

**TOURISM CONSTRAINTS
OF
UMLAZI TOWNSHIP RESIDENTS**

By

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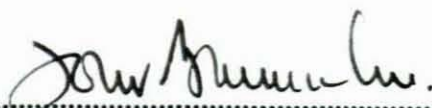
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fulfilment of the requirements for course-work of Master of Arts degree
in the Centre for Recreation and Tourism
at the University of Zululand.**

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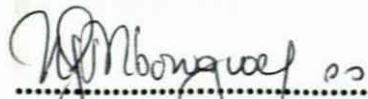
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DECLARATION

I declare that this research study: *Tourism constraints of Umlazi township residents*, except where specifically indicated to the contrary in the text, is my own work both in conception and execution. All the sources that have been used or quoted have been duly acknowledged by means of complete references.

Signed

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DEDICATION

This work is dedicated to my late father, Christopher Alex, who laid the foundation for my education and my mother Lillian Mati, whose endless prayers have always carried me through all my endeavours.

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ABSTRACT

The tourism industry is today recognised as being an activity of global significance. It is therefore not surprising that tourism is receiving attention from governments, the private sector and academics. Here, in South Africa too, tourism is receiving this attention yet there are communities in this country which still do not enjoy the opportunities offered by tourism. It is for this reason that a study of tourism constraints of Umlazi township residents is undertaken.

This study aims at determining the constraints that are a hindrance to the Umlazi township residents' participation in tourism. The main concern of the study is why some people do not travel to visit other places in their own country.

It emerged from this study that lack of finance is the main reason why the Umlazi township residents do not travel. Other reasons that were revealed in the study were lack of knowledge, fear of crime and fear of accidents.

In view of these findings the study makes some recommendations. These recommendations are related to the problems of lack of finance, lack of knowledge, fear of crime and fear of accidents.

To overcome the problem of finance it is recommended that communities form groups and organise saving schemes to help them towards saving for tourism. These groups can also organise group tours at reasonable cost. The private sector should organise incentive tours for their employees. There should be joint action among

various provincial governments and travel organizations in the different provinces in order to promote domestic travel by low income groups. The government should also establish special programmes for the unemployed youth in order to allow them opportunities to travel.

To deal with lack of knowledge, provision of information must be given priority in a country like South Africa, where a majority of its people have been left out of tourism in the past.

In order to alleviate crime, people should not rely on law enforcement alone. Communities must be involved in dealing with crime. The government must provide counselling services for the victims of crime so that the fear of crime can be addressed.

To encourage drivers and pedestrians to be careful on the roads, campaigns like *arrive alive*, *siyabakhumbula*, *drive alive*, should be encouraged. This can contribute towards limiting the number of road accidents in this country. This should also be a continuous exercise and not just for certain seasons.

The recommendations in this study are not intended only for the area in which this study was undertaken, but for all those communities that face similar constraints.

CHAPTER 1

ORIENTATION OF THE STUDY

1.1 INTRODUCTION

Tourism is a social activity. It has the potential to make a massive positive impact on society. If personality is, in part, the compilation of experience, then the tourist experience is the important part of the formation of our personalities (Ryan,1991). Tourism is thus important in the lives of individuals and communities. In spite of this, however, a number of factors hinder some people's participation in tourism.

This research project aims at determining the constraints that hinder the participation of the Umlazi township residents - who are predominantly black, in tourism. The study also aims at suggesting ways of limiting these constraints.

The purpose of this chapter is to give some orientation of the entire study. This chapter therefore, firstly discusses the background to the problem. Secondly, the chapter presents the problem. The aims of the study are then discussed, followed by the research hypotheses. It is in this chapter that the key concepts that are used in the study are defined. The limitations under which this study was conducted are also given and lastly, the methodology which indicates how the investigation was conducted is discussed.

1.2 BACKGROUND TO THE PROBLEM

In the recent past, the tourism industry in South Africa served the needs and aspirations of only a small section of the South African population. The black people, who are in the majority of the South African population, were neglected. As a result, most black people do not really know what the concept of tourism embodies.

It is important to introduce the concept of tourism to this previously disadvantaged group of people. Black people must be made to understand what tourism is, how it works, what benefits it holds for individuals as well as for communities and how everyone can become involved in it (Bennet, 1995).-

According to the Tourism White Paper of 1996, the concerns and anxieties of the previously neglected groups need to be understood and adequately addressed in building a successful tourism industry in South Africa. To be able to understand and address these concerns and anxieties, it is imperative to first understand the constraints that were caused by neglecting the needs and aspirations of the black people.

