

**THE TS'EHLANYANE NATIONAL PARK IN LESOTHO
AS A SUSTAINABLE TOURISM RESOURCE: COMMUNITY
PERSPECTIVES, PARTICIPATION AND PERCEPTIONS**

BY

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DECLARATION

I declare that this research study: *The Ts'ehlanyane National Park in Lesotho as a Sustainable Resource: Community Perspectives, Participation and Perceptions*, unless specifically indicated to the contrary in the text, is my own efforts both in conception and execution. All the sources that have been used or quoted have been duly acknowledged by means of references. It is further declared that this research report has never been submitted to any institution for any degree or academic purposes.

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A handwritten signature in black ink, enclosed within a hand-drawn oval. The signature appears to be 'Nthabiseng'.

DEDICATION

This dissertation is dedicated to my late parents; your love has always enveloped me through smooth and difficult times. Though I sometimes wish you could rise from the dead, you do not need to, because I know you are always part of the world I live in now.

The dissertation is further devoted to my husband, lastly, it is dedicated to my son, (Nkabi) who provides the love and laughter in my life, and for being the reason I wake up in the morning and pursue the daily activities even when I can not see the blur light at the end of the tunnel.

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- The many respondents interviewed during the data collection stage of the research study, by filling in the questionnaires thus making this study possible and a success.
- The Almighty, “*Fear* not for I am with you, do not be dismayed, for I am your God. I will strengthen you, yes; I will uphold you with My righteous right hand” (Isiah 41:10). This is the promise that kept me through; therefore I *praise God from whom all blessings forever flow!*

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ABSTRACT

This study is about community perceptions, perspectives, management and benefits relating to sustaining Ts'ehlanyane National Park as a natural resource facility in Leribe; Lesotho. The study seeks to examine the extent to which the community benefits from the natural resource. In this regard, Mowforth *et al* (2008) suggest that people whose present quality of life is not of an acceptable standard, the resources that they have if sustained, could be available for them and their children to potentially achieve a better quality of life in the future. Achieving sustainability is now the underlying principle for all types of human activities, including tourism. Following this research approach, it is realistic to map out the objectives listed below, so as estimate what the study seeks to achieve in the final analysis. The objectives are as follows:

- a) To establish the extent to which Ts'ehlanyane National Park stakeholders understand the meaning of sustainable tourism.
- b) To identify the participation of the local community in managing the Ts'ehlanyane National Park.
- c) To reveal the management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource.
- d) To examine the community's viewpoints pertaining to the sustainability of the development on Ts'ehlanyane National Park.
- e) To investigate tourism-related community benefits acquired through sustainable development of Ts'ehlanyane National Park.
- f) To propose a strategic management model that can be used as a scheme towards improving the sustainable management of Ts'ehlanyane National Park.

These objectives were formulated in order to find out about the communities' perceptions, perspectives and participation on sustaining Ts'ehlanyane National Park as a resource facility. Data was collected through the use of questionnaires, which had open ended, closed ended and Likert type of questions. Data was therefore collected and analysed through the use of a computer programme called Statistical Packages for Social Sciences (SPSS).

This research inquiry fundamentally came up with the following findings: (a) The local stakeholders (tourists, service providers, park officials and the community) at the Ts'ehlanyane National Park (TNP) have a good understanding of the meaning of sustainable tourism. (b) The participation of the community in managing the TNP was found to be adequate and worthwhile. (c) The management practices and strategies used in sustaining the TNP as a tourism resource were found to be sufficient and well attuned to establish sustainability. (d) The tourism-related community benefits acquired through sustainable development of the TNP were sufficiently developed. Finally, the study was able to propose a general strategic management model, which could be used as a scheme towards improving the sustainability of the TNP. The scheme was based on the literary sources used, the empirical findings and the interpretation of the data used in the study.

In conclusion these findings support the view expressed by Sethi (1999: 122), that the "sustainable tourism is tourism and associated infrastructures that: both now and in the future operate within the natural capacities for the regeneration and future productivity of natural resources". Sethi (1999) further points out that; to achieve a sustainable tourism system, host communities must become directly involved in identifying the appropriate images of the project.

ACCRONYMS AND ABBREVIATIONS

TERM	DEFINITION
BRN	Bokong Nature Reserve
COSC	Cambridge Overseas Syndicate Certificate
DEAT	Department of Environmental Affairs and Tourism
KFC	Kentucky Fried Chicken
KZN	KwaZulu-Natal
KZNTA	KwaZulu-Natal Tourism Authority
LC	Local Community
LD	Leribe District
LED	Local Economic Development
LHDP	Lesotho Highlands Development Project
LHWP	Lesotho Highlands Water Project
LCCHS	Liphofung Cave Cultural Historical Site
SPSS	Statistical Package for the Social Sciences
TNP	Ts'ehlanyane National Park
UNIZUL	University of Zululand
UNWTO	United Nations World Tourism Organisation
WTO	World Tourism Organisation

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CHAPTER 1

ORIENTATION TO THE STUDY

1.1 INTRODUCTION

A sustainable tourism destination rarely occurs by accident; rather it is the product of careful planning, management and monitoring of tourism development. The experience has indicated that planning is critical to the long term economic, social, and environmental sustainability of a destination and its tourism industry. Sustainable tourism cannot take shape on its own, the community's involvement and participation ought to be taken into consideration. Community participation would mean the process of involving the community in projects, policy reviews or ideas to encourage decision making and empowerment and lastly ownership of opinion.

According to Keyser (2005:134), the tourism industry is built predominantly around existing natural resources. Industry entrepreneurs create facilities in order to "unlock" the tourism potential of natural resources. Tourism is dependent on the quality of the environment; tourism largely depends on certain historic, cultural and environmental resources for its development because these resources are attractions to tourists. Tourism is based on various types of resources such as historic sites, human-made features and natural areas such as beaches, rivers, lakes, reserves and national parks of which Ts'ehlanyane National Park falls under this category.

1.2 BACKGROUND OF THE PROBLEM

There are several elements that influence a personage to take action. An individual might be influenced by circumstances, actions or even thoughts. Tourism is vital for many countries, due to the income generated by the consumption of goods and services by tourists and the opportunity for employment in the service industries associated with tourism. The development made around the host community must bring benefits to them. Tourism depends for its very existence on quality of natural environments.

The sustainable development approach ensures that the future generations everywhere, could have sufficient resources to adequately sustain themselves; and maintain a reasonable quality of life. It is for this reason that the study explores the sustainability of a national park as an important natural resource Hall (2008).

The current researcher therefore wants to find out if the developments made at Ts'ehlanyane National Park truly benefit those who are on the receiving end, and whether the host community do not exploit and degrade the environment in which they live in. The researcher also desires to know whether the host community earn a living after the last tourist has flown back home.

It is also worthwhile for the researcher to determine if the local community has a feeling of ownership in the resources they possess and whether they know how to sustain the resources. It is highly possible that the host community might want to cut down the trees for fire making purposes, the local community might want to hunt animals and kill them for the sole purpose of making clothes, they

perspectives, participation and perceptions. The researcher intends to explore the actual community's perception on Ts'ehlanyane National Park, and unearth if there are any benefits that are acquired by the community as a result of the park.

Sustainability cannot function without involvement of surrounding communities, local stakeholders and other interested and affected parties Harris *et al* (2002: 98). Communities are encouraged to actively participate in the management of the local park and raise issues affecting their lives and the environment.

1.4 DELIMITATION OF THE STUDY

In order that the scope of this research study could be clearly understood, it has been found necessary to delimit this study into two forms: the geographical and conceptual delimitation. The precise and clear delimitation of the study area plays the significant role in assisting the researcher to collect the data in time and be in the position to analyse the data, presenting the findings and make sound recommendations. This study is therefore delimited spatially or geographically and conceptually.

1.4.1 Spatial Delimitation

This study is delimited spatially or geographically to the Leribe District located in the northern part of Lesotho, which includes villages around Ts'ehlanyane and along Nkoja, Holoma and Holomanyane River where the

may also dig the indigenous plants for their traditional beliefs and for making traditional medicines.

Mowforth *et al* (2008) suggested that people whose present quality of life is not of an acceptable standard, the resources that they have if sustained, could be available for them and their children to potentially achieve quality of life in the future. Achieving sustainability is now the underlying principle for all types of development, including tourism. The achievement of sustainability is an objective that will require much time and effort. Careful planning and management of resource development and operationalising sustainable development clearly points to the need to stop talking about sustainable development and start acting to turn it into a reality.

1.3 STATEMENT OF THE PROBLEM

Sustainable development is not a destination rather it is a journey, it is essential to maintain the natural resources on which tourism depends Webster (2000:74). By now the need to incorporate social, economic and environmental dimensions in sustainable tourism is relatively well known. Not all tourism is sustainable; neither has it always conformed to the sustainable principles. Sustainable tourism involves a challenge to develop quality tourism products without diversely affecting the natural and cultural environment that maintains and nurtures them, taking into account the political context of the community or society.

The problem that is being investigated in this study pertains to the Ts'ehlanyane National Park in Lesotho as a Sustainable Tourism Resource: Community

According to the Lesotho Mountain Kingdom's information report called "*Be challenged by Nature*" (LHWP, ca2007), the Ts'ehlanyane National Park is the second largest national park in Lesotho and contains most of the key flora and fauna associated with the national preservation of indigenous species in the country. Ts'ehlanyane National Park is a scenic part of the already visually spectacular part of Lesotho; and its *che-che* woodland and rare mountain fynos make it unique to other national parks.

1.4.2 Conceptual Delimitation

The study is conceptually delimited to the use of the concept "perspective" to relate to the community's thoughts, views and viewpoints concerning the manner in which the national park is perceived. Conceptually the study is also delimited as follows: the concept of "national park" is used broadly to mean a reserve of natural or semi-natural land, declared or owned by a government, set aside for animal safety and or human recreation and enjoyment, and also protected from most development.

The notion 'perceptions' is defined as 'receptions of a conscious impression through the senses by which we distinguished objects one from another and recognise their qualities according to their different sensations they produce' (Blackwell, 2003: 504).

Ellis & McClintock (1994) avow that participation is said to be the process of involving the community or people in projects, policy reviews or ideas to encourage decision making and empowerment, ownership of opinion and influence in community services and issues that affect them. The notion of

community participation is one of the key ingredients of an empowered community. Participation is the heart that pumps the community's life blood into community's business and sustainability of resources (Ellis & McClintock, 1994: 192). Hence, it is the intention of this research study to reveal how the community actually feels about the sustainability of the Ts'ehlanyane National Park.

1.5 OBJECTIVES OF THE STUDY

It is important when undertaking a research investigation to have clearly stated objectives. These objectives assist the researcher to clearly describe the intentions of the investigation. Thus McIntosh, *et al.* (2000: 235), assert that "objectives are operational statements of specific results brought by the tourism system within a given time frame and they should formulate the light." Based on the above assertion, the researcher has been motivated to structure the objectives of this particular study as follows:

- a) To establish the extent to which Ts'ehlanyane National Park stakeholders understand the meaning of sustainable tourism.
- b) To identify the participation of the local community in the management of the Ts'ehlanyane National Park.
- c) To reveal the management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource.
- d) To examine the community's viewpoints to the sustainability of the development on Ts'ehlanyane National Park.
- e) To investigate tourism-related community benefits acquired through sustainable development of Ts'ehlanyane National Park.

- f) To propose a strategic management model that can be used as a scheme towards improving the sustainable management of the Ts'ehlanyane National Park.

It is hoped that the objectives given above would go a long way towards bringing about the best intentions of this research study. Furthermore, these objectives are expected to assist the researcher in probing the importance of sustaining the natural resources.

1.6 HYPOTHESES

According to Deacon (2000: 118), hypotheses are used to lead the researcher to the focused analyses and interpretation of data, which also leads to effective conclusions. Hypotheses are intended to offer a systematic and practical way of asking questions and providing certain solutions. The main intention postulating hypotheses for this study is to generate information and answers to the problem prevailing at the study area. The following hypotheses for this study are postulated:

- a) That the stakeholders at Ts'ehlanyane National Park do not understand the meaning of sustainable tourism.
- b) That the participation of the local community in managing the Ts'ehlanyane National Park is adequate.
- c) That the management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource are not ample.
- d) That the community's viewpoint is that there is lack of sustainability in the development of Ts'ehlanyane National Park.

- e) That the tourism-related community benefits acquired through sustainable development of Ts'ehlanyane National Park are sufficient.
- f) That it is essential to propose a strategic management model that can be used as a scheme towards improving the sustainability of the Ts'ehlanyane National Park.

As indicated earlier hypotheses are postulated so that the researcher can actually probe the realities of the study, since hypotheses are regarded as mere educated guesses. These hypotheses do not necessarily mean that whatever that the researcher had anticipated would be true. The results from the survey would tell if the hypotheses are either true or false, or acceptable or unacceptable. It must also be mentioned that the hypotheses were used as the research hypothesis rather than statistical hypotheses. The research hypothesis is a statement of what the researcher deems to be the most probable answer to the question posed in the problem of the study, rather than the statistical hypothesis, which usually tests the null hypothesis.

1.7 DEFINITION OF TERMS

It is very crucial that the researcher defines the terms that are used in the research study, because some terms have different definitions and meanings when used in different contexts and by different people and scholars. Definition of terms is also carried out so as to avoid inset of uncertainty and ambiguity. The researcher aims at giving clear definitions of terms that are employed in this study. It is also very important for the study to be clear that the reader familiarises him- or herself with the definition of the following terms which are frequently used in this project.

1.7.1 Tourism

Weaver & Lawton (2006) assert tourism as the sum of the processes, activities, and outcomes arising from the interactions among tourists, tourism suppliers, host governments, host communities, origin governments, universities, community colleges and non-governmental organisations, in the process of attracting, transporting, hosting and managing tourists and other visitors. The sum of the phenomena and relationships arising from the travel and stay of non-residents, in so far as they do not lead to permanent residence and are not connected with the earning activity (Redclift, 1987).

According to Keyser (2004:19), tourism is a temporary short-term movement of people to destinations outside the place where they normally live and work, and their activities during their stay at these destinations, as well as the facilities (and services) created to cater for their needs. Keyser (2004) further emphasizes that this definition not only refers to the travel component of tourism, but also includes the activities that take place during the visit to the destination.

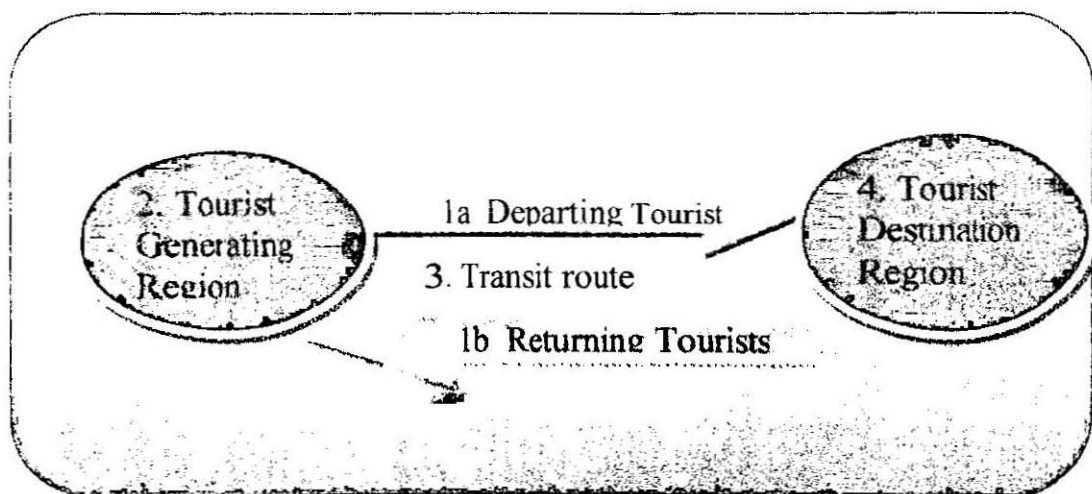
To compliment Keyser's viewpoint, Bennett, (1995) argues that Tourism is a temporary movement of people outside their normal routine of work and family life, and that includes information, journeys and destinations. According to Cook, *et al.* (1999:98) tourism encompasses people who visit a particular place for sightseeing, who visit friends and relatives (VFR), who want to take a holiday and have good time at their destinations. Cook, *et al.* (1999) further indicate that visitors may spend their leisure time visiting attractions, sunbathing, river-rafting, hiking or simply enjoying nature, or any other type of activity that visitors engage in while at a destination.

From the above definitions, movement (travelling) seems to be a common factor. Therefore, tourism in this study means movement of tourists to and staying in places outside their usual environments for not more than one consecutive year, and the relationships and benefits arising from interactions of local and domestic and international tourists amongst themselves and neighbouring communities. Comparison is always good because when one compares two entities an individual comes out with the best one that could possibly suit her/him. Thus the definition by Bennett (1995) is the one that is preferred to be used in this research study.

1.7.2 Tourism Industry

It is the sum total of providers of tourist facilities and services; that part of the economy which has a common function of supplying tourists needs: firms and establishments deriving income from tourists (Mathieson & Wall: 1982). In the context of this study this concept is used to mean businesses and establishments providing goods and services for tourists or travellers.

FIGURE 1.2 ILLUSTRATION OF THE TOURISM INDUSTRY



[Source: Leiper (2004): Environments: Human, Socio-cultural, Economical, Technological, Physical, Political and Legal].

Figure 1.2 on the previous page tries to explain diagrammatically the meaning of tourism industry, whereby Leiper (2004) argues that tourism industry is the sum of the whole industrial and commercial activities that produce goods and services wholly or mainly for tourists' consumption.

Lubbe (2005) describes tourism industry as the network of businesses that are engaged in the transport, accommodation, feeding, entertainment and care of the traveller. He further breaks it down to be a system that provides a holistic approach to tourism with all its components and facets. For the sole purpose of this study, Leiper's definition will be the one to be employed.

1.7.3 Tourist

Any person travelling to a place other than that of his or her usual environment for less than twelve consecutive months, and whose main purpose of trip is other than the exercise of an activity remunerated from within the place visited (Cares, 1998) This implies that a traveller who seeks various physic and physical experiences and satisfaction is a tourist.

The United Nations World Tourism Organisation [UNWTO] has defined a tourist as a person who travels to and stay in places outside his/her usual environment for more than one consecutive year for leisure, business and or other purposes not related to the exercise of an activity remunerated from within the place visited [<http://www.sidestore.com>. (2009)].

A temporary visitor staying at least twenty four (24) hours in the country visiting; is said to be a tourist. A visit could either be classified as a holiday (recreation, leisure, sport and visit to the family or friends, business, official mission, convention or health reasons). [<http://www.nscb.gov.ph/ru4/glos-tourism.htm>. (2005)]. The definition by Cares (1998) cited earlier is the one which is going to be utilised in this study. It is the one most appropriate for this research study, because it covers most if not all of the aspects of tourism. A tourist definition has to include the travelling to a certain place which is not of the usual environment, there should also be the element of time; how long. The purpose of visit must also be stipulated.

