. and Dowling, R. K. (2002): *Themes in Tourism: Ecotourism*. London: Prentice Hall.
- Pizam, A. (1978): "Tourism's Impacts: The Social Costs to the Destination Community as Perceived by Its Residents". *Journal of Travel Research*, 16 (Spring): 8-12.
- Price, D.H. (1996): "Fragile Environment, Fragile Communities". *Journal of Travel Research*, 30 (Fall): 45-49.
- SARDC [Southern African Research & Documentation Centre], (1994): *State of the Environment in Southern Africa*. Johannesburg: The Penrose Press.
- SATOUR [South African Tourism Board], (1991): *A strategic Framework for Tourism Development in South and Southern Africa*. Pretoria: Satour.
- SATOUR [South African Tourism Board], (1995): *Proposals for a Tourism Policy Framework within the Reconstruction and Development Programme*. Pretoria: Satour.
- Saarinen T.F. (1969): *Environmental Planning, Perception and Behaviour*. Boston: Houghton Mifflin.

- Seaton A.V. and Bennet M.M., (1994): *The marketing of tourism products: Concepts, issues and cases*. Upper Saddle River NJ: Prentice Hall.
- Smith, P.J. and Cronje, G.J. (1995): *Management Principles: a contemporary South African Edition*. Kenwyn: Juta and Company.
- Tait, M. K. (1998): *Evolving environmental perceptions*. London: Butterworths Company.
- Travis, A.S. (1982): Managing the Environmental and Cultural Impacts of Tourism and Leisure Development. *International Journal of Tourism Management*, Vol. 3 (3): 256-266.
- Trigano, G (1984): "*Tourism and the Environment, The Club Mediterranean Experience*". United Nations Environmental Programme: Industry and Environment, 7(1): 20-21.
- Torkildsen, G (1983): *Leisure and Recreation Management*. London: E and F.N Spon Ltd.
- Wall, C. and Wright, C. (1977): *The environmental impact of outdoor recreation*. Publication No.11. Department of Geography. Ontario: University of Waterloo.
- WCED [World Commission on Environment Development], (1987): *Our Common Future*. Oxford: Oxford
- Wilson, D.G.H and Hattingh, P.S. (1998): *Recreation within the Black Townships of the PWV region*. Pretoria Department of Geography, University of Pretoria.

APPENDICES



**UNIVERSITY OF ZULULAND
CENTRE FOR RECREATION AND TOURISM
RESEARCH PROJECT QUESTIONNAIRE**

**TOPIC:
ITHALA GAME RESERVE AS A TOURIST DESTINATION:
COMMUNITY PERCEPTIONS AND PARTICIPATION**

Dear Respondent-

Please read the questions carefully and respond honestly and to the best of your feeling. I pledge as a researcher that the information will be treated with strictest confidentiality. For this reason *do not* write anything that will reveal your identity, e.g. name or surname etc.

This questionnaire *does not* elicit any right or wrong answers. It all depends on how the questions or statements apply to you personally.

It should not take more than 5 minutes of your precious time to fill in this questionnaire. **Your unselfish co-operation in this matter is of utmost importance!**

Thanking you in advance for your willingness to participate

APPENDIX A

A Questionnaire to the local community Ithala Game Reserve tourism benefits: Do they answer relocation questions?

SECTION A: BIOGRAPHIC INFORMATION

1. Gender

Male	1.
Female	2.

2. Age

21-25	1.
26-30	2.
31-35	3.
36-40	4.
41-45	5.
46-50	6.
>51	7.

3. Marital status

Single	1.
Married	2.
Widowed	3.
Divorced	4.

4. Level of education

>grade 10	1.
Grade 10-12	2.
Tertiary education	3.
Illiterate	4.

5. Employment

Self-employed	1.
Government	2.
Private sector	3.
Unemployed	4.
Student	5.

