

**TOURISM CRIME, SAFETY AND SECURITY  
IN THE UMHLATHUZE DISTRICT MUNICIPALITY,  
KWAZULU-NATAL**

**BY**

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## **DECLARATION**

I declare that this research study: *Tourism Crime, Safety and Security in the uMhlathuze District Municipality, KwaZulu-Natal: Policy and Practices*, submitted for the Masters in Recreation and Tourism, is my own work both in conception and execution. All the theoretical information and related sources that have been used or quoted have been duly acknowledged by means of complete references. It is further declared that this dissertation has not previously been submitted to any institution for degree purposes.

**By**

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## **DEDICATION**

To “P.S. Linda”, my partner, who selflessly provided unending support and encouragement in the execution of this piece of work. He has been patient with me during the execution of this research study.

## ABSTRACT

Recreation and Tourism as a profession is new in South Africa. In the past not much concern was given to the provision and utilisation of recreation and Tourism facilities for the previously disadvantaged communities. Recreation has not been taken as a significant component of life for Blacks because of the *apartheid* system that existed. In the recent history of South Africa, recreation facilities were mainly made available to the White population areas, with Black areas and being neglected. As such there has been alienation between communities, tourists and hosts, as well as tourism service providers and tourism authorities. These stakeholders have not successfully tackled tourism problem, and more specifically that of tourism crime, safety and security.

The focus of this study was to investigate the tourism crime, safety and security in uMhlathuze District Municipality, with special reference to policy formulation and its practise. The main objectives of this study are the following;

- To find out whether the local community understands the importance of tourism crime, safety and security in the study area.
- To establish the extent to which tourists feel safe and secure in and around the uMhlathuze District area.
- To reveal whether there are adequate policies that address situations of tourism safety and security in the study area.
- To investigate the levels to which tourism policies are practiced or implemented in the study area.

- To indicate the perceived management of tourism crime, safety and security in the near future for the study area.

Data was collected by means of interviews and questionnaires that were administered to 124 participants in uMhlatuze District to establish the state of tourism crime, safety and security, affecting domestic and international tourism. Data analysis was accomplished through using the Statistical Package for the Social Science (SPSS) computer technique. The method used for analysing information appeared to be effective because clear *outcomes of the finding were achieved.*

The most important findings were that, there are criminal activities that are occurring in the study area and some of these activities are not reported and the policies and practices are not known by the members of the community and some of the tourism officials and authorities. The latter suggests that the local people should be taught about the importance of tourism and the tourist in the study area. It was further discovered that some of the crimes that takes place are done by the local people because they do not understand the importance of the tourists in the study area. The importance of safety and security is not known to them and they are not told about it. The local people needs to be told about the importance of tourism activities that are taking place in the study area and they should be encouraged to participate in the activities that can make them to see how important is the tourism and its resources. Safety and security should be applied in order to protect the study area.

It was also discovered that the Umhlatuze tourism association should be a major role in making the policy and practices to be known by everyone in the study area who can promote the safety and security of the tourists in the study

area. This is the big challenge that the local government is facing. Since local municipality is the government that is closest to the people and represents the interests of the residents, it is responsible for fulfilling the developmental role (DLG; 1998).

Therefore, it is clear that local people should be taught about the importance of tourism activities and to make the tourism policies and practices to be known by every stakeholder that is involved in promoting the safety and security in the study area. Further that the local government needs to play a leading role to ensure that they provides the training to the local community about the safety and security of the tourist in the study area even the destination itself.

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# CHAPTER 1

## ORIENTATION TO THE STUDY

### 1.1 INTRODUCTION

It is a generally accepted truth and practice that tourism as a development based industry has to protect and support the tourist that is visiting any particular destination. This notion is similar to the view that “tourism is a goose that lays the golden egg”; hence it has to be protected at all times. Some of the protection has to be achieved by making assurances that tourism crime, and lapses in safety and security in all tourist destinations are not allowed to occur.

It has recently been reported in local newspaper (Savides, 2007), that the incidents of tourists related motor-vehicle hijacking is increasing. The results of these incidents are that likely going to make tourists to be reluctant to visit such a destination. It has also been reported that at the Kosi Bay Resort, the owners and other visitors have been affected by such a crime, where vehicles and personal goods were forcibly removed on three consecutive weekends in January 2007.

The incidents reported in the preceding paragraph, and many similar occurrences, have made the current researcher choose such a topic for more intensive investigation. The researcher in this regard was interested in finding out the nature and incidents of criminal activities that the tourist experience in the study area, around the uMhlatuze District area. The

researcher also wanted to establish the level of awareness that the tourists and authorities are show towards the existence tourism policies and how these policies secure the safety and security of tourists against tourism crime. In other words, how was tourism affected by the crime situations and what safety measures are put in place in order to prevent these criminal activities.

## **1.2 BACKGROUND TO THE STUDY**

It has been generally argued that the absence of crime was important for the tourism industry in any country. Accordingly, Shafer (1967: 6) has argued that “crime is committed by man but his law-breaking is defined by the man-made law”. He further states that almost in all criminal codes of the world, crime in general is defined as an action or behaviour that qualifies as crime by the order of the criminal law.

It may therefore be deduced from the above statement that, we as society usually undertake to supplement private effort to control crime. The reason for the existence of the criminal justice system is to control situations of non-compliance with the law, which has to do with tourism business enterprise. Understandably, the first situation is that there is the likelihood that business enterprise cannot provide sufficient protection, adjudication and correction of a lawless situation.

Furthermore, the criminal justice system is financed for the most part by public tax revenue, which means that there should be practices that are stipulated in order to prevent the criminal activities. If, for example, private police replaced local law enforcement agencies, it is quite likely that one individual “private cop” would deter crime otherwise committed against the

tourist , but might happen to discourage crime in an entire neighbourhood (Gray, 1982)

In the context of this study, the concern of the researcher is with the existence of crime and absence of safety and security in the uMhlathuze District area. The researcher wants to make sure or to create awareness, about the importance of the international tourist visiting the destination, regarding crime, safety and security. It is very painful when one hears that the tourists have been mugged or robbed because that adds to the statistics and records of how many tourists have been affected by criminal activities in South Africa.

Such recorded occurrences cannot be erased from memory, but can minimise the number of tourists who want to participate in tourism activities of the area affected, that is uMhlathuze District in this instance. The interest of the researcher is also to establish whether the study area itself does have any policies and practices that are in place in order to prevent the criminal activities. In addition, it is to find out whether the policies do succeed to promote tourism safety and security, because without the tourism or tourists the destination cannot be marketed.

It was also important to establish whether the policies and practices are stipulated in such a way that the tourism authorities, providers and community protection forum are assisted by these policies and practices. *Safety is the most important activity if we want to see tourism growing.* Tourism has been seen as an industry that is growing faster than any, that it is a money-generating industry as well as that it is creating many job opportunities that any other industry. It would therefore be wise not to vandalise this industry with the activities that can be avoided.

### **1.3 STATEMENT OF THE PROBLEM**

It has been intimated earlier that tourism related criminal activities can affect the economy of any country and particularly those of the study area, the uMhlathuze District. This is particularly so because we have been advised that tourism is the fastest growing industry and it generates more money in country's economy [<http://www.zulu.org.za> (2006)]. Looking at the safety of tourists it is important because they are the people who bring money to the destination and if these resources are not utilised, the country's economy cannot grow and that can affect tourism as a whole.

There are several initiatives that have been put together with a view of addressing and improving the tourism crime, safety and security situation in the study area. There has been the private-public partnership initiative of Business Against Crime in Zululand, which owes some of its accomplishment to the commitment of local captains of industry for providing funds for activities as well as the willingness of the local criminal justice system officials to form these partnerships.

The fundamental aim of the partnership is to combat crime and its causes. Since the establishment of the partnership, there seems to be some improvement of sorts. These include the capacitating and strengthening of state law enforcement agencies, with a specific focus on service delivery and increasing arrests and convictions of tourism criminal offenders.

However, due to the country's lack of capacity in prisons, Business Against Crime in Zululand has designed its future strategy and programmes with a much more concerted focus on crime prevention than ever before. In addition to its own initiatives, such as its CCTV camera project and the

rehabilitation of prisoners to prevent a return to old habits, Business Against Crime in Zululand partners have assisted in strengthening a number of other crime prevention organisation in the area (Townsend, 2005). Notwithstanding, these crime prevention initiatives do not necessarily address some of the research problems devised for this study.

#### **1.4 THE OBJECTIVES OF THE STUDY**

UMhlatuze District Bay is one of the fastest growing tourism destinations in KwaZulu-Natal. As such it is important to see to it that uMhlatuze District is a tourist safe area, which is free from criminal activities. Furthermore, that tourist in the area are safe and secure, since they are the “goose that lays the golden egg”. In this regard, the objectives of this study are:

- To find out whether the local community understands the importance of tourism crime, safety and security in the study area.
- To establish the extent to which tourists feel safe and secure in and around the uMhlatuze District.
- To reveal whether there are adequate policies that address situations of tourism safety and security in the study area.
- To investigate the levels to which tourism policies are practiced or implemented in the study area.
- To indicate the perceived management of tourism crime, safety and security in the near future for the study area.

The study intention with these objectives is to see these criminal activities are achieved in order to see that the tourists are safe because we need to protect this goose that lay a golden egg. The importance is that this Tourism industry is seen as the fastest growing. It is important to make those who are unaware to be aware about this goose that lay a golden egg.

## **1.5 POSTULATION OF HYPOTHESES**

Hypotheses are educated guess of the answers that the study will find to the research problem. These hypotheses are either accepted or rejected at the end as a way of concluding the following analysis of accumulated information (Magi, 1999). The following research hypotheses were sat alongside the objectives of the study. It is hypotheses that the practices of safety and security can make the tourist to move around freely and that they can use the word of mouth to promote our destination. It is postulated as follows:

- That the local community does not understands the importance of tourism crime, safety and security in the study area.
- That the tourists feel safe and secure in and around the uMhlathuze District.
- That there are adequate policies that address situations of tourism safety and security in the study area.
- That the tourism policies in the study area are practiced or implemented in an inadequate manner.
- That there is a negative management of tourism crime, safety and security in the near future for the study area.

Hypotheses are there to assist in the investigation about this research problem and to assist establish whether this destination destined to be a safe tourist destination. With more visitors intending to visit this attraction and the local communities having the right approach to the destination, it would be interesting to establish the knowledge about and awareness regarding the importance of tourism as the goose that lay the golden egg.

## **1.6 SIGNIFICANCE OF THE STUDY**

The main interest of this study is to see to it that uMhlathuze District as a tourist destination is promoted as a safe environment and that it would improve its history as a place deserving to be visited by international tourists. Base on the objectives of the study this research study would assist in improving the image of the study area. In other words, to achieve the following outcomes:

- The local community understands the importance of tourism crime, safety and security in the study area better.
- The tourists in general would feel safe and secure in and around the uMhlathuze District destination.
- The policies, rules and regulations about tourism and tourism safety and security are well administered or implemented within the study area.
- The prospects of tourism management are in the right authority and everybody accepts and understands the position.

If we are the friendly destination even the domestic tourists can be willing to utilise these resources because they could perceive the growing number of tourism activities and they should be willing to partake in them. The greatest spin-off is that tourism would create more jobs for the local community and that it would also portray uMhlathuze District as a friendly city rather than a city that is affected by crime.

The importance of this study is that it would add to the knowledge about the state of tourism crime. Safety and security is South Africa. This would be an addition to the study on the impact of crime on tourism in South Africa (Journal of Leadership, 2003). The journal came in the wake of the tourism

safety workshop which was conducted in August 2001 and was recently followed up by the Western Cape's first provincial safety and security tourism conference entitled safety and security as a new driver of tourism economies (Kromberg, 2003). This conference and such reports have issued out some interesting facts about the state of tourism crime, safety and security in South Africa. For instance, it has been indicated that almost 2, 7 percent of foreign visitors have been victims of theft and other crimes in South Africa in the year 2006.

## **1.7 DEFINITION OF TERMS**

According to Magi (2005) social researchers have always stressed the need to understand the terminology and usage of concepts in a research inquiry. They have advocated that for purposes of better and contextualised understanding of concepts, which have to be spelt out in a non-ambiguous manner so as to offer the working meaning for the research study document under investigation.

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

### **1.7.1 Tourism**

According to Halloway (1998: 36) tourism is defined as follows: Tourism related to the movement of people and their stay away from their stay away from their homes for more than 24 hours. Whereas according to George and

Rivett-Carnac, (2005: 2) the World Tourism Organisation has devised a broader definition of tourism, such as:

Tourism as the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes.

It is when people travel away from where they live and work for at least 24 hours, but not for longer than one year, and it also refers to the activities people take part in while they are away. Weaver and Lawton (2006) view tourism as the sum of the processes, activities, and outcomes arising from the interactions among tourists, tourism suppliers, host governments, host communities, origin governments that are involved in the attracting and hosting of visitors.

The Tourism White Paper (DEAT, 1996: 2) as proposed a definition of tourism which states that it is “all travel for whatever purposes, that results in one or more nights being spent away from home. For purposes of this study the definitions of the three authors cited above, would be adopted, emphasising travelling away from; the period of time away from home and various purposes for the trip.

According to McIntosh *et al* (1995) when we think of tourism, we think primarily of people, who are visiting friends and relatives, taking a vacation and having a good time. The people may spend their leisure time engaging in various sports, sunbathing, talking, singing, taking rides and touring or simply enjoying the environment. If we consider the subject further, we may include in our definition of tourism people who are participating in a convention, a business conference or some kind of business or professional

activity as well as those who are taking a study tour under an expert guide or doing some kind of scientific research or study (Moyle, 2008).

### **1.7.2 Tourist**

According to Cage, (2002) a tourist is defined as a person who travels away from his or her home for whatever reason, be it for a holiday, to do business, to represent his country in sport, to attend a religious function or to attend a conference. On the other hand the Tourism White Paper (DEAT, 1996: 3) describes a tourist as a person who travels away from home, staying away for at least one night. A tourist can be a domestic tourist (for example) a resident of Johannesburg staying one night in Durban or an overseas tourist staying one or more nights in the Free State.

According to Cooper (1996: 16) a tourist related to an individual who travels away from home on a temporary movement to destinations outside the normal home and work place environment. Similar to the previous definition, for purposes of this study the definitions given above are accepted for this study, that is, definitions emphasising travel away from; the variety of activities engaged in and period of time taken away from home. Finally, Moyle (2008) argues that maybe we should look at leisure tourists or leisure shoppers as a potential leisure market because as economies grow, the demand for travel will follow.

### **1.7.3 Crime**

According to Siegel (2005), crime is a violation of societal rules of behaviour as interpreted and expressed by the criminal law, which reflects public opinion, traditional values and the viewpoint of people currently holding social and political power. Individuals who violate these rules are subject to

sanctions by the state authority, and result in social stigma and the loss of status.

Crime is a term that seems to defy precise definition. Criminal behaviour is behaviour in violation of criminal law. The criminal law in turn is defined conventionally as a body of specific rules regarding human conduct which have been promulgated by political authority which apply uniformly to all members of the classes to which are enforced by punishment and administered by the state (Shafer, 1967; Sutherland and Cressey, 1974, [www.fs.fed.us/psw/publications/chavez/uncaptured/psw.2006](http://www.fs.fed.us/psw/publications/chavez/uncaptured/psw.2006)) defines crime is committed by man-made law ...According to almost all criminal codes of the world, crime in general is defined as an action or behaviour that qualifies as crime by the order of the criminal law.

In this research study the most pertinent type of criminal behaviour which violates the laws of the land, is when it happens in the context or environment of tourism.

#### **1.7.4 Safety**

It is a freedom from danger or risks and you feel you are safe around that area. In this regard the Encyclopaedia Americana Volume 24, (1986) describes the concept 'safety' as the condition of being free from the danger of harm. As a legal concept, it implies a state of relative security from accidental injury or death due to measures designed to guard against accidents, law that encourage the maintenance of safety standards are often called safety.

According to Collier (1994) some writers tend to view safety as the state of being free from danger, or more practically, the use of methods and devices

that reduce, control, or prevent accidents. Almost every kind of endeavour-occupational, recreational, domestic, or transportation-engaged in by a man is subject to risk, which nevertheless can be prevented.

The activities that seek either to minimize or eliminate hazardous conditions that can cause bodily injury. Safety precautions fall under two principal heading occupational safety and public safety. Occupational safety is concerned with risk encountered in areas where people work: offices construction site and commercial and retail facilities. Public safety involves hazards met in the home, in travel and recreation, and other situations falling within the scope of occupational safety.

### **1.7.5 Security**

Security means safety and freedom from worry. It is said to be the end that all men strive for, but it is security a utopian goal or is it another word for rut [<http://www.thefreedictionary.com/security>. (2007)].

According to Encyclopaedia Britannica, (1996) they view security as any of various means or devices designed to guard persons and property against a broad range of hazards, including crime, fire, accidents, espionage, sabotage, subversion, and attack.

### **1.7.6 Policy**

The concept of 'policy' has been defined in various ways depending on the discipline being studies, that is, politics, administration, sociology, theology, recreation, and so on. For this study policy can be described in various ways.

According to Hall (2006: 8), policy

should therefore be seen as a consequence of the political environment, values and ideologies, the distribution of

power, institutional frameworks, and for decision-making processes.

It is a prudent conduct; course or a general plan of action adopted by a party or a government. Other writers such as Funk and Wagnals (1974) define policy as a course or plan of action, especially of administration action. On the other hand Oldhams (1970: 161) defines policy as a set of accepted principles and plans constitution programs of action. Policy will always provide guidance and limits within which tourism education and training take place.

Some of the important elements of policy are introduced and are dealt with adequately in the subsequent chapters. For this purpose of this study the definition by Hall (2000) is adopted. This definition contains elements that point to what policy should provide for in a recreation and tourism environment. According to Van Niekerk (1988:36) a policy is a predetermined general guide, one formulated to indicate an acceptable course in decision-making, wherein the explanation of policy would apply. Another interpretation of the concept 'policy' relates to where governments are involved, and public policy is brought into play. Public policy is therefore seen as the structure or confluence of values and behaviour involving a governmental prescription (Hall, 2000:8).

### **1.7.7 Tourism policy**

Goeldner and Ritchie (2006: 3) define tourism policy as a set of regulations, rules, guidelines, directives and development or promotion of objectives and strategies that provide a framework within which the collective and individual decisions directly affecting long-term tourism development and

the daily activities within a destination are taken. It is the way in which tourism must be done.

Tourism policy is a strategy for the development of the tourism sector that establishes objectives and guidelines as a basis for what needs to be done. In other words, the tourism policy is a guideline which provide framework for tourism stakeholders to do their work efficiently. It is aimed at developing management to perform well in tourism industry. Amoah and Baum (1997:4) refer to tourism policy as a set of guidelines to determine which specific objectives and actions should be pursued to meet the needs of the particular destination area under consideration. For purposes of this study the definition of Amoah and Baum (1974) and is adopted as the central point of departure.

#### **1.7.8. Application**

In tourism application refers to the carrying out of public policy. This process consists of rule-making and rule administration [<http://www.answers.com> (2006)]. Generally, the term application refers to action as opposed to theory. It has to do with the translation of the policy into action; which is doing what the policy stipulates. Application emphasises action rather than (theory). Therefore, this particular research study tries to establish whether management follows the tourism policy in the study area.

#### **1.7.9 Practice**

At general level term practice is understood to refer to 'action' as opposed to 'theory'. Usually both the terms 'policy and practice' are intertwined, since practice has to do with the transition of the policy into action, which is doing what the policy has to do with the translation of the policy into action, which

is doing what the policy stipulates (Van Niekerk, 1988). The emphasis on practice is on action rather than on theory (policy).

Therefore, this research study attempts to establish what actions the respondents are involved in as a way of concretising the provisions of the policy. This research did not stop with the establishment of the existence of policies, but further sought to gauge the extent to which policy was being translated into tangible things that people could identify. Hence tourism activities, projects, programmes, seminars, or workshops are regarded as practice in this research enquiry.

#### **1.7.10 Implementation**

In tourism, implementation refers to the carrying out of public policy. This process consists of rule-making and rule administration within an organisation (<http://www.answers.co.za>). In this particular research study implementation refers to how the policy is being followed by management when they performing their duties. It mainly looks at the extent to which tourism stakeholders can be facilitated and promoted in the tourism industry.

#### **1.7.11 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 the study area, which is a tourist destination with a view to understanding and appreciating all the attractions, environment and how local people live and work.

### **1.7.12 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 (Encyclopaedia Britannica, 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.

According Mowforth & Munt (1998), defines community as a scale, sector, interest, level of power and by numerous other features which express its diversity and heterogeneity, it is taken here as an amorphous term over which there is considerable debate. It is seen as something locational within which there are divisions of differing degrees of contrast according to many criteria. The definition differs according to the case study under question, and where divisions between sectors or groups within the community are significant these are pointed out and discussed if necessary and appropriate.

## **1.8 DELIMITATION OF STUDY**

By promoting safety and security that will prevent people with criminal tendencies and activities, authorities and decision-making people, should

know the areas that are prone to and affected by such criminal activities. The safety measures should be drawn in such a way that they limit criminal activities as well as look at the causes of these criminal activities. Various organs of security and state should always take the lead in creating a safe and secure environment.

For the purpose of this research investigation, the delimitation of the study is categorised into two: the conceptual delimitation and the spatial delimitation. Following on the view of the Tourism White Paper (DEAT 1996), the conceptual delimitation of the study may revolve around concepts and principles that emphasise democratic values. For example, these are concepts include: inclusivity, transparency, accountability, community involvement, and so on. The second category of delimitation relates to the spatial delimitation of the study, which gives us the idea where the study area is located. The concept is explained in some detail in the next paragraph.

### **1.8.1 Spatial delimitation**

The area of study is uMhlathuze District Municipality which falls under the province of KwaZulu-Natal which is about 175 kilometres from Durban [Refer to Figure 1.1]. UMhlathuze District Municipality is one of the areas that are growing fast when we look at the tourism industry. This area is having more job opportunities and because of the tourism resources that are there and needs the number of tourists to utilise. The spatial environment is expected to grow because if it grows the economy of the area can take another level that can make the number of people to be interested to utilise the local tourism resources. It is important to note that, in the context tourism crime and spatial delimitation, a crime infested area could pose a negative influence on the growth of the tourism industry.



crime and is having a great potential for tourism growth and sustainable development.

### **1.8.2 Conceptual delimitation**

Tourism is the fastest growing industry in uMhlathuze District and if it is well promoted it can make the uMhlathuze District's economy to grow and to make other people to be willing to utilise its tourism resources. The delimitation of the study area therefore is restricted assumptions of growth of the local economy. In addition, the fact that, tourists are assumed to be those people who utilise the tourism resources and whom we would like to see visit the study area, if they are not affected by any criminal activities.

The interest of this study may be delimited conceptually to fact that crime and related criminal activities have a negative impact on the uMhlathuze District environment. Crime affects the area and it does make people not to want to visit the destination. In other words this study is conceptually delimited to democratic related meaning of tourism. Another delimitation idea is to project tourism delivery in such a way that it promotes a safe environment for travelling. A clear distinction should therefore be made between suspect areas and non-suspect areas.

## **1.9 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 (Magi, 2005). In this regard the methods that can be used in this research study are various and may be interviewing the local authorities, the tourists, the service providers and the

local community. The people that might be affected by the outcomes of this investigation include the tourists, tourism developers/organisers, authorities and policemen, because with any wrong activity that takes place within the area, they are the people who could be accused or talked about.

### **1.9.1 Research design**

Once adequate background information had been developed and the problem had been defined against this background, it was then time to develop the *specific procedure or design for carrying out the total investigation or research project*. This step is the heart of the research process. In this instance the researcher had to develop objectives and hypotheses that would form the basis for determining the types and sources of data that were to be utilised. The secondary sources available were explored and acquired, as well as utilise the primary sources to gather information.

With regard to utilisation of primary research resources it became evident that the survey technique was the ideal method to use. As such it was necessary to develop the sample, the questionnaire, or other data-collection forms and any instruction sheets and coding methods as well as tabulation forms. Finally it was necessary to conduct a pilot study to test all of the foregoing elements. The results were then written up in a detailed plan that served as a guide that could be followed by any researcher.

### **1.9.2 Sampling**

The research population from which data were to be collected was determined, as well as the stratified random sampling technique used as a point of departure. Since the population consisted of people concerned and working in tourism, a related sample of about 124 respondents was selected. The sample included people working around those tourism resources, such as

tourism authorities or officials [16], tourism service providers [11], local and international tourists [25], as well as the local community and community protection forum members [72] and so on. It was also thought necessary to interview schools that are doing tourism as a subject, in order that their views may be heard regarding criminal activities as they are the future leaders and participants in tourism activities.

### **1.9.3 Instrumentation**

Questionnaires were used as a form of collecting data. Closed-ended questions were used in the questionnaire, as well as open-ended method of questions were designed and used to gather information, so that respondents could not be entirely restricted. What the respondents were expected to come up with were responses which would help the researcher to raise certain elements of crime that the researcher may not be aware of.

The questionnaire was distributed in good time and the interviewees were given questionnaires in their hands and asked to complete them in the presence of the researcher or her assistants. This was done so as to get as high a response rate and return as possible. It is important to note that some questionnaires were drawn and handed out to people that could have experienced crime or were victims of criminal activities. Also they were handed out to people who might have ideas of how to deal with these criminal activities. Ordinary community members were also interviewed so as to make the community members to see that tourism is a money generating industry because some members are not aware of this benefit in the tourism industry. This approach in the line of questioning would assist in finding out whether the local community understands and is aware of the importance of tourism crime, safety and security in the study area

#### **1.9.4 Data collection**

It was decided that the collection of data should be collected around the study area and through usage of available information areas that have high incidence of criminal activities would be specifically noted. In some of these areas it would be interesting to get more information from the local tourism organisations, community protection forum as well as Business Against Crime partners.

The various stakeholders in areas of crime, would actually provide more information about the kind of criminal activities that takes place around the study area. Cited in the *Zululand Observer* (2008) Marie Wilson, the Director of Esikhawini Police Station, argues that what influenced her to choose a career as a Station Commander was to put criminals behind bars and to investigate cases. She wrote a report where she states that the criminal activities around Esikhawini location has dropped. (*Zululand Observer*, 2008).

In other instances statistics and crime records of previous years as well as how criminal activities were overcome would be acquired and put into use. It is also understood that the researcher would not be able to access the entire population that is being investigated or observe every event associated with tourism crime in the study area. It was therefore though expedient in such circumstances, to select a large enough sample from the target population.

According to Weaver and Lawton, (2006) the actual collection of data can include various situations: the timing of interviews or observation, the consistency in the application of the research or methods and the collection of all results in as short a time period as possible. It is important that specific

issues have had to be considered pending on the research method used and the conditions that were encountered in the study area.

#### **1.9.5 Method of Data Analysis**

The data analysis stage was really an attempt to answer the relevant research questions by examining and assessing the collected information to identify patterns and meanings. The gathered data was interpreted and analysed. In this case students were assisted by equipping them with methods of interpreting and analysing data. After the data had been collected, analysed and interpreted, the final report was then written.

The staff members in the computer centre of the University of Zululand helped the students to code the collected data, and also taught the students the correct methods of logging-in of data. Data was then analysed using the statistical programme called the Statistical Package for Social Sciences [SPSS]. This programme also facilitated the cross-tabulation of variables. This process of coding and entering of data into the computer followed using the SPSS (Statistical Package for the Social Sciences), also facilitated further classification and analysis of data. Once the data were “cleaned”, that is, eliminated errors in the coding process, the actual analysis was then pursued.

The Statistical Package for the Social Sciences was used because this was the only statistical programme offered by the Department of recreation and Tourism. The SPSS is a large and versatile package that has been used for a long time by researchers in the social sciences. Through usage of the SPSS programme this study was able to interpret most of the information that was given by this package on the computer.

### **1.9.6 Pilot Work**

In this situation, the researcher has had to visit the study area and pretend to be a tourist in order to see how criminal activities actually affect the tourist. As far as the nature of the questions and interviews were concerned, the researcher supplied a set of five (5) questionnaires to respondents to test the level of comprehensibility and the consistency of the questions used in the questionnaire. The outcomes of the pilot study were very positive, they did not reveal any negative effects on the exercise. The respondents seemed to clearly understand what was solicited by the questionnaires.

### **1.10 STRUCTURE OF THE STUDY**

The structure of the dissertation is organised into five chapters. Chapter one gives the introduction, the objectives and further clarifies and defines the terms that forms the backbone of the discussion. This chapter also put forward how and where the study was conducted and concluded by describing the methodology and procedure followed in the study.

Chapter Two focuses on theoretical background, which forms the basis of the study. It is in this chapter that the paradigms and literary sources, which relate to the provision of organisations and related issues, reviewed. This chapter further explores other studies which have a bearing on crime, safety, and security with specific reference to policy and practices matters in South Africa.

Chapter Three focuses on the spatial, location and tourism destination/attractions and their nature within the study area. The physiographic and the climatic features are other things that were considered

in this study area. The attributes of this study area and the overview of tourism and crime were other main aspects that that were considered.

In Chapter four the analysis and the interpretation of data is undertaken. The data is presented in the form of graphs and tables. These attempted to mirror details of the following variables, the demographic characteristic of respondents. The chapter also analyses various objectives of the study and attempts to find answers on the basis of the quantitative analysis engaged in. The responses of tourism organisers, service providers, tourists and local community were assessed in this chapter.

In the fifth chapter it is where the summary, conclusion and recommendations were made. The assessment and restatement of objectives are achieved and the assessment and restatement of hypotheses are formulated as a general statement that sought to reflect what was thought to be the existing reality among the local people.

The study also contains a comprehensive bibliography of the literature used in the study, which consisted of books, journals and websites consulted during the theoretical research of the study. The study also contains questionnaires and transmittal letters used for purposes of collecting data.

## **1.11 CONCLUSION**

This chapter has attempted to outline some of the fundamental procedures and methodology followed in investigating the criminal activities that takes place around uMhlathuze District. It has shown the sampling method as well as the method of collecting and analysing data. It is therefore hoped that this study will make a valuable contribution towards the analysis of the tourism

crime, safety and security issues as well as giving some insights into the way in which tourism is managed in the study area in the context of crime, safety and security.

To ensure that this study is well focused on the specific subject of discussion, on crime, safety and security, the scope of the study was delimited in this chapter in such a way that the relevant issues should come to the fore. Needless to say that this study itself, had some objectives that it attempted to achieve; these objectives were also stated in this research enquiry. Furthermore, the study postulated hypotheses, gave methods for collecting data and analysing and interpreting data.

We can conclude that the overall study is aimed at contributing to the better understanding the ills of tourism crime, and lack of safety and security, which seek to kill the goose that lays the golden egg. An improvement in alleviating the tourism crime situation in the study area would go a long way in benefitting the local community within the study area.

## **CHAPTER 2**

### **THEORETICAL FRAMEWORK**

#### **2.1 INTRODUCTION**

For tourism industry to be successful it has to protect the people that bring money to any place or country. In that regard, tourists need to be protected because they are the one who brings money into this industry. The tourist must be assured of safety and security at all the destinations that they plan to visit. If a part of a destination shows some doubt in terms of safety and security, the tourists are bound will not to be willing to visit that particular destination. As a result, such behaviour is most likely to cause negative impacts on the tourism industry.

It should be noted that broader socio-economic factors such as rapid urbanisation, high levels of unemployment and inequality between communities all are influences that tend to impact on safety and security. It has been argued that to encounter any economic growth and social development, communities must ensure that opportunities for the occurrence of some categories of crime, must be limited or discouraged Bruce, (1997). In other words crime control and related prevention strategies must therefore be underpinned by complimentary social and economic policies (Bruce, 1997). The establishment of tourism related policies and principles that are geared to combat tourism crime, is the best situation any country that seeks to promote tourism can aspire to.

This chapter therefore seeks to highlight some of important concepts and principles that play a part in making up the conceptual framework of this topic on policies and the management of tourism crime, safety and security. The next few paragraphs are therefore offering a theoretical discussion of some of these related concepts and topics.

## **2.2 POLICIES AND POLICY GUIDELINES**

According to Matthews, *et al*, (1986) the massive growth of the tourism industry, including the involvement of governments, and the perceived negative impacts on tourism in developing countries, has helped in bringing about an increase in activities related to tourism policy analysis especially in the late 1980s and early 1990s. Within the work of tourism public policy there are extremely significant aspects of tourism that need to be analysed and better understood. This should happen whether it is at local, regional, national or global scale.

Because of the role of public policy in regulating the tourism industry and tourist activities, multi-level analysis of tourism policy has tended to be traditionally focussed on tourism decision-making in provincial or federal systems (Richter, 1989; Craik, 1991a). In a locality many forces will determine how tourism evolves but increasingly, regional and local policies have been seeking to influence different aspects of tourism development (Williams, 1998).

A full understanding of the processes and geographies of tourism requires an examination of the role of regional and local policy organisation. Williams, (1998: 147) claims this as “a truly extensive topic” due to the variety of

tourism policies and tourism in its own right being a multi-disciplinary subject.

However, on taking a broad overview of recent theoretical research in tourism policy (Elliot, 1997; Morgan and Pritchard, 1999; Hall, 2000; Sharpley and Telfer, 2002), has thus sought to understand the processes that shape policies. These are considered on the basis of power relations and the broader political and economic drivers of policy changes. The involvement of local organisation and governments in tourism policy is usually justified on the ground that such bodies are well placed to understand how tourism interacts with the local needs and the environment, and how it can be managed (Elliot 1997, Hall 2000).

### **2.2.1 Policy usage in China**

According to Hall (2000) the variety of local and regional tourism policy is highlighted by the recent attempts to produce conceptual categorisations of the roles, planning approaches and geographic scales of tourism policy. In this regard, Hall (2000) further identified eight functional roles played by tourism policy: coordination, planning, legislation, entrepreneurial support, stimulation, promotion, social tourism and public interest protection of these different roles.

Promotion is often ubiquitous to all tourism organisations at national, regional, and local levels. Zhang *et al*, (1999) utilised an adaptation of these roles to examine tourism policy in China after 1978. In the case of China, Zhang *et al*, (1999) argue that ideally these differing roles will be mutually reinforcing but they are often conflicting, especially at the local and regional and national level.

### **2.2.2 Policy usage in South Africa**

Tourism policy in South Africa is relatively a new phenomenon, which came with the new democratic changes. In this regard the Tourism White Paper (DEAT, 1996) is the main document that has been seen as a foundation for setting up tourism policy and guidelines in South Africa. The White Paper on Tourism has used the notion of sustainable tourism and alternative tourism as its point of departure. In this context Aaronson (2000) has argued that sustainability means that tourism must be ecologically bearable in the long term, economically viable, as well as ethically and socially equitable for the local communities.

For tourism to be sustainable and to be a success, it requires that the culture of the local community be respected, and local communities must be involved in decisions pertaining to their area. In their attempts to promote tourism development municipalities should be guided by the principles of sustainable development.

The White Paper on Tourism Development (DEAT, 1996) states that some of the specific functions of local government which relate to community involvement include:

- Responsible land use planning and land allocation.
- Provision and maintenance of tourist services; sites and services, for example, camping and caravan sites; recreational facilities and public services.
- Facilitation of participation of local communities in the tourism industry.
- Provision of road signs in accordance with nationally established guidelines.

- Marketing and promotion of specific local attractions and disseminate information in this regard.
- Facilitation of the establishment of appropriate public transport services.
- Licensing of establishments in accordance with national framework.
- Control public health and safety.

The local community in the uMhlathuze Municipality District can use this list of functions as a guide for promoting tourism policy development and community involvement in tourism related activities. These functions are relevant to the study in question as the second function of governments corresponds with the third objective of this study which is aimed at investigating the adequacy of policies that seek to address situations of tourism crime, safety and security in the study area. For example, the third function on the list above is also in line with the first objective of this study which intends finding out whether or not the local communities in the study area understands the importance of tourism crime, safety and security.

### **2.3 SAFETY AND SECURITY IN DEVELOPMENT**

When we look at the safety and security, we need to know what development processes are taking places. Are there any developments that are taking place in-order to promote the safety and security? A good starting point for this survey on safety and security issues at the local level is what might be described as a “traditional” view of the relationship between crime and development.

In terms of this view, the process of development is seen as a solution to crime underpinning this is the belief that crime is caused by poverty and that development strategies which are aimed at dealing with poverty will also serve as a means of preventing crime. Not only does the development not necessarily provide the solution to crime, but it may in fact contribute to increase levels of crime in a particular area. For example the creation of a trade or shopping complex in a particular area as one component of a development plan, may attract a larger criminal element into the area.

It should be noted that the development process itself could generate opportunities for increased criminality. For instance funds which have been provided for development purposes may be diverted by fraudulent means. The allocation, for example of tenders or houses may be related to the payment of bribes. The reality of the South African experience that we are living in today is that it is a high crime society. Part of this reality is that where there is development there is likely to be crime.

Development may attract crime to an area. Development plans which do not address issues of safety and security may in themselves make an area relatively 'criminal friendly' such as development plans if not properly conceived may even contribute to what seems to be an increased propensity of some of the people living in that area to become involved in criminal activity, Bruce, (1997).

When it comes to solving crimes, and more specifically tourism crime, experts now have far more cutting-edge technology at their fingertips (DStv GUIDE-SA, 2008). Over the years we have seen many revolutionary developments when it comes to crime-solving technology, such as DNA analysis and ballistic fingerprinting. The fingerprint was also used for the

first time in July 1858. Today fingerprint has helped to catch many criminals and has proved to be “an infallible means of personal identification”.

There can little doubt therefore that issues of safety and security have to be addressed as an important component of any process of integrated local development. As cited in Magi (2001) one of the existing, overriding and persistent perspectives on tourism in the world is the recognition that crime safety and security is an important player in the success or failure of the tourism industry. This is particularly so in South Africa.

Some of the reoccurring viewpoints and statements characterising the importance of crime, safety and security in tourism can be summarised as follows: The recognition that undeniably so tourism as an industry has to protect and support the tourist, which is “the goose that lays the golden egg” Magi (2001). through getting some assurances relating to crime safety and security at all tourists destinations.

In the recent local newspaper the “*Zululand Observer*” (2007), it indicated the high vehicle hi-jacking in one of the local tourist destinations which was expected to make tourist not to favour visiting this destination again. At the Kosi Bay resort owners and visitors have been affected by this crime where vehicles and personal goods were stolen on three consecutive weekends in January 2007.

In recent findings of research done by the press, indications are that South Africa’s crime statistics have grown (Bergmann, 2007). Some are murders, hi-jacking and are affected by these criminal activities. Some of the prominent tourist destinations are affected by these criminal activities and these destinations are visited by international tourists, which will make them

not to visit South Africa anymore because some tourist are murdered in these destinations for example the destinations that surrounds the Maputaland are highly affected and Isandlwana these destinations are preferred by international tourists. Mereense is one of the areas around Richards Bay which is affected by these criminal activities Mereense is one of the areas which is highly visited by the tourist as we are aware that is having the tourist attractions and accommodations [<http://www.tourismassociation.org.za/>. (2008)].

### **2.3.1 Security environments**

The security environments are probably the most unpredictable factor in the tourist industry. It has the potential to inflict major damage on the industry, as, Richter and Waugh (1986) explain: "... a few terrorists can have a decisive and crippling impact on travel patterns and economies of particular locales". After the American raids on Libya in 1986 it was estimated a number of Americans changed their plans for foreign travel. The relationship between terrorism and tourism is so strong that Richter and Waugh (1986) refer to them as "logical companions." In Egypt the attack of tourists by local terrorists in the 1990s has had negative effects on the growth of the tourism industry. South Africa has its own share of instability with regard to the security environment.

The incidents of violent crime such as armed robbery, rape, murder and motivated attacks are among the highest in the world. This creates the impression that South Africa is a dangerous destination which has a negative effect on a region's tourism potential. Events such as the bomb blast at Planet Hollywood reverberate around the world, to the detriment of the local industry. From the above discussion it is clear that tourism cannot escape some of these charges or challenges.

## **2.4 THE RELATIONSHIP BETWEEN TOURISM AND CRIME**

The growth of tourism often occurs in conjunction with increases in certain types of crime, including illegal prostitution (Pizam & Mansfeld, 1996; Mathieson & Wall, 1982; Brunt, Mawby & Hambly, 2000; Clift & Carter 2000). The tourism-intensive surfers' paradise neighbourhood of the gold coast, for example, reports significantly higher levels of criminal activity than adjacent suburbs (Prideaux 1996). It is tempting to conclude from such evidence that the presence and growth in tourism are causing increased illegal behaviour.

Tourism makes a scapegoat because of its visibility, ubiquity and emphasis on "others" as perpetrators. In addition, some tourism-related crimes are highly publicised, resulting in a disproportionate emphasis on tourism as the reason for such activity. Another perspective is that tourism growth is usually accompanied by growth in the resident population, so that the actual number of criminal acts might be increasing without any actual growth in the per capita crime rate.

The link between tourism and crime can be discussed first with the respect to entails or foster a criminal connection. A distinction can also be made between criminal acts directed towards tourists (i.e. ultimately a sociocultural impact mainly on the origin region) and those committed by tourists. The general connection in the first scenario largely occurs because tourists are often wealthier than local people, and the two groups come into close with one another. As a result, tourists offer a tempting and convenient target for minority of local residents that is determined to acquire some of this wealth for themselves, or who wish to exploit the tourists in some other way.

Workers in the tourism may be culprits, as evidenced by sexual assaults on tourists by some guide in Nepal (Brown 1999). Criminal activities that occur have recorded as theft, assault and murder such as those connected with tourism-targeted terrorism. Criminal activities are also committed by the tourists themselves, either against the locals or other tourists. Tourism activity is not inherently illegal, but brings with it a strong criminal association. Gambling is an example of this indirect relationship, given the involvement of organised crime elements, prostitutes and participants who may engage in criminal activity to feed their gaming addictions. Finally, there are tourist activities that have a high probability of degenerating into criminal behaviour because of presence of alcohol.

## **2.5 CRIME, CONFLICT AND PRECAUTIONARY PRINCIPLE**

Some tourists are scared to visit here in South Africa because of what they hear or experiences. Some are holding their feet back because they do not want to be the victims of the crime. Allen and Brenna (2004), have argued that in a society where a particular industry is seen as an essential part of a planned process of economic and associated social and political reconstruction, the position tourism occupies in South Africa, poses a threats to the actual or potential beneficial impact that tourism is supposed to have.

The potential beneficitation situation cited above is expected to inevitably receive significant attention from all parts of the industry and the society in general. Moreover, crime in significant international tourism destinations can get extensive coverage by the news worldwide. An examination of the main daily and weekly newspaper in KwaZulu-Natal, in Cape Town and Johannesburg and a content analysis of news and features items on South

African television. During the period March 1997 - February 2002, reveals a regular, expansive and intensive reportage of the impacts of crime.

On the tourism industry and versions of these reports are carried sometimes following further investigation, by the world's press and television. The Cape Town incidents and its effects on the tourism industry is the subject of the current research work being carried out by George (1998). The following comments are based on the first research report, "measuring the effects of the Planet Hollywood incident" on international tourist numbers in Cape Town.

The basic argument George (1998) presents is that Cape Town, following the death of two people and serious injuries to many others, including tourist as a results of the pipe bomb at Planet Hollywood right in the centre of the main tourism area of the city, is now in danger of winning unwanted prize beating of competition from Johannesburg and Durban, as South Africa most dangerous cities to visit. George (1998) also quotes Richter's claim "tourism as a discretionary activity is incredibly such as earthquakes and hurricanes do not have lasting impacts of crime and violence". (Richter 1984:308 cited in George, 1998:5).

The response to the Planet Hollywood and Umhlanga Rocks incidents by local and national tourism industry and tourism authorities and agencies. It has been to focus on what can and should be done to lower the possibilities of tourist being subject. The tourist is subject to actual criminal acts, especially violent robbery including cars hijacking. Through programmes of tourist education, offered by tourism companies, hotels and tourist agencies the state of tourism crime can be improved through crime prevention and reinforcement of safety and security.

For example the KwaZulu-Natal Tourism authority has public relations resources and strategies ready to swing into action. That action ameliorates and contains the potential impact of reported criminal activity thought to affect the tourist decision to visit KwaZulu-Natal (Allen and Brenna, 2004).

A vital issue here, among many, for the future development of the South African tourism industry, is the relationship between the perception of crime and the perception of risk, the personal need for safety and the influence of these three interrelated elements in the tourism industry.

## **2.6 BUSINESS CONTRIBUTION IN FIGHTING CRIME**

Private sectors are trying their best in fighting against crime. It is a must that they should stand up and work together in order to fight the crime because at the end even the private sector suffers several consequences. Every business is part of a local community, it is in their interest to help minimise the impact of crime within the community. Businesses have the opportunity to contribute to the quality of life in their local community. In tackling crime, it is appropriate to invite business leaders to offer their ideas and problem solving skills to local partnerships.

Local national and international businesses have proven useful sources of short term project funding. However, the potential for further development is limited by general economic factors and the intense competition for business sectors funding from a wide range of sources (Metropolitan Police, 1994; Bruce, 1997). Though there are factors that may inhibit business community should be a major partner. The following example illustrates the involvement of business and the community as major partners. It also illustrates business involvement in creating a safer environment.

According to Bruce, (1997) the Reduce Crime en Schede-Haven Project by police and the business community was established to perform the preventive surveillance needed on the site. Participants received a basic security diploma on completion of the training course. During the project phase, a trainee accompanied the police on their evening, night and weekend surveillance shifts on the industrial site.

In South Africa where the business community is involved in crime prevention business against crime (BAC), started in 1996, was originally a lobby group focussing on business involvement in crime prevention. According to Bruce, (1997) community safety and security is a viable and necessary programme to stimulate community tourism and its possible contribution for job creation and poverty alleviation.

It has been reported (Khangale, 2006: 9) in the *Vukuzenzele News Bulletin* that muted voices of criticism are now being heard, from communities that:

The government and business against crime (BAC) would have been helpful to the (SAPS), particularly with the regard to supply technology such as closed circuit TV cameras and funds so they could put into action leadership training courses for managers.

Leadership development programmes helped to train police station commanders in skills like problem-solving. The police will definitely improve in service delivery at police stations.

Possible initiatives to combat tourism-related crime and violence cited in the draft of White Paper on Safety and Security (May 1991). The government policy agenda on safety and security was shaped by two objectives: firstly, to

rehabilitate the police to ensure they become protectors of our communities; and secondly, to mobilise our people to participate in the provision of safety and security. This initial policy direction was laid out in the 1994 green paper, which emphasised three key policy areas – democratic control, police accountability and community participation in the issues of safety and security [<http://www.info.gov.za/whitepapers/1998/safety.htm>. (2008)].

In 1996, government adopted the National Crime Prevention Strategy (NCPS) White Paper on Safety and Security. The NCPS provided a means by which government departments could integrate their approaches to problems of crime control and crime prevention. The understanding and practice of crime prevention is poorly developed in South Africa. In relation to the police this means, in particular, that there has been little tradition of visible and community orientated policing on which to build [<http://www.info.gov.za/whitepapers/1998/safety.htm>. (2008)]. The objectives of the White Paper on Safety and Security were to: (a) outline strategic priorities in dealing with crime; (b) highlight the roles and responsibilities of various role players in the safety and security sphere; and (c) reveal the role of the department of safety and security in crime prevention in the context of the constitutional framework.

## **2.7 INITIATIVES TO COMBACT TOURISM CRIME**

Cited in the draft of white paper on safety and security [<http://www.polity.org.za/html/govdocs>, (2006)], the government's policy agenda on safety and security was shaped by two objectives. Firstly, to rehabilitate the police to ensure they became protected of our communities. The second objective was to mobilise our people to participate in provision of safety and security. This initial policy direction was laid out in the 1994

Green paper, which were emphasised three key policy areas-democratic controls, police accountability and community participation in the issues of safety and security.

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## **2.8 TOURISM AND CRIME**

Tourists can be easy prey for criminals. Tourists do not know about the dangerous areas or local situations in which they might be very vulnerable to violent crimes. They become easy marks for robbers and other offenders because they are readily identified and are usually not very well equipped to ward off an attack. Sometimes popular tourist attractions such as parks or beaches are within walking tours from the hotel may bring tourist into a high crime areas lying directly in the path taken to reach this attraction (McIntosh *et al.*1995).

Tourists are often the victims of crime, as they are fairly easy targets. They are generally relaxed and off guard, unfamiliar with the area in which they are travelling. Furthermore, the tourists can be spotted fairly easily, if they do not dress, look or acts like local people. Some tourist hotels in Johannesburg, Cape Town and Durban warn their guests not to leave their

hotels in the evening. This problem is not unique to South Africa. It is a worldwide trend. Many South African citizens travelling in African countries such as Mozambique, Zimbabwe, Zambia and others are easy hijacks victims, because many establishments in these countries do not accept credit cards.

Visitors have to carry large amounts of cash. They are also obliged to produce their vehicle registration papers at border posts making it very easy for criminals to acquire these papers when they hijack the vehicle. Tourists furthermore are not allowed to bring firearms into some of these countries and are therefore unable to defend themselves. A popular scam involves illegal currency exchange by locals. These people prey on unsuspecting visitors, offering them “bargain” exchange rates. More often than not the visitor is tricked and eventually ends up the power. (Bennet, 1998).

If such high-crime areas exist, active efforts must be made to inform visitors and guests. Hotels and others that publish maps of walking tours should route such tours into safe areas only. Also, they should warn the guest of the danger that could arise if the visitors undertake certain activities. Crime against tourists results in bad publicity and creates a negative image in the minds of prospective visitors (McIntosh *et al.* 1995).

Thus, tour companies tend to avoid destinations that have the reputation for crimes against tourist. Eventually, no matter how much effort is applied to publicise the areas benefits and visitors rewards, decreasing popularity will result in failure. Pizam, *et al.*, (1982) found that tourism expenditures had a negligible effect on crime. However, they suggested that tourism could be considered as a potential determinant of crime, negatively affecting the quality of the environment. The tourist industry cannot be held responsible

for the occurrence of crime. But one must be aware that tourists are potential targets of crime. Protecting them from offenders is essential to the survival and the growth of the industry. (McIntosh *et al.* 1995)

## **2.9 TOURISM RELATED POLICY**

Tourism is one of the world's greatest and most significant social and economic forces. But government officials and business people must weigh the economic benefits against the possible future degradation of human and natural resources. Tourism development must be guided by carefully planned policy, a policy not build on balance sheets and profit and loss statements alone but on the ideals and principles of human welfare and happiness (McIntosh *et al.*1995).

Social problems cannot be solved without a strong and growing economy that tourist business, along with the preservation of the natural and cultural resources that attracted the visitors in first place. Other tourism policies that are drafted are drafted along the crises. The best efforts to formulate policies that support destination, development, to plan and execute attractive tourism destination, and to effectively manage a tourism destination, sometimes the unthinkable happens (McIntosh *et al.*1995).

The September 11,2001, terrorist bombing of the Twin Towers in New York and the Tsunami, all affected people's desire and ability to travel, and thus the well being of tourism destinations around the world. The above crises were not all directly related to the tourism sector, their widespread repercussions created situations that seriously affected or interfered with people's willingness to travel, or the smooth functioning of the tourism system (Goeldner, et al., 2006).

There were thus the root causes of crises that tourism managers needed to understand or to take account of in their ongoing management of tourism destinations. (Goeldner, *et al*, 2006)

### **2.9.1 The purpose of tourism policy**

A tourist destination usually hosts visitor's in-order to provide its stakeholders with a broad range of economic and social benefits, most typically employment and income. This employment and income allow stakeholders to reside in and enjoy the quality of the region. Tourism policy seeks to ensure that visitors are hosted in a way that maximises the benefits to stakeholders while minimising the negative effects, costs and impacts associated with ensuring the success of the destination (Goeldner, *et al*, 2006).

In effect, tourism policy seeks to provide high quality visitor experiences that are profitable to destination stakeholder while ensuring that the destination is not compromised in terms of its environmental, social and cultural integrity (Goeldner, *et al*, 2006). Whereas this might be a generally accepted fact or principle, the situation in the uMhlathuze municipality District in KwaZulu-Natal may not necessarily promote the above-mentioned benefits to host, stakeholders and tourism authorities because of the prevalence of a crime harbouring situation.

### **2.9.2 Why is tourism policy important?**

The area of tourism policy is often overlooked in terms of ensuring the success of a tourism destination. Perhaps its most important role is to ensure that a given destination has a clear idea to where it is going or what it is seeking to become in the long-term. It must strive to create a climate, which

collaborates among many stakeholders in tourism both supported and facilitated (Goeldner, *et al*, 2006).

### **2.9.3 Tourism policy fulfils the following functions**

Tourism as an industry has a variety of developmental challenges and need policy to be established in order to function properly. Some of the functions of the tourism policy include the following (Goeldner, *et al*, 2006):

- It defines the rules of the game-the terms under which tourism operators must function,
- It sets out activities and behaviours that are acceptable for visitors,
- It provides common direction and guidance for all tourism stakeholders within a destination,
- It facilitates consensus around specific strategies and objectives for a given destination,
- It provides a framework for public/private discussions on the role and contributions of the tourism sector to economy and to society in general,
- It allows tourism to interface more effectively with other sectors on economy.

*Policy serves as guide to what needs to be done and how should be done. It protects the destination or that organisation that uses the policy. Policy should be known to everyone who works for that organisation or who uses the organisation.*

## **2.10 TOURISM PRACTICES**

It has been mentioned in the previous paragraphs that the development of tourism as an industry depends on establishing appropriate policies. It is

important to state that these policies will not work if not implemented properly and accompanied by appropriate tourism practices. As such, tourists and tourism practitioners are encouraged to consider the following guidelines (Goeldner, *et al*, 2006).

- Enjoy our diverse natural and cultural heritage and help us to protect and preserve it.
- Assist us in our conservation efforts through the efficient use of resources including energy and water.
- Experience the friendliness of our people and the welcoming spirit of our communities. Help us to preserve their attributes by respecting our traditions, customs, and local regulations.
- Select tourism products and services that demonstrate social, cultural, and environmental sensitivity.

Tourism practices are what need to be done by the tourists when they are visiting the destination. Tourists need to know about the destination that they are planning to visit because there are things that need to be respected in the destination of their choice. They need to respect the culture of the destination that they chose. Other communities are sensitive about their culture.

## **2.11 SAFETY AND SECURITY IN TOURISM**

The article of safety and security, as well as tourism provides a review of the expansion of the concept of security and relationship of security to tourism (Hall, *et al.*, 2003). It is argued that the concept of security has become transformed from one of collective security and common defence to embrace notions of common and co-operatives security. The article also notes that tourism and supranational tourism organisations have little influence on peace and security agendas.

Although such agendas are important for tourism, nevertheless, particularly at the micro-level, appropriate tourism development may serve as a means to ward off potential future conflict over resource and environmental security. Security is a concept that is a present central not just to tourism but also to the wider world (Hall, *et al.*, 2003). Tourism is irrevocably bound up with the concept of security.

Tourist behaviour and consequently, destinations are deeply affected by perception of security and management of safety, security and risk. Its concerns over the new strains of pneumonia and general travel safety demonstrated the tourism industry is highly vulnerable to changes in the global security environment. In addition, high security risk concerns have a ripple effect throughout the industry in that security risk at one location may be perceived to influence the wider region or during major security concerns, the entire tourism system (Hall, *et al.*, 2003).

Although “tourism as a force for peace” (Hall, *et al.*, 2003) has been a popular positive message relayed by industry, consultants and some academics in recent years, the reality is that tourism has very little influence on peace and security issues. At least at the micro-level and that tourism is far more dependent on peace than peace is on tourism.

### **2.11.1 Towards a theory of tourism security**

The ultimate aim of such a theory would be to state a relationship between these phenomena in casual terms, for example, increases rates of crimes against tourist’s causes a decrease in tourist visitation (Pizam, *et al.*, 2006). In the immediate future this theory would at best suggest only the direction of the hypothesised relationship. For example a negative direction indicates that

the higher the crime rates at a destination, the lower the tourist arrivals. Whereas a positive direction indicates that the more uniformed police officers are visible at the tourist destination, the more secure tourists feel about the destination.

### **2.11.2 Severity of security incidents**

Understanding the geographical dimension of security incidents is of great importance when handling security related tourism crisis. Host governments and the tourism industry will do their utmost to ensure that the impacts of security incidents will be confined to the location where the security incident actually took place, and will not spill over to other locations (Pizam, *et al*, 2006).

### **2.11.3 Impacts of security incidents**

The tourism system, where tour operators in generating markets and tour operators in the receiving destination, both share common objectives of mitigating the almost inevitable damage resulting from a change in the security climate of a given destination. Since these stakeholders do not normally coordinate these reactions to security-oriented crises, each has to perform an individual assessment of the other side's actions taken to mitigate the damage (Pizam, *et al*, 2006).

#### **(a) Media behaviour**

Security incidents are regarded by the media as important news generators (Pizam, *et al*, 2006). Thus, when they take place, the media becomes preoccupied in providing its customers with the most vivid and explicit information and analysis of these incidents. Thus potential tourists in the generating markets are saturated with up to-date and real life information

which consciously or unconsciously establishes a perceived high risk image of the affected destinations (Pizam, *et al*, 2006).

In some cases it was evident that the information and assessment provided by the media about the severity of the incidents were biased and the media exaggerated the real risk involved in travelling to the affected areas.

**(b) Reaction to tourism crises by stakeholders**

This represent the expected and actual efforts made by the various stakeholders in the tourism system in response to security incidents that either: might affect tourist destinations in the future are currently affecting tourist destinations causing a crisis situation or affected tourist destinations in the past. For many tourist destinations around the world, security incidents and security crises are not unfortunately, a matter of a past episode but rather a stage in perpetual cycle of crises and recoveries (Pizam, *et al*, 2006).

**(c) Destination behaviour**

In times of security oriented tourism crises, affected destinations play a key role in fighting for their economic and social survival (Pizam, *et al*, 2006). The key questions to be investigated when evaluating destinations behaviour in times of security are to what extent are destinations proactive or reactive as the crises emerges, and are destinations involved in a concerted multi-stakeholder and (the tourism industry, local community, and local/regional governments) effort to mitigate the consequences.

There are some of the most frequent variables used to measure and evaluate the performance of each of the destination stakeholders separately and jointly as a concerted destination effort to mitigate the damage occurred.

#### **2.11.4 Impacts of security incidents**

Accidents that occur on the tourism industry are having an impact on the decline of tourists visiting the destination. Tourists are scared that they might be the victims of these incidents. The incidents that are caused by the crime are discussed below with the impact that they are having on the tourists, destination and industry itself. The impacts are discussed in detail.

##### **(a) Impacts on destination**

All forms of security incidents that occur at tourist destinations-be they terrorism, political upheaval or crime-negatively affect their image and can cause a decline in tourist arrivals (Pizam, *et al*, 2006). This phenomenon is more evident in long-term trends and more specifically related to long-lasting security situations. Declines in tourist arrivals lead to diminishing tourists receipts and may results in a full-fledged economic recession in destination that specialise in tourism. The longer a security crisis lasts, the higher is its aggregated negative impact on a tourist destination.

The decline in tourist arrivals following one or several security incidents can last anywhere from a few weeks too indefinitely. The factor that most significant affects the duration of the decline in tourist arrivals is the frequency of the incidents rather than their severity. The profitability of businesses that partially rely on tourism is negatively affected by security incidents. Thus, frequent security incidents may make them insolvent and hence, negatively affect the quality of life for the entire host community.

The high cost of providing services to tourist and makes the affected destinations for less competitive (Pizam, *et al*, 2006). The exception of very severe security incidents committed against local residents at tourist

destinations acts committed against tourist have a stronger effect on tourism demand than those committed against local residents, political figures, famous personalities or business persons.

**(b) Impacts on tourist behaviour**

Personal security is a major concern for tourists. Thus, most tourists will seek safe and secure destinations and avoid those that have been plagued by all sorts of violent incidents (Pizam, *et al*, 2006). The perceived risk of travelling to a security-affected destination is shaped by

- The objective facts on the ground;
- Mass media
- The travel trade (e.g. travel agents and tour operators),
- Personal information sources (e.g. friends and relatives).

Perceptions about its severity and impact are more negative than the facts or real circumstances. Leisure tourists are more prone to taken risks, while on vacation than local residents and less likely to observe safety precautions. This is due to lack of understanding and awareness of local risks and as a result of common beliefs that while on vacation nothing bad could happen to them (Pizam, *et al*, 2006). Tourists present lucrative targets of criminals because

- They tend to carry much portable wealth
- They ignore normal precautions
- They are unfamiliar with the surroundings
- They are less to report crimes
- They cannot correctly identify their assailants and
- They do not return as witnesses at trial.

In most cases, the likelihood of prosecuting offenders who victimise tourists is relatively low because the victims/witnesses have returned home and unless they were seriously injured or experienced a large but recoverable loss, they are not likely to return to press charges. Many tourist robberies go unreported to the police because of guilty feelings and the embarrassment of having had a desire for illicit activities that led to victimisation. In pursuit of risk-free travel potential tourists use a variety of security-related information services to facilitate their destination choice behaviour

### **(c) Impact on the tourism industry**

Peace, safety, and security are the primary conditions for successful tourism development (Pizam, *et al*, 2006). Tour operators are severely affected by security incidents. This is due to their long investments in purchasing tourist products that might perish following a security incidents. Moreover the cost of finding alternative solution for tourists who have already booked their trips to affected destinations is high and might even lead to business failure.

In times of security crisis, government-regulated tour operators are the first to react and will either evacuate their guests, exclude the affected destination from their travel brochures, stop operation in destinations already included in their products or temporarily relocate their travelling clients. Security incidents at tourist destinations result in diminishing tourist arrivals consequently, affected destinations lose both professional employees and entrepreneurs, who are essential for the successful operation of the tourism industry (Pizam, *et al*, 2006).

In destination that have been affected by security incidents the quality of tourist installations and services may become degraded, since many

employees are made redundant and funds for regular maintenance are not available.

## **2.12 TOURISM CRIME IN SOUTH AFRICA**

The susceptibility of tourism to instability and negative change is something no stakeholder in the tourism industry can afford to ignore. High levels of crime, violence political instability and general lawlessness could cause irreparable damage to the image of a given area as a tourist destination. Recently South Africa was “black-listed” by many foreign governments and people were discouraged from visiting the country as tourists, or for any other purpose, because of discriminatory policies pursued by its former government (Pizam, *et al*,2006).

The transition to a democracy has had certain positive repercussions for the tourism industry, including a more positive international image coupled with the increase in long distance travel. South Africa now appears more competitive as an emerging tourism market within the international community. The transition in South Africa has however, brought about high level of crime, non-political violence and general lawlessness. This has led to uncertainty on the part of potential tourists who fear for their safety and general well-being (Pizam, *et al*, 2006).

These analyses the extent to which negative aspect may curtail the high market growth rates forecast for the South African tourism industry. The discussion focuses primarily on the issues of violence, crime and political instability as these appear to have the most significant impact on the tourism industry. Several strategic pointers are proposed which may help to alleviate

the problems mentioned above, through the adequate and appropriate use of tourism industry resources (Pizam, *et al*, 2006).

### **2.13 EMERGING TOURISM TRENDS IN SOUTH AFRICA**

Tourism world-wide has undergone significant changes over the years. These trend changes include changes in holiday habits, with more emphasis on outdoor recreation, activity related experiences and the need to experience local cultures and customs (Inskeep, 1991:13). South Africa, with its diverse population composition, faces significant challenges in terms of facilitating participation in the tourism industry by all population groups, especially the less privileged, as tourists or as stakeholders in the tourism industry.

### **2.14 SOCIAL IMPACTS OF TOURISM**

Tourism has brought a lot of changes in the world-wide, some of these impacts might have positive impacts and some are negative. These impacts might bring good and bad things in the destination. Below there is a detailed discussion of positive and negative social impacts

#### **2.14.1 Positive social impacts of tourism**

Tourism has at least four positive social impacts on host communities. Firstly, tourism is known to bring greater understanding between people of different cultures. (McIntosh and Goeldner 1995) are of the opinion that tourism can contribute to peace, particularly when tourists can make at least a casual acquaintance with their hosts. Secondly, tourism can induce a new awareness of old culture, traditions and are dying local arts and crafts, as tourists attach great value to what is different and unfamiliar. This is

especially true in the lesser developed countries of the world. Once local inhabitants realise their indigenous culture has the potential to attract more tourists, they will try to preserve it. Thirdly, destination areas are often greatly enriched by the new ideas and new social interest conveyed by tourists.

Fourthly, tourism often facilitates a transition from a rigid authoritarian social structure to one that is more sensitive to the needs of the individual; societies that are closed to outside influences tend to be somewhat rigid. Encouragements of tourism contacts within these areas stimulate more moderate policies. This has benefits for both hosts and tourists (Bennet, 1995).

#### **2.14.2 Negative social impacts of tourism**

Tourism is better known for the negative social impacts, it has on the host community. The White Paper on Tourism Development (DEAT, 1996) has attempted to focus on strategies which should negate or ameliorate the negative impacts of tourism on local communities. These impacts are frequently cited in the literature, and include the following.

##### ***(a) Tourists behaviour***

Tourists are often inclined to discard many of the social norms which regulate their behaviour in their daily lives when they travel away from home. Some tourists tend to relax their dress code, they manifest loose sexual morals or indulge in illegal drug consumption and heavy drinking. This behaviour may bring them into direct conflict with the host population, or it may undermine the local traditions or customs of the host country. This, in turn leads to many of the other negative social impacts of tourism (Bennet, 1995).

***(b) Locals remain in low-key jobs***

Locals working in the tourist industry often remain in low-key jobs, while outsiders fill the more demanding and better-paying jobs. This might have economic and social repercussions: it could lead to conflict in the workplace and locals could be made to believe that they are inferior to foreign cultures or people. The negative effect of a perception like this on the social values of the local community is self-evident.

This phenomenon often surfaces in Southern Africa, where many of the hotels and other managers working in the tourist industry are foreigners. Some of these managers are not familiar with the South African environments, including the values and traditions of this numerous African subcultures. This may lead to unnecessary conflict in the organisation.

From this section it is clear that tourism has many negative social impacts on the host community. Tourism managers need to be made aware of potential negative impacts of the industry in which they are operating (Bennet, 1995). These negative impacts, if not addressed directly, could lead to tourism crime and lack of safety and security increasing in the study area.

## **2.15 CONCLUSION**

This chapter has dealt with literature review, mainly about what are other authors' views about the crime, safety and security. It highlights that there are incidences which tourist have experienced when they visit the tourism destination. It has attempted to outline some policies and practices of crime, safety and security that those who are involved in this industry should look at including the tourists. The chapter also looks at the causes of crime, safety

and security. It indicates the relationship between the tourism and crime, *tourism practices and policy guidelines*.

It is clear from the discussion that high crime rates committed against tourist have negative impacts on Tourism industry of a particular destination. It is the responsibility of all the stakeholders involved in the Tourism industry to ensure that the safety and security of the tourist is being taken care of. The tourists should be prevented from these criminal activities. This is a goose that lay a golden egg so it needs to be protected if we still need to see them visiting these destinations.

Different sources Pizam, *et al.* (2006), show us different accidents that have occurred in the tourism industry and the way that tourist behave if the destination has been affected by these criminal activities. Criminal activities are there, they real affect the destinations and the economy of our country because tourists real are scared to face these activities. There are policies and principles that are stipulated in order to fight these criminals.

This study therefore, looks at different aspects that deal with crime, safety and security. These aspects can limit the crime and promote a safe and secure tourism destination which this study hopes to achieve in order to make a friendly destination. A friendly destination can attract more international tourist which can be a good thing for a destination.

## CHAPTER 3

### THE PHYSICAL SETTING OF THE STUDY AREA

#### 3.1 INTRODUCTION

This study area forms one of the beautiful scenic in the North Coast of KwaZulu-Natal and it is known as the “heart and the soul of the Zulu Kingdom”. It offers so many attractions and a Port, which is the largest deep-water port on the African Continent. It imports the largest volume of bulk cargo of all African ports and has a double the capacity of the port of Durban, and handles in excess of tons of cargo annually (Van der Walt 2007).

UMhlathuze District Municipality has got many and diverse industries, which forms a largest economic contributor to gross geographic product in the region. With the Tourism industry there are a number of strategically development opportunities. Its rich in natural resources and it is surrounded by a number of tourism destinations which offers different kinds of attractions (Beyl & Associates, 2007).

UMhlathuze District Municipality is one of the districts that are located in the province of KwaZulu-Natal, is situated on the East coast of South Africa, between Durban and Maputo. In the 1960s it was a small fishing village overlooking the natural Umhlathuze estuary and wetlands. In 1965 began to transform to a deep-water harbor and bay, which became the closest port to the economic heartland of the country.



From its conception the development of Richards Bay has been closely linked to that of its harbour. This development is guided by the original framework plan. The uMhlathuze District Municipality industrial and residential development has not been at the expense of the natural environment. The plan incorporates defined green areas based on the garden city concept of neighbourhood planning. The uMhlathuze flood plain was retained and the southern sanctuary was created. Wetlands, freshwater lakes, and sugar cane and timber plantations surround the town. It is a haven for those who seek the peace and tranquillity of a remote Zululand lifestyle Van der Walt, (2007).

It is also one of the closest sea destinations for inland local folk who enjoy a summer climate all year round. The protected beaches are ideal for swimming, surfing, yatching and kayaking and the Bay area serves as a watersports playground, humpback dolphin may be viewed from a special viewing platform at Alkantstrand beach. It is located in the Zululand includes the development and the growth of one of the great nations of Africa (Beyl and Associates, 2007). The study area forms one of the coastal plains in these Northern parts of KwaZulu-Natal comprises endless of unspoilt beaches and conservation areas, while inland to the west there are rolling hills and deep valleys, grassy plains and dense bush.

### **3.2 A BRIEF HISTORY OF UMHLATHUZE MUNICIPALITY**

The City of uMhlathuze, situated on the north-east coast of KwaZulu-Natal, South Africa, is a progressive municipality dedicated to achieve a successful balance and synergy between industry, its rich environmental assets and the community. UMhlathuze was established on 5<sup>th</sup> December, 2000 after the

boundary demarcation process and local government elections of that date. As such it encompasses the towns of Empangeni, Richards Bay, eSikhaleni, Ngwelezane, eNseleni, Vulindlela and Felixton as well as the rural areas under Amakhosi Dube, Mkhwanazi, Khoza, Mbuyazi and Zungu. Richards Bay is considered to be the industrial and tourism hub, Empangeni the commercial hub and eSikhaleni the largest suburb (Mevamhlophe Communications CC, 2007).

The name uMhlathuze is derived from the uMhlathuze River that meanders through the municipal area and symbolically unifies the towns, suburbs and traditional areas. According to legend the river was strong in current and was infested with crocodiles and therefore, could not be used by locals. The name broken up has the following meaning: “Mhlathi” means “jaw”, “Mthunzi” mean “does not chew”. In other words, the uMhlathuze River was like “a jaw that could not chew”.

UMhlathuze offices have been established in Richards Bay, Empangeni, eSikhaleni, Ngwelezane, eNseleni and Vulindlela. This dynamic local government authority assumed city status on 21 August 2001 to place the municipality in a stronger position to more effectively market the area- one of the country’s fastest growth points (Mevamhlophe Communications CC, 2007). Empangeni was established as a Norwegian Mission in 1841 and has flourished to become the commercial and agricultural centre of the city of uMhlathuze, occupying 13% of the total 796sq/km municipal area. According to the folklore the name Empangeni was derived from the Zulu word ‘pangaed’ (which means grabbed), as a result of the many crocodile attacks on water bearers and visitors to the nearby crocodile infested stream Mpangeni.

Richards Bay is considered to be the industrial and tourism centre of the area and occupies 37% of the total 796sq/km municipal area. Richards Bay began its existence as a small fishing town and flourished with the development of the port of Richards Bay, the country's deepest and largest port, in 1976. It has been earmarked by the government as one of the country's growth and development will attract a great deal of investment. Richards Bay is already home to some of the country's most productive and lucrative industries.

The township of Esikhawini enjoys a sea frontage and several popular beaches. It was named by King Cetshwayo in 1882 while on his journey to meet Queen Victoria in London (Azalea Promotions, 2006). The monument on the beach, marking the place where the king boarded his boat, has been restored. Nseleni, with a population of approximately 14000, is situated 20km west of Richards Bay. It derives its name from the river that runs past the township. These townships offer visitors an exciting range of things to do and place to see.

To truly absorb the vibe of the township there are welcoming taverns, where locals gather to exchange news and views and storytellers recall past events in the history of the area. The bill of fare ranges from traditional brews and Zulu delicacies to branded beers and outdoor braai. A must visit during your stay in the township include attending the traditional court, presided over by the inkosi (traditional leader) of the tribal authority and a consultation with the inyanga (traditional healer) (Azalea Promotions, 2006)

### **3.3 PROFILE OF THE STUDY AREA**

The uMhlathuze District incorporating Richards Bay and Empangeni is becoming increasingly popular among tourists. Its features include: summer all

year round, fantastic scenery, birding paradise with some 300 species to be seen, Zulu cultural experiences and outings to traditional villages, variety of basic and luxury accommodation. Endless opportunities for fishing and watersports, charters and cruises, hiking trails, arts and crafts, ample restaurants, shops, golf courses and sporting facilities (Azalea promotions, 2007).

In order to get a clearer understanding of the study area, it is important to overview the key elements of the study area, which make it an attractive tourist destination as well as an industrial hub for other provinces in South Africa. The area combines natural resources that promote heavy industry, manufacturing, commerce and tourism. Some of these industrial related components and attributes that promote the attractiveness of uMhlathuze District Municipality, are discussed in some detail and include: transportation; weather and climate; spatial characteristics; authorities and the safety factors; vegetation and man-made features.

### **3.3.1 Transportation in the area**

The uMhlathuze District municipality transport system promotes full development of the area and facilitates quick and easy movement. UMhlathuze municipality is having a rail transport which is linked to the national system with direct lines to major industrial centres. Another mode of transport that is used in Richards Bay is water transport which offers a direct link to the outside world through the port of Richards Bay for importer, exporter and cruise liner passengers (Van der Walt, 2007).

Excellent highways have brought uMhlathuze District closer to Durban and the interior. A full-equipped airport is situated to the North of Lake Mzingazi and

offers car-hire, airfreight handling and tourist information facilities. The kind of transport that is available for the uMhlathuze District are, buses, minibuses, and meter taxis. Buses are used to transport people when they visit the study area or when they visit the study area or when they visit the study area or when they go to work. Some people are using minibuses when they go to work or to their residential areas.

Richards Bay has its own airport which links places such as Durban, Maputo and Johannesburg. Arrivals and departures at the airport have increased substantially in the last two decades. This airport is conducive if you are rushing out of the city and for the tourist who wants to land in Richards Bay. There are even car rentals that you can get in the airport so that you will be able to move around. (Van der Walt, 2007).

### **3.3.2 Weather and Climate**

The climate conditions are typical subtropical to tropical and is constantly so throughout the year mainly along the coast. The average daily temperature in summer is 28 degrees Celsius and in winter 24 degrees Celsius (Empangeni) and 22 degrees Celsius (Richards Bay). The humidity levels tend to be very high and annual rainfall is 1100mm (Empangeni) and 1200mm (Richards Bay). Summers are hot and humid, with rain falling mostly during this period, while winters are warm and with occasional frost in interior [<http://www.weathersa.co.za/Climat/Climstats/RichardsBayStats.jsp>. (2008)].

The climate of uMhlathuze District suites all kind of tourist. You can visit its beaches anytime you will not feel that cold instead it accommodates every activities that are associated with the water-sport. The average daily

temperature is 28 degrees Celsius in summer and 22 degrees Celsius in winter. Prevailing winds are Northeasterly and South-westerly. The long-term average annual rainfall for the Richards Bay area is about 1200mm decreasing to about 1000mm inland towards Empangeni with most of the rainfall occurring between January and May (Azalea Promotions, 2005).

### **3.3.3 Other characteristics of the study area**

UMhlatuze District is one of the areas that are having a diversity of resources and it caters for many activities. It is well endowed with natural resources. Its comparative advantages are a good climate that opens up avenues for productive agricultural and tourism development. UMhlatuze District has scenic environments and coastal terrains which create opportunities for setting up a tourism infrastructure (Azalea Promotions, 2005).

The rural townships of uMhlatuze offer visitors the opportunity to experience the real Africa today. Here the Zulu residents live and work in modern surroundings, while embracing the culture, traditions and social customs of their proud ancestors (Azalea promotions, 2007). UMhlatuze District is constantly upgrading and launching new developments projects to ensure that the town's tourism potential is realized. These include the Tuzi Gazi Waterfront, Marina project and a crocodile sanctuary. Cruise liners are regular callers at the port and passengers are eager to visit the local game parks and Zulu cultural villages (Van der Walt, (2007).

The Big Five (lion, elephant, rhino, leopard, and buffalo) are only one hour's pleasant drive away. uMhlatuze District municipal is the gateway for the eco-tourist wishing to explore the 100 square kilometers of lakes, lagoons, swamps,

mangrove forests, high coastal dunes, barrier reefs and pristine wilderness (Van der Walt, (2007).

Ecological research on vegetation, rivers, lakes, estuaries, the bay and the sea have been undertaken to ensure that the environment may be developed with as little disturbance as possible. Planning is based on an open space system and is characterized by landscape parkways and large open areas which include the immediate environs of Lake Mzingazi and Lake Nsese (Van der Walt, 2007).

A dyke protects the Southern Sanctuary from harbour activity. Tidal gates have been built into dyke to permit the control of water levels. A new mouth to the sea has been cut through the sand dunes, re-establishing direct contact between lagoon and sea. The prime concern is to maintain part of the original estuary as a viable marine habitat. The waterfront consists of 72 walk-on moorings, restaurants, shops and an office complex. Other facilities include the Gazi Shopping Centre, upmarket restaurants and bars. The Tuzi Gazi Sports Arena provides entertainment for Action Cricket and Ten-Pin Bowling. Naval Island and Pelican Island are earmarked for resort development (Van der Walt, 2007).

To truly absorb the vibe of the townships there are welcoming taverns where locals gather to exchange news and views and storytellers recall past events in the history of the area. The bill for the cuisines ranges from traditional brews and Zulu delicacies to branded beers and outdoors barbecue or braai. A must-do during your stay in the townships would be to attend the traditional court, presided over by the inkosi (traditional leaders) of the tribal authority and a consultation with the inyanga (traditional healer). Dancing and singing is very much part of the lifestyle of the Zulu nation, dance shows can be arranged to

perform and entertain visitors. African art and crafts-ranging from basket weaving and beadwork to pottery can be viewed in either dedicated craft centres or at individual roadside places (Azalea Promotions, 2006).

The Vulindlela township, the campus town of the University of Zululand offers much more than student activities. Here you will find Professor Gabela's museum House. In addition to Zulu crafts and artefacts, the attraction for visitors is the opportunity to meet the professor, a skilled raconteur who captivates his guests with the history and traditions of the Zulu nation. For the nature enthusiast, beauty spots such as Icubu Lake and Enseleni Nature Reserve offer prolific birdlife and a range of African game, while anglers have the choice of surf casting or dam and river fishing (Azalea promotions, 2006).

#### **3.3.4 Authorities and safety factors**

Authorities and related stakeholders in this sub-region said to be bent on establishing uMhlatuze District municipal as an economically sound District with effective infrastructure that supports sustainable local economic developments Mevamhlophe Communications CC, (2006). The dedicated and competent management team of the Umhlatuze City Municipal Council has institutional capacity in terms of human resources, physical assets and up to date technological equipment.

The majority of the population is peace loving, one needs to maintain awareness levels and practice security measures. Visitors are asked to be alert at all times. There are projects that are used in order to promote safety measures, one of the ten projects of the community based crime prevention strategy, are still in full swing.

To build peaceful environments other safety measures that are co-ordinated are such initiatives as youth camps, where youth champions are trained to be a positive influence in their respective communities. The CCTV camera project is well on track with a consultant having been appointed to prepare a scoping document as well as the design and specification phases. A CCTV camera steering committee made up of councillors, officials, non-governmental organizations and other government organisation has been established and meets regularly to monitor the progress of this project (Mevamhlophe Communications, CC, 2006).

### **3.3.5 Vegetation and man-made features**

UMhlatuze District Municipality has got coastal plains and endless unspoilt beaches and conservation areas, while there are grassy plains and dense bushes. Forest sanctuaries and reserves are abundant in the study area. UMhlatuze District Municipality is busy upgrading its roads. The road system that is used in uMhlatuze District Municipality it is accessible and it is being taken care of. UMhlatuze District has got a flat landscape and the developments of buildings or new centres are taking place. Its central business district is growing rapidly and more developments are continuing taking place (Van der Walt, 2007).

Man-made features of the area include dams and canals and the Richards Bay harbour of all urban land in Richards Bay is zoned either public open space or conservation amenity. The unique urban road structure makes the city very accessible for purposes of commerce and industry. Other key road structure link the City of Richards Bay, Empangeni and with a number of residential suburbs

and townships. Some of these areas have beautiful guesthouses that are used by tourists when accommodations in hotels and lodges are not available.

### **3.4 ATTRIBUTES OF TOURISM OF THE STUDY AREA**

The town planning and stringent nature conservation principles observed in the study area, have given uMhlathuze District a success story. This has ensured that industry; tourism and nature co-exist in harmony. The town and its surrounds have vast expanses of untouched indigenous vegetation and many natural lakes and marshes, making it one of the most picturesque tourist destinations in the country. The town boasts an abundance of wildlife including leopards, hippos, crocodiles, and monkeys. Over 300 species of birds can be spotted in and around town, making it a bird watcher's paradise (Azalea Promotions, 2005).

Humpback dolphins and whales frequent the Richards Bay waters and can be viewed from a specially viewing platform at alkantstrand beach. The Enseleni nature reserve which is a home to wildebeest, zebra, reedbuck, and other small mammals, offers hiking trails that take visitors through the Zululand bushveld and along the banks of the Nseleni River (Azalea Promotions, 2005).

UMhlathuze District Municipality is a sporting enthusiast haven. The year-round summer and warm Indian Ocean make an ideal training environment. The protected beaches, the Tuzi Gazi Waterfront and the Bay area serve as a water sport playground. Over weekends a vibrant buzz echoes along the shores as all kinds of vessels take to the water providing pleasant entertainment for those basking in the sun or relaxing in the cool shade of the casuarinas trees

where local joggers, walkers and cyclists zooming about are common phenomena. A golf course estate is at present being developed, at the golf course, with the anticipated date of completion of one of the phases.

The breathtaking scenery and unexpected visits from local hippos, crocodiles, monkeys and fish eagles compliment this challenging course (Azalea Promotions, 2005). For those who prefer working out indoors there is a fully equipped modern franchised health gym. The numerous public swimming pools are ideal for serious training or simply for cooling down. A large variety of shops in central business District offer all of the modern day conveniences and services that wall take for granted. Businesses are always prepared to go the extra mile and visitors can look forward to excellent friendly service. Entertainment facilities include cinemas, games rooms, pubs, restaurants and coffee shops.

The modern shopping complex has everything any one would need under one roof making shopping a pleasure. The community's healthcare needs are taken care of by the caring and competent doctors at the Medicross clinic and Netcare's Bay Hospital. Visitors have a wide selection of accommodation facilities to choose from, depending on their financial circumstances, budgets and requirements (Azalea Promotions, 2005).

### **3.5 OVERVIEW OF TOURISM AND CRIME**

UMhlatuze District is also well endowed with an abundance of natural resources. It forms a gateway of some of the country's finest game reserves and is rich in cultural heritage, offering a unique Zulu kingdom experience. It shares

the branding “Heart and soul of the Zulu kingdom” with its neighbouring district municipality, Zululand (Azalea Promotions, 2005).

The local economic development strategy of the district focuses on its comparative advantages in the agriculture, tourism and manufacturing. The rich natural heritage presents opportunities for community-based tourism projects in rural areas. This intriguing land of incredible diversity includes unspoilt beaches and exquisite coastal conservation areas. The Zulu kingdom is actually unique brand and apart from the cultural and historical heritage attractions, it boasts magnificent game reserves and fascinating wetlands (Azalea Promotions, 2005).

There are a number of natural resources that are found in uMhlathuze District, and contribute to the high number of tourists that visits the study area. The crime that can take place in the study area might be experienced in the harbour because it is where Richards Bay receives a number of tourists. Those who do the criminal activities know that most of the time tourist brought expensive stuff and they carry it negligently. A number of criminal activities may take place around the harbour area.

UMhlathuze District it’s a fastest growing area in tourism because of the natural attractions that surrounds the study area and that can bring a number of criminal activities. The tourists are known of being the people who carry lots of cash and they do not know the areas that they are visiting, they are easily spotted. UMhlathuze District as an area that is growing in tourism needs to do something in order to protect the goose that lay a golden egg. There should be policies and practices that are stipulated to prevent and to minimize the crime in the study

area. The stakeholders that are involved in developing the area, they should be the one who do something in order to prevent the criminal activities.

Community-based tourism is seen as a means of promoting economic development in a geographically equitable manner and creating job opportunities that match the skill of the local people in a given area. A detailed and coordinated provincial tourism plan, prepared in consultation with local stakeholders, is to aim at 2010 and beyond. While enhancing its potential, the city aims to create a safe and secure environment through proactive security measures and cooperation with civic initiatives.

The job creation potential and poverty alleviation initiatives of local and neighbouring tourism projects and assets, need to be maximized by developing specific products for the area. Some of these tourism projects include: water-sports, cultural and heritage tourism, outdoor recreation and ecotourism in and around uMhlathuze District Municipality. The Lake Cubhu services and infrastructure are also to be developed to position uMhlathuze as a tourism focal point for cruise liners and deep sea yachts (Beyl and Associates, 2007).

The Community Based Crime Prevention strategy is one of the projects that are taking place in Richards Bay (*Zululand Observer*, 2007). Youth are trained to be a positive influence in their respective communities. The CCTV camera projects are well on track with a consultant having being appointed to prepare a scoping document as well as design and specification phases. A CCTV camera steering committee made up of councillors, officials, non-governmental organizations and other government organizations has been established and meets regularly to monitor the progress of these projects

### **3.6 CONCLUSION**

The study area selected for investigation is relatively small, yet it could be argued that, in as far as tourism is concerned, it is developing fast. There are so many developments that are taking place right at the period of investigation of this study. Some examples include the John Ross highway which is getting developed, the enlargement and improvement of the highway linking Empangeni and some townships with Richards Bay. In the Richards Bay central business district, there are additional building facilities and road construction that are taking place. These developments are expected to make this city to be bigger and better. All these developments are making progress notwithstanding the presence of tourism crime, safety and security.

This chapter on the physical layout of the study area has attempted to investigate and discuss the attributes of the local natural and man-made environment in the context of tourism provision, tourism development and the intervening challenges of tourism crime, safety and security. Furthermore, the chapter has attempted to make other people see the importance of protecting this study area by looking at the things that this study area provides.

The study used the hypotheses and the objectives as an aim of seeing to it that the crime, safety and security are known that it is there in the study area. The policies and practices should be drafted in on order to protect this fastest growing destination and to protect its rich resources and the notion of the 'goose that lay the golden egg' because without this goose the study area cannot grow. What is important is that, it is hoped, this chapter makes the reader to notice

how richly endowed this study area is. It is rich because of its natural and man-made resources that are there in the study area. The overview of tourism and crime, in this instance, gives us the picture of the resources within this destination as well as the kind of crimes that are taking place and how they can be combated.

Now that the theoretical framework of this research investigation has been presented in the two previous chapters, it is the responsibility of the researcher to present and analyse the empirical underpinnings of the study. Accordingly, the next chapter, Chapter four, presents the analysis and interpretation of empirical data, based on the objectives and hypotheses of the research study.

## **CHAPTER 4**

### **ANALYSIS AND INTERPRETATION OF DATA**

#### **4.1 INTRODUCTION**

This chapter deals with the combination of analysis and interpretation of data. Analysis in research is defined as the breakdown, categorization, ordering and summarizing of data so as to get answers to research questions (Magi 2005). Interpretation of data has been explained as a useful method for addressing the research questions, which emanates from data which has been analysed. According to Magi (2005) the other purpose of analysis is to reduce data into intelligible and interpretable chunks or form, which could be explained in a better manner. Furthermore, interpretation of results aims at achieving what the meaning and implications of the analysis has to offer, from these results conclusions can be drawn.

Magi (2005) argues that the researchers have agreed that the analysis of data does not in itself provide answers to research questions, but interpretation of data does go a long way in providing reasonable answers to the research questions. The questions of this research investigation were structured in relation to the objectives of the study, so as to achieve the desired results. The findings below concentrate on levels of the policies and practices of tourism crime, safety and security in uMhlatuze District. The process of data analysis and interpretation is an important mechanism in the investigation and evaluation

of statistical information towards making judgment about respondents being investigated (Magi 2005). Interpretation of data in this instance is a useful method for data presentation, analysis and form an important section for any research work. The success and failure of any research depends on the skill and approach used by the researcher in the process data collected.

In this section of the research, the study analysis and interpretation of data that was collected during the data gathering process. This type of procedure is therefore followed in this chapter and it is assumed that the outcomes are most effectively going to address the research which is reflected in the objectives and hypotheses given below.

#### **4.2 RESTATEMENT OF OBJECTIVES AND HYPOTHESES**

It is important to restate objectives and hypotheses because they give direction for the analysis and the findings of the study. Objectives give guidelines on where the interpretation of data should focus. This study is based on the following objectives and hypotheses

**Objective 1:** To find out whether the local community understands the importance of tourism crime, safety and security in the study area.

*Hypothesis 1: That the local community does not understand the importance of tourism crime, safety and security in the study area.*

**Objective 2:** To establish the extent to which tourists feel safe and secure in and around the uMhlathuze District.

*Hypothesis 2: That the tourists feel safe and secure in and around the uMhlathuze District area.*

**Objective 3:** To reveal whether there are adequate policies that address situations of tourism safety and security in the study area.

*Hypothesis 3: That there are adequate policies that address situations of tourism safety and security in the study area.*

**Objectives 4:** To investigate the levels to which tourism policies are practiced or implemented in the study area.

*Hypothesis 4: That the tourism policies in the study area are practiced or implemented in an inadequate manner.*

**Objectives 5:** To indicate the perceived management of tourism crime, safety and security in the near future for the study area.

*Hypothesis 5: That there is a negative management of tourism crime, safety and security in the near future for the study area.*

Objectives and hypotheses give some guidelines on the analysis of data. The reinstatement of the hypotheses helps in remembering the objectives and hypotheses so that they may be accepted or rejected when the findings on data analysis have been adequately interpreted. The reason behind the restatement of hypotheses is that the data collected has to confirm or refute each of the above stated hypotheses.

#### **4.3 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS**

The researcher found it important to obtain personal information about the respondents in order to be able to draw accurate conclusions. Demographic

characteristics of all the categories of respondents such as tourists, local community, authorities of uMmhlathuze Tourism Association and the protection unit, were analysed. The researcher started by collecting personal information or demographic characteristics of all categories of respondents that is, the local community, authorities, and businesses which were found in the study area.

In order to avoid bias the researcher also collected data from the authorities and municipality officials. It was believed that by so doing this study has been in a position to bring into focus holistic and balanced views about the tourism crime, safety and security in the uMhlathuze District area. The focus areas in this section, such as previously mentioned, are the key concepts of understanding the views of local community, authorities, businesses and tourists with regards to Tourism crime, safety and security at uMhlathuze District. Before discussing the views of the local community, authorities, businesses and tourists of the important areas that holds this together, that is, tourism crime, safety and security.

The researcher felt it was necessary to present data on the socio-demographics of the respondents, that is, the local community, authorities and municipality in the study area. It must be mentioned at this stage that there were about 72 members of the community and 16 members of authorities and municipality that were selected to participate in this research study as well as 25 tourists and 11 tour operators. These respondents add up to a total sample of 124 subjects. The study therefore starts by looking at the dynamics that occur within the local community, authorities, municipality and tourists. The socio-demographic characteristics of the local community, authorities, municipality, tourists and tour operators are important in the sense that the researcher can determine the

extent to which socio-demographic characteristics have a bearing on making the subjects respond the way they did. As indicated in Table 4.1 a number of demographic variables were analysed and the results are described below.

**TABLE 4.1 THE DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS [n=124]**

VARIABLE	SUB-VARIABLE	FREQUENCY	PERCENT	CUMULATIVE PERCENT
<b>GENDER</b>	Males	66	53	53
	Females	58	47	100.0
	<b>Total</b>	<b>124</b>	<b>100.0</b>	
<b>AGE</b>	18 – 21	19	15	22.6
	22 – 35	44	36	56.2
	36 – 55	20	40	76.6
	56 – 75	11	09	100.0
	<b>Total</b>	<b>124</b>	<b>100.0</b>	
<b>MARITAL STATUS</b>	Single	73	50	85.9
	Married	41	33	100.0
	Divorced	13	11	
	Separated	07	06	
	<b>Total</b>	<b>124</b>	<b>100.0</b>	
<b>LEVEL OF EDUCATION</b>	Primary	07	06	60.9
	Secondary	41	33	71.9
	Post-Matric. Cert.	32	25	85.2
	Post-Matric Dip.	26	21	100.0
	University	18	15	
	<b>Total</b>	<b>124</b>	<b>100.0</b>	
<b>OCCUPATION LEVELS</b>	Unskilled	18	15	24.3
	Semi-skilled	17	14	100.0
	Skilled	33	27	
	Professional	48	39	
	Unemployed	06	05	
	<b>Total</b>	<b>124</b>	<b>100.0</b>	
<b>MONTHLY INCOME STATUS</b>	R500 – R2000	20	16	67.1
	R2001 – R5000	27	22	77.3
	R5001 – R8000	43	35	87.5
	R8001 – R10000	16	13	98.4
	R10001 – R20000	14	11	100.0
	R20001 or More	04	03	
	<b>Total</b>	<b>124</b>	<b>100.0</b>	

### **4.3.1 Gender distribution**

The distribution of gender is important in the analysis of tourism crime, safety and security. It is a commonly held fact that females are known to be less involved in the perpetration of criminal activities than males, yet at the same time females are largely the victims of various sort of criminal acts, than men. In the sample collected [see Table 4.1] the majority of the respondents [53%] indicated that they were male, whereas 47 percent indicated that they were females. Indications are that males were more accessible to participate and respond to tourism related matters. Furthermore, as mentioned above, males more involved the perpetration of criminal acts than females, hence more of them being interviewed.

### **4.3.2 Age of the respondents**

The respondents were asked to reveal their age with a view of later establishing their participation in tourism activities in the study area. As shown in Table 4.1, approximately 40 percent of the respondents showed that they varied between 36 to 55, whereas 36 percent of the respondents range between 22 to 35 age group, 15 percent of the respondents ranged between the 18 to 21 age-group. Finally, the least response [9%] was from the 56 to 70 age-group. It is interesting to note that the mature adult age-group were the leading respondents. This is mainly because they more accessible than the other groups.

### **4.3.3 Marital status of the respondents**

When the research was conducted, the respondents were asked to reveal their marital status with the view of establishing their participation level in tourism activities in the local area. As shown in Table 4.1 the marital status of respondents indicated that about 50 percent of the respondents in this study area

were single. The next largest number was 33 percent indicating that they were married. About 11 percent of the respondents were divorced or separated and finally 6 percent indicated that they were widowed. In the light of the above discussion, it would be interesting to establish whether the responses to tourism related issues would be influenced by the respondents' marital status.

#### **4.3.4 Level of education of respondents**

The distribution of the education standards of education of respondents emerged as shown in Table 4.1 and described below. The majority of respondents [33%] indicated that they had achieved the secondary education standard of education. On the other hand, about 25 percent of the respondents had acquired post matriculation certificates and 21 percent had post matriculation diplomas. Only about 15 percent of the respondents had acquired university degree qualifications. These findings were expected to assist the investigation in determining if education played a role in responding to tourism matters as well as tourism crime, safety and security matters.

#### **4.3.5 Occupation levels of respondents**

It was interesting [see Table 4.1] to note that the majority [39%] of the respondents interviewed were professionals. The next largest response [27%] came from those who were skilled. Only about 15 percent and 14 percent of the respondents were unskilled and semi-skilled respectively. Only about 5 percent of the respondents indicated that they were unemployed. This is relatively not too bad because the present unemployment rate of the population of KwaZulu-Natal is more than 18 percent. It should be noted that a high majority [66%] indicated that they were skilled and professional. The latter suggests that the

views on tourism crime, safety and security we would be getting would be from respondents well placed in terms of occupation.

#### **4.3.6 Income of the respondents**

As reflected in Table 4.1 it came to light that the majority [35%] of respondents indicated that they earn up to R8000 per month. About 22 percent of the respondents earn up to R5000, whereas about 16 percent earns up to a maximum of R2000. Relatively fewer respondents earn more than R8000, that is, about 13 percent earns up to R10000 a month; 11 percent earns up to R20000 and 3 percent earns more than R20000 per month. Understandably, income influences the level of participation on tourism activities. This suggests that income plays a major role in people's perceptions and choices regarding tourism related matters.

### **4.4 OTHER RELATED CHARACTERISTICS**

It is generally accepted that the level of education, income and occupation have a significant influence on perceptions of respondents regarding recreation and tourism matters (Mwandla, 1987). In this regard it is important to explore some of the emerging characteristics of respondents pertaining to tourism crime, safety and security.

#### **4.4.1 Places of employment of respondents**

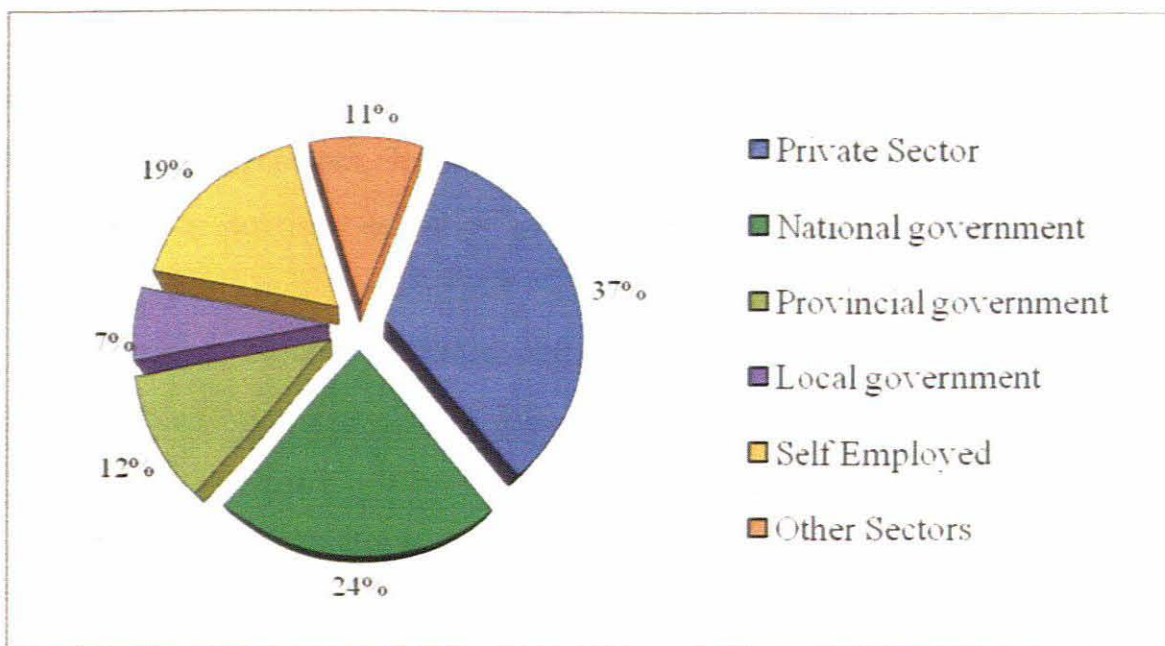
The respondents were employed in different sectors of the tourism industry, about 15 percent of the respondents were working for department of education, 12 percent were working for travel sector, 18 percent were working for industrial sector that are located in the study area, 14 percent works for

accommodation sector which deals mostly with the tourists who may be the victims of tourism related crimes, 12 percent works for protection units who are working in the study area attempting to promote the safety and security of tourists. Furthermore, only 1 percent of the respondents work in the retail business, whereas 5 percent were the members of the community who were unemployed and 5 percent were the students some who are doing tourism studies. Finally 18 percent of the respondents were members of the community who did not specify their employer.

#### **4.4.2 Types of employment of respondents**

The respondents were reported to be working for different employers, businesses, or sectors. As shown in Figure 4.1 below the majority [37%] of the respondents were employed in the private sector, far more than any other sector.

**FIGURE 4.1 EMPLOYMENT SECTORS OF RESPONDENTS**



An integrated total of 43 percent reported as working for the government, national to local. A significant number [19%] of the respondents were self employed and could have been in transport, accommodation and other activities.

Only about 11 percent of the respondents were in other sectors, such as non-governmental organization and other not easy to categorise sectors. It is important to note that these employment sectors help us to better understand the attitudes of respondents to tourism crime, safety and security in terms of the sector for which they work for. For example, a government employee will have a varying attitude to safety and security in communities than a person employed in the private sector.

#### **4.5 UNDERSTANDING THE IMPORTANCE OF TOURISM CRIME, SAFETY AND SECURITY**

In an attempt to discuss the first objective of the study it was found necessary to deal with how respondents perceive the importance of tourism in the context of tourism crime, safety and security. In other words, it has been suggested that before the stakeholders, local communities and tourists can be expected to participate in tourism activities or make a meaningful contribution to the industry, they must understand what tourism provision, utilisation and management is all about. The community must also be aware of the benefits and opportunities of tourism and what crime does to tourism.

##### **4.5.1 Understanding the make-up of tourism and crime**

With a view of addressing how respondents understand the notion of tourism and crime respondents were asked to respond to a series of questions relating to

these matters. As shown in Table 4.2 the respondents revealed their understanding and the make-up of tourism related crime, safety and security. In their response the subjects gave more than one answer for each question, when they were responding to the inquiries.

As shown in Table 4.2 respondents, which consisted of tourists, tour operators, tourism and law enforcement authorities as well local community members, responded to various questions as shown below [Refer to Table 4.2].

**TABLE 4.2 UNDERSTANDING AND MAKE-UP OF TOURISM CRIME AND SAFETY**

STATEMENTS ON CRIME AND SAFETY RELATED TO TOURISM	RESPONSE		
	YES	NO	NOT SURE
(a) It is crime committed at tourist attractions by anybody.	69%	18%	13%
(b) It is when tourists become victims of crime.	82%	11%	07%
(c) It is the absence of safety and security measures to the tourists	58%	27%	15%
(d) It is any type of crime committed against any person.	13%	68%	19%
(e) It is the provision of surveillance cameras in any public place.	31%	54%	15%

[n = 124. The subjects gave more than one response to some of the statements]

A majority of respondents [82%] responded positively to the statement that tourism crime: “It is when tourists become victims of crime”. Furthermore they

also responded positively to the statements such as: “It is crime committed at tourist attractions by anybody” [82%] and “It is the absence of safety and security measures to the tourists” [69%]. These responses suggest that respondents are fully aware and understand the importance of tourism crime, safety and security matters.

The respondents also appropriately responded negatively to statements such as: “It is any type of crime committed against any person” [68%] and “It is the provision of surveillance cameras in any public place” [54%]. In addition, indicating that respondents fully understand the importance of tourism and crime matters.

Since the first objective of this study was to establish the level of understanding the importance of tourism crime, safety and security make up, it is therefore may be concluded that the above findings indicated that the majority of the respondents from the local area have a good understanding and the make-up of tourism crime and safety in the study area. Following on these findings it may be concluded that Hypothesis 1 which states: “*That the local community does not understand the importance of tourism crime, safety and security in the study area*”, should not be supported or be rejected. The main reason is that the findings indicated that respondents do understand the tourism and make-up of tourism crime, safety and security issues.

#### **4.5.2 Understanding a safe and secure tourism environment**

In pursuit of the same objective discussed in the preceding subheading, respondents covering tourists, tour operators, tourism and law enforcement authorities as well local community members were asked if they understood

what a safe and secure environment entails. What is shown in Table 4.3 are responses made up from statements sought to describe what a safe and secure environment would entail or situations that resemble that environment.

As shown in Table 4.3 the majority of respondents, ranging from 75% to 52% in 6 statements indicated what a safe and secure environment should entail or look like. These statements of safety and security include the some of the following: “High standards or levels of security” [75%]; “Patrolling most of the tourist attractions” [70%]; “A relatively crime free environment” [68%]; “More job opportunities in the area” [59%] and so on.

**TABLE 4.3 : NATURE OF A SAFE AND SECURE ENVIRONMENT**

STATEMENT ON SAFETY AND SECURITY	RESPONSE		
	YES	NO	NOT SURE
(a) Invisibility of police and security guards	36%	56%	08%
(b) A relatively crime free environment	68%	25%	07%
(c) Teaching people about the importance of tourism	36%	29%	35%
(d) Patrolling most of the tourist attractions	70%	28%	02%
(e) High standards or levels of security	75%	17%	08%
(f) Notify tourist about criminal activities in areas	52%	37%	11%
(g) No robbery in tourist destinations	59%	27%	14%
(h) More job opportunities in the area.	59%	30%	11%

[n = 124. The subjects gave more than one response to some of the statements]

These positive responses are a clear indication that the respondents seem to be aware and understand what a safe and secure environment actually should contain. The most possible explanation for this positive response is that the statements are directly referring to safety and security necessary in tourism environment.

On the other hand, respondents have given a somewhat negative response to some of the statements that were not very clear to them. Some of the statements that were appropriately interpreted as negative include the following: “Invisibility of police and security guards” [56%] and “Teaching people about the importance of tourism” [64%]. The latter statement was interpreted as not necessarily and directly suggesting a safe and secure environment if people were taught about tourism.

From the analysis above it may be concluded that the overwhelming number of positive responses suggest that the respondents do understand what a safe and secure environment entail. It may therefore be concluded that Hypothesis 1 which states: *“That the local community does not understand the importance of tourism crime, safety and security in the study area, should not be supported or be rejected.* The main reason is that the findings indicate that respondents do understand what a safe and secure environment entails.

#### **4.6 THE EXTENT TO WHICH TOURISTS FEEL SAFE AND SECURE**

In an attempt to meet the requirement of objective two of the research inquiry, which sought to establish the extent to which tourists feel safe and secure in and around the study area, uMhlathuze District, respondents are asked to respond to

some questions which were designed in the form of statements. In contrast to requesting the respondents to describe what a safe and secure environment would look like, the tourists both domestic and international were asked reveal how they felt about tourism crime safety and security in the study area.

#### **4.6.1 Tourists feeling of safety and security.**

In the study area, tourists were asked to rank and describe what they perceive as a safe and secure environment using an about 10 statements or phrases that were given to them to respond to [Refer to Table 4.4].

**TABLE 4.4 : RANKED RESPONSES OF TOURISTS REGRADING  
A SAFE AND SECURE ENVIRONMENT**

RANK	RESPONSE TO STATEMENTS	RESPONSE	
		Freq.	%
1.	Visible presence of police in most tourist areas	98	82%
2.	Protected travelling arrangements must be practiced	95	79%
3.	Availability of tourist information centres	94	78%
4.	Presence of police station in tourist areas	90	75%
5.	Providing a welcoming and friendly atmosphere	77	64%
6.	Transportation of tourist in hired cars	42	35%
7.	Transportation in or usage of public transport	34	28%
8.	Visit to crowded public areas such as beaches	34	28%
	<b>TOTAL</b>	<b>564</b>	<b>100%</b>

[n = 124. The subjects gave more than one response to each of the statements]

In this regard and shown in Table 4.4 the majority of tourists ranked as first [82%] the statement that: “Visible presence of police in most tourist areas”. Secondly, [79%] was the statement that “Protected travelling arrangements must be practiced”. Thirdly, [79%] the “Availability of tourist information centres” were regarded high on the rank list. Other statements such as listed in Table 4.4, reflecting attributes such as importance of police, friendliness, private and public transportation as well as crowded public area were regarded as important by the tourist respondents. It is important to state that some of these facilities and practices are not all available in the study area, in uMhlathuze District. Nonetheless the majority of the activities and facilities in the table are available in the study area.

From these responses it may be concluded that the tourists are well aware and understand what safe and secure should contain or not. This is based on how the respondents listed these statements or phrases and are listed according to higher percentage to the lowest percentage. In this regard it may therefore be concluded that Hypothesis 2, which states: “*That the tourists feel safe and secure in and around the uMhlathuze District*” should be supported. The hypothesis is accepted because most of the activities and facilities are available in the study area, in uMhlathuze District.

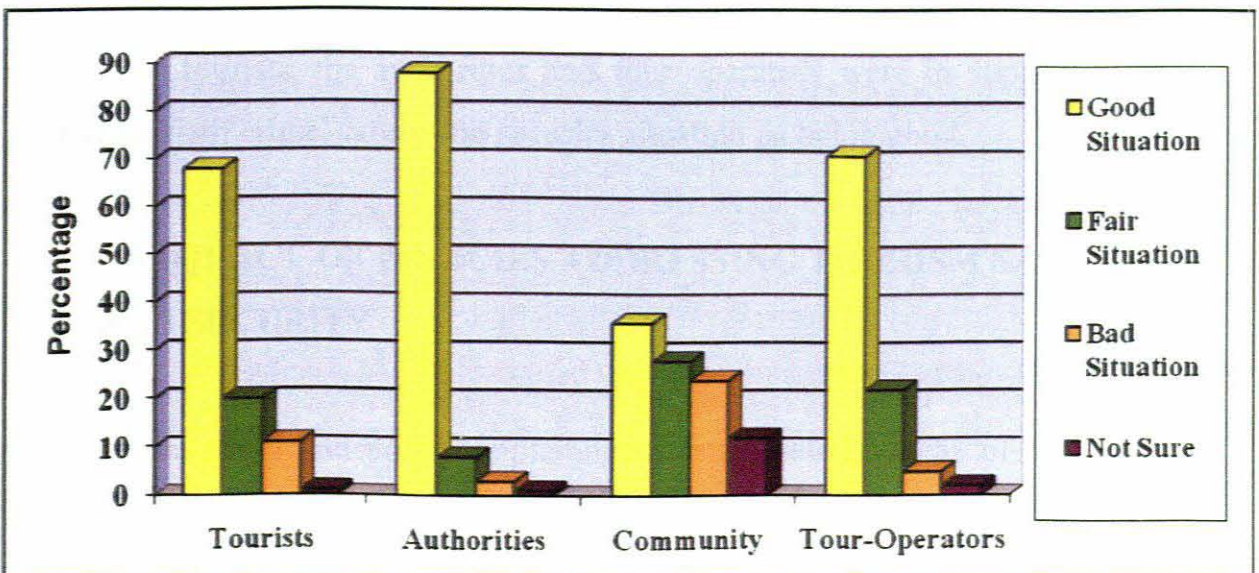
#### **4.6.2 Stakeholders’ perception of crime, safety and security**

The researcher sought also sought to find out from the various stakeholders, that is, tourists, tour operators, tourism and law enforcement authorities as well local community members, as to how perception of crime, safety and security in the study area. In other words, the researcher went on to ask how the stakeholders

felt or are there any experiences of criminal activities that they have experienced or those they have noticed in the study area

As shown in Figure 4.2, the responses among the majority of tourists [68%] thought that the tourism crime, safety and security situation projected a positive outlook or good-situation, whereas only about 11 reported that the situation was poor. The reason for this response is that tourists found that visiting the uMhlatuze District was enjoyable since the area is a well endowed natural and man-made area. Similar to the tourists, the majority [88%] of the authorities and tour operators [71%] were equally of the view that the tourism crime, safety and security situation was good. Only 3 percent of the authorities and 5 percent of the tour operators thought the situation was poor.

**FIGURE 4.2: PERCEIVED PRESENCE OF TOURISM CRIME, SAFETY AND SECURITY IN THE STUDY AREA**



[n = 124. Some of the subjects gave more than one response for each sub-variable]

This finding is in keeping with what was stated for the tourists. It must be remembered that the authorities and tour operators would at all times try to reflect a positive attitude about matters of tourism crime, safety and security, because they are in business and want the tourism industry to succeed at all cost.

Furthermore, it could be argued that the tour operators [71%] were positive because they were anticipating more marketing and usage of the facilities in the area because that would give them more business. Unlike the three types of stakeholders, the local community [36%] was non-partisan and non-committal about the “good situation” of tourism crime, safety and security in the study area. In fact, a significant number of community members [24% plus 12%] indicated that the situation was bad and were “not sure” respectively about tourism crime, safety and security.

Following from the above analysis, it may be concluded that Hypothesis 2, which states: *That the tourists feel safe and secure in and around the uMhlathuze District*, must be supported. The basis of this decision is that in addition to tourists, the authorities and tour operators were in support of the present tourism crime, safety and security situation as being good.

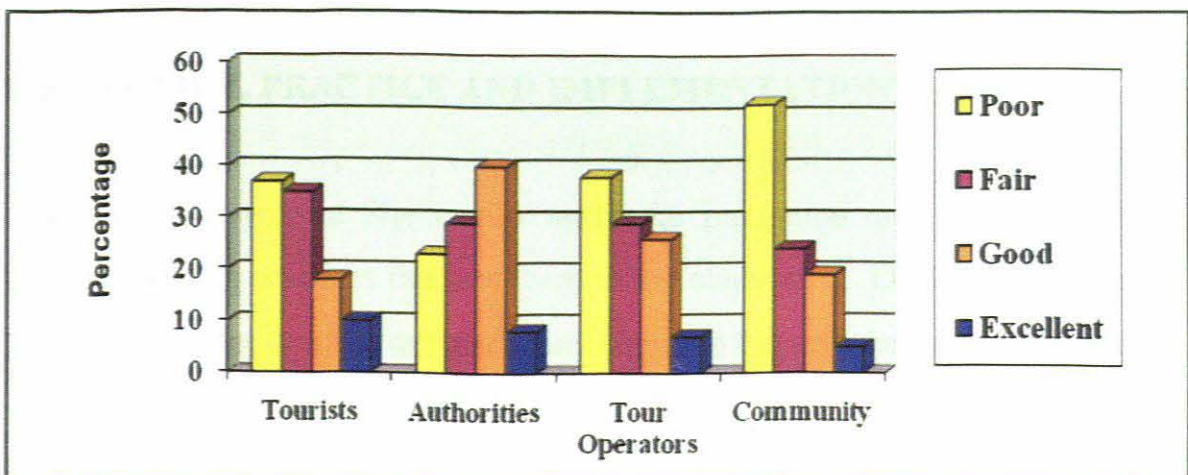
#### **4.7 ADEQUACY OF POLICIES ADDRESSING TOURISM SAFETY AND SECURITY**

Policy formulation and policy implementation are related areas of this study. The study of policy formation is regarded as being older than the study of policy implementation. In fact, according to Calista (1994) the study of policy intervention has resulted from policy implementation anomalies. Calista (1994)

argues that policy implementation which used to be seen as the missing link in policy making is now recognised for its influence on policy formation. This means that today's policy makers are mindful of the inadequacies of poor policy implementation.

In an attempt to find out if there are adequate policies guiding the management of tourism crime, safety and security matters, respondents were asked to show their perceptions on this matter. What is shown in Figure 4.3 are some of the responses of the stakeholders pertaining to the adequacy of policies that deal with matters of tourism crime, safety and security. On the whole, the majority of stakeholders, the tourists [37%]; tour operators [38%] and the local community [52%] perceived the adequacy of tourism crime policies as being poor.

**FIGURE 4.3** PERCEIVED ADEQUACY OF POLICIES DEALING WITH MATTERS OF TOURISM CRIME



It is important to note that it was the majority of authorities [40%] who thought that the adequacy of policies on tourism crime were good. On the other hand a minority of tourists [18%]; tour operators [26%] and the community [19%], perceived the adequacy of policies dealing with tourism crime safety and security as being good. The possible reason for these responses was that the tourists, tour operators and local community members were intimately involved and conversant with the difficulty of implementing existing policies to combat tourism crime.

It should be understood that tourists are visitors and outsiders, and only respond on the basis of what they read in newspapers about policies related to tourism crime, safety and security. In this regard it may therefore be concluded that Hypothesis 3, which states: "*That there are adequate policies that address situations of tourism safety and security in the study area*", should be rejected. The basis for this conclusion is that the majority of respondents were not aware of the existing policies that attempt to combat situations of tourism crime and lack of safety and security in the study area.

#### **4.8 POLICY, PRACTICE AND IMPLEMENTATION**

According to Sergeant Sheik who works for protection unit in Richards Bay there are policy practices that are there in the study area. During holidays they patrol around the beaches and harbour. They use the vehicles and foot patrols in order to see to it that there are no criminal activities that are taking place. These patrols and operations that they are having are not only for the tourists but even for the local community. Protection unit even uses the media for the crime tips (*Zululand Observer* 26, January 2007), and Municipal to promote what they do

for crime prevention. The community protection forum and protection unit identifies the areas that are the hotspots and visits these areas.

The mandate for the protection unit is to combat and investigate the crimes. They give out the crime prevention tips like “do not ask for the information on strangers and walk in groups so that they might not be the victims of criminal activities. There is a crime information and analysis centre that focuses on hotspots and prevent crimes. If there are events on the study area they do the patrols for 24 hours. Following on these finding it may be concluded that Hypothesis 4 which states: *“That tourism policies in the study area are practised and implemented in an inadequate manner should not be supported or rejected.”* The main reason is that the findings indicated that the Protection unit and Community protection forum are doing certain activities in order to avoid criminal activities.

One of the objectives sought to establish the understanding of what makes up a safe and secure tourism environment. The findings listed below are the strategies that the respondents recommended towards achieving a crime free and tourism safety and security. The respondents were suppose to write down and rank in order of preference about five strategies, they would recommend towards achieving a tourism safety and security assured environment this is how they responded ranking their preferences. Their responses are shown in Table 4.5 below and these strategies were more than five because they were not given the list to select from. These rankings are ranked from the highest order to the lowest order. It should be noted that the ranking of these strategies is on the basis of what the subjects perceive as important in influencing tourism crime, safety and security in the study area.

**TABLE 4.5 RECOMMENDED STRATEGIES TOWARDS TOURISM  
SAFETY AND SECURITY**

RANK	Response to statement	Response	
		Freq.	%
1	Deployment of police	62	52%
2	Educate and training of community	56	47%
3	Provide jobs	49	41%
4	Co-operation in tourist safety	47	39%
5	Community involvement	30	25%
6	Law enforcement	29	24%
7	Awareness campaign	29	24%
8	Increasing tourism awareness	23	19%
9	Marketing and promotion of tourism	14	12%
	<b>TOTAL</b>	339	100%

[n =124. The subject gave more than one response to some of the statement.]

The findings of the study where the respondents were supposed to rank in order of preferences of strategies that they would recommend to promote a tourism safety and security assured environment. The findings were stand like this, deployment of police was [52%], educating and training of community was [47%] and provision of jobs was [41%] and other were ranked to the least like awareness campaign gave it [24%], increasing tourism awareness [19%] and marketing and promotion of tourism [12%].

These findings prove that these strategies that were having higher percentage can promote a tourism safety and security. These that were rank at least they do not promote the tourism safety and security but they teach about the tourism. These are the strategies which the respondents felt could achieve a tourism safety and security in the study area. It proves that hypothesis 3 that states, “*Tourists do not understand what makes up a safe and secure tourism environment.*” It is rejected because of the strategies that are listed above proves that respondents know the tourism safety and security in the study area.

#### **4.9 CULPRITS RESPONSIBLE FOR INCREASING TOURISM CRIME IN THE STUDY AREA.**

The community were asked whom do they think are the culprits responsible for increasing tourism crime in uMhlathuze District. The respondents were suppose to respond by weighing their views in question and they were suppose to use very important = 1, important = 2, less important and unimportant = 4. They responded as follows in this question and these are the ratings of the factors that increase the Tourism Crime shown below in Table 4.6.

The ratings show that: “Unemployed local people [49%] and some people with criminal tendency [47%]”. They are on the very important list because they are the one who commits tourism crime in the study area because they are not working they ended up targeting the tourists because they have got this belief that they carry a lot of money. Members of the government national, provincial and local were rated as important which suggests that they may be involved in corrupt activities.

The unimportant ratings of private sectors [45%] and tourists themselves [43%], suggests that these sectors are not the wrong doers as relates to tourism crime. They are in the destination to make money and for the benefit of enjoyment.

**TABLE 4.6 FACTORS THAT INCREASES TOURISM CRIME**

FACTORS THAT INCREASES THE TOURISM CRIME	RATINGS			
	1	2	3	4
Unemployed local people	49%	41%	31%	12%
Some people with criminal tendency	47%	39%	28%	10%
National government	39%	45%	20%	6%
Provincial government	36%	43%	15%	8%
Local government	25%	41%	20%	07%
South African police	35%	38%	27%	12%
Organize crime syndicate	33%	37%	25%	09%
Community as a whole	09%	12%	42%	12%
Illegal aliens or Foreigners	05%	10%	40%	11%
Private sector agencies	12%	15%	34%	45%
Tourists themselves	09%	20%	30%	43%

[n =124. The subject gave more than one response to some of the statement.]

The views of the respondents that are shown in above Table seem to be realistic for example, when you look at number one real unemployed local people are the causes of the tourism crime. Another example they tend to have negative attitudes towards the tourist and there is this belief that the tourist carries a lot of cash and expensive stuff like cameras etc.

It supports hypothesis 2 which says *“that the local community does not understand the importance of tourism crime, safety and security.”* So this hypothesis is supported because if local community knew the importance of

tourism crime, safety and security, they would not attack the tourists if they visit the area. If the area is getting developed local people need to be informed so that they can not damage the programme that is being established. The community needs to be the first to be considered if there are any job opportunities so that they cannot harm the project that is being introduced.

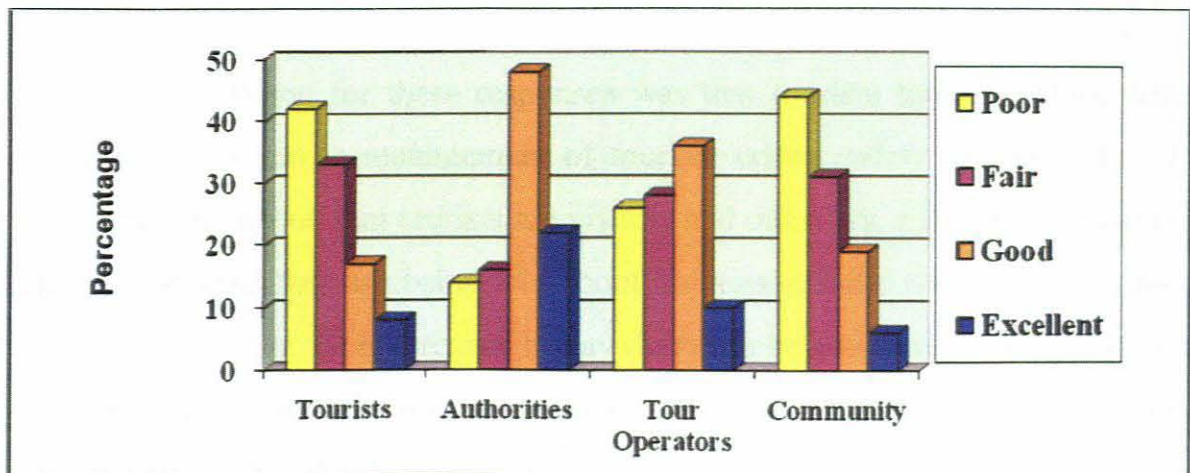
#### **4.10 PERCEIVED MANAGEMENT OF TOURISM CRIME, SAFETY AND SECURITY.**

Perceived management of tourism crime was elicited from tourists, tour operators, tourism, and law enforcement authorities, as well local community members. In other words, stakeholders were asked to reveal how they perceive the management of tourism crime, safety and security in the uMhlathuze District. Each and every destination has got its management who to oversee at its development and at taking care of it in order to make it to be successful. The management have to work together for proper planning and for a smooth running of tourism projects that are taking place in the study area. This management team should consist of tourists, tour operators, tourism and law enforcement authorities as well as local community members. These stakeholders should play a major role in the eventual development of tourism projects in the study area.

In an attempt to find out how the stakeholders perceive the management of tourism crime, safety and security matters, respondent were asked to show how they felt about this matter. What is shown in Figure 4.4 are some of the responses of the stakeholders that deal with how they perceive matters of tourism crime, safety and security. On the whole, the majority of stakeholders,

the local community [44%], tourists [42%] and tour operators [26%] perceived the management of tourism crime, safety and security to be most poorly managed.

**FIGURE 4.4 PERCEIVED MANAGEMENT RESPONSIBLE FOR PROVIDING FOR TOURISM CRIME, SAFETY AND SECURITY**



On the other hand the majority of authorities [48%] and tour operators [36%] perceived the management of tourism crime, safety and security to good in the study area.

The reasons for the poor perception by the local community may be that the local community has got this tendency of not visiting the local tourist attractions and they do not involve themselves in anything that has to do with tourism. The tourists they have got this belief that once they visit the destination they are just the outsiders they do not have a say in any development that is taking place in a destination.

It is important to note that it was the majority of authorities [22%] who were responsible for tourism crime, safety and security. The reason for that is that they involve in everything that is taking place in a destination and they are aware that the other bodies know nothing about the tourism projects. On the other hand a minority of tourists [08%] and local community [06%] were not that responsible for tourism crime, safety and security.

The possible reason for these responses was that tourism tour operators were intimately involved in management of tourism crime, safety and security. It should be understood that tourists are visitors and outsiders, and only respond on the basis of what they are being told about the responsibilities of tourism crime, safety and security. In this regard it may therefore be concluded that hypothesis 5, which states: *“that there is a negative management of tourism crime, safety and security in the near future for the study area*, is not supported.

The basis for this conclusion is that the majority of respondents were not aware of the management which was supposed to be responsible for tourism crime, safety and security in the study area.

#### **4.11 STRATEGIES FOR COMBATING TOURISM CRIME**

For a destination to be successful it should have its principles to achieve whatever things that needs to be achieved. The stakeholders that are involved in the running of the destination should think of various things that might happen in a destination an how to deal with those things. The respondents were asked

to write down the most important things that need to be done in fighting tourism crime in uMhlathuze District [Refer to Table 4.7].

**TABLE 4.7      THINGS THAT NEEDS TO BE DONE IN ORDER TO FIGHT TOURISM CRIME**

Rank	Important things to fight tourism crime	Response	
		Freq.	%
1	Visibility of police	77	65%
2	Awareness campaign of fighting crime	64	53%
3	More jobs opportunities	48	40%
4	Community needs to be educated	40	33%
5	More security in attractions	36	30%
6	Arrest criminals	26	22%
7	Improve infrastructure	25	21%
8	Integration of CPF and tourism structures	24	20%
9	Involvement of community	22	18%
	<b>TOTAL</b>	<b>362</b>	<b>100</b>

[n = 124. The subject gave more than on response to some of the statements].

The outcomes of the analysis shown in the table are ranked, that is, written from the highest percentage to the lowest percentage. The Table 4.7 shows us the things that need to be done in order to fight tourism crime. According to the findings of the analysis the highest rankings of the things that needs to done in a destination are: Firstly; visibility of police [65%] was seen as the most important aspect to fight tourism crime. Secondly; awareness campaign of fighting crime [53%] and thirdly; more job opportunities were seen as the things that were important in fighting tourism crime. The improvement of infrastructure [21%], integration of CPF and tourism structures [20%] and involvement of community

were ranked at the lowest. These findings proves that the lowest rankings are not that important in fighting tourism crime

Assurance of safety in a destination is important, because it makes the visitors to be willing to visit the destination and its tourism attractions. Respondents were requested to write down four most important factors that would ensure tourism safety and security in uMhlathuze District, from a pre-selected list of 12 factors. The ranked responses of the respondents are shown in Table 4.8 and these outcomes show us the key factors that are expected to assure us of achieving high levels of tourism safety and security in the study area.

**TABLE 4.8      IMPORTANT FACTORS THAT ASSURE TOURISM SAFETY AND SECURITY**

RANKS	IMPORTANT FACTORS TO ASSURE TOURISM SAFETY AND SECURITY	RESPONSE	
		Freq.	%
1	Mini police stations at attractions	72	60%
2	Recruiting local people to join policing forum	31	26%
3	Criminals should be arrested	28	23%
4	Educate people about tourism crime	26	22%
5	Availability of information centres	20	17%
6	Improve infrastructure and transport	19	16%
7	A friendly environment	16	13%
8	Improve social life	14	12%
9	Tourism awareness	13	11%
10	Community involvement	13	11%
11	Creation of jobs	07	6%
12	Installation of surveillance cameras	04	3%
	<b>TOTAL</b>	250	100%

[n = 124. The subject gave more than one response to some statements.]

The factors that were analysed ranged from setting up a mini police stations at attractions, recruiting local people to join policing forum, making sure criminals are arrested to promoting tourism awareness, community involvement, creation of job opportunities and the installation of surveillance cameras in the study area. These factors are but a few of the many that were given to the stakeholders to respond to.

These factors were listed according to how the respondents responded from the highest number to the lowest. Provision of mini police stations at the attractions ranked highest with [60%] which proves that tourists and the public feel safe and secured in an attraction if there is a mini police station. The lowest rankings were creation of jobs [06%] and installation of surveillance cameras [03%] does not promote a safe and security in a destination. This proves that hypothesis 2 which states: *That the tourists feel safe and secure in and around uMhlathuze District.* It should be supported because if these mini police stations are provided they will feel safe in a destination.

#### **4.12 FACTORS CONTRIBUTING TO THE DECLINE OF TOURISM SAFETY**

The stakeholders of the tourism industry were expected to recommend some strategies in order to prevent the failure or decline of tourism safety and security, and increase of crime in the study area. Stakeholders are expected to try some safety measures that will make the tourists to feel protected in the destination. Those who are involve in the development of the study area should work together to find the precautions that can assist in fighting for the safety and security of the study area. In this regard it was important to establish factors

that were responsible for the decline in tourism safety and security [Refer to Table 4.9].

**TABLE 4.9      FACTORS RESPONSIBLE FOR DECLINE IN  
TOURISM SAFETY AND SECURITY**

<b>Factors that cause the decline or failure of Tourism safety and security</b>	<b>No.</b>	<b>Percent</b>
Lack of good policing practice	108	90%
Uncontrolled crime situation	98	82%
Uncontrolled unemployment	91	76%
Poor security in transport provision	76	63%
Poor publicity about Tourism crime	70	58%
Poor management of the facilities	56	47%
Very high cost of living	29	24%
Overcrowding in facilities	28	23%
The history of apartheid	24	20%
<b>TOTAL</b>	<b>580</b>	<b>100%</b>

[n = 124. The subject gave more than one response to some of the statements].

In a destination there are things that cause the decline of its visitation. The decline in a destination might be caused by the local people or the poor publicity of a destination. In this aspect respondents were supposed to tick five most important factors that they think contributes to the decline or failures of tourism safety in uMhlathuze District's tourist attractions. The respondents they responded in this aspect by giving the percentage in aspects were they thought that they were highly important in fighting the decline of tourism safety and security.

The responses that were given by the respondents seem to be realistic. These were the findings which respondents felt were the cause of the decline in tourism safety and security of the study area. Firstly; lack of good policing practice was given [90%] which was the highest ranking. Secondly; uncontrolled crime situation was given [82%], respondents felt it contributes to the decline or failure and uncontrolled unemployment was given [60%]. The lowest rankings were below [40%], the very high cost of living was given [24%] and the history of apartheid was given [20%] which did not have a great harm in the failure or decline of tourism safety and security.

#### **4.13 CONCLUSION**

This chapter provides a detailed analysis and interpretation of data collected from the field. The intention was to achieve the objectives that were set at the beginning of the study. The hypotheses set to have also been proven qualitative and quantitatively. The analysis was on the findings of what the researcher found on the study area using what the respondents have said. The intention of this research is to promote a crime free, safety and secured study area which can be friendly to visitors /tourists.

The researcher can only achieve this with the help of those who are involved in marketing of the study area and the local community. The friendly environment can attract more tourists to visit the study area. To ensure that the study is well focussed on the specific subject of discussion, relevant issues were touched using the stakeholders that are involved. The stakeholders had to air their views about tourism crime, safety and security in the study area. This study had some

objectives that it attempted to achieve these objectives were also stated in the research enquiry.

Furthermore, the study postulated hypotheses proves how the respondents felt about the study area, some hypotheses were accepted and some were rejected.

We can conclude that the importance of the study is aimed at the promotion of tourism crime, safe and secured of the study area. The importance of policies that are implemented and known to everyone can promote a crime free destination because that can be something that is known by everybody.

## **CHAPTER 5**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 INTRODUCTION**

This chapter is about the summary, conclusion and recommendations of the whole study based on observation and findings which resulted from the analysis of data from the field. The purpose of this chapter is to put together all the findings, which have been analyzed and represented in graphical and tabular form. It also seeks to bring a conclusive understanding to these findings

#### **5.2 SUMMARY OF THE STUDY**

The study was divided into five chapters, introduction chapter, theoretical background chapter, the study area chapter, analysis and interpretation of data chapter and summary and conclusion and recommendation chapter.

Chapter one highlighted the orientation of the study concepts to be based in the study were introduced and defined, eliminates confusion such concepts included tourism, tourists, safety, security and policy etc. The chapter also represented objectives of the study which served as guidelines of how the study which served should be conducted. It also provided the statement of hypotheses upon which most findings of the study were based. It further provided the

methodology of data collection and analysis. The designed questionnaire proved to be effective when data was collected and the computer program statistical package for the social science (SPSS) was used when data was analysed. Frequency tables and graphs were used to show the responses of subject from a questionnaire administered.

Another important chapter in the study is chapter two. This chapter reflected what other researchers in the tourism field have written in relation to the topic. It provided a framework for purposes of generating hypotheses of the study. One of the backbone chapters of the study was the presentation of data collected. Data collected was presented in both qualitative and quantitative forms. Tables and figures were used to clarify data collected. The first data presented was the demographics information of the respondents.

In as far as this section is concerned data presented a wide variety of personal attributes although respondents differed widely with regards to personal attributes. This chapter ends with closing chapter which gave a summary of what the study was about. It also gave general conclusions of the study and also suggested recommendations where possible.

### **5.3 GENERAL CONCLUSIONS OF THE STUDY**

In the first chapter objectives of this study were set to serve as goalpost to be reached and achieved and those that could not be statistically analyzed have been achieved as well. Then in chapter four objectives of the study were

analysed and hypotheses assessed, and from this process interesting outcomes were achieved.

Firstly the study was aimed at determining whether the local community understands the importance of tourism crime, safety and security in the study area. From the data analysis this objective was sufficiently achieved. It shows that from the selected respondents that the majority of local community was aware of the negative of Tourism crime and what makes up this crime. Hence it was hypothesized that the local community does not understand the importance of tourism crime, safety and security in the study area.

Local community seems not to understand what you are talking about if you mentioned the importance of tourism crime, safety and security in the study area. This might be the cause of not knowing the importance of protecting the tourists. This hypothesis was proven to be false because importance of tourism crime, safety and security is not known by the local people, who are suppose to take care of the tourists if they are in the study area.

Secondly the study was aimed at establishing the extent to which tourists feel safe and secured in and around the uMhlatuze District. From the data analysis this objective was successfully achieved. The outcomes of the analysis were that the selected respondents were aware of how the tourists feel about safe and secure environment around the uMhlatuze District. It was hypothesized that the tourists feel safe and secured in and around the uMhlatuze District. The empirical findings as well as according to Sergeant Sheik there was a negative publicity when one of the areas was identified as a crime hotspot where the tourist was mugged.

So they tried their level best that, that police are stationed in order to minimize the negative impact that it can have to the tourists. Physical seeing of police made the tourists to move freely around the uMhlatuze District. They feel free to move around wherever they want to go. This hypothesis should be supported or accepted.

Thirdly the study was aimed at revealing whether there are adequate policies that address situations of tourism safety and security in the study area. With the findings that were received it shows that there are no adequate policies to address the situation so it was poorly achieved. Hence it was hypothesized that there are adequate policies that address situations of tourism safety and security in the study area. According to Sergeant Sheik there are no policies. Their mandate is to combat/ prevent and investigates crime they hand out the crime prevention tips. This hypothesis has been rejected.

Fourthly the respondents were asked to investigate the levels to which tourism policies are practiced or implemented in the study area. From the data given the analysis of this objective was efficiently achieved. It was hypothesis that the tourism policies in the study area are practiced or implemented in an inadequate manner. That causes the uncontrolled crime situation, poor management of facilities and poor publicity about tourism crime.

Based on the findings of the analysis, the hypothesis relating to levels to which tourism policies are practiced or implemented in the study area, was not supported. The basis for the conclusion was that the respondents on the whole

thought policies were not adequately implemented in the area. The community was not happy about the state of tourism crime, safety and security reported in the study area.

Fifth the respondents were supposed to indicate the perceived management of tourism crime, safety and security in the near future for the study area. From the given analysis of this objective it shows that it poorly perceived they do not perceive any management in the near future. Hence it was hypothesized that there is a negative management of tourism crime, safety and security in the near future for the study area. The response that was given by the respondents it proves to be false they do not see any positive management of tourism crime, safety and security in the near future for the study area.

Finally it must be reported that the study also established that the important strategies and factors to be adopted in fighting tourism crime and boosting safety and security, were found to be the following: visibility of police [65%]; awareness campaign of fighting crime [53%] and the creation of job opportunities. Other factors boosting safety and security included: provision of mini police stations at the attractions [60%], which proves that tourists and the public feel safe and secured in an attraction if there is a mini police station.

#### **5.4 RECOMMENDATIONS**

These recommendations are based on the findings of the study. The recommendations made are not prescriptive but serve as reference for future planning within the tourism industry. It is recommended that

- a) Tourism authorities should have the programs that can make local people to be engage in tourism activities so that they can know the importance of the tourism project in the study area. Authorities should have the programs that develop them so that if there is a problem in the study area they know how to attack it and these programs should review and renew the policies and practices that relate to crime, safety and security and should memories by the tourism authorities.
  
- b) Tourism officials, especially the Umhlathuze tourism association should come up with programs of promoting the communities to visit all Tourism facilities within the study area. Since it has been proven that there are tourism facilities within the city that the local people are not aware of or interested in visiting. They should come with a program which is similar to shot left because local people they tend to think that they know the area while they have not even visited it or treat themselves like booking themselves in a nearby attraction or accommodation.

The local people should be encourage to utilise these resources so that the economy of the city can be boosted and if it is utilised correctly no one can think of vandalizing it instead everybody can protect or think ideas that can promote and protect the destination. Tourism officials should even get the Non-governmental organization which can train and promote the protection of these resources. This organization again can encourage the local people to come up with the project that they can do in order to enjoy the benefits of those who are utilizing the resources.

- c) Police patrols should be something that is done on regular bases besides having the accident that occurs in the study area. They should always try by all means that it is crime free destination so that if it is few or no accidents more visitors can be willing to visit the city because they know that they are free. Sergeant Sheik said there are programs which they have introduced in order to promote safety, programs like crime info and analysis centre which focuses on hotspot areas. This program is for crime prevention

South African police are working jointly with the Municipality and Community protection forum so that they can prevent the criminal activities that might take place in the study area. Sergeant Sheik even mentioned that if there are big events that are taking place in the destination nothing is reported because they patrol 24 hours. Events that normal take place in the study area are events like Easter bonanza which takes place around the Easter period, this bonanza is a fishing competition which is a big completion because it is having a number of participants.

Another thing that they do in order to promote safety, they do not allow the alcohol which can cause the problems to rise in the study area. The fact that they do not allow the alcohol it minimizes the accidents and they do not have problems of lost children because of their policy that deviates that. Prevention of loitering around businesses are benefitting because it is easy to see a person who is having wrong intentions about the study area so they have the police around the study area who are carefully checking all those things.

- d) Tourists that visit the destination should tell if they overcome any accident in the study area. Whether it is a domestic or international tourist. These tourists should know that there are practices that are there to protect them. Further, they should not carry the things that can attract the criminals, they should be alert each and every time if they are visiting the area because they are know of carry big cash and sometimes they are having the confusion of the currency of the country that they are visiting. The tourists need to be careful of those things to because there are people who might take advantage of that too.

The tourists should be encouraged to walk in groups so that they cannot be the victims of these criminal activities. Domestic tourists should be encouraged to report these crimes and they should know that even them they are the victims of these criminal activities and they are known that they tend to think that they cannot be the victims of these crimes.

- e) Justice, to authorities and all stakeholders, should have the policies that they can use in order to prevent the criminal activities. The stipulation of those policies should be used and known to everyone that is involved. Practices that are stipulated should be known and performed. If the crimes are spotted those who are the wrong doers of these criminals should be arrested. Those who are involved with the justice they should try by all means to protect this goose that lay the golden egg.

Justice department should know that whatever that is wrong doing in the study area, they are accountable for it. The members of justice department should remind it staff not to engage themselves in these

criminal activities, whatever policy and practices that they are having should be known to their staff members and it should be placed where everyone can see it so that if they are caught it can be easy to arrest them because they know these practices. It should be their duty even to go to the local community and teach them about these practices and policies that they have as a department.

Authorities should inform even the community that if they spot anything wrong they should not hesitate to report those kinds of activities. If these activities are reported the justice department should not delay to take action, they should act there and then because they are known that they normal delay themselves or not even show up at all. Justice department should be the one who lead by an example to the local people by practicing all the things that they taught the local people. They should have as many programs to remedies the situation and promote a crime free area.

This department again should be able to work with all the people like Tourism authorities, Tourism officials and involve the local people in the planning of the policies and the practices that promote the safety and security in the study area. The study area should be the priority of all these stakeholders that are mentioned above. There is a saying that says that for the destination to be successful, it should involve all those stakeholders that are mentioned to be the part of any planning that takes place for the area. So it is important that when the policies and practices are drafted that all these stakeholders are being the part of that committee that drafts these policies and practices.

- f) Community-based activities, the local people should be taught and encourages having some projects that can be sold in the study area. They should be given chances of showing things that they can do for the study area. Things that the local people can do for the study area are
- They can be the entrepreneurs through the work that they can do using their hands and indigenous knowledge.
  - They can be the tour guides because they are the one who knows the area and they should not allow the outsiders to take their jobs.
  - Local people should use their indigenous knowledge in order to make money and they should know that they have the allocations that are there in order to promote them to be the entrepreneurs. Even the Non-governmental organization are there to train them to be the entrepreneurs and to give them the skills of how to be successful
  - Local people there are so many activities that they can do in order to make money out of Tourism projects, like doing the art and craft because those are the things that the tourists likes to take them back as souvenirs to show back or to take it back with them when they go back to show their friends and relatives that they have been into South Africa.
  - Local community should be the one to get the jobs if the area that is getting developed and they should be the one to be consulted about the project that takes place before it starts and that if they need the job they can be the one to get the offer.

- Local community should be given the jobs that can promote the security of the study area so that if they are considered first they can protect the attraction.

The local people are the most important people in the study area and for whatever improvement that takes place and they should be consulted by doing so it promotes the safety and the security in the study area. If the local community is considered they can protect the tourists and the study area itself.

## **5.5 CONCLUSION**

This chapter was about the summary, recommendations and the conclusion of the whole study. Its recommendations were about the stakeholders that are supposed to be involved in the decision making and making the study area to be a crime free. These stakeholders are involved with every decision that is supposed to take place in the study area. For the successfully tourism project it involves these stakeholders to work together.

The recommendations that were made here were taken from the different views of different respondents that were interviewed. In order to make a study area a crime to promote crime free, safety and security. Other recommendations were about the utilization of resources by the local community who does not visit within the destination and not knowing the importance of tourism industry. Other recommendations were about making the life of the local community to be better by benefitting on the tourism resources and the resources of the study area. The latter is with the view that the local community should be entrepreneurs utilising the products from their own area.

The summary of the whole study was analysed in this chapter including all the chapters that this study have. This summary is about what is written in every chapter.

The findings of this study hopefully will manage to bring attention to the problems crime, safety and security, as well as promote a crime free, safe and secured in the study area. It hoped it will bring interest to the stakeholders involve, to achieve a crime free, safe and secured study area.

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## **APPENDICES**

## APPENDIX -A

### QUESTIONNAIRE

#### *TOURISM CRIME, SAFETY AND SECURITY IN THE UMHLATHUZE DISRICT MUNICIPALITY,*

##### **(A). DEMOGRAPHIC CHARACTERISTICS**

Please make a tick [  ] in the box provided next to the most appropriate response. All information is treated confidentially.

1. Gender: Male [  ] 01 Female [  ] 02
2. Age: 18-21 [  ] 01 36-55 [  ] 03  
22-35 [  ] 02 56 & Over [  ] 04
3. Marital status:  
Single [  ] 01 Separated [  ] 04  
Married [  ] 02 Widowed [  ] 05  
Divorced [  ] 03
4. Level of education: Primary Education [Std 6] [  ] 01  
Secondary Education [Std 10] [  ] 02  
Post Matric. Diploma/Certificate [  ] 03  
University/Technikon Diploma [  ] 04  
University/Technikon Degree [  ] 05
5. Occupation:  
Unskilled [  ] 01 Professional [  ] 04  
Semi-skilled [  ] 02 Retired [  ] 05  
Skilled [  ] 03 Unemployed [  ] 06
6. Your income per month: Less than R 2000 [  ] 01  
R2001 – R5000 [  ] 02  
R5001 – R8000 [  ] 03  
R8001 – R10000 [  ] 04  
R10001 – R20000 [  ] 05  
More than R20000 [  ] 06
7. Name of Employer:: .....
8. Type of Employer or Business:  
National Government [  ] 01 Community Agencies [  ] 05  
Provincial Government [  ] 02 Non Govn. Organ. [  ] 06  
Local Government [  ] 03 Labour Organisations [  ] 07  
Private Sector Agencies [  ] 04 Other [Specify]..... [  ] 08

**(B). TOURISM CRIME & SAFETY UNDERSTANDING AND MAKE-UP**

(9) What do you understand by the term **Tourism Crime**?

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(10) What do you understand by the term **Tourism Safety or Security**?

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(11) In your understanding, what makes up a safe and secure tourism environment?

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(12) Which of the items or phrases listed below, describe a **safe and secure** tourist environment?

Protected travelling arrangements for tourists		01
Visible presence of police in most tourist areas		02
Transportation of tourists in hired motor cars		03
Transportation in or usage of public transport by tourists		04
Presence of police stations in tourist areas		05
Visit to crowded public areas such as the beach, supermarkets.		06
Availability of tourist information centres		07
Providing a welcoming and friendly atmosphere to visitors		08
Other:		09

(13) Who do you think are the culprits responsible for increasing **tourism crime** in uMhlathuze District Municipality:

[Very Important = 01; Important = 02; Less Important = 03], Unimportant = 04

National government		01	Community as a whole		07
Provincial government		02	Unemployed local people		08
Local government		03	Illegal aliens or foreigners		09

Private sector agencies		04	Some people with criminal tendency		10
The South African Police		05	The tourist themselves		11
Organised crime syndicates		06	Other [Specify].....		12

(14) Who do you think are the key players responsible for providing **tourism safety and security** in uMhlathuze District Municipality?

[Very Important = 01; Important = 02; Less Important = 03], Unimportant = 04

National government		01	Community Agencies		07
Provincial Government		02	Travel & Tourism Agencies		08
Local Government		03	Labour Organisations		09
Private Sector Agencies		04	General Public or Citizens		10
The South African Police		05	The Tourist themselves		11
The Scorpion		06	Other [Specify].....		12

(15) Write down the FOUR most important things that have to be done in fighting **tourism crime** in uMhlathuze District Municipality.

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(16) Write down the FOUR most important things that have to be done to assure **tourism safety and security** in uMhlathuze District Municipality.

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(17) Rank in order of importance [01-14] those **Items of Tourism Crime, Safety and Security** which you think are vital for improving the tourism crime situation in uMhlathuze District Municipality.

Education and training of people		01
Creation of more and better jobs		02
Safe and secure transport facilities		03

Marketing and promotion of tourism		04
Improve the cultural of tolerance		05
Increasing tourism awareness & benefits		06
Involvement of the community in tourism related matters		07
Regional co-operation in tourism safety		08
Internationalisation of tourism in local areas		09
Other (specify):		10

(18) Which one of the two types, **Domestic tourists and International tourists** experience and are victims of tourism crime in uMhlathuze District Municipality?

Domestic Tourists	01	International Tourists	02
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(19) Give reasons for your answer in (19) above:

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(20) Tick the **FIVE most important factors** that you think contribute to the **decline or failure** of tourism safety and security in uMhlathuze District Municipality's tourist areas.

Overcrowding in facilities	01	Lack of good policing practice	06
Very high cost of living	02	Poor management of the facilities	07
Uncontrolled crime situation	03	Poor security in transport provision	08
Uncontrolled unemployment	04	The history of apartheid	09
Poor publicity about tourism crime	05	Other [Specify].....	10

(21) Have you personally experienced, directly or indirectly, being a victim of tourism crime?

[Explain]

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**APPENDIX-B**

**TRANSMITTAL LETTER**

**University of  
Zululand:**

**DEPT. RECREATION & TOURISM**



Private Bag X1001

**KwaDlangezwa 3886**

South Africa

Tel: 035 902 6000

Fax: 035-902 6073

Ref:

November 2008

To whom it may concern

Dear Sir /Madam

**RE: REQUEST TO CONDUCT RESEARCH**

Ms Nompumelelo Mthembu is part-time student at the University of Zululand doing a Masters student in Recreation and Tourism [MRT]. The attached questionnaire is part of her research project seeking to establish the state of tourism crime, safety and security in uMhlathuze District Municipality, KwaZulu-Natal. The actual title of the research project is:

*TOURISM CRIME, SAFETY AND SECURITY  
IN THE UMHLATHUZE DISRICT MUNICIPALITY,*

This research is undertaken mainly for academics purposes around the District of UMhlathuze. It is hoped that the findings of the study will make a meaningful contribution to the fields of recreation and tourism, as well as provide a better understanding of the recreation and tourism crime in the study area and KwaZulu-Natal as a whole.

All information collected from you through this questionnaire will be kept in strict confidence.

Your assistance in this regard will be highly appreciated.

Yours faithfully

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L.M Magi (Prof. Emeritus)  
Research Fellow - MRT-PDRT Programme  
Department for Recreation and Tourism  
University of Zululand

cc. Ms Nompumelelo Mthembu (Researcher)