1.7.4 Tourist Destination

According to George (2002: 290), tourism destination is a place, including a physical or perceived location, consisting of primary and secondary attractions and supporting amenities that entice people to visit. George (2002) further illustrates that basically, it is where offerings designed to meet tourist needs are located. It is clear that a tourism destination is the location of cluster of attractions and related tourist facilities and services which a tourist or tour group selects to visit or which providers choose to promote.

1.7.5 Community

According to Murray, *et al.* (1994:157), the concept of 'community' refers to the notion that there is something held in common by a group or section of the population. Furthermore, Murray, *et al.* (1994) maintain that 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, district, counties to nations and even groups of nations. For purposes of this study, community refers to the local people who come into contact with tourists, as workers and hosts in a particular environment. In addition, the community provides means through which the curiosities or attractions of tourists are satisfied.

1.7.6 Sustainable Tourism

Lubbe (2005) tries to exemplify the term sustainable tourism. This is tourism which is developed and maintained in an area in such a manner and on such a scale that it remains viable over an indefinite period and does not degrade or alter the natural or socio cultural environment in which it exists. Harris *et al* (2002) further states that sustainable tourism is tourism that is developed and maintained in a manner, and at such a scale, that it remains economically viable over an indefinite period and does not undermine the physical and human environment that sustains and nurtures it.

Weaver (2007) also asserts that Sustainable Tourism may be regarded most basically as the application of the sustainable development idea to the tourism sector. This simply means tourism development that meets the needs of the present without comprising the ability of future generations to meet their own needs. Weaver further indicates that essentially, sustainable tourism involves the minimization of negative impacts and the maximization of positive impacts.

Sustainable tourism needs to be viewed in the context of sustainable development. Sustainable development is not a fixed state; it is a process of change in which the exploitation of resources, the direction of investments, the

orientation of technological development, and institutional change are made consistent with future as well as present needs. It is also important to note that for sustainable tourism to occur, it must be closely integrated with all other activities that occur in the host region.

1.7.7 National Park

Lubbe (2005) avows that it is important to define and understand the meaning of national park. Whereby a national park is a relatively large area where one or several ecosystems are not altered by humans and which contain plant and animal species, places of special interest or natural landscapes of great beauty and importance, the government of the country concerned enacts laws, rules and regulations that protect and preserve the area and accord it a special status. Visitors are therefore allowed to enter, under special conditions, for inspirational, educative, cultural and recreational purposes.

A national park is a reserve of natural or semi-natural land, declared or owned by a government, set aside for human recreation and enjoyment, animal and environmental protection and restricted from most development [<http://en.wikipedia.org/wiki/National-Park> (2008)]. In this study, a national park would be regarded as a reserve of natural or semi-natural land, declared or owned by a government, set aside for human recreation and enjoyment, animal and environmental protection and restricted from most development.

1.7.8 Recreation Facility

The term “recreation facilities” refers to the infrastructure and amenities, which are supplied to communities, specifically for purposes of participation in recreation activities. (Jones *et al.*, 2002). It should be noted that the concept

'facility' has been understood by Magi (1992a) to also refer to a service or activity which is non-physical in character but facilitates participation in recreation activities. For example, a recreation programme as a plan or means of participating in recreation activities has been known or defined as a facility.

1.7.9 Perceptions

The term 'perception' refers to the way the world; looks, sounds, feels, tastes or smells to an individual.REF A person's perceived world is usually that of his environment and of his immediate experience (Morgan & King 1982:252). Senses and experience therefore form the cornerstone of perception. Perception is stimulated and cast by what takes place around people. By implication, perception is also a psychological process. At another level Sdorow (1996:63) asserts that perceptions can be defined as the term given to the human ability to process, interpret and attribute meaning to the information received via sensory systems. Perception is the process that organises sensation into meaningful patterns. In this research study perception would be used to mean a process by which a tourist creates a meaningful picture of the world by selecting, organising and interpreting information.

Harrison *et al* (1994: 316) further define perceptions in economic terms, in their assertion that we might conclude that there are certain possibilities for making a living in a given area because of the combination of what we perceive to be the physical environment and our inherited cultural attitudes. This means therefore that our learned values and our concept of our place in the world (and what we expect from the world) combine to act as a filter between the real world and us. According to the World Book Encyclopaedia (2000), perception is the process by which we observe and find meaning in the objects, events and people around

us. Our knowledge of the world comes through our sense organs, which react to various kinds of energy and physical signals.

In the context of this study, the concept 'perceptions' is used and understood as referring to ways in which people think as well as behave towards their environment or the process whereby an individual receives information about social environments and looks at physical environments and makes certain judgements in the light of his experience and attitudes.

1.7.10 Perspectives

The concept 'perspective' has many shades of meaning and varies with the subject matter presented. The concept refers to values, viewpoints, judgement and meaning that provide the framework and point of view from which an individual or community may view a situation (Theodorson & Theodorson, 1970). On the other hand, Bruyn (1996) sees this term as describing the inner viewpoint, which deals with the inner feelings that are projected through the physical world, which eventually manifests itself to an outer reality. In other words, 'perspective' relates to a mental view or a particular way of perceiving the recreation or tourism facilities. A socio-cultural perspective is used in this study and it refers to the understanding of the differences in man's perception of the world as the basis for recreation and tourism. For purposes of this research study, this concept refers to the way a cultural tourism facility or situation portrays itself and the manner in which its importance is interpreted by the local community in the study area.

1.7.11 Participation

The Tourism White Paper (DEAT, 1996) defines participation as an active process by which beneficiary client groups influence the direction and execution

of a development project with a view to enhance their well being in terms of income, personal growth, self reliance or other values they cherish. According to Casmir (1990) to participate is to take part in or become involved into an activity. In the context of this study participation refers to the involvement or taking part in activities that are sustaining the national park concerned.

1.8 SIGNIFICANCE OF THE STUDY

The research is often conducted so that it helps the stakeholders concerned in improving the way they have been running their programmes. It is no miracle that this portion of a research study is expected to aid the government in knowing what they should be doing in shaping up the national park and in sustaining the park so that future generations benefit and satisfy their desires. It is also believed that this study could aid the government to know the management tools that they should be using in achieving good management of the park and in sustaining the park.

Sustainability of the environment is closely interlinked with the theory of carrying capacity, if the resource is forced to carry more than what it can manage, then the resources would be depleted and they would not be there for the future generation. It is expected that this study would shed some light to the community that carrying capacity is the brain of sustainability, whereby the destination is given a chance to absorb tourism before they themselves could suffer or feel the negative effects.

This study would benefit the host community in teaching them the results of sustaining the environment even the resources. The community would then be

aware that they have to protect their resources and they would stay with them for a long time; of which the presence of these resources would most importantly benefit them economically so that they could be able to support their families in return.

The researcher further desires that the local community be involved in the running of the national park. The researcher deems that the local community involvement could bring employment, education and control in development and this could lead to them having a sense of ownership in which they would really protect what is said to be belonging to them. The local community can even be empowered by being given the responsibility to make decisions or at least be part of the decision making process, something that the researcher believes they never participated in before.

1.9 ETHICAL CONSIDERATIONS

The emphasis of this study, based on the investigation of sustainable development initiatives in the Ts'ehlanyane National Park, seeking to benefit the local community, has been addressed paying due respects to the respondents in the study area. Furthermore, the study was designed in a way that focuses on the expected ethical standards and principles related to research. These include the following:

- Ethical issues relating to individual to researcher, that is, the research study shall not be undertaken for personal financial gain.
- Research and academic plagiarism shall be totally precluded from this study, particularly as it related to failing to acknowledge all secondary sources used in the study and any materials cited.

- Misuse of privileges afforded to the researcher by the respondents, that is, invading the respondent's privacy during the data collection stage of the research process.
- Confidentiality and privacy of the information provided by the respondents shall be protected by keeping the information given secret.
- Anonymity of the respondents, as well as the identity and privacy of the respondent shall remain protected as promised from the very onset of the investigation.
- The researcher had acquired a voluntary and informed consent of the respondents to the study. The study shall therefore conform to the principle of voluntary consent where the respondents shall participate in the study willingly. Informed consent shall be based on information, an identification of the researcher.

In addition to the ethical considerations listed above, there are those that directly relate to the researcher such as the dissemination of research findings as well as the fair implementation of the findings, which will be publicised. Finally, the observation of academic freedom as well as institutional rights, relating to issues of intellectual property, are some of the matters that would be given due recognition.

1.10 METHODOLOGY

In order that a researcher achieves the desired goal or objective and be proud, he or she has to follow the correct procedures and methods to solicit responses to his or her research questions so as to prove or not prove the hypotheses in question.

The methods and procedures of inquiry are fundamentally crucial for the achievement of valid and reliable mechanism of data collection, analysis and interpretation. Finn *et al.* (2000) state that; there are different methods that can be used for collection of data depending on the study area and the target population. For the purpose of this research study, the following were selected.

1.10.1. Research Design

When an individual conducts a research to investigate the study hypotheses or the research questions, the researcher collects data from objects of enquiry in order to solve the problem concerned. The results that the researcher eventually obtains should therefore shed the light on the tenability of the hypotheses and it should give an indication whether to accept or reject the hypotheses. The crucial element in this connection is the research design that the researcher intended to use.

A research design tries to connect theoretical proposition to an analytical stage. A more detailed descriptive survey has been taken through the use of questionnaires. These questionnaires had been distributed and self administered and would be directed to both domestic and international tourists visiting the study area, other questionnaires were distributed to the officials at Ts'ehlanyane National Park, the service providers and community members. The questions were structured in such a way that they drew out information which assisted in assessing the community's perspectives, perceptions and participation.

1.10.2. Research Sample

Heiman (2003) clearly describes a sample as a relatively small subset of a population, intended to represent the population: a subset of the complete group

of scores found in any particular situation. Whereas Finn, *et al.* (2000) sees a sample as a subset of the population selected for inclusion in the research. Thus the sample is smaller than the population from which it is drawn. The principal objective of a sample is to obtain a representative selection of the sampling units within the population.

To make the study more manageable, Ts'ehlanyane area which is in the far north of Lesotho was selected for its proximity to TNP. The researcher would therefore not use the whole population of Lesotho, but would use hundred and thirty five (135) respondents of which comprises of the officials from destinations in question, the service providers, and the tourists visiting Ts'ehlanyane National Park, and lastly the Ts'ehlanyane communities.

The respondents were stratified by age, gender, level of education and their occupations. The research sample assisted the researcher in discovering the Ts'ehlanyane community's perspective, perceptions and participation in sustaining Ts'ehlanyane National Park. Ts'ehlanyane National Park is a natural resource facility that need not to be judiciously exploited so that the coming generations will enjoy the satisfaction of having it around.

1.10.3 Research Instruments

The research instrument that has been used in this study is questionnaires. The questionnaires were formulated in order that they could assist in bringing out the unanswered questions, because respondents gave different answers and different views, besides; questionnaires are the best instruments to be used because they are easily managed and cheap financially.

The use of questionnaires would be the most appropriate because it is the easy instrument to be used to collect the data from different respondents. The structure of the questionnaire has been simplified as much as possible. Most of the questions needed only a tick or a cross on the blank spaces provided. It took at least ten minutes to complete the questionnaire. The researcher distributed the questionnaires to the respondents.

Furthermore, the researcher used the open-ended, closed-ended questions, which were structured according to the needs of the question. Furthermore, some closed-ended questions used the Likert-type scale of responses. The open-ended questions are regarded as giving the respondent a frame of reference within which to react without placing a constraint on the reaction. These types of questions require the respondents to provide an answer with their own, unprompted ideas. A typical open question found on most tourism survey asks 'any other comments?' depending on the form of questioning, either the interviewer asks the question and waits for a response, or the survey schedule contains a blank space or lines. The advantage of this type of question is that it allows the participation to provide their own response without undue influence, rather than being forced to choose from some pre-ordained list Godfrey & Clarke (2005:198).

The closed-ended questions are fixed- alternative questions, they pose a question but then offer the respondent a range of answers or options to choose from. The respondent is directed towards a particular type of answer (typically by ticking a box, or circling a number/letter) which the current researcher believes it will address the issue being examined. This type of question ranges from the basic

'yes ' or 'no' response to various forms of scales and selection criteria from predetermined lists.

The Likert-type questions contain a set of items which are considered approximately equal in response, attitude or value loading. The Likert-type questions require respondents to indicate some level of preference or agreement with a statement, normally based on a standard polar scale (this means from the 'strongly agreed' to 'strongly disagreed'; it could even be 'very important or 'unimportantly'). These types of questions are usually used to assess the respondent's satisfaction and the importance of different items, they also show how much the respondents values the facilities or services in question. The subject responds with varying degrees of intensity on a scale range, and lastly the structured questions follow a well defined structure resembling the format, allowing responses and elaboration within narrow limits.

1.10.4 Pilot Study

When one wants to test the effectiveness of whatever element or instrument, an individual always tests with a small quantity before administering it to the actual sample. This process of "testing out" is done by means of a pilot study. According to Welman, *et al.* (2005), the pilot study is the process which entails administering the instrument to a limited number of subjects from the same population as that for which the eventual project is intended. The pilot study is therefore a "dress rehearsal". Pilot study is said to be a diminutive study conducted on a small group with a view of endeavouring out if the research design can work, and to test the reliability and validity of the survey. The reliability of the survey rests to some degree on the quality of the questionnaire.

The researcher chose fifteen (15) people to fill the questionnaires to test some important aspects and assess if the respondents understand the questions whether they would be able to answer them before distributing to the big study. Usually the pilot study is done to test if the respondents would understand the concepts used in the questionnaire. If similar results would be obtained then it would mean that the questions are reliable. No problems were experienced during the pilot study process. The questionnaire seemed to be well understood by the respondents and they responded well to them.

1.10.5 Collection of Data

As indicated earlier data was collected using the questionnaires as well as direct person to person communication and responses. In these instances, the researcher requested the respondents in the study area to fill in the pre-designed questionnaire over a period of two weeks. Questionnaires directed to the tourists were placed at the reception desk because it was easy for the researcher to ask a tourist to fill them in on their way in or out of the tourism facility. Prior to the distribution of the questionnaires, a pilot study was conducted.

In some instances respondents were asked questions on a person to person communication basis. These questions were used to confirm some of the outcomes of the questionnaire based interviews.

1.10.6 Data Analysis and Interpretation

Data analysis and interpretation of data is usually the core of the research, Deacon (2000:178) alleges that data analysis attempts to answer the relevant research questions by examining and assessing the collected information to

identify patterns and meanings. The interpretation of data helps the reader to get a global picture of the knotty findings of the research; the interpretation is usually made easier even for people who know nothing about the research projects.

After data was collected, it was then analysed using one of the latest available computer program in analysing data which is called Statistical Package for the Social Sciences (SPSS). This program is available at the computer laboratories within the University of Zululand. According to Gumede (1998: 21) data analysis is to “tease out what we consider to be essential meaning in the raw data, to reduce and re-organise and combine so that readers share the researchers’ findings in the most economical interesting fashion”. The data would be analysed with the use of computer programme called Statistics Package for Social Sciences.

The analysis and interpretation of data has been both quantitative and qualitative. The illustrations were made through the use of tables and graphs. The emerging graphs and tables were constructed in such a way that they could be easily interpreted. In the analysis of data, the research hypothesis, rather than the statistical hypothesis, which uses the null hypothesis, defined as the statement of no significant difference in measures of the dependent variable except what would be expected for sampling, was used to facilitate the outcomes of analysis. The research hypothesis is defined as the statement of what the researcher deems to be the most probable answer to the question posed in the problem of the study (Magi, 2007). The outcome of the interpretation facilitated the acceptance or rejection of the various objectives and hypotheses postulated,

which facilitated the drawing of relevant conclusions about the problem statement.

1.11 STRUCTURE OF THE RESEARCH

The study has been structured in such a way that it has five chapters of which chapter one gives the orientation to the study by presenting the background to the problem per se, the objectives of the study, the significance of the study, delimitation of the study and the definition of the terms. It also outlines the methodology followed in conducting research for this study.

Chapter two outlines theoretical background to the study, this is whereby the researcher examines the related literature pertaining to tourism and sustainable tourism. Furthermore, the researcher dealt with the related literature on benefits of sustainable tourism, sustainable tourism versus ecotourism; the strategies used in sustaining the resources, (for example, signage, entrance fees and time slots). The researcher further went in depth to look at the perception as a concept and factors affecting perception; the model of perceptual process. These attractions were seen as either nature-based or human-made attractions.

Chapter three sketches the physical setting of the study. Under this chapter; the researcher attempted to illustrate the location of the study area, by outlining the relevant theoretical and empirical dimensions together with the geographical element of the tourism destination under study. In other words, that is to say the location and physical attributes of the study area, the population, climate and the vegetation are worthy of consideration.

Chapter four caters for the introduction of field methodology. This chapter deals with the analysis and interpretation of data; whereby the researcher scrutinizes the information obtained from the respondents and interprets the data which leads a path whereby the researcher makes sound conclusions and recommendations. In this section propounded hypotheses are tested for validity and concrete conclusions are drawn from the findings.

Chapter five is about the Conclusion and interpretation of the findings from the study. This is a final chapter which sought to summarise, conclude, and state the implications of the study. It also suggested some recommendations based on the information collected related to The Ts'ehlanyane National Park in Lesotho as a sustainable tourism resource: community perspectives, participation and perceptions.

1.12 CONCLUSION

It is only in relatively recent times that people have begun to realise that much of our natural environment is rapidly being destroyed or degraded because of over-exploitation, pollution and habitat loss. It is also important to note that once some natural resources have declined below a level of viability, then they become non-renewable and would therefore disappear completely, if they are not carefully protected and nurtured.

Greenpeace (ca. 2004:) suggests that:

“Just as the introduction phase acts as a bridge that transports readers from their own lives into the ‘place’ of the researcher’s analysis; the conclusion tends to provide a bridge to help readers

make the transition. The conclusion therefore can be regarded as the individual's chance to have the last word on the subject under discussion. Furthermore, the conclusion allows the researcher to have the final say on issues that have been raised for investigation".

In other words, conclusions in the Greenpeace statement summarises the writer's thoughts and tries to demonstrate the importance of the writer's idea, and to propel the reader to a new view of the subject-matter.

This chapter therefore, has attempted to give a broad outline about the research study relating to the sustainability of national resources, such as the Ts'ehlanyane National Park. What has emerged from this chapter is the broad outline of the research study, which has been designated as the 'orientation to the study'. The composition of the outline includes: the background of the problem, the statement of the problem, and the delimitation of the study area which was delimited both spatially and conceptually. Furthermore, the chapter elaborates on the objectives and hypotheses of the study, which have later formed the basis for establishing the research methodology of the study. The latter has been the focal point of the collection of data and its analysis.

In closing this section it would be appropriate to quote English & Mayfield, as cited in Magi (2007: 86):

The primary thrust of research in spatial behaviour [such as in tourism] has this objective: to discover those shared characteristics which might provide clues in developing methodological and

theoretical insights through analysis of perception, evaluation, learning and response of individuals to their environment.

In the context of the Ts'ehlanyane National Park, this research study therefore seeks to assess the understanding of the participation, management and sustainable development and tourism beneficiation of the local community in the study area. The latter principles or variable are empirically investigated and analysed in subsequent chapters.

CHAPTER 2

THEORETICAL FRAMEWORK

2.1 INTRODUCTION

It is common knowledge that an individual would not travel to any particular destination without knowing the way to that destination. The main point of argument is that an individual ought to have a tool, such as a map, that would help him or her to know the directions to the destination. In this regard, this theoretical framework-chapter serves as a map or plan for the conceptual planning of this section. Furthermore, the theoretical framework chapter also provides guidelines, suggestions and justifications about the structuring of the theoretical foundation of the tourism subject matter. This chapter therefore, aims at paving the way on the key issues that underpin the theoretical basis of this research study. The approach adopted in this chapter is to explain and discuss the theoretical underpinnings through using the objectives of the study as guiding principles for structuring this chapter.

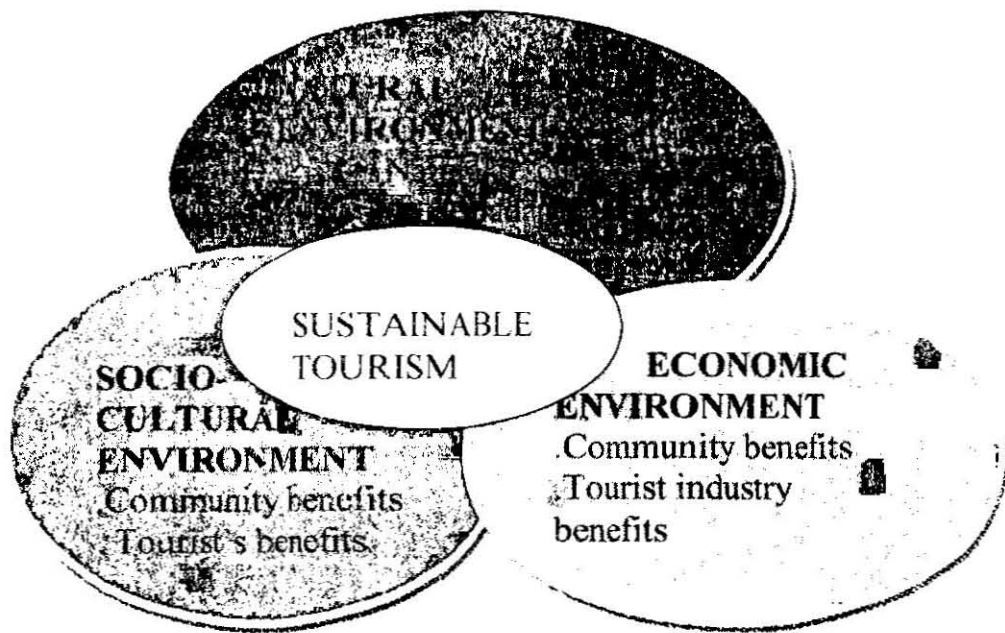
At another level, the purpose of this chapter is to summarise findings of various related literary sources and existing theoretical frameworks relating to tourism and national parks. These theoretical or literary findings are also related to the involvement of the local community in the planning, management and day-to-day running of the tourism resources. Accordingly Wahab & Pigram, (2000) have argued that while the government has been mainly responsible for developing policies that support tourism development, local communities have been expected

to participate actively in tourism planning and development, and also to take advantage of the entrepreneurial opportunities created by the private sector (Rogerson & Visser. 2004).

2.2 SUSTAINABLE TOURISM

According to Harris *et. al.* (2002: 36) the concept of sustainability first appeared on the public scene in the report made open by the World Commission on Environment and Development, better known as the Brundtland Commission of 1987. The idea of sustainable development is that economic growth and environmental conservation are not only compatible; they are 'necessary partners'; One can not exist without the other.

FIGURE 2.1: A MODEL OF SUSTAINABILITY



[Source : Adapted from Wright (1995)].

The diagram on the previous page [Figure 2.1] illustrates the model of sustainability as devised by Wright (1995), and interpreted by Lubbe (2005) that the concept of sustainable tourism comprises the natural, socio-cultural and economic environments. This form of sustainable tourism helps in developing and maintaining a less degradable and socio-culturally durable environment.

Furthermore the sustainability principle can enhance tourism in such a manner that it remains viable over an indefinite period of time in which it exists. Harris *et. al.* (2002) also concur that sustainable tourism is a kind of tourism that has been developed and maintained in a manner, and at such a scale, that it remains economically viable over an indefinite period, as well as that it does not undermine the physical and human integrity of the environment.

On a similar trend, Weaver (2007) also asserts that sustainable tourism should be regarded, most basically, as the application of the sustainable development principle to the tourism sector. The latter view simply means that tourism development should meet the needs of the present period, without compromising the ability of future generations to meet their own needs. Weaver (2007) further indicates that essentially, sustainable tourism involves the minimisation of negative impacts and the maximisation of positive impacts to the environment.

Finally, sustainable tourism needs to be viewed in the context of sustainable development. The notion of sustainable development is not a fixed state; it is a process of change in which the exploitation of resources, the direction of investments, the orientation of technological development, and institutional change, are made to be consistent with future as well as present needs. It is also

important to note that for sustainable tourism to occur, it must be closely integrated with all other human activities that occur in the host region.

2.2.1 Sustainable Development in Relation to Sustainable Tourism

In life we have either twins or close relatives whom we share the same sentiments and life experiences with, sustainable development and sustainable tourism are no exceptions to this principle. The relationship between these two makes it really difficult to say whether a given destination or product is ever definitely 'sustainable'. Sustainable tourism is a kind of approach to tourism meant to make the development of tourism ecologically supportable in the long term.

Mowforth *et. al.* (2008) have argued that the very importance of sustainable tourism lies in its motives and ability to conserve the natural resources and increase the value of local cultures and traditions. Sustainable tourism is responsible tourism intending to generate employment and income along with the alleviation of negatives, such as poverty and any negative impact on the environment and local culture. In simple terms, sustainable tourism suggests and means a type of tourism that is developed and operates in such a manner that it follows sustainable development principles. Some of these principles are given below.

(a) Principles of Sustainable Tourism

With the increased footfalls of tourists, the deep need today is that tourism like any other sector be planned and managed suitably. Sustainable development of tourism is possible only if it follows some of its guidelines and principles (Mowforth *et.al*, 2008):

- Tourism ought to be initiated at any location with the help of local community. The involvement of local community helps in maintaining the appropriate tourism development.
- The local community has to meet the direct benefit of flourishing tourism in their area. Link between local business and tourism enable local people to gain economically as well.
- To cause large growth in sustainable development, there is need that codes, ethics and some fair guidelines be followed.
- In order to heighten the importance of heritage and natural resources, and manage them better, training and education programme should be instituted.

The above-mentioned principles are much related to the characteristics of sustainable tourism, which seek to advance the clarity of the concept and its applicability to situations of spatial behaviour of tourists, host communities and authorities.

(b) Characteristics of Sustainable Tourism

As intimated earlier sustainable tourism deals with the natural environment, economic environment and the socio-cultural environment, hence its attributes would include those three elements as well as those listed below:

- The concept of sustainable tourism tries its utmost to maintain the importance of local culture and tradition.
- Sustainable tourism is informative, as it does not only let tourist know about the destinations but it also helps the local community to know more about their culture and civilisation of tourists.
- The kind of tourism, that is sustainable, is aimed at conserving the resources found in destinations where tourists are largely visiting.

- By its nature sustainable tourism seeks deeper involvement of locals, which provide tourists with recreation experience, and opportunities to local people to make an honest living. Above all, sustainable tourism stresses the integrity of the destination.

Mowforth *et. al.* (2008) describe sustainable tourism development as the type of development that seeks to meet the needs of the present tourists and host regions, while at the same time protecting and enhancing opportunities for the future generations. This concept is envisaged as leading to management of all resources in such a way that economic, social and aesthetic needs can be fulfilled, while maintaining cultural integrity, essential ecological processes, biological diversity and life support systems.

The United Nations World Tourism Organisation (UNWTO, 2000, 2001) has argued that sustainable tourism development has guidelines and management practices, which are applicable to all forms of tourism in all types of destinations, including mass tourism and the various niche tourism segments. Sustainability principles refer to the environmental, economic and social-cultural aspects of tourism development, which require that a sustainable balance must be established between these three dimensions, so as to guarantee its long term sustainability. Thus sustainable tourism should:

- Make optimal use of the environmental resources that constitute a key element in tourism development, maintaining essential ecological processes and helping to conserve natural heritage and biodiversity.

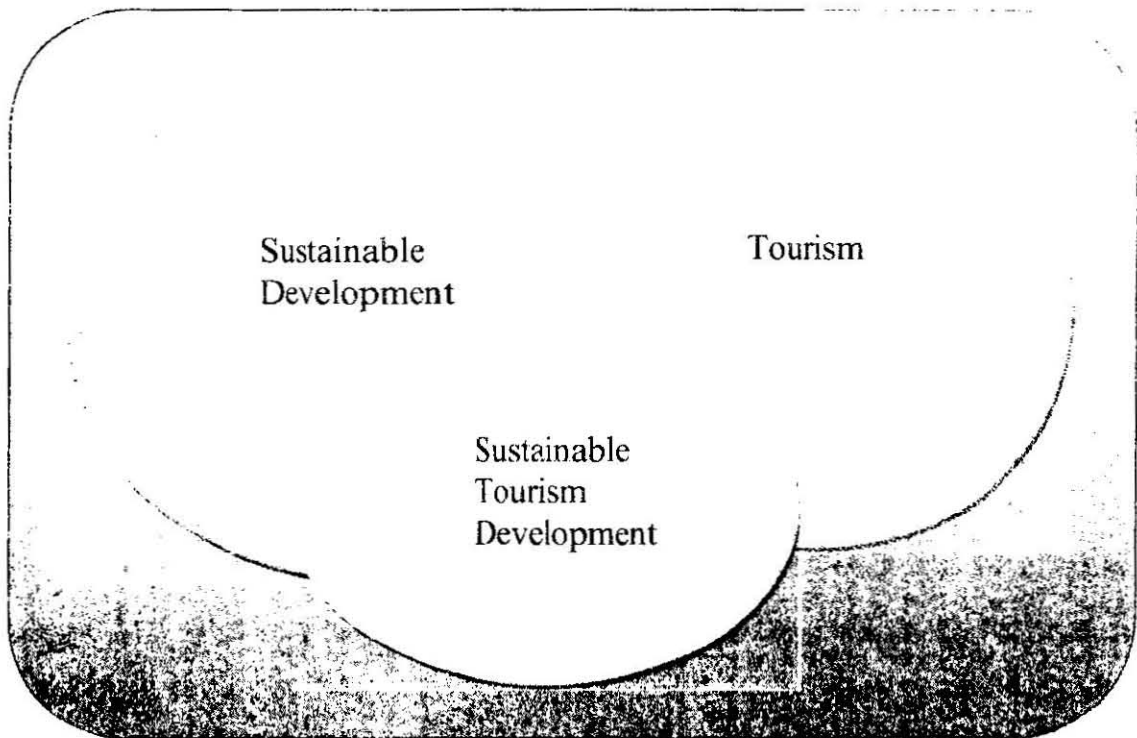
- Respect the socio-cultural authenticity of host communities, conserve their built and living cultural heritage and traditional values, and contribute to inter-cultural understanding and tolerance.
- Ensure viable, long-term economic operations, providing socio economic benefits to all stakeholders that are fairly distributed including stable employment and income-earning opportunities and social services to host communities. [<http://world-tourism.org/sustainable/concepts.htm>, (2008)].

Sustainable development requires the informed participation of all relevant stakeholders, as well as strong political leadership to ensure wide participation and consensus building. Achieving sustainable tourism is a continuous process and it requires constant monitoring of impacts, introducing the necessary preventive and or corrective measures whenever necessary. Sustainable tourism should also maintain a high level of tourist satisfaction and ensure a meaningful experience to the tourists, raising their awareness about sustainability issues and promoting sustainable tourism practices amongst them (Mowforth *et.al.* 2008).

The term sustainable development suggests that the lessons of ecology can; and should be applied to economic processes (Buttler & Boyd, 2005). Sustainable tourism is a subset of both tourism and sustainable development. Sustainable tourism development is not the same as sustainable development although the principles of the latter clearly inform sustainable tourism. The key difference between the two concepts is one of scale. Sustainable tourism only refers to the application of sustainability concepts at the level of the tourism industry and consequent social environment and economic effects, whereas sustainable development operates at a broader scale that incorporates all aspects of human interaction with the earth's environment. The diagram that follows on the next

page: Figure 2.2 demonstrates the relationship between the two concepts in question.

FIGURE 2.2: LINK BETWEEN TOURISM AND SUSTAINABLE DEVELOPMENT



[Source: Adapted from Hall, (2007)].

2.2.2 Relationship Between Ecotourism and Sustainable Tourism

Ecotourism basically deals with nature based tourism, and is aimed “to conserve the environment and improve the well-being of the local people”. On the other hand, sustainable tourism includes all segments of tourism, and has the same function to perform as of ecotourism to conserve the resources and increase the local cultural and traditional value. Though the goals of ecotourism and

sustainable tourism are much similar, but the latter is broader and conceals within itself very many aspects and categories of tourism. [<http://www.rainforest-alliance.org/tourism.cfm?id=terms>. (2001)].

Sustainable tourism is not just limited to areas of ecological significance, but actively aims to reduce negative impacts in a holistic way. It does not only examine and responds to the needs of the present, but how current actions will also reduce negative impacts in the long term. Ecotourism is related to sustainable tourism in a way because it is a type of sustainable tourism that emphasizes conserving nature and improving the lives of local people in rural and wilderness areas. Moreover ecotourism is said to be a sub category of sustainable tourism or a segment of larger nature tourism market. [<http://www.etc.corporate.org/modules.php?name=content=showpage&pid> (2003)]

Diamantis (2004) argues that ecotourism as a sub-component of alternative tourism and as natural-based tourism, being part of the concept of sustainability. Ecotourism is said to mean travelling to relatively undisturbed or uncontaminated natural areas with the specific objective of studying, admiring and enjoying the scenery, and its wild plants and animals, as well as any existing cultural manifestations (both past and present found in these areas).

Ecotourism is often confused with sustainable tourism, whilst ecotourism is a form of tourism (like sports, health, beach, cultural or adventure tourism), the concept of sustainable development should be applied to all these forms of tourism. If the principles of sustainability are applied, then the type of tourism can be called sustainable tourism. [<http://www.etc-corporate.org/modules.php?name=content&pa=showpage&pid=107>. (2003)]

2.3 COMMUNITY INVOLVEMENT/ PARTICIPATION

One of the most vital elements of sustainable tourism and ecotourism is the involvement of the host community. Tourism needs to be incorporated into the social and economic life of the community Gunn & Var, (2002). The local population is often dependent on natural resources provided by the environment; therefore any changes regarding the environment should come from within the communities. By having the local involvement; the economy of the host community thrives as well. The involvement of the local communities should be in a direct form such as share of the revenue generated, employment and most importantly control of the development. Part of the involvement of the local communities can be in the form of empowerment. The community could be given the responsibility to make decisions or at least be part of the decision making process.

2.3.1 Community Involvement in Tourism

According to Lubbe (2005), we can not talk about tourism based on the natural or cultural resources of South Africa without paying attention to the community involvement. The current researcher therefore supposes Lesotho is not an exception in this case; the community involvement is one crucial aspect to be taken into consideration. Most natural resources are connected to the local community, whether in a rural area or in a village, town or city. Lubbe (2005) further argues that it is crucial to identify those people who clearly have the rights to the area and those who live closer should benefit more than those further afield.

Lubbe (2005) further states that the community often pays an enormous price for allowing tourism to operate in their territory. There are several examples of prices to be paid but for the sake of this study the researcher chose to pick on the ones namely; the community's resources will be used (*and sometimes abused*), and that they will lose their privacy.

According to DEAT (1996:), the idea that communities should be involved in tourism planning and management is seen as a vital issue in the future of tourism. Keyser (2004) adds that tourism has the ability to rapidly change the social and economic situation of communities with both positive and negative impacts. Keyser (2004) further adds that the community-management projects attempt to let communities decide what type of growth they would like to see and then help them implement their plans. If tourism development brings no positive changes in the social and economic situations facing the communities, there is little incentive for the residents to change their attitudes towards utilisation and exploitation of tourism resources. Positive changes can come about if communities exercise control over their own growth and development.

This is ample evidence that projects that focuses on generating economic benefits, without effectively addressing the local participation, are likely to attract the interest of the wider community. Burn & Holden (1995) aver that there are many levels of community involvement in tourism planning, ranging from information exchange, to negotiating benefits and participation, to protesting about lack of involvement. Dissatisfaction about local involvement can threaten the success of a tourism initiative or project.

Burn & Holden (1995) further states that the level of involvement in tourism by local people ranges from consultation, where people are told about plans for tourism and given the opportunity to voice their comments. Involvement stretches to partnerships where local people share responsibility for the development and management of tourism operations, to projects completely controlled by local residents.

It is therefore crucial at this juncture to note that having discussed the involvement of the community, one ought to take into consideration the outcomes of the limited involvement of the local communities. The role that must be played by different stakeholders must also be taken into consideration. The study also looks at the local community benefits. The benefits could either be social, financial or non-financial.

2.3.2 The Role of the Community

Jones, *et.al.* (2002) assert that in any development, whether it is general community development such as primary health care or tourism related development, development energy needs to be present in the particular community; otherwise such development will not succeed. “Development energy” means the understanding of development and the will to develop, linked with the energy or action to implement development, which needs to be present in the community concerned. Jones, *et.al.* (2002) further maintains that one thing all these failures have in common is that the community was never sufficiently involved so as to acquire the necessary development energy. As long as developers were working with the community, things happened. The minute the

developers left the community, the project was either left dormant or it operated for a short period and then ceased to function.

It is for this reason that the best reward that the Ts'ehlanyane National Park could give to the local community for utilising their resources is to involve them in the planning and decision making of the projects in question, then when they are gone, the projects would be running efficiently as if nothing has ever happened, meaning as though the developers are still around.

2.3.3 Limited Involvement/Participation

Another major problem facing the South African tourism industry is the poor involvement of local communities and previously neglected groups in the industry. While this has been largely due to the previous government's policies, the need to reverse this situation is of urgent importance. The tourism industry, perhaps more than any other sector, provides a number of unique opportunities for involving previously neglected communities and groups, including the operators of tourism infrastructure, services to the industry, and suppliers to the industry (DEAT,1996). The different entities or agencies have to work together in an integrated manner in order to produce efficient and sustainable tourism industry for the good of all concerned.

Keyser (2004) maintains that in some countries, past policies have neglected or constrained the involvement of certain communities. In African countries various factors limit the involvement and growth of local communities, and emerging entrepreneurs in the tourism industry. These include: lack of information and awareness about tourism, due to the communities not having been meaningfully

exposed to the industry. Limited training opportunities and previously disadvantaged groups and entrepreneurs, effectively limiting their meaningful participation in tourism and lastly lack of involvement in the decision-making, and in the development and promotion of tourism.

2.4 TOURISM RESOURCES

Tourism resources come in all shapes and sizes, and most features of an area can be considered part of the overall tourism resource base of a destination. Tourism resources include elements of the natural and man-made environment. Tourism resources are all and any of those features which draw people into a destination. Resources form the core of visitor attractions, but also include other services and facilities which cater to accommodate and entertain tourists while in the destination area. Tourism resources represent the supply side of the basic supply-and-demand equation, which needs to be matched with market demand to develop a successful tourism destination (Godfrey & Clarke, 2005:65).

2.4.1 Nature-Based Resources

Nature-based resources are invaluable tourism asset and are fundamental to the development of tourism for virtually all destinations. Nature-based resources tend to be the grass root from which other resources are developed and thus often play both a principal and key supporting role in tourism development. Natural resources include aspects of land and landscape such as mountains or other geographical phenomena, wildlife species, birds or rare plants and water features such as a lakes, rivers or waterfalls. They often form a central element of a destination's tourism appeal (Moutinho, 2000; Magi & Nzama, 2009a).

Furthermore, Moutinho (2000) claims that the resource base is a part of the environment, which refers to the specific resources or features on which a tourism destination or facility is based- resources that have the power and allure to attract tourists to the area. The Kruger National Park would be an appropriate example in South Africa; the park attracts tourists because of its fauna and flora, as well as its popularity.

2.4.2 Man-Made Resources

Man-made resources are defined as those entities, characteristics and services, as well as facilities and activities for which man is directly responsible for generating and maintaining [<http://www.co.san-bernardino.ca.us/landuseservices/general-plan/2D-Man-ade%20Resources.pdf>. (2009)]. Man-made resources are basically artificial, they are a product of something else; they are an outcome of something.

2.4.3 Combination (Non descriptive)

Amidst the designation of resources as either be nature-based or man-made there are those that those in between. These resources are those that include both notions of man and nature, as well as indirect human-based activities and facilities.

a) Human resources

Tourism sector industries generate a large number of highly diversified jobs in different branches of activities, particularly the attractions. Human resources are a key element in ensuring the quality and content of tourism products. There is a

growing need for a skilled manpower to be able to meet the needs of a changing environment and to maintain the competitiveness of tourism enterprises. Strategies for managing and promoting human resources have a central role to play in a sustainable development approach to tourism.

According to Baun (2003), the management of tourism resources at attractions could arguably be considered to be the most important aspect of the management of visitor attractions for two reasons. First, as a service industry the attitudes and abilities of the staff will have a crucial impact on the way the service is delivered to the customer and will therefore directly affect their enjoyment of the visit and their perception of the attraction. Second, for most attractions labour costs are likely to be the largest single item in their revenue budget.

Human resource management is concerned with obtaining, organising, training, motivating and rewarding the people needed by the organisation so that they perform in a way which allows the attraction to meet the needs of its customers. This is where the service industry, its people, their attitudes and abilities will have an impact on the way the service is delivered to the consumer.

b) Aesthetic Resources

An aesthetic or visual resource is a broad term used to identify the particular scenic and beauty qualities that define a place, landscape or destination. This type of resource can either be nature-made, man-made or a combination of both. The planning area is defined by several natural and human-made aesthetic resources, including open spaces, beaches and coastline, agricultural areas, low rise commercial and residential development, as well as tall buildings which are visible in the city's skyline. Key view corridors include local waterways,

agricultural open space, beaches, and roadways, in addition to a variety of urban landscapes [<http://www.co.san-bernardino.ca.us/land>. (2009)].

2.5 NATIONAL PARK

Lubbe (2005) avows that it is important to define and understand the meaning of the national park. Whereby a national park is a relatively large area where one or several ecosystems are not altered by humans and which contain plant and animal species, places of special interest or natural landscapes of great beauty and importance, the government of the country concerned enacts laws, rules and regulations that protect and preserve the area and accord it a special status. Visitors are therefore allowed to enter, under special conditions, for inspirational, educative, cultural and recreative purposes.

A national park is a reserve of natural or semi-natural land, declared or owned by a government, set aside for human recreation and enjoyment, animal and environmental protection and restricted from most development. [[http://en.wikipedia.org/wiki/National Park](http://en.wikipedia.org/wiki/National_Park) (2007)]. The above definition is the one that is going to be used in this study.

2.5.1 Types of Parks

An individual cannot live in isolation from the rest of the world. It is therefore crucial that the similarities or differences that exist must be pointed out clearly, in order to discover the elements that are common in individuals or inhabitants of an area. There are several types of parks; for the sake of this research study, it was decided to choose the two types of parks: regional and marine. These parks are briefly explained below.

(a) Regional Park

Nepal & Weber (1995) have explained regional parks as lands reserved to protect and conserve areas in natural or modified landscapes which are suitable for sustainable public recreation and enjoyment. They offer open spaces for cultural and recreational activities (including dog walking in some parks) which may not be permitted in national parks, state conservation areas or nature reserves.

(b) Marine Parks

According to Faulkner *et al* (2001:72), marine parks are areas of marine waters and lands permanently set aside to protect the biological diversity of our marine plants and animals, and to provide protection for unique and representative areas. Marine parks are zoned for multiple-uses such as fishing and recreation. This provides varying levels of protection, and ensures the continued enjoyment of our marine resources.

2.6 THE MANAGEMENT OF NATIONAL PARK

Exploitation of resources means the future generations would not be in a position to see and worse utilise the resources since they would be depleted. It is therefore worthwhile to take care of resources especially the natural-indigenous resources. Park management has always had to accommodate the needs of both tourism and conservation. Shackley (2000), argues that tourism has in some cases had negative impacts on conservation, and managers have had to implement strategies that will reinstate a synergy between the natural environment and tourism by, for example reducing visitor intake.

2.6.1 Management Strategies for National Parks

According to Butler & Boyd (2000), the management strategies are preferable to banning tourism in protected areas because ultimately, it is often tourism that pays for the costs of conservation. Son *et al* (2000) add that management of parks is not an easy task and the parks are often represented as having a difficult task of meeting two goals; which are enjoyment of the visitors and the protection of the park itself. Visitor management is an important aspect of any form of tourism in sensitive areas, whether protected areas or an adjacent region or communities. There are few weapons that might be used to fight this tricky way of satisfying the two masters (the tourist's satisfaction and the protection of the park). The tools are discussed as follows:

(a) Visitation caps: These are strategies to cap visitor numbers at a given level, they are consistent with the fixed carrying capacity approach to destination management, wherein it is assumed that additional visitor numbers, all else being equal, will result in an unsustainable tourism sector within a given area over a given period of time. Formal quotas, group size limits, entry and other user fees, as well as infrastructure controls, are all vehicles through which visitation caps can be achieved within the context of the spatial strategies (Weaver, 2007).

Quotas entail formal restriction on rates of visitation increase or in the number of visitors allowed into a certain area, over a period of time; for example, a month, daily or seasonally. There could be another visitation cap that might be used which is group size; the strategy named group size can be regarded as micro-scale quotas imposed within specific attractions or sites. Quotas are often used to reinforce the zoning systems.

Weaver (2007) further states that in addition to the formal quotas, a popular management tool in protected areas and many other types of attraction is the manipulation of user fees to regulate demand. With user fees, manager can actually increase prices until the desired level of visitation reduction is achieved, without incurring any affiliated decrease in revenue. As with user fees, a *de facto* quota effect on visitors is produced when government controls infrastructure and other services to restrict the number of visitors who can access a particular area. The demand is thus limited by constraining supply rather than by raising prices.

(b) Redistribution: An alternative to restricting visitation numbers is to redistribute, channel or otherwise divert visitor flows so that problems of congestion, over-capacity and under-capacity are avoided. Such strategies can be usefully divided between the dispersed and concentrated tourism activity.

(c) Education: Travellers who seek educational experiences constitute a well established segment of the tourist market. Ritchie (1996) states that however this concept of 'educational tourism' is distinct from the contention that all tourists should be exposed to education that promotes sustainable behaviour. The same of course, might also be said about local residents and all other stakeholders in the tourism system, though the need for sustainability education is most often directed towards the tourist.

McKercher (1993) in his exposition of the 'fundamental truths' about tourism, reminds us that tourists are not anthropologists, but consumers who are primarily concerned with being entertained. This assertion fails to recognise that tourist motivations are extremely diverse, but it does suggest that desired sustainability

outcomes are unlikely to be achieved in a destination if mass tourists are exposed to education that is too pedantic or heavy handed. Effective conveyance of messages can have transformational consequences, making people more environmentally and socially conscientious and thereby helping to achieve an enhancement-oriented, comprehensive model of sustainable tourism.

(d) Target marketing: This is the attempt to attract specified market segments that are believed to provide particular advantages for a product of destination. The concept of de-marketing is that aspect of marketing that deals with discouraging customers in general or a certain class of customers in particular on a temporary or permanent basis. The current researcher therefore believes if the Ts'ehlanyane national park could adopt all the above strategies, the park would sustain the test of time and still give the tourists what they expected.

2.7 SUSTAINABLE TOURISM BENEFITS

Sustainable tourism has got a number of benefits for both tourists and members of the host community, more especially the socio economical benefits. The subsequent paragraphs have been divided according to the different benefits that are brought by sustainable tourism.

a) Economic Benefits

The main positive economic impacts of sustainable (coastal) tourism relate to foreign exchange earnings, contributions to government revenues, generation of employment and business opportunities. In simpler terms, sustainable tourism contributes economically to the welfare of the country and that of the host communities. [<http://www.biodiversity.ru/coastlearn/tourism-eng/> why economic

[benefits.html](#). (2008)]. Sustainable coastal tourism has the potential to promote social development through employment creation, income redistribution and poverty alleviation, based on the wise usage of the coastal environment. Such usage of natural resources is as important as the wise usage of the Ts'hehlanyane National Park.

b) Tourism as a Force for Peace

Travelling brings people into contact with each other. As sustainable tourism has an educational element it can foster understanding between people and cultures and provide cultural exchange between hosts and guests. This increases the chances for people to develop mutual sympathy and understanding and to reduce prejudices.

c) Strengthening Communities

The jobs created by tourism can act as a very important motivation to reduce emigration from rural areas. Local people can also increase their influence on tourism development, as well as improve their job, earnings prospects, through tourism-related professional training, development of business and organizational skills.

d) Development of Facilities

In cases where the tourism industry supports the creation of community facilities and services that otherwise might not have been developed it can bring higher living standards to a destination. Benefits can include upgraded infrastructure, health and transports improvements, new sport and recreational facilities, restaurants and public spaces as well as an influx of better-quality commodities and food [[http://www.biodiversity/coastlearn/tourism/whysociobenefits.\(2008\)](http://www.biodiversity/coastlearn/tourism/whysociobenefits.(2008))].

e) Revaluation of Culture and Traditions

Sustainable Tourism has the potential to improve the preservation and transmission of cultural and historical traditions, often contributing to the conservation and sustainable management of natural resources, the protection of local heritage, creating a renaissance of native cultures, cultural arts and crafts.

f) Tourism that Encourages Civic Involvement and Pride

In some cases, tourism also helps to raise local awareness of the financial value of natural and cultural sites. It can stimulate a feeling of pride in local and national heritage and interest in its conservation. More broadly, the involvement of local communities in sustainable tourism development and operation appears to be an important condition for the conservation in sustainable use of biodiversity [http://www.biodiversity.ru/coastlearn/tourismwhysociobenefits. (2008)].

2.8 PERCEPTION AS A CONCEPT IN TOURISM

Kerr (2002) asserts that in order to use and do anything, the supplier must first identify what an individual sees, hears or feels. Perception involves the ability to identify and distinguish between things; it is more than seeing and hearing. It involves the interpretation of what we see and hear. The past experiences and present set of attitudes; including values, needs, memories, moods or social circumstances and expectations activates the person's perception.

Perception among other things, includes the sensation of seeing, feeling, hearing, touching and smelling, and their interpretation in the light of the previous

experience. Perceptions seem to be dependent upon the direct interpretation between the perceiver and the environment being perceived. In simpler terms, perception refers to the individuals' reaction to the reality and the environment in which they find themselves. An additional view from Carter (1996) suggests that there are three types of approaches playing a role in a geographic space perception. These include the following:

- **The structural approach-** this approach is mainly concerned with the way in which the array of information about a place is perceived. It is stated that it is evident that all sense perceptions, and all impinging data, about the environment can not be remembered. There is, therefore a process of selection, offering and structuring which has to take place.
- **The evaluation approach-** this type of approach is not only concerned with the way the environment is structured but how it is evaluated in relation to decisions to be made and subsequent action taken.
- **The preference approach-** is concerned with the way in which preferences are developed among a set of objects distributed in space.

Carter (1996) concentrates more on the structural approach since it deals with the way in which information is professed in a structured manner. The way in which places are professed has a great influence on people's perceptions. It is therefore crucial that Ts'ehlanyane National Park earns its mark on people so that they perceive it to be the "*I want to be there destination*".

2.8.1 Factors Affecting Perceptions

There is always a driving force behind every action taken. Amongst others, physical and psychological factors are seen as the major factors affecting perceptions. One of the most important physical factors includes the structure of

the human nervous system. Psychological factors include our emotions, needs, expectations and learning.

Certain physical and functional features of the brain also influence perceptions. The part of the brain that interprets visual signals has different kinds of cells that respond only under certain conditions. Learning, emotion, and motivations have important influences on perception. Part of this evidence comes from experiments that compare how people in different cultures perceive things. The perception of form, colour, pain, touch, and other experiences may differ from culture to culture, depending on habits, customs, and training of children (Halonen & Santrock 1999: 267). Emotions and motivation can have very important effects on perception. At times severe emotional disturbance prevents perception completely.

2.9 CONCLUSION

Tourism related to the natural resource is certainly growing. This alone is a reason enough for every stakeholder in the tourism business to ensure that they grasp the incredible potential that the earth has for natural resource tourism. Tourism based on natural resources provides a wonderful opportunity to conserve and carefully manage those precious resources. It is also essential that sustainable development is employed and its accompanying sound environmental management.

According to Price (1996) in answering the question on how to involve the community, he asserted that the issue is whether the impact of tourists on communities they visit can be reduced, and the benefits be increased. Price (1996) further argued that to achieve the latter, requires engaging the attention of the local

community in an activity so that they see it as ultimately to their benefit and adding to the quality of life through their interchange with tourists.

The major element in this research inquiry was the sustainability of natural resources, that is, why the researcher had to go to the extent of finding out about the perspectives, participation and perception of the host community. The community involvement was looked at also; the researcher could not have made a mistake of not looking at the benefits that the local communities around Ts'ehlanyane National Park were getting. The level of interaction between tourists and the local community increases formality and intensity from social to cultural contexts. It could thus be concluded from this chapter that if tourism is wisely planned from the very beginning, and includes the active involvement of the local communities, problems such as resentment by local people towards tourism development and tourists could be overcome and the community could enjoy the advantages while experiencing ownership of the control over the development.

Fennel (2005) maintains this by saying that it has been proven numerous times that tourism is likely to be more successful if local community fully supports it. Jones *et al.* (2002) further add that in many Southern African countries, many of the natural and cultural resources are in rural areas that are characterised by the high unemployment and dire poverty. Lesotho is no exception to this, thus it could be clearly stated that Ts'ehlanyane National Park is at the rural area where poverty is taking its course. It is important to note that eco tourism can be, but it is not automatically, a form of sustainable tourism. To achieve sustainable eco-tourism involves balancing economic, environmental and social goals within an ethical framework of values and principles.

CHAPTER 3

PHYSICAL SETTING OF THE STUDY

3.1 INTRODUCTION

The world is such a big place; it is assumed that nobody could know all the places around the world; thus nobody can know all the directions to those particular places especially destinations. Destinations are very critical in travel industry; they are the reasons people travel. Places are what bring travel alive, it is therefore of fundamental importance that destinations whereabouts are clearly outlined so that they show distances, directions and climate.

The park is located in the front range of the Maluti Mountains at the foot of the Holomo Pass and only about forty five minutes on a good road from the South African border post of Caledonspoort, which is fifteen minutes drive from one of the Free State towns named Clarens and about four hours from Johannesburg International Airport.

The main aim of this chapter is to deal with the physical setting of the Ts'ehlanyane National Park and the historical background. The intention is to provide a comprehensive overview of the study area in terms of natural and man-made tourism features. Some writers (Khuzwayo, 2002; Zikhali, 2005) have argued that the types and usage of physical features can either make or break a particular area as a tourism destination. It is therefore of the utmost

importance to study and understand the physical setting of a place in tourism development.

3.2 HISTORY OF THE STUDY AREA

It is very crucial to understand the physical location and attributes of the study area. The location of a tourism destination is also important because it gives a clear picture of the whereabouts of the place. The Ts'ehlanyane National Park is situated at Ts'ehlanyane area which is found at Leribe district in the far north of one of the smallest country in Africa; Lesotho.

According to the Lesotho Mountain Kingdom's information report called "*Be challenged by Nature*" (LHWP, ca2009), it is said that as part of the natural environment and heritage program of the Lesotho Highlands Development Authority (LHDA), a series of four protected areas has been developed under the construction number 604. The objective of these protected areas is to partially mitigate for the disruption to certain rural communities by the greater Lesotho Highlands Water Project (LHWP) developments, and loss and damage to certain natural resources. These protected areas include among themselves, the Bokong Nature Reserve, the Ts'ehlanyane National Park and the Liphofung Cave Cultural Historical Site.

3.3 LOCATION AND PHYSICAL ATTRIBUTES OF THE STUDY AREA

For every tourist or traveller, it is important to know the destination he or she is going to, the actual site and the place visited. The location of tourist destination

is significant because it gives a tourist a clear picture of the whereabouts of the place. Therefore in this section, the researcher gives an overview of the spatial dimensions of Ts'ehlanyane National Park, its relative and absolute location. Figure 3.1 below shows the main gate to Ts'ehlanyane National Park.

FIGURE 3.1 ENTRANCE TO TS'EHLANYANE NATIONAL PARK



[Source: Researcher's own photograph, 25-02-2010].

3.3.1 Location

Ts'ehlanyane National Park is situated in rugged mountain terrain and boasts the largest *cheche* (Ouhout) woodland in Lesotho. The park is situated in Leribe district, one of the ten districts of Lesotho which is found in the far north of the country. It also has magnificent stands of Berg bamboo along the Ts'ehlanyane River, and a large variety of indigenous mountain “fynbos”. It provides an ideal habitat for an endangered butterfly species; *Metisella syring*. Ts'ehlanyane

National Park is situated between Butha Buthe and Leribe [<http://www.lhda.org.ls/environment/nehp/conservation/reserves/community.htm>, (2009)].

Lesotho is a country within a country (South Africa); it is bordered by three South African provinces namely; Free State, KwaZulu-Natal, and Eastern Cape. The country lies between 21 and 31 degrees south, 27 and 30 degrees east. It is outside tropics, situated on average of 1,500m above sea level, which is why it is free from tropical diseases [<http://www.eoearth.org/article/Lesotho>, (2010)]. The Ts'ehlanyane area is in the heart of the impoverished highlands area Southern Africa, an enclave of South Africa. The park is situated along Holomo and Holomonyana Rivers on massive, sound sandstone. The figure on the following page shows the relative location of Ts'ehlanyane National Park which is situated in Leribe. The district Leribe is one of the ten districts of Lesotho as shown on the diagram that will follow on the next page.

Ts'ehlanyane National Park is linked to Bokong Nature Reserve by hiking trails. Bokong Nature Reserve is a wetland reserve enhanced with a unique view point into a gorge and restaurant. This reserve was created to protect the wetland that serves as the source of the Bokong River, which is a tributary of Katse Dam. The concept of 'relative location' is referred to as a location of a place in relation to another place; it assists an individual to know the less popular place through the use of the most popular one. There is a difference between the relative location and the absolute location. Relative location simply means positioning a place relative to other landmarks while absolute location is locating a place using a coordinate system [<http://www.lhda.org.ls/environment/nehp/conservation/reserves/community.htm>, (2009)].

from different angles of the Lesotho as a country. The directions are as shown in Figure 3.3 and are multi-directional, this would provide the tourist with plenty of choices in finding the way through to the park.

(a) Coming from Bloemfontein

A tourist should take the N8 from Bloemfontein towards Ladybrand, then take the R26 to Clocolan and Ficksburg and continue onto Fouriesburg. On the outskirts of Fouriesburg at the bottom of a hill there is a signpost to Clarens; the tourist is thus expected to take that road to the right and after a few hundred metres take the RH junction to Caledonspoor Border post which is marked with a faded signboard. Then the tourist is expected to complete SA formalities so that she or he may be allowed to cross the border gate and be welcomed in Lesotho.

After one has crossed the border she or he has to travel for 9km towards Butha Buthe (a large town) until one gets to a T-junction. The tourist is expected to turn right there at the junction and travel away from town (past an Excel service station on his or her right) in the direction of Maseru for approx 5.5 km. The tourist will then reach a junction and a new tar road off to her or his left. There is a Maliba sign board there; that is where the tourist interest should be aroused, she would then have to take a left turn there and travel 32km gravel road until she reaches Ts'ehlanyane National Park [<http://www.lesmet.org.ls/weather-forecast.htm>. (2010)].

(b) Coming from Durban

Head towards Pietermaritzburg and Escourt and you will eventually come to the Shell Ultra City service station. This should take about 2 hours from Durban,

just after the Shell take the Colenso / Winterton R74 exit to the left. Carry on straight through Winterton and Bergville and head into the hills and past Sterkfontein dam (on your left). The individual will then reach a T-Junction the R712 and there she has to turn left and head in the direction of Qwa Qwa (Golden gate) [<http://www.lesmet.org.ls/weather-forecast.htm>. (2010)].

FIGURE 3.3: THE DIRECTIONS LEADING TO TS'EHLANYANE NATIONAL PARK



[<http://www.maliba-lodge.com/mapdirections.html>. (2010)]

Continue straight and you will eventually get to the Golden gate park entrance where you will have to fill in and entry and exit formality for the park. Continue on to Clarens. On reaching the outskirts of Clarens you must take the LH junction (R711) to Fouriesburg. At the cross road just outside town take the signboard marked Caledonspoort to the left. After completing South African formalities you cross the bridge and you are now in Lesotho.

(c) Coming from Johannesburg

Head out of Johannesburg on N3 and turn off at Warden South West along the R714 which takes you to Bethlehem and Fouriesburg. In Bethlehem (after Nandos and Wimpy) turn right at the Engen garage (4 way stop) into Church street (Kerk Street). Travel on and then turn left into Commissioner Road at the KFC which takes you to Fouriesburg. On the outskirts of Fouriesburg at the bottom of a hill there is a signpost to Clarens. Take that road to the left and after a few hundred meters take the RH junction to Caledonspoort Border post which is marked with a faded signboard. After completing SA formalities you cross the bridge and you are now in Lesotho.

(d) Coming from Maseru

If one is from Maseru, she has to take the road to Teyateyaneng (TY) north east passing through Hlotse (Leribe) on the way and travel for approx 130 km until she reaches a junction and road off to her right. (There is a sign board there) just before the junction. One should take a right turn there onto a new tar road and travel 32km until she reaches Ts'ehlanyane National Park. That is where the main road stops. With all the directions from b) to d), one has to follow the same directions as the one on a) immediately after crossing the border. All these routes are going to come together and utilise the one and only route after an

individual has crossed the border post and fulfilled all the requirements of being allowed access into the country. Sometimes people are not keen to reading long directions that seem to be complicated and they would rather prefer the diagram map. It is for this reason that the researcher also included the direction map in order to cater for almost everybody. The diagram which is following on the next page, gives the same directions as the one above but in a map way.

A map gives a miniature picture of a very large space. A map is to guide one to a space one has not encountered before, they usually have; distance, mountains, rivers and shapes of places or destinations. With a map, one does not have to depend on local directions, a map is the visual representation of a region and it highlights the relationships between objects. It is advisable that one learns and understands the directions so that she does not end up in one place that she never intended to go to, that place might be very dangerous. This instrument (the map) helps in taking people to right places, safe and secure, since tourists' safety and security is one of the major issues in tourism.

3.3.2 The Ts'ehlanyane vs Sehlabathebe National Parks

The Ts'ehlanyane National Park is the second largest national park in Lesotho. The park has been declared part of the Maloti Drakensburg Trans Frontier Park like the Sehlabathebe National Park in Sehlabathebe. In comparison, Sehlabathebe National Park is the largest national park in Lesotho; a contender to the title of world heritage site. Sehlabathebe National Park is located in the Maluti Mountains in Qacha's Nek District in Lesotho, while Ts'ehlanyane National Park is located at the interface between the Eastern Mountain province of Lesotho and the lowlands, which are surrounded by the relatively dry interior of South Africa. Ts'ehlanyane National Park is at the bottom of the Holomo and

Holomonyane River. The park is located in the front range of the Maluti Mountains at the foot of the Holomo Pass in the Leribe district which is far north of the country.

Sehlabathebe National Park is home for both striking biological diversity as well as important cultural heritage, the park was first established on the 8th May 1969, its landscape is dominated by large ecosystem, on contrary, Ts'ehlanyane National Park has a magnificent stands of Berg bamboo along the Ts'ehlanyane River, and a large variety of indigenous mountain "fynbos". It provides an ideal habitat for an endangered butterfly species, called *metisella syring* [<http://www.lesmet.org.ls/weather-forecast.htm>. (2010)].

3.3.3 The Related Geography

Lesotho is the only country in the world with all its territory above 1000m. It is a land of high mountains, deep valleys and cold rivers. It is sparsely populated, over 75% of Lesotho is highland and only 25% is lowland, anything below one (1), 800m is called "lowlands". The country has four geographical regions namely; Western Lowlands which consists of undulating basins and plains that cover 25% of the land area. The lowlands cover the western part of the country and occupy about 5,200km² which is 17% of the total surface area. This region is a narrow strip of land extending at some places just 10km from the border to 60km at some places and it lies between 1 400m to 1 800m. The northern and central lowlands are characterized by large deposits of rich volcanic soils, while the southern or border lowlands are characterized by poor soils and low rainfall. [<http://www.lesmet.org.ls/weather-forecast.htm>, (2010)].

The second one is the foothills, the cave sandstone terrace which is an intermediate region between the highlands and the lowlands. The foothills on the other hand, consist of very fertile land that is associated with high agricultural productivity. The foothills occupy an estimated area of about 4 600km² which lies between 1 800 and 2 000m above sea level and forms 15% of the total land area. The third geographical region is the Senqu River Valley, which forms a narrow strip of land that flanks the banks of the Senqu River and penetrates deep into the highlands, reaching lower parts of the main tributaries of this river. This region covers 9% of the total surface area. The soils of the Senqu River valley vary from rich to very poor soils.

The last geographical region is known as the Eastern Highlands which includes the Maluti Mountains and Thabana Ntlenyana the highest peak mountain of 3 483m. This is the largest ecological area and is known as Maluti Mountains. It covers an area of 18,047 of Drakensberg range. This region has been extensively dissected by the headwaters of the Senqu River and its tributaries which drain in a north-south direction, and together with an extensive network of mountain wetlands, which today forms an important segment of the Southern African region's water resources [<http://www.lesmet.org.ls/weather-forecast.htm>. (2010)].

The country is drained by tributaries of the Orange, Caledon and Tugela Rivers. No part of Lesotho is below 1 400m (3 280ft) above sea level. It therefore has the highest slow point of any nation on earth. [<http://www.lesmet.org.ls/weather-forecast.htm>, (2010)]. Lesotho is made up of layers of sandstone; brittle shale and mud, above the compressed mud are Paleolithic red beds, a layer of main surface rock and then soft cave sandstone (Turco, 1994). There is

only one thing unique and strange about this mountain kingdom country; which is all its rivers flow in the same direction because the lower strata of sandstone were uniformly laid north-easterly to south easterly plan. Running north-east to south east, the Maluti mountain range dominates the western districts of the country, while the east is made inaccessible by the barrier of Drakensberg. Lesotho is comprised of ten districts, whose boundaries follow river courses.

The Ts'ehlanyane National Park has an altitude ranging from 1940 to 3112 metres and is considered mostly sub-alpine. It owes its origin to the access road to the Hlotse tunnel as part of the Lesotho Highlands Water Project. This proclaimed protected pristine area lies at the junction of the Tsehlanyane and the Holomo rivers. [<http://www.maliba-lodge.com/tsehlanyanet.htm>. (2010)]

3.3.4 Climate

It is very crucial that a tourist knows about the climate of a destination he prefers to visit in preparation for the journey he or she is about to take. Clean and invigorating are the best words to be used when describing Lesotho's climatic condition. Lesotho has a continental climate which is characterized by extremes in temperature. More than three hundred (300) days of Lesotho in a year offer brilliant and glorious sunshine, Summer extends from November to January and it is usually hot, even though the sun maybe warm most of the night temperature can plummet below zero even midsummer. During this time it could also be rainy with thunder and lightening storms especially at the evening. [<http://www.abc-of-snowboarding.com/africa/lesotho/buthatbuthe/ski resort-clubmaluti.asp>, (2010)]

Autumn days are warm and ideal for outdoor pursuits and for tourists to visit destinations. It should not be forgotten that winter in Lesotho lasts from May to July although the cold weather may extend to September and it usually brings snow to the Maluti Mountains and it becomes very chilly around this time of the year. When spring arrives, it is peach-blossom time in almost every village, and the countryside is transformed into drifts of pink. Lesotho's rainfall is around 85% and the rainfall is between 700mm-800mm and it occurs between October and April, bring the rivers down in full volume; which includes the Holomo and Holomonyane Rivers which leads to the "magic pound" towards the north of Ts'ehlanyane National Park. The magic pound as popularly known is a natural swimming pool within the park with crystal clear water; this pound is being impregnated by the rivers named earlier.

Lesotho is a high altitude country where winters can be bitterly cold and deforestation and soil erosion are major environmental problems. A tourist must be prepared for anything. In summer there is baking hot sun followed by torrential rain. However it can snow anytime, all year round. In winter, night temperatures of -10°C are frequent making it antifreeze. [www.abc-of-snowboarding.com/africa/lesotho/buthatbuthe/skiresort-clubmaluti.asp, (2010)]. Snow covered landscapes can be noticed in Leribe, Ts'ehlanyane area inclusive. In general Lesotho enjoys relatively low humidity, and very clean air. Humidity increases in summer when there is an influx of moist air from the basin.

Ts'ehlanyane National Park (TNP) is located at the interface between the Eastern Mountain province of Lesotho and the lowlands, which are surrounded by the relatively dry interior of South Africa. In relation to much of the

subcontinent, Ts'ehlanyane National Park enjoys abundant freshwater resources. [<http://www.maliba-lodge.com/climate.html>], (2010)].

The Ts'ehlanyane National Park climate, like high altitude areas elsewhere in Lesotho, is characterized by extremes of temperature, precipitation and wind speed. As might be expected from the altitude of the park, temperatures are dismally low, even in summer. Considerable variations occur with changes in altitude and aspect. The North-facing slopes are generally warmer (and have different slope gradients) than the South-facing slopes, which are generally cooler. This is as a result of differences in incoming radiation. Steep south-facing slopes are especially cold in winter because they receive little direct sun and are often shaded by surrounding mountains.

3.3.5 Precipitation

Records maintained over a six year period at Tsehlanyane Transfer Tunnel by LHDA indicate a range of total annual precipitation between a low of 784.6 mm (1992) and a high of 1776.3 mm (1996), with a mean for six year period of 1100.1mm. This measuring station was, however, at one of the lowest points in the park. No data was available for the mean for the park as a whole, but this is likely in the vicinity of 1 500 to 1 700 mm pa. Similarly, there are no records of the incidence of precipitation from mist; this is likely to be a significant proportion of the total (possibly in the vicinity of 15-20%).

In dry years little snow occurs, but on average, six to eight snowfalls may be experienced. Snow may be expected in any month of the year, but the peak occurrence period is between May and November. [<http://www.answers.com/What>], (2009)]

Lesotho falls in the summer rainfall belt of Southern Africa. Approximately 80% of the precipitation of the park occurs in the summer, in the form of rain and mist, but occasional snowfalls may also be experienced, even in summer. Summer rains occur from September or October until the end of March. High-intensity thunderstorms are prevalent throughout the summer. The remaining 20% of the precipitation occur in winter (approximately May to July) in the form of rain, mist and snowfalls. The thunder storms referred to are usually associated with occurrences of high intensity lightning strikes. The Drakensberg-Maloti Mountains are known as one of the highest lightning-incidence areas of the subcontinent, and this is likely also to be true for the park [<http://www.lesmet.org.ls/weather-forecast.htm>. (2010)].

3.3.6 Temperature and Winds

Temperature records taken for the same six year period at the Transfer Tunnel indicate annual mean minimum temperatures of between 4° and 5°C and mean maximum of between 18° and 20° C. Mean minimum temperatures in summer are in the vicinity of 32° while extreme minimum temperature in winter is usually in the vicinity of -9° C. Frosts may be experienced in any month of the year, but are most frequent in the months March to November.

Wind is a significant meteorological factor at any time of the year. In winter, especially following snowfalls, strong, cold westerly winds are a common occurrence. In spring, strong offshore hot dry winds (so-called “berg winds”) are also regularly experienced. They may reach wind speeds of up to 100 km/h., and cause high fire hazard conditions. These hot winds may blow from early August until early October. They usually occur ahead of cold frontal systems,

which may or may not bring relief in the form of rain or snowfalls (Bainbridge, 1991; Tyson *et al.*, 1976).

3.3.7 Soil

Lesotho has few resources with exception of water and labour, only 9% of the country is arable. A decades ago, the amount was 13%, a revealing indication of the amount of land being lost to erosion. The land area is about 30 000km², and the arable land area is about 12% of the total area. However, the arable land is valuable due to the severe soil erosion. It is estimated that 40 million tons of soil per year is lost through erosion. The soil is generally of poor quality and yields of the main staple crops; maize, sorghum and wheat are declining. There are three different types of soil in Lesotho depending on the area. The non-arable mountain areas are also rapidly deteriorating because of overgrazing. For the Basotho, livestock's are traditional source for wealth and large numbers of cattle, sheep and mohair goats are raised in the highlands. Due to the soil deterioration Lesotho is now producing between 40-55% of its cereal requirements. [www.lesotho.blogspot.com/search/label /soil.%30a](http://www.lesotho.blogspot.com/search/label/soil.%30a). (2010)

3.3.8 Agriculture

Agriculture is absolutely central to the life of the community. Although the environment is harsh, the soil is black and fertile from alluvial deposits. "It was manure by itself; it was already fertilizer by itself", kraals for livestock are located on higher stony ground where crop production would have been difficult. The fields are of lower ground, this makes it possible for animal manure, ash and other waste generated by households to be washed down to the fields when it rains. Crop production has also benefited from the fact that the area has been largely free of pests [<http://www.lesotho.blogspot.com>. (2007)].

3.3.9 Population

Lesotho has a population of 130,500 (2007), of which 16 330 of the population is for Leribe district where Ts'ehlanyane area is located. The principal ethnic majority of Lesotho are the Basotho's, who are the Bantus of Southern Sotho stock and account for around 99.7% of the population. The remainders are the Zulu, Tembu and Fingo [<http://www.lesotho.blogspot.com>, (2007)]. It is therefore without a shadow of a doubt that the Ts'ehlanyane community is the Basothos.

3.4 CONCLUSION

This chapter has attempted to describe as well as briefly discuss the physical setting of the study area in terms of various components ranging from historical background of the Ts'ehlanyane area, and location elements. The history of the study area was presented in such a way as to give the readers an understanding of what happened in the past that gave the birth Ts'ehlanyane National Park.

The chapter brought into our attention that maps are not just instruments but they are one of the things that a tourist can not move in this world without, as it is the map that shows an individual where she or he is; where and how one can find a place she is looking for. A map is an aid to all those who want to travel around a certain place.

It is expected and hoped that the findings drawn from the analysis of the physical setting will assist the researcher to draw further interpretations and conclusions based on the empirical outcomes of this study area.

Furthermore, the findings in this chapter indicate that there is an important link that needs to be embraced between the Ts'ehlanyane local community and the park management or other stakeholders. To further support this statement we have to look at the next chapter, which is about empirical analysis and interpretation of data associated with the study area.

CHAPTER 4

ANALYSIS AND INTERPRETATION OF DATA

4.1 INTRODUCTION

It is a fact of life that before anyone could judge or conclude on an issue or a case, one ought to go through an analysis stage and try to assess the relevant facts before making final decisions. In the same vein, chapter 4 of this research report is no exception from this maxim, in that the researcher, in this instance, has carefully analysed the data before coming up with any conclusions and recommendations. In this research study the data analysis stage has attempted to provide empirically-based answers to relevant research questions, by examining and assessing collected data to identify emerging patterns and meanings (Magi, 2007).

According to Mahaye (1996:), it is generally accepted that in an attempt to make collected research data more understandable and easy to analyse or synthesize, it is essential to have it presented in a logical and systematic manner. The purpose of this chapter therefore is to reduce the data related to this research into lucid and interpretable chunks, upon which conclusions can be drawn (Magi, 2007). In other words, this chapter is basically intended to present the responses or reactions of respondents who form a representative fraction of the population of the Ts'ehlanyane community. These responses are based on what the

respondents say and reflect on their circumstance, rather than what the feelings and views of the researcher are.

First and foremost, the choice of the key variables to be used in assessing the hypotheses is presented in this chapter. These variables correspond closely to the objectives of the study, as well as with the theoretical concepts addressed in chapter two. The meaning of variables is given in numerical terms or exposition. Secondly, in this chapter the empirical evidence is used to assist in drawing conclusions from emerging responses of subjects staying in the precincts of the Ts'ehlanyane National Park.

The chapter further adopts an approach that seeks to facilitate better analysis of data. Magi (2007) suggests that it is often necessary to change the variable data to desired tables, figures, graphs, models and to various illustrations so as to achieve better interpretation of data. Various conclusions are drawn through the analysis stage of this chapter. These conclusions are evaluated in chapter five to formulate guidelines and recommendations for the sustainability of the Ts'ehlanyane National Park in Lesotho: Community perspectives, participation and perceptions.

4.2 RESTATEMENT OF OBJECTIVES AND HYPOTHESES

At this juncture it is necessary therefore to re-visit the objectives and hypotheses of this research investigation. The objectives and hypotheses in question are presented in an interlinked sequence so as to reveal any inherent relationship. This restatement of objectives helps by setting a clear guideline towards

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analysing and interpreting data. The objectives and the related hypotheses are restated as follows:

- a) **Objective 1:** To establish the extent to which the Ts'ehlanyane National Park stakeholders understand the meaning of sustainable tourism.

Hypothesis 1: *That the stakeholders at the Ts'ehlanyane National Park do not understand the meaning of sustainable tourism.*

- b) **Objective 2:** To identify the participation of the local community in the management of the Ts'ehlanyane National Park.

Hypothesis 2: *That the participation of the local community in managing the Ts'ehlanyane National Park is adequate.*

- c) **Objective 3:** To examine the community's viewpoints pertaining to the sustainability of the development on the Ts'ehlanyane National Park.

Hypothesis 3: *That the community's viewpoint is that there is lack of sustainability in the development of the Ts'ehlanyane National Park.*

- d) **Objective 4:** To reveal the management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource.

Hypothesis 4: *That the management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource are not ample.*

- e) **Objective 5:** To investigate tourism-related community benefits acquired through sustainable development of the Ts'ehlanyane National Park.

Hypothesis 5: *That the tourism-related community benefits acquired through sustainable development of the Ts'ehlanyane National Park are sufficient.*

- f) **Objective 6:** To propose a strategic management model that can be used as a scheme towards improving the sustainable management of the Ts'ehlanyane National Park.

Hypothesis 6: *That it is essential to propose a strategic management model that can be used as a scheme towards improving the sustainability of the Ts'ehlanyane National Park.*

The above objectives and hypotheses were revisited and adhered to when data was analysed and interpreted. It is therefore the purpose of this chapter to contextualise and integrate most of these objectives towards achieving clarification of issues regarding the subject-matter of the research inquiry. Data gathered, analysed and interpreted sought to answer the following facets of the study, which are summarised as follows: The demographic characteristics of the respondents; the stakeholders' understanding of the meaning of the concept 'sustainable tourism'; the community's viewpoints pertaining to the sustainability of development within the Ts'ehlanyane National Park; tourism-related community benefits acquired through the sustainable development of the Ts'ehlanyane National Park; and finally the possible emerging strategic management model that can be used as a scheme towards improving the sustainable management of the Ts'ehlanyane National Park.

The analysis of data based on the facets mentioned above has helped the researcher to make empirical judgements and conclusions with regard to hypotheses postulated in chapter one. It is also important to reiterate that in the analysis of data, the research hypothesis, rather than the statistical hypothesis, which relates to testing or proofing the null hypothesis, is used in this research investigation. The research hypothesis is defined as the statement of what the researcher deems to be the most probable answer to the question posed in the problem statement (Magi, 2007).

4.3 RESPONDENTS' CHARACTERISTICS

The data related to the demographic characteristics of respondents collected in the study area, reflects the personal attributes of the respondents within the Ts'ehlanyane community area. The respondents varied widely in respect of personal attributes ranging from, gender, age, marital status, level of education, employment status and levels of income. It was anticipated that the analysis of these demographic attributes would offer better understanding and awareness of the role they play in influencing the various research statements and questions.

The analysis of demographic characteristics in this section, follows a two-pronged approach: (a) analysing the personal background and characteristics of the respondents, covering variables such as gender, age and marital status, and (b) analysing the socio-economic characteristics of the respondents, covering variables such as level of education, occupation and levels of income. The analysis of demographic variables relating to personal attributes are described in

Table 4.1, whereas those relating to the socio-economic attributes are presented in Table 4.2, respectively.

4.3.1 Personal Demographic Variables

Demographic characteristics reflect the personal attributes such as; gender, age, marital status. Occupation and level of education are considered to be the socio-economic characteristics. The information gathered here would be instrumental in the interpretation of data in the study as a whole. Shiver (1997: 197) asserted that demographic characteristics and changes “may radicalise conditions so that new approaches can be taken by any agency”.

The demographic variables are empirically analysed and discussed in order to reveal the characteristics of the sample. The variables above are crucially important in determining the sustainability of the Ts’ehlanyane National Park as a resource facility. Table 4.1 and Table 4.2, given below; portray the demographic characteristics of respondents and socio economic characteristics with absolute frequency and the percentage.

The results presented in Table 4.1 show uneven gender distribution. It is therefore noticed from the table below that the majority of respondents were males which is fifty-five percent [55%] and forty-five [45%] were females. This response is drawing attention to the importance of females, considering the fact that female population is greater than that of males. The researcher then came up with the idea that females nowadays are more concerned about woman-empowerment issues, and thus they can be found all-over human activities,

whether they are studying or attending workshops on how to make women more self-reliant and independent, as well as to make a living for themselves.

TABLE 4.1 PERSONAL DEMOGRAPHIC ATTRIBUTES OF RESPONDENTS

VARIABLE	SUBVARIABLE	ABSOLUTE FREQUENCY	PERCENTAGE (%)
GENDER	Female	59	45.0%
	Male	72	55.0%
	Total	131	100.0%
AGE	18-25	6	5.0%
	26-35	45	34.0%
	36-55	55	42.0%
	56 and above	25	19.0%
	Total	131	100.0%
MARITAL STATUS	Married	52	39.7%
	Single	56	42.7%
	Other	23	17.6%
	Total	131	100.0%

18-25 Youth, 26-35 Adult Age, 36-55 Mature Age and 56 & above Old Age.

The other factor might be that, because the study area is in the rural area; most of the rural men are not working at the city due to their beliefs; which among others mean that they should not leave their forefathers' land and go and reside somewhere else.

What is illustrated in Table 4.1 means that the age groups of the respondents are analysed in varying categories. It was then found out that, in general; most of the respondents [42%] are between thirty-six to fifty five [36-55] years. It is not surprising that most of the respondents are falling under this category, due to the

fact that they are the ones who are economically active and are out there trying to make a living for their families. It was further revealed that thirty-four percent [34%] of respondents were under the twenty-six to thirty five [26-35] year category, which means that this category is only being introduced to the real world after experiencing tertiary education, and they are starting to make a living for themselves.

It was further noticed that the remaining nineteen percent [19%] of the respondents are fifty-six years and above, which means that they are no more interested in travelling to different destinations. The main reason beings that they are now approaching retirement age, and tend to visit destinations when they are taken out by their children. The last category had a paltry percentage of respondents which is five percent [5%], and they are between the ages of 18 and 25. This is relatively understandable because most of the respondents in this category are still studying, they do not have money to spend during leisure time and most of them are less concerned about nature and natural resources.

With regard to the marital status variable, the last demographic personal attribute discussed, the majority of the respondents [43%] indicated that they were single. Whereas, about 40 percent [40%] of the respondents indicated that they were married. A significant number of respondents [18%] also indicated that they were either divorced or separated, a phenomenon which surprisingly exists in the rural areas of Lesotho. It is to be noted that marital status does have an influence on respondents' participation in natural recreation resources. In the next section the study pays some attention to the socio-economic and socio-cultural variables.

respondents had an understanding of what was needed and there was no communication breakdown, they understood what was expected of them.

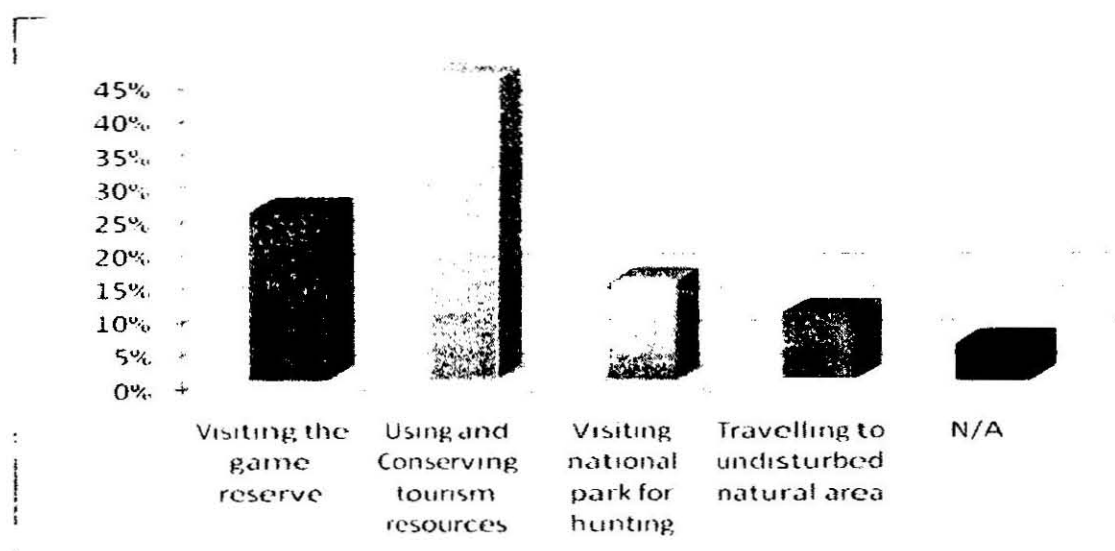
The occupation variable seemed to confirm the justification given in the previous paragraph, because seemingly, the large percentage of respondents seemed to represent the professionals [52%]. Both the skilled and semi-skilled respondents shared a similar percentage of 17.5%. This simply meant that skilled respondents had seventeen and half percent and semi-skilled also had seventeen and half percent [17.5 %] each. The researcher therefore thought it would be of interest to look at the respondent's understanding of sustainable tourism as one variable that would help the researcher to come up with the concrete analysis and conclusion.

4.4 UNDERSTANDING OF SUSTAINABLE TOURISM

The concept of sustainable tourism is regarded, by some writers (Aaronson, 2000; Hall, 2000) as a complex principle to understand. It is associated with the responsible usage of tourism resources in such a way that they are conserved for future generations. In addition, the concept suggests that when planning a tourism facility, approaches such as boosterism; economic industrial approach; physical or spatial approach; community oriented approach and sustainable tourism approach are important to understand (Hall, 2000). Hence, the respondents' understanding of sustainable tourism is a key element that leads to the unresolved problems to be solved, as well as leads to good production and good relationship between the stakeholders concerned. It is for this reason that the researcher thought it would be most appropriate to find out about the respondents' understanding of the meaning of sustainable tourism. What is

shown in Figure 4.1 below, are the results of the respondents understanding, meaning and importance of sustainable tourism within the study area. Respondents were requested to indicate their understanding of five pre-selected statements explaining or defining what sustainable tourism could be to them.

FIGURE 4.1 UNDERSTANDING THE MEANING OF SUSTAINABLE TOURISM



Sustainable tourism is defined as the usage of natural resources but not degrading the resources while the individuals are conserving nature so that the future generations could be able to utilise the resources in a sustainable manner. This research study is of the view that the respondents knew and understood the principle of sustainable tourism.

Figure 4.1 above shows the respondents' views on the understanding of sustainable tourism, as follows: it is clear that the majority of the respondents [45%] understand what sustainable tourism means. This was supported by the fact that most respondents totalling to forty-five percent [45%] clearly indicated that sustainable tourism means 'using and conserving tourism resources' in a such a way that they are looked after so that future generations could benefit therefrom.

Whereas twenty-five percent [25%] of the respondents thought that sustainable tourism means 'visiting the game reserves'. Other respondents totalling fifteen percent [15%] believed that sustainable tourism meant 'visiting the national parks for hunting', ten percent [10%] of the respondents thought that sustainable tourism meant 'travelling to undisturbed natural area' and five percent [5%] of the respondents admitted to not knowing what is meant by sustainable tourism. This research study, therefore, is of the view that the respondents knew what is meant by sustainable tourism, owing to the level of education they possess. Furthermore, another reason could be emanating from the positive interest the respondents hold towards the natural resources.

Based on the analysis derived from Figure 4.1, it could be concluded that respondents in the study area have a good idea of what is meant by the concept 'sustainable tourism'. From these outcomes, it can be reasonably concluded that Hypothesis 1, which states: *That the stakeholders at the Ts'ehlanyane National Park do not understand the meaning of sustainable tourism* had been reputed. The basis for this conclusion is that the majority of the respondents are

sufficiently educated and exposed to the tourism industry and also understand what sustainable tourism is all about.

It has been generally accepted that when the tourism stakeholders understand any concept or project related to the field, there is always a possibility of having smooth-running tourism project in study areas (Wahab, 2000; Magi & Nzama, 2009b). Good management of projects, whether socially, economically and environmentally, it is wise that local communities are involved as well as given enough information to avoid misunderstanding that might lead to misfortunes. When the community understands the importance of their natural resources they tend to take care of them and preserve them in a sustainable manner (Magi, 2010). After the findings on what sustainable tourism means, the researcher actually thought it would be proper to find out the strategies used in running the Ts'ehlanyane National Park and sustaining it, the respondents' responses are presented graphically in Figure 4.2 on page. 89

4.5 PARTICIPATION IN THE TS'EHLANYANE PARK FACILITIES

The purpose of this research study, among others, was to discover the extent to which the Ts'ehlanyane National Park stakeholders perceive the promotion of tourism delivery practices and their participation in the Ts'ehlanyane National Park facilities and activities. According to Pigram (1983: 83) participation can be defined as those activities through which members of society derive enjoyment and satisfaction as well as through which they select decision-makers and authorities that would involve themselves in the formation of appropriate tourism public policy.

This public policy would encourage the community to get involved in tourism, recreation and leisure activities and facilities of the relevant park. On the other hand, Torkildsen (2007) views participation as the core of the experience, the times of encounter with the resource and activity opportunities offered to the local community members or visitors. In other words, in this context, participation may be used to determine the level of community participation and the way in which they share certain facilities and activities offered by the Ts'ehlanyane National Park authorities and stakeholders. This research study had hoped that the community participates in activities and facilities within the Ts'ehlanyane National Park, so as to derive leisure enjoyment and benefits.

4.5.1 Community Participation in Sustaining the Ts'ehlanyane Park

Sustainable tourism implies that the tourism industry and authorities should be responsible for the environment, as well as focus on the development of environmentally-based tourism activities and programmes. The concept sustainable tourism also implies that the government and the business sector should take responsibility for the industry, with a view of involving the local communities in the field. This is particularly when the communities are located in close proximity to the tourism plant and attractions through the development of meaningful economic linkages (DEAT, 1996).

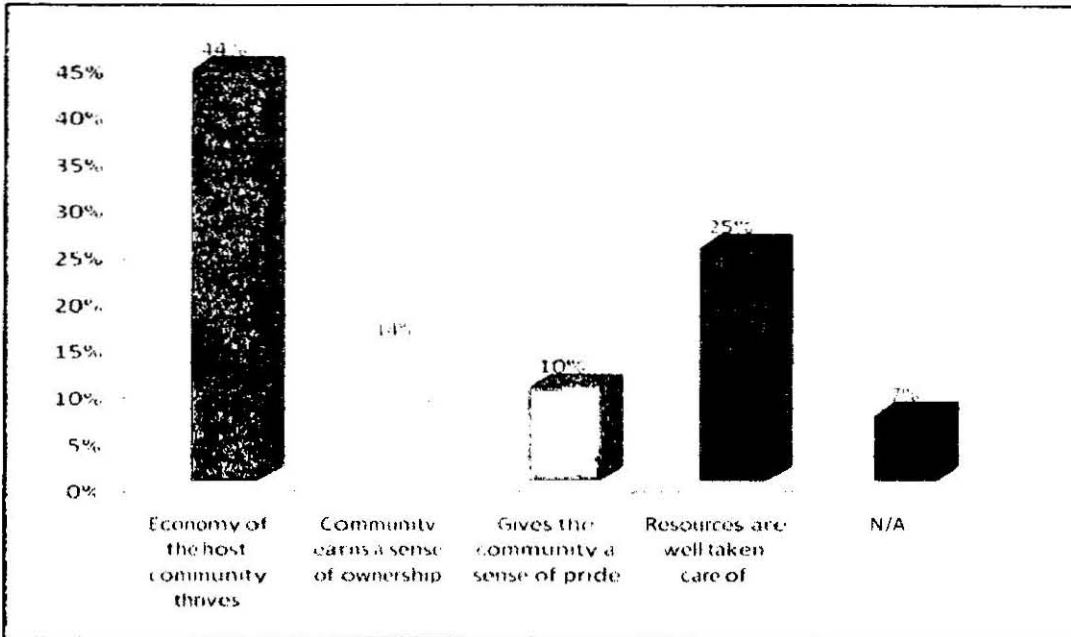
The tourism White Paper (DEAT, 1996) further indicated that it was also the responsibility of the local communities to become actively involved in the tourism industry, to practice sustainable development as well as to ensure the safety and security of visitors. Some authors have also realised that if the community does not participate in tourism in a sustainable manner, then there

would be many negative impacts in the tourism industry such as; environmental degradation and exploitation of local cultures and community groups to mention but few (Wahab & Pigram, 2000; Mowforth & Munt, 2008). Now that the assessment has been made on the benefits that the community get from the development of the Ts'ehlanyane National Park, the researcher thought it would be appropriate to look at the results on community participation.

In an attempt to decipher and clarify the notion of community participation in natural resources within the study area, respondents were asked to indicate how they perceived the management of natural resources in the Ts'ehlanyane National Park. In this regard, Figure 4.2 reveals some of the outcomes associated with community participation in sustaining the Ts'ehlanyane National Park resources. Figure 4.2 shows that a significant majority of respondents [44%] indicated on the affirmative, that their participation in this matter helps the local economy to thrive.

This finding was thought to be interesting by the researcher. The justification for this outcome is that money and jobs are important to grow the local economy. Taking care of the resources is of utmost importance in the sustainable development of the national park. It is important and beneficial for the local authorities and community to learn that the responses are positively inclined towards taking care of the resources in the Ts'ehlanyane National Park, through community participation or involvement.

FIGURE 4.2 **OUTCOMES OF COMMUNITY PARTICIPATION IN**
SUSTAINING TS'EHLANYANE NATIONAL PARK



Another major finding from Figure 4.2 is that 25 percent of the respondents indicated that community participation is associated with ‘resources being taken care of very well’. This kind of reward for community participation is seen as the second most important positive finding. Flowing from these outcomes cited above, it may be concluded that Hypothesis 2, which states: *That the participation of the local community in managing the Ts’ehlanyane National Park is adequate*, should be supported. The basis for this support is that the majority of the respondents in the study area thought that community participation was beneficial in terms of that ‘the economy of the host community thrives’ as well as that ‘resources are well taken care of’.

It was also interesting that this research study also took time to look closely into the facilities and services offered in the Ts'ehlanyane National Park, with a specific view to finding more about the participation rates in various facilities. It was also thought wise to assess or define what is meant by the concept 'tourism facility'. In the field of tourism, this concept does not only mean something that is tangible, but also relates to something that is intangible, such as a programme or policy. It is therefore clear that an activity could be a facility as well.

TABLE 4.3 RANKED THE TS'EHLANYANE PARK FACILITIES VISITED BY RESPONDENTS

RANK	FACILITIES	ABSOLUTE FREQUENCY	FREQUENCY PERCENTAGE
01	Basotho pony rides	81	62%
02.	Picnic area	77	59%
03.	Camp sites	74	56%
04	Photographic opportunities	62	47%
05	Swimming pool (<i>Magic pound</i>)	59	45%
06	Day walks	45	34%
07	Hiking trail	38	29%

[n = 131. Some of the subjects gave more than one response for facilities]

The outcomes of analysis relating to usage of facilities are given in Table 4.3 below. It has to be noted though that the number or frequency may not correspond to the actual respondents being hundred and thirty one (131) due to the fact that some respondents participated in more than one facility.

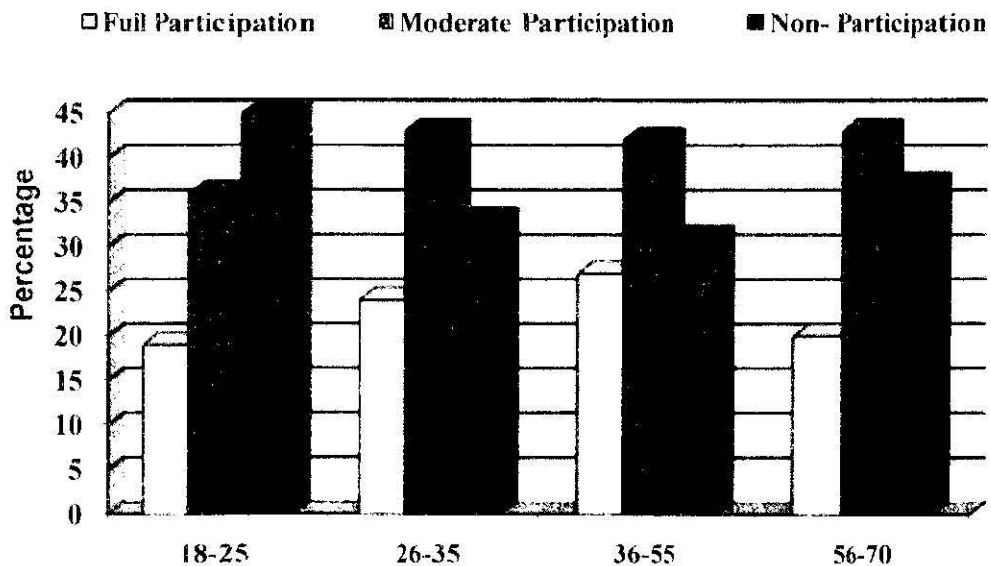
The majority of respondents, about three in five [60%], indicated that they visited and participated in tourism facilities such as the pony rides [62%]; picnic area [59%] and swimming pool [45%]. The second group of facilities was visited by about one in three [33%] respondents included the camp site [56%]; the day walks [34%] and photographing opportunities [47%]. The main reasons for visiting these facilities were given as that these facilities were preferred by family members and some of the tourists. A group of other facilities that catered for families visiting the Ts'ehlanyane National Park, which were selected by an average of twenty nine percent [29%] of the respondents included the hiking trails, pony rides, braai facilities, caravan and car parks, as well as the information centre.

On the basis of the discussion above, relating to the utilisation of facilities and activities at the Ts'ehlanyane National Park, it may be concluded that Hypothesis 2, which states: *That the participation of the local community in managing the Ts'ehlanyane National Park is adequate*, should be supported. The main reason for the support is that the majority of stakeholders have indicated that they have visited the facilities and participated in several related activities. It must, however, be mentioned that personal participation of respondent does not translate into decision-making opportunities in the area, but simply into awareness and understanding of these facilities.

4.5.2 Community Participating in Tourism Facilities by Age

The notion of the age-variable has been identified as an important component in characterising participation in recreation and tourism activities (Torkildsen, 2007). The classification of age in tourism has indicated that the youth participate more in active recreation and tourism, whereas the mature and older age-groups tend to participate in more passive recreation and tourism activities. The respondents in the Ts'ehlanyane National Park were asked to indicate if the community was participating adequately in tourism facilities. What is shown in Figure 4.3 are the responses of subjects regarding their perception of community participation in tourism facilities and activities based on age.

FIGURE 4.3 COMMUNITY PARTICIPATION IN TOURISM FACILITIES & ACTIVITIES BY AGE



The responses in Figure 4.3 reflect a cross-tabulation of various levels of participation in terms of age, which in turn is categorised into the youth 18-25; adult age 26-35; mature adults 36-55; and old age 56-70. As shown in Figure 4.3, the majority of the youth adults [45%] who were in age group 18-25 years, indicated that they did not participate in tourism facilities and activities in the study area. A significant number of these youth [36%] indicated that they moderately participated in tourism facilities and activities. Relating to the adult age-group [26-35 years] and the mature adults [36-45], the majority of these groups [43%] and [42%] respectively, revealed that they moderately participated in tourism facilities and activities. Similarly, a significant number of these adults [33%] and mature adults [31%] respectively indicated that they did not participate in tourism facilities and activities. As far as the old-age group [46-70] a similar majority of the group [43%], indicated that they moderately participated in tourism facilities and activities. A significant number of these old-age groups [37%] indicated that they did not participate in tourism facilities and activities at all.

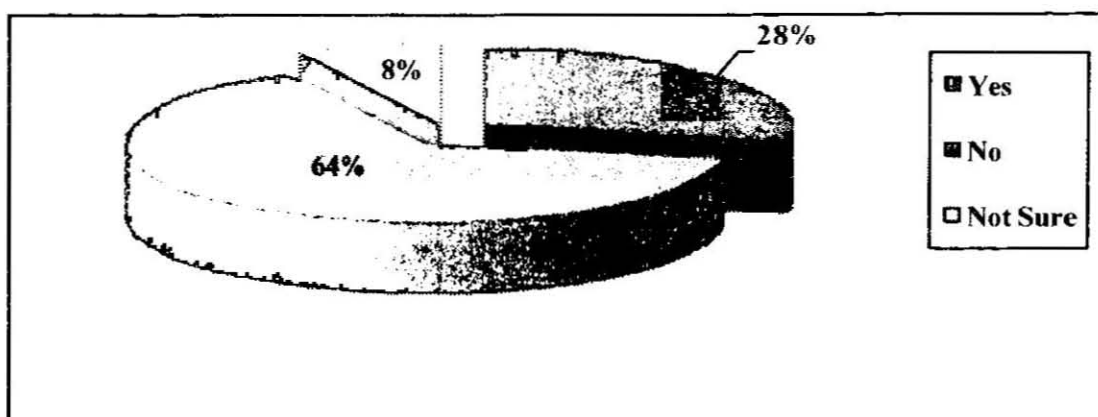
Notwithstanding the outcome of the analyses showing moderate participation, there was a significant number of non-participants in tourism activities, particularly the younger groups. The reasons for these outcomes have been mentioned earlier in this section. Some of these reasons are: animals not showing up when they are expected to be out of their hiding places or their comfort zone, leading to tourists not seeing them; lack of interest and awareness about the tourism facilities around that area; inaccessibility and unwelcoming authorities; and finally the question of the availability of funds or disposable income for the ordinary people of the Ts'ehlanyane National Park.

Based on the outcomes of the above analyses, it may be concluded that Hypothesis 2, which states: *That the participation of the local community in managing the Ts'ehlanyane National Park is adequate*, should not necessarily be supported. The main justification for these findings is that a significant number of the local groups participated moderately in the tourism-related facilities and activities but not in managing the park. Moreover, it needed to be considered that personal participation of respondent does not translate to participation in decision-making.

4.5.3 Community Participation in the TNP Decision-Making

The participation of the community in the decision-making process in matters related to national parks and reserves is important for the success of such resources. Furthermore, the study and education about natural resources is one of the methods that could help the stakeholders to understand how national parks and related undisturbed natural environments work. The benefit of this approach is that stakeholders can then be able to deal more effectively with environmental problems occurring in disturbed environments.

FIGURE 4.4 PERCEIVED COMMUNITY PARTICIPATION IN THE TS'EHLANYANE PARK DECISION-MAKING



This method also helps the stakeholders to learn more about enjoying and appreciating the natural environment. It is also important to look at the level of participation in the decision-making process and Figure 4.4 on the previous page below demonstrates the results.

When respondents were asked to express their viewpoints relating to the perceived local community participation in national park matters and decision-making, their responses are clearly indicated in Figure 4.4. In this situation, the majority [64%] of the respondents agreed that they did not participate in decision-making activities within the study area. The main possible reason was that, on the whole, respondents do not have the necessary skills required to make decisions about the national park, perhaps due to the lack of appropriate education. Surprisingly, a significant number [28%] of the respondents showed a positive response towards participating in decision-making activities in the study area. This outcome suggests that even though respondents understand sustainable tourism and are aware of its importance relative to the park, they are not happy with their participation level on decision making.

From the analysis above, it may be concluded that Hypothesis 2, which states: *That the participation of the local community in managing the Ts'ehlanyane National Park is adequate*, had been rejected. The main reason for this rejection is that a significant majority of the respondents perceived community participation in the decision-making processes at the Ts'ehlanyane National Park to be at the low level due to lack of exposure and knowledge on the part of

respondents. The notion of community participation in decision-making has been identified and highlighted as important for the good of management and sustainability of natural resources such as Ts'ehlanyane National Park.

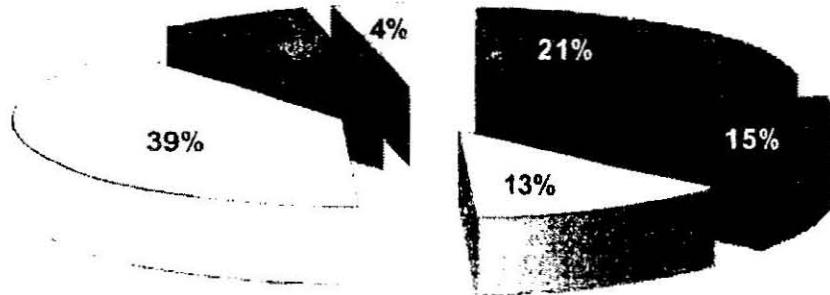
4.6 STRATEGIES USED IN SUSTAINING THE TS'EHLANYANE NATIONAL PARK.

Strategies used in this study could be defined in simpler terms; as ways or means in which a process or course of action is run so that it sustains itself or withstand the test of time. In essence, a sustainable design or approach can be equated to strategies used in sustaining the national park. Furthermore, the concept of sustainable design can be equated to nothing more than applied common sense and respect for the traditional principles of good design and thought (Harris, *et al.*, 2002). Strategies are not just defined by how a structure looks, but by how it functions and meets the social, economic and environmental needs of the people it serves. Good strategies also allows for a structure that is flexible to change and future alterations in its use. In this regard, respondents were asked to mention the strategies used in sustaining the Ts'ehlanyane National Park, the respondents then indicated several strategies (Lane, 2001).

To empirically fulfil the above-mentioned procedures, respondents were asked to tick rank in order of importance the strategies they thought were of value to them as a community. What is therefore indicated in Figure 4.5 below, are the results of the strategies utilised in sustaining the TNP as in terms of various tourism elements as well as what the different stakeholders perceive them to be.

**FIGURE 4.5 STRATEGIES USED IN SUSTAINING THE
TS'EHLANYANE NATIONAL PARK**

■ Signage ■ Time Slots □ Zoning □ Entrance Fee ■ Distribution □ N/A



As a way of finding out if respondents know the strategies used in sustaining the TNP, the researcher went further to question the stakeholders in order to find out if they did know about the strategies used. It is evident from the results in Figure 4.5 that the majority of respondents in the region of thirty nine percent answered affirmatively that the strategy used is entrance fees to the national park. It can be argued that high and non affordable entrance fees limit the number of people who access TNP, thereby ensuring the usage of the park facilities and activities. The other category of respondents thought that Ts'ehlanyane National Park is using signage, and this category of respondents amounted to twenty one percent [21%]. Signage helps tourists and visitors not to step on those valued species or not to destroy them, since it would have indicated something like, *'please use the roadway on your left hand side'* or it

would be a signage that indicates; *'please do not destroy the endangered species or plants, without permission as it is illegal to do so'*.

It was further discovered that fifteen percent [15%] of respondents believes time slot is one of the strategy used in sustaining the national park. Time slots could be one of the strategies used because, it restricts the movement of people at any given time, which means they give resources time to 'breath' and revive. Out of the 131 respondents, [13%] of them thought the TNP was using zoning. Zoning is some sort of fencing in the most valued species or even animals to protect them from any harm.

Moreover there was still that paltry portion [8%] of respondents who believed that the Ts'ehlanyane National Park was using the principle of tourism distribution as a strategy for sustainability. In this instance, tourism distribution is when authorities spread people all over a certain area according to the way in which they want it, so as to avoid soil erosion or heavy trampling of the plants. It could therefore be argued that the respondents have good knowledge of the strategies used in sustaining the national park, taking into consideration that only [4%] of the respondents did not know or were not sure which strategies were used. In this regard, it is reasonable to conclude that Hypothesis 4, which states: *That the management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource are not ample*, must be rejected. The main reason for the rejection is that, seemingly the respondents knew about the existence of the strategies and were also able to give several examples of these strategies. Hence, judging by their responses they were really well informed. The study then proceeded to ask the respondents about the

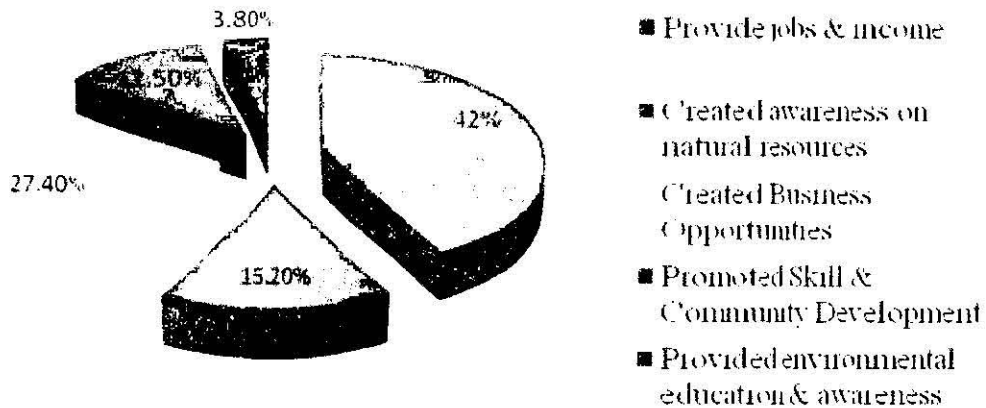
benefits that they expected acquire from the development of the Ts'ehlanyane National Park.

4.7 PERCEIVED COMMUNITY BENEFITS

According to Magi & Nzama (2009b) the authorities had an important role to play in ensuring that local communities participate in tourism development in order for them to be aware of the benefits of tourism development. They further argued that tourism benefits were the crux of tourism reward and successful implementation of tourism strategies. In line with this thinking, Wahab (2000) has contended that the positive contribution of tourism to community development is contingent upon sound implementation of policies, towards the maximisation of tourism benefits for all.

Considering the exposition above, it may be argued that tourism must in such circumstances benefit the community in which the development is made, which is why this research study took liberty to find out if the local communities around the Ts'ehlanyane National Park are getting any benefits either directly or indirectly. It should be noted that the local communities could benefit in many different ways from tourism industry, *inter alia* through active participation in tourism activities, being sufficiently involved in tourism matters, having a shared ownership and through being involved in decision-making processes pertaining to tourism industry.

FIGURE 4.6 COMMUNITY BENEFITS ACQUIRED FROM THE DEVELOPMENT OF TNP



Having identified the strategies that the management of the Ts’ehlanyane National Park use for effective running of the park, the researcher thought it would be most appropriate to investigate what benefits do communities gain? Noticeably, it was discovered that a large percentage of respondents [42%] answered affirmatively that they strongly believe that the development of the Ts’ehlanyane National Park provided them benefits such as jobs and income.

There was also a reasonably good percentage of respondents who firmly concur with the statement that they got business opportunities benefits from this national park, which percentage amounted to [27.4%]. A certain category of respondents which is [15.2%] believed that they gained awareness of the natural resources and how to take good care of them, moreover [11.5%] of respondents believed that they gained knowledge on the skill and community development.

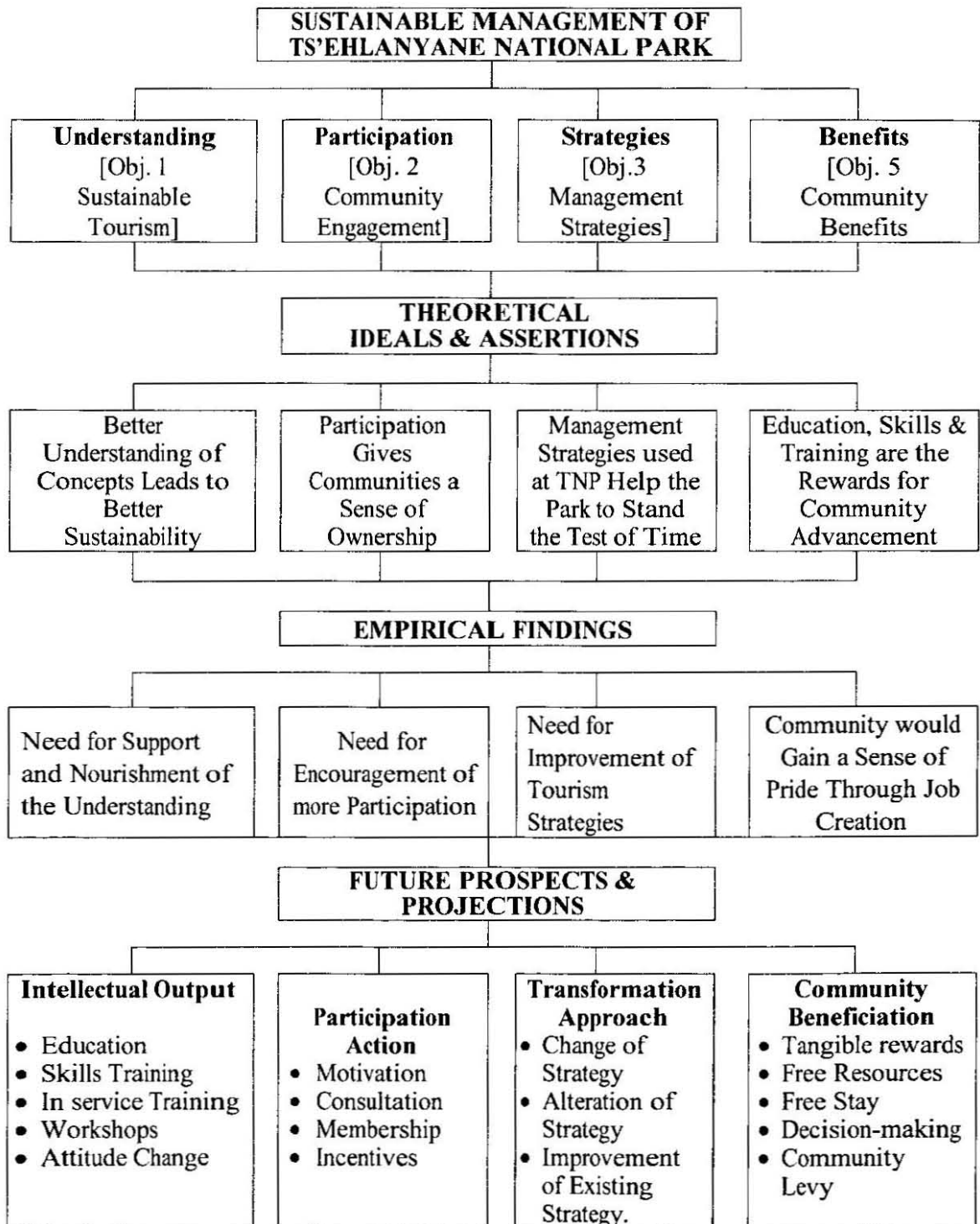
The fifth hypothesis that states: *that the tourism-related community benefits acquired through sustainable development of the Ts'ehlanyane National Park are sufficient*, is therefore supported. It is supported after having taken into consideration the benefits that the stakeholders claim they acquire. The researcher thought it was appropriate therefore to look at the level of community participation in the running of the Ts'ehlanyane National Park.

4.8 EMERGING CONCEPTUAL MODEL

When a child is born in a family, hopes are raised since the family members could sense the new blood, success and improvement in the family. The researcher therefore thought of spicing the tourism concept and brought about the model shown below on the basis of several writings of authors acknowledged below in Figure 4.7.

From the empirical results, combined with the theory, it was thought wise to propose a model that could help approximate a well-run natural resources in the study area. The model also incorporates estimated findings designated as future prospects and projections, which arise from the experiences of the local community. In terms of the four objectives cited in Figure 4.7, the emerging future prospects are that there should be better education and training; motivation for community participation in the TNP activities; improvement of the existing strategies, and the establishment of more benefits for the local communities (Wahab & Pigram, 2000; Tolkildsen, 2007).

FIGURE 4.7 PROPOSED MODEL FOR A WELL ORGANISED ENVIRONMENT



[Source: Adapted from ; Wahab & Pigram (2000); Tolkindsen (2007), Researcher's Observations.].

From what is discussed above, it may be concluded that Hypothesis 6, which states, *That it is essential to propose a strategic management model that can be used as a scheme towards improving the sustainability of the Ts'ehlanyane National Park*, has been fulfilled. The scheme seems to be ideal in proposing a management procedure which would improve the sustainable management of the Ts'ehlanyane National Park. This management scheme or procedure is intimating what should take place in the future, in terms of intellectual, participation, transformation and community benefits approaches.

There are also ways in which the major objective of sustaining the national park could be achieved such as supporting the community in understanding what is meant by sustainable tourism and this could be achieved by either educating the community about importance of sustaining the resources and training could also help. With participation, the community must improve and try to be actively involved whether in decision making or partaking in the usage of facilities or activities. This could be achieved by motivating the community to take part in all aspects, or else have an incentive for community participation, such as hiring them to take the tourists through the park and paying them maybe on the basis of the number of tourists that one had helped.

It is obvious that the community has to earn some benefits from the resources around them, and the community surrounding the Ts'ehlanyane National Park is no exception. The proposed model shows that the community could earn some benefits, and what should be done is; the community must be supported and assisted with the benefits, the management of the national park has to instill the

sense of belonging to the community and make sure that the community benefits in many different ways, whether directly or indirectly.

It could thus be argued that the study has successfully achieved the intended objectives through interviewing the local community and tourism stakeholders in the manner in which the national park could be sustained for future generations to utilise the resources and satisfy themselves.

4.9 CONCLUSION

This chapter has attempted to provide the analysis and interpretation of data collected in the field through the interviews, with local community and tourism stakeholders at the Ts'ehlanyane National Park taking part. The chapter also attempted to qualitatively assess the hypotheses so as to address the objectives set at the beginning of this chapter and also in chapter one. The most interesting aspect of this chapter is when it drew some conclusions that were based on what was described as a management model. The model proposed interesting findings and projections to the future, such as: the functional utilisation of education, skills and training; the motivation and incentivising the community to participate in tourism activities; the transformation of policies and strategies so that they should yield more community benefits.

CHAPTER 5

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

The world is so big and has so much history and culture, that the intellectuals of this world are eager and would like to explore and learn more about this environment. It is therefore crucial at this juncture to assess what keeps a good national park and what could be done to sustain it. It has generally been argued that a sustainable tourism destination rarely occurs by accident; rather it is the product of careful planning, management and monitoring of tourism development. This observation teaches us that in order for the Ts'ehlanyane National Park to grow and live longer as a sustainable destination, it needs careful preparation, management and monitoring (Njobe & Botha, 2003).

It has also been noted that sustainable tourism can not take shape on its own, the community's involvement and participation ought to be taken into consideration. Tourism is dependent on the quality of the environment; tourism largely depends on certain historic, cultural and environmental resources for its development because these resources are attractions to tourists and they act as a pulling factor; if they are not taken care of that would mean that tourism will be paralysed. Keyser (2005) supports this view by arguing that; the tourism industry is built predominantly around existing natural resources, and these

resources ought to be taken care of so that the future generations can be able to utilise and satisfy their needs.

The intention of this chapter is to wind up the study by giving a summary of what the study entails and has found. The fundamental objectives of this study were established to the extent that Ts'ehlanyane National Park stakeholders revealed that they understand the meaning of sustainable tourism. The study also tried to identify the participation of the local community in managing the Ts'ehlanyane National Park.

The study also probed into the management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource. There was no doubt that the study also examines the community's viewpoints pertaining to the sustainability of the development on the Ts'ehlanyane National Park. It was surprising and shaming that the community's benefits could be overlooked, that is why the study also investigated tourism-related community benefits acquired through sustainable development of the Ts'ehlanyane National Park.

Finally this chapter also relates or addresses outcomes how the objectives of the study were accomplished as well as how the postulated hypotheses were accepted or rejected. After the findings relating to these objectives and hypotheses were translated into a management model addressing future positions in terms of intellectual, participation, transformation and community benefits initiatives, the chapter proposes some recommendations. These recommendations are made in order to improve the situation in the study area.

love nature or natural resources. Another perception was that respondents are eager to learn more and empower themselves, so they read a lot of articles from newspapers and magazines, which are thought to be where respondents get most of the ideas on what tourism is all about.

5.2.2 Participation of Local Communities in Managing TNP

Participation was found to be closely and positively related to the social status of respondents, that is why tourism development in rural areas, precisely in the Ts'ehlanyane area, is a challenge that needs to be managed. Ashely & Roe (2002) in Nzama (2010) has warned that in order to sustain participation by local communities, expectations should be managed. It was accepted that local community participation brings fruitful results to both the community and the major stakeholders of the resource. Community participation, involvement and ownership from the onset of a development process, helps to ensure the park's long-term success. The community participation in the planning, development and implementation phases of tourism developments, were thought to enhance and create attractions that have local identity and meaning, and were thought to possess the 'sense of the place', more specifically the Ts'ehlanyane National Park.

In the theoretical background section, Son *et al* (2000) had agreed and suggested that communities should be involved in decision-making so as to ensure that social capital was recognised and that planning "becomes a part of the social consciousness of the destination". In this regard the study had concluded that residents who concurred with tourism goals and objectives set for their region, would be equally happy with the outcomes that arose, which in turn helped to

achieve sustainable tourism and a sense of place in the study area. Fundamentally the hypothesis established that the participation of the local community in managing the Ts'ehlanyane National Park was adequate and good. The basis of the support was that the majority of stakeholders had visited the facilities and participated in several related activities.

5.2.3 Management practices and Strategies used in Sustaining TNP

Tourism was seen as one development strategy that communities often viewed as having great potential. Tourism offers an appealing option for two major reasons; firstly, there has been a dramatic increase in recreation use on public lands and secondly, communities must identify "non-extractive" methods of capitalising on this huge natural resource. In many cases sustainable tourism development strategies based on ecologically sound planning principles have been an acceptable goal. This is the background upon which the outcomes of management practices within the TNP were established.

With regards to the forth objective, it was found appropriate to conclude that the role of management practices and strategies used in sustaining the Ts'ehlanyane National Park as a tourism resource, were adequate and appreciated. The main reason for the positive view of this objective was that a significant number of the respondents in the area were aware of the existence of strategies and practices.

In support of the finding above, Olsen *et al* (1998) have indicated that, in all management practices, timing is crucial. The officials need to set the timetable for business entry, exit, growth, and downsizing. Often a sound strategy goes

awry when the authorities attempt to move too quickly, too slowly, or just fail to set any timetable for action for the development of the organisation.

5.2.4 Tourism Benefits

Tourism is one of the most effective ways of redistributing wealth, by moving money into the local economies from other parts of the country. Tourism brings income into the community that would otherwise not be earned. Community identity and pride can be generated through tourism, so it is very crucial for the community to earn some benefits from the tourism developments.

For the purposes of this community beneficiation objective, the research study concluded that the tourism-related benefits were adequately acquired through sustainable development of the Ts'ehlanyane National Park. The study supported this outcome considering that a substantial number of respondents indicated that they benefited directly and indirectly from tourism related activities in the Ts'ehlanyane National Park.

5.3 EMERGING RECOMMENDATIONS

The recommendations suggested below are varied and specific, short-term and long-term, as informed by the findings of the study. These recommendations are not prescriptive in nature and as well as not formulae for substitution. They are intended to be food for thought to all tourism area and surroundings within Leribe District but more especially within Lesotho as a country.

It must be noted that the majority of these recommendations not only come from the findings of the study, but mainly from the outcomes associated with the

management model or scheme proposed from objective or hypothesis number 6.

These recommendations are linked to the empirical findings which area;

- (a) The need for support and nourishment of the understanding.
- (b) The need for encouragement of more participation in natural resources.
- (c) The need for improvement of tourism strategies.
- (d) The community gaining a sense of pride, through job creation.

The recommendations could also be constructed from future prospects envisaged for the study area such as:

- (a) Encouraging an intellectual output associated with the improvement of features such as education, skills training, in-service training, workshops and attitude change.
- (b) Stimulation of participation in the Ts'ehlanyane National Park activities and programmes, through motivation, consultation, membership drives, and tourism incentives.
- (c) Adopting a transformation approach in improving the local situation, through the change, alteration and improvement of existing strategies.
- (d) Encouragement of community beneficiation approaches by offering: tangible rewards, free resources, free stay in the park, decision-making and community levy.

Over and above the matters discussed above there are other additional recommendations which may be considered. These are:

- (a) Means must be made to educate the host community about the importance of sustaining their resources and how to take care of them for future

generations. This could give the community a sense of pride and ownership.

- (b) The authorities and management should at all times consult with the local communities in whichever stages of tourism development, such as; planning and decision-making processes. This is expected to promote cooperation between local community and tourism developers.
- (c) The community around Ts'ehlanyane must be taught more about sustainable tourism and the tourists visiting their place. This is likely to help the community not to resent tourists if the community understands what really is happening, unlike when they have no clue at all.
- (d) Existing strategies are actually implemented towards helping the authorities and management to run the national park smoothly and help it bear fruitful results.
- (e) The management of the nature based resource destinations might want to take into consideration the proposed model since the model might take them to greater heights.

5.4 CONCLUSION

With regards to the findings of the study, it can thus be concluded that the community's involvement and participation in the park activities brings peace, harmony and the growth of both the community and the national park itself. Evans *et al* (2003) suggest that communities should be involved in decision making to ensure social capital is recognised and that planning becomes a part of the social consciousness of the destination.

It has been further discovered that the strategies used in TNP are most appropriate for the running of the park. Whittington (2001) avers that communities and public land management agencies pursue a strategy of sustainable tourism development, it is critical therefore that they are aware of the unique characteristics of the tourism industry so that they do not step on the strategies which would mean the crippling of the development. This could provide some insights into the marketing and management challenges of development.

Even if they do not visit national parks, many people want to know that large natural areas will still be there in the future for their children and grandchildren to enjoy and learn from. It is important that their unique natural landscapes are protected. This is an emotional or spiritual value and it relates to people's feelings of security, hope, worth and satisfaction, therefore they should be well taken care of for future generations to utilise and satisfy themselves also.

The array of protection areas on official destinations is impressive and admittedly, many areas are better shielded from excessive disturbance as a result of their protected area status.

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APPENDIX - A

QUESTIONNAIRE

(To the Community and Stakeholders)

TOPIC: The Ts'ehlanyane National Park, as a Sustainable Resource, Community Perspectives, Participation and Perceptions

NB: *All information supplied by respondents will be treated as highly confidential.*

A. DEMOGRAPHIC VARIABLES

1. GENDER

Female		01		
Male		02		

2. AGE

18-25		01		
26-35		02		
36-45		03		
46 and above		04		

3. MARITAL STATUS

Married		01		
Single		02		
Other		03		

4. OCCUPATION

Unskilled		01		
Skilled		02		
Semi-skilled		03		
Professional		04		

5. LEVEL OF EDUCATION

Primary Level		01		
Junior Certificate		02		
COSC (Matric)		03		
COSC Plus Tertiary		04		

B. UNDERSTANDING OF A SUSTAINABLE TOURISM

6. Do you know what sustainable tourism is?

Yes		01		
No		02		
Not Sure		03		

7. Give reasons for your response in no 6.

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8. Do you think sustainable tourism is important for your community?

Yes	01		
No	02		
Not Sure	03		

9. Give reasons for your response in no8

.....

10. Are you satisfied with tourism services in this area?

Yes	01		
No	02		
Not Sure	03		

11. Give reasons for your response in no10

.....

12. Indicate by a tick your understanding of the meaning of sustainable tourism.

a)	Sustainable tourism is when you are visiting a game reserve and walking in the reserve with family/ friends.	01	
b)	When you use tourism resources in such a manner that you conserve them for the future generation to utilise.	02	
c)	It is going to the national park to relax, swim, camp and have a picnic in that national park.	03	
d)	It is visiting a certain national park so as to watch and hunt the animals for cooking or medication.	04	
e)	travelling to undisturbed natural areas for studying, admiring and enjoying the scenery and wild plants	05	

C. PERCEIVED STRATEGIES

13. Do you think the Ts’ehlanyane national park authorities have strategies for managing this park?

Yes		01	
No		02	
Not Sure		03	

14. Give reasons for your response in no13.

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15. What strategies do you think are used in Ts’ehlanyane national park?

- a)
- b)
- c)

16. Are they convenient for and the Ts’ehlanyane national park authorities?

Yes		01	
No		02	
Not Sure		03	

17. Give reasons for you response in no16.

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18 Out of the strategies listed below tick those you think are important to you.

Skills, training and education	01	
Job creation and employment	02	
Building of infrastructure in the area	03	
Provision of conservation of nature for the community	04	
Safety and security of tourists and the community	05	

D. COMMUNITY BENEFITS

19. Do you know what is meant by community benefits?

Yes		01	
No		02	
Not Sure		03	

20. Are the local communities getting any benefits from Ts'ehlanyane national park?

Yes		01	
No		02	
Not Sure		03	

21. Give reasons for your response in no20.

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22. Should the local communities be earning any additional benefits from the development in their area?

Yes		01	
No		02	
Not Sure		03	

23. Give reasons for your response in no22.

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24. Tick the type of benefits that the communities around Ts'ehlanyane national park has gained because of the development in their resource

Provided jobs and income for local people	01	
Created awareness on the importance of their natural resources and control over their own development	02	
Created business opportunities	03	
Promoted skill development	04	
Promoted community development	05	
Provided environmental education for visitors	06	
Promoted environmental awareness	07	

E) PARTICIPATION OF THE LOCAL COMMUNITY

25. Do you know the meaning of community participation?

Yes		01	
No		02	
Not Sure		03	

26. Give reasons for your response in no25

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27. Should the community participate in the management of Ts'ehlanyane national park?

Yes		01		
No		02		
Not Sure		03		

28. Give reasons for your response on no26

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29. What do you think are the outcomes of the communities' participation?

The economy of the host community thrives	01	
The community earns a sense of ownership	02	
It strengthens the community	03	
Empowers the local community by giving them a sense of pride	04	
The resources around the community are well taken care of	05	

30. Kindly respond to the statements given below in their order of importance on the scale given below:

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1	2	3	4	5

1 2 3 4 5

The community understands the importance of Ts'ehlanyane national park					
Local communities participate in activities at Ts'ehlanyane national park					
The Ts'ehlanyane Park authorities have good tourism management practices and strategies.					
The local community sees the Ts'ehlanyane Park as a symbol of sustainable development.					
The host community benefits from Ts'ehlanyane national park					
Ts'ehlanyane national park brought job opportunities and employment to the community					

31. Kindly respond to the statements given below in their order of importance on the scale given below:

Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
1	2	3	4	5

	1	2	3	4	5
The community sees the Ts'ehlanyane National Park as a less important economic resource.					
Most local community members visit the Ts'ehlanyane National Park less than once a year.					
The local community sees the management practices and strategies for the Ts'ehlanyane National Park as inadequate.					
The local community sees the Ts'ehlanyane National Park as a poor symbol of sustainability in the study area.					
There are a numerous number of benefits the local community derives from the Ts'ehlanyane National Park					
The Ts'ehlanyane National Park does not bring job opportunities and employment to the local rural areas.					

ADDITIONAL COMMENTS

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THANK YOU SO MUCH, MAY GOD ALMIGHTY BLESS YOU INFINITELY!!!

APPENDIX- B

**University of
Zululand:**

**DEPT. OF RECREATION
& TOURISM**



Private Bag X1001

**KwaDlangezwa 3886
South Africa**

Tel: 035 902 6719

Fax: 035-902 6073

Ref:

20 September 2009

To whom it may concern

Dear Sir /Madam

RE: REQUEST TO CONDUCT RESEARCH

The students Ms Nthabiseng Khoalenyane [Reg: 20055684] is a part-time postgraduate student in the Department of Recreation and Tourism at the University of Zululand. She is busy doing the Masters of Recreation and Tourism [MA] degree. The MRT students are required to undertake a research study as part of their degree work. The attached questionnaire is part of her research project seeking to establish how stakeholders and communities next to the study area perceive the sustainability of the natural resources. The title of the research project is:

The Ts'ehlanyane National Park in Lesotho as a Sustainable Tourism

Resource:

Community Perspectives, Participation and Perceptions

This research is undertaken mainly for academics purposes in the study area. It is hoped that the findings will make a meaningful contribution to the field of tourism as well as the understanding of tourism among local communities in Leribe, Lesotho as a whole.

All information collected from you through the interviews or questionnaire will be kept in strict confidence.

Your assistance in this regard will be highly appreciated.

Yours faithfully

Prof. L.M Magi

Professor: MRT-PDRT Programme
Department of Recreation and Tourism
University of Zululand