1.3 PRESENTATION OF THE PROBLEM

Tourism plays a very important part in the economic development of a country. It is, however, not only the economic dimension of tourism that needs attention. The cultural, physical and social aspects of tourism are equally important. While most studies focus mainly on the economic benefits of tourism, this study focuses on the social benefits of tourism.

1.4 AIMS OF THE STUDY

This study thus aims at:

- 1.4.1 determining the factors that are involved in hindering blacks' participation in outbound tourism; and
- 1.4.2 suggesting ways in which these constraints can be eliminated.

1.5 THE RESEARCH HYPOTHESIS

1.5 This study seeks to analyse the constraints that hinder participation of Umlazi township residents in tourism, with a view to finding ways and means to eliminate these constraints. Therefore, the following hypotheses are postulated:

- 1.5.1 it is hypothesized that lack of finance and lack of knowledge are the main constraints in tourism participation among the Umlazi township residents; and
- 1.5.2 it is also hypothesized that fear of crime, violence and accidents are the other constraints in tourism participation among the Umlazi township residents.

1.6 DEFINITION OF TERMS

In order to clarify what is meant by tourism constraints in this particular study, the two terms will be defined:

1.6.1 Tourism

According to Pearce (1988), tourism is the relationship and phenomena arising out of the journeys and temporary stays of people travelling primarily for leisure and recreation purposes.

This definition does not include travelling for business purposes in tourism. It also does not specify any time limits.

For the purpose of this study, tourism refers to all travel, for whatever purpose, that results in one or more nights being spent away from home - as defined in the Tourism White Paper of 1996.

1.6.2 Constraints

The Australian concise Oxford dictionary (1992) defines a constraint as a limitation on motion or action. In this study, tourism constraint refers to a limitation on movement from one's place of residence to another area for one or more nights.

The area that is covered in this study is the Umlazi township which is situated about 25 kilometres south-west of the city of Durban. This area is divided into 25 sections (named alphabetically from A to Z with AA, BB and CC and without I, O, X, and Y) and has a population of about 299 275 as estimated in the KwaZulu-Natal Provincial Statistics of 1995. The study limits itself only to those constraints that affect outbound tourism, that is, it concentrates on the residents of Umlazi township as potential tourists and not as hosts.

1.7 LIMITATIONS

The study is conducted under certain limitations. These are:

- a. limited finance to carry out the study;
- b. limited time available for research; and
- c. limited literature that is written on the social aspects of tourism as most literature concentrates on the economic aspects of tourism.

1.8 RESEARCH METHODOLOGY

The method that will be used in conducting this research is discussed to cover the sample design, the research instrument and the method of analysis.

1.8.1 Sample design

The method of random sampling is used to obtain a representative sample of the study population. The respondents comprise of residents of all the 25 sections of the Umlazi township. The sample size is estimated at about 200 respondents.

The respondents are stratified by age, personal income, gender, and marital status, the kind of work they do, and the number of their dependants. These six variables were chosen because they are all important in determining whether a person is able to engage in tourism or not.

People may not be able to travel because they are young and still at school and thus do not earn an income. Females are likely to fear crimes like rape, which may not be feared by males. For females, this can be a barrier to travel.

Marriage is usually associated with more responsibilities. A married person may not be as free to travel as a single person might be.

Personal income, the kind of work a person does, and the number of dependants can have an influence on a person's potential to travel because all these have a bearing on a person's income.

1.8.2 The instrument

Information from the respondents was obtained by using questionnaires that were administered person-to-person. Questions asked were mostly closed-ended questions with a few open-ended questions. The questions were all written in English. The reason why there were no Zulu questionnaires is because the questionnaires were administered person to person and the researcher was able to give Zulu translations whenever a need arose.

1.8.3 Method of analysis

The data was analysed by using the computer program - Statistical Analysis Systems (SAS) that is available at the University of Zululand, Geography Department.

1.9 CONCLUSION

The main focus of this chapter is to highlight what this research project is about, and to highlight the limitations that the researcher was working under. In order to put forward a framework towards understanding the issues under study, the next chapter, chapter 2, gives the theoretical perspective of the study. In chapter 3 the physical setting of the study area is presented. The reason for doing this is because it is important to give a clear picture of the area where the study was undertaken. This is followed by chapter 4 where data is presented and analysed. Chapter 5 gives the recommendations, and conclusion.

CHAPTER 2

THEORETICAL PERSPECTIVE

2.1 INTRODUCTION

In this chapter an introduction to the social benefits of tourism is presented. The discussion also includes a background on tourism constraints. The aim of the chapter is to highlight the social benefits of tourism that are sometimes lost or lost sight of, because of various constraints which operate in the tourism arena. This theoretical perspective is intended to show why attention should be given to tourism constraints of those communities which do not enjoy the benefits of tourism. The community of Umlazi township is regarded as one of such communities.

2.2 THE SOCIAL IMPORTANCE OF TOURISM

Much of the literature on tourism concentrates on its economic benefits. Much time is spent finding ways and means to develop tourism products because the economic value of tourism is frequently given prominence. Attention is paid to exploiting the tourism market, while the crucial issue of overcoming the barriers to participation is often neglected.

Very little has been written on the importance of tourism in improving the quality of life of individuals and communities at large. Mathieson and Wall (1982) state that most of the early studies of the effects of tourism were restricted to economic analysis and enumerated the financial and employment benefits which accrued to destination areas as a result of the benefits of tourism. These studies rarely analysed

the benefits of tourism to the tourists themselves. Recent studies do not differ much from these early studies in this respect.

This approach to tourism is one-sided and it ignores the fact that the social analysis of tourism is also important. Tourism is not just about destinations and hosts. It is about people who travel to various destinations and who, in the process, come into contact with other people and with new environments. All of these aspects of tourism deserve equal attention.

Literature that does deal with the social aspects of tourism usually considers only the negative social effects of tourism. These stress the damage tourism does to people as well as to the environment; the effects this damage has on a society, and the problems that may arise. It is unfortunate that many writers on the social impacts of tourism have a tendency to react in a negative way to the development of tourism because they lose sight of the fact that there are many positive and important social aspects to tourism (Lickorish, et al., 1997). There are communities which do not enjoy these social aspects of tourism, particularly in this country. As a result of this lack of literature, these constraints are not addressed.

Some efforts have, however, been made to conduct studies on the social aspects of tourism. One of these studies is the study to determine the barriers to tourism participation which was conducted by the Joint English Tourist Board /Trade Union Congress Study group on Tourism, in 1974. In the study, the main aims were to determine what people expected from a holiday, and to identify the people who could not take holidays and the factors that prevented them from participating.

Emanating from the findings of this study, the group came to the conclusion that amongst other things, taking a holiday in the context of late twentieth century tourism, is not a luxury but a social need (Glyptus, 1989).

The tourism industry, therefore, affects us in many ways. It is beneficial not only because of its economic value, but also because of the valuable role it plays in the social well-being of individuals and communities by, amongst other things, improving their quality of life and standard of living, promoting national understanding and peace and being of educational value.

2.3 IMPROVING THE QUALITY OF LIFE AND STANDARD OF LIVING

Tourism has an important role to play in communities where there is a heightened concern about the quality of life and potential social instability. This concern could be directed to the whole community or sometimes to specific groups in the community.

As early as 1975, the Department of the Environment in London wrote in its White Paper that the social stresses in many young people are enormous, especially in big cities. The White Paper indicated that the stresses must be tackled before they result in costly crises (Glyptus, 1989).

The South African situation is not much different from the situation described above. Young people in South Africa (about 50 percent of the population) face tremendous stress. Higher education is expensive; there are few new jobs available and a sense of social alienation is growing. South Africa is also still characterised

by a high rate of social instability and the quality of life for a majority of South Africans leaves much to be desired.

In 1991 McLeod wrote about the youth of South Africa in the TIME magazine. He referred to these young people as *the lost generation*. These are millions of young men who have been destroyed by apartheid and the liberation struggle. They are the deprived youth who live in the black urban townships “where the standard four-room house shelters an average of ten people” (MacLeod, 1991).

According to Nigel Worden (1994) Umlazi township is one of the areas where political tensions ran high in the 1980's. He further points out that the conflict in Natal grew in intensity when elsewhere it was suppressed. This left behind these destroyed young men.

The youth that was destroyed during this period became school drop-outs who are not employed. They are unable to get jobs because of the high rate of unemployment in South Africa, but particularly because they are not skilled.

These young men are highly stressed. Their stress is manifested in the high rate of crime and violence that South Africa is facing at the moment. Exposure to creative ways of spending their leisure time can do much to improve the quality of life of this young generation. Tourism is one way in which they would dispose of their leisure time positively.

In this regard, youth tourism requires the most urgent and active attention from planners, since these young people have no income for travelling. A positive policy should be carefully thought of that could provide youth with opportunities and facilities for travel.

The White Paper on Tourism (1996) suggests that the government should consider establishing special programmes to address the needs of the young people. Such programmes would be:

- * programmes that would encourage and develop a youth travel market where young men and women would be offered special prices for travel and accommodation;
- * development of youth hostels, exchange programmes between and among provinces, summer camps, and other such programmes;
- * the creation of jobs in the tourism industry, like tour guides and trackers, to expose young people to the travel and tourism industry and to offer them travelling opportunities while also earning some income.

Umlazi township is only about 8 km from the Durban International Airport. Jobs can be created in this airport that would expose young people of this township to tourism.

Tourism can benefit people whose quality of life needs improving because it provides a sociable and socializing experience which adds an important dimension to an integrated community life. Tourism can bridge gaps between groups and

cultures because it influences national understanding and appreciation of other people. Tourism, particularly domestic travel, acquaints citizens with the other parts of their country and builds appreciation for the homeland (MacIntosh, et al., 1995).

As visitors and hosts mingle socially and become acquainted, the awareness of each other's characters and qualities increases, building respect and appreciation in both groups. Visitors are influenced by contrasts in culture and this brings about an increased understanding for the qualities of life in the society visited that may not be present at home, (MacIntosh, et al., 1995) although these effects cannot be guaranteed because many people travel with all their mind-sets well and truly in place.

For elderly people in the community, recreation can be enriching. Tourism, as a form of recreation, has a considerable role to play in the social life of the elderly. Tourism is also an ideal form of recreation for the elderly because the elderly people are free from the burden of raising children and from the hassles of employment. Ideally, they have all the time in the world. Instead, the problem that the elderly are usually faced with is the problem of boredom and loneliness. This may not be true in the case of the African elderly but they also need to be given a chance to enjoy tourism.

A study conducted by the Council of Social Agencies in Virginia, U.S.A., revealed that about half of the interviewees over sixty, had nothing to do all day (Williams, 1991). This time could be used positively in tourism where the aged could form friendships and simply have fun.

Tourism can have a variety of objectives - scenic, historic, educational, recreational, and so on, and all this is highly enriching. For them, too, programmes that are suitable for the elderly can be established to enable them to enjoy tourism.

In modern societies both spouses in a family are usually employed. Children are attending school - some away from home. This type of family does not have enough time to spend together as a family. Tourism brings about opportunities for parents and children to spend time together. Because the time spent in tourism is free from most of the pressures and concerns of daily life, it tends to be quality time that can result in an improved quality of life for the families.

Another way in which tourism can improve the quality of life of individuals is by status and social enhancement amongst one's peers. This can be gained on the basis of the holiday taken - the mode of transport used, the destination chosen, the form of accommodation used and also the activities enjoyed (Ryan, 1991). The ability to travel and the type of holidays one enjoys, puts one somewhere up the social ladder when referring to his lifestyle. This confirms one's self identity and one's position amongst one's peers. Prestige and a feeling of self worth is gained this way. The person's social position and status gets somehow enhanced.

Even to the host community, tourism has a beneficial effect of improving their standard of living - hence their quality of life. This happens in the form of enhancements in infrastructure that might have been initially intended for the tourists in mind. Examples of these could be improvements on roads, recreation facilities, catering services, and other services.

We cannot expect the quality of life of any community to be improved while there is no peace in that community. Let us consider how tourism can contribute towards promoting peace and national understanding amongst communities. This is important in communities like Umlazi where people have experienced different forms of violence.

2.4 PROMOTING NATIONAL UNDERSTANDING AND PEACE

Among the positive benefits that can be attributed to the social impacts of tourism is the promotion of national peace and goodwill. There is a popular belief that tourism can bring about national understanding and world peace.

MacIntosh, et al., (1995) cite a case of a global conference that was held in Vancouver, Canada in 1988. The theme of this conference was: *Tourism : a vital force for peace*. The aim of this conference was to explore ways in which tourism could contribute to mutual understanding and appreciation among people. This mutual understanding and appreciation was regarded as something that could be an important recipe for peace.

This conference brought about a recognition that tourism has the potential to be the largest peacetime movement in the history of human kind. This was attributed to the fact that tourism involves different cultures, traditions, religions, heritage, and other aspects of community life, and is, therefore about people. It provides contact among humans, making understanding among peoples of different cultures, religions, traditions, races and heritage possible.

It was clearly demonstrated in this conference that tourism has