SECTION B: PERCEPTIONS AND EXPECTATIONS

6. Use these ratings to evaluate the following statements: **Strongly agree=1, Agree=2, Disagree=3, Undecided=4, Strongly disagree=5**

	1.	2.	3.	4.	5.
There are many benefits which result from tourism at Ithala					
The community is involved in tourism related matters					
The community has adequate information about tourism in Ithala					
Many job opportunities have resulted from tourism in Ithala					
Tourism development in Ithala has led to provision of facilities of education, health, sanitation, housing etc.					
It can be generally accepted that relocation of people from Ithala Game Reserve was a blessing					
Because of tourism benefits, people are no longer bitter about the relocation incident and its impacts					

7. What do you expect to gain from tourism in Ithala Game Reserve?

Employment	1.
Infrastructure	2.
Other	3.

8. Have you attended any meeting related to tourism?

Yes	1.
-----	----

No	2.
----	----

9. Have you ever been involved in the decision-making concerning tourism benefits in Ithala Game Reserve?

Yes	1.
No	2.

10. How often do you utilise the following resources found within Ithala Game Reserve?

Mark using the following ratings: **Very often=1, Often=2, Occasionally=3, Seldom=4, Never=5**

	1.	2.	3.	4.	5.
Game lodge					
Chalets					
Swimming equipment					

11. Do you know any family who depends on tourism for living?

Know many	1.
Know few	2.
Do not know any	3.

12.1 Do tourism benefits have an impact in Ithala game Reserve and the surrounding area?

Yes	1.
No	2.

12.2 if yes, what impact do you think tourism benefits in Itahla Game Reserve have on the following:

Mark using the ratings: Strongly agree=1, Agree=2, Disagree=3, Undecided=4, Strongly disagree=5

	1.	2.	3.	4.	5.
Employment					
Income					
Cultural awareness					
Morality					
Crime					
Education					

13. General Comment

.....

.....

.....

.....

APPENDIX B

An interview questionnaire directed to Ithala Game Reserve KZN Nature Conservation Service.

Ithala Game Reserve tourism benefits. Do they answer relocation questions?

SECTION A: BIOGRAPHIC INFORMATION

1. Gender

Male	1.
Female	2.

2. Age

21-25	1.
26-30	2.
31-35	3.
36-40	4.
41-45	5.
46-50	6.
>51	7.

3. Marital status

Single	1.
Married	2.
Widowed	3.
Divorced	4.

4. Level of education

>grade 10	1.
Grade 10-12	2.
Tertiary education	3.

Illiterate	4.
------------	----

5. Employment

Self-employed	1.
Government	2.
Private sector	3.
Unemployed	4.
Student	5.

6. Position held

Director	1.
Manager	2.
Supervisor	3.
Officer	4.
Other	5.

SECTION B: INVOLVEMENT OF NCS IN TOURISM DEVELOPMENT OF ITHALA GAME RESERVE AND SURROUNDING AREAS.

7. About 12 years ago, people of Ithala Game Reserve were relocated to areas in and around Louwsburg, are you aware of such an incidence?

Yes	1.
No	2.

8. Approximately how many families were relocated?

<50	1.
50-70	2.
60-90	3.
70-100	4.
100<	5.

9. What was the motive behind the relocation of these people?

Conservation	1.
Development	2.
Politics	3.
Agriculture	4.
Other	5.

10 where are these people located now?

Louwburg	1.
Corronation	2.
Hlobane	3.
Vryheid	4.
Other	5.

11 Are there any strategies that have been developed by KZN Nature Conservation to ensure that relocated communities have access to Ithala Game Reserve?

Yes	1.
No	2.

12. If yes, what are some of those strategies?

.....

.....

.....

.....

.....

13. In your knowledge who are the beneficiaries?

.....

.....

.....

.....

.....

14. Is the local community involved in the decision-making regarding the distribution of tourism benefits?

Yes	1.
No	2.

14.1 If yes, in which way?

.....

.....

.....

.....

.....

15. General comment

.....

.....

.....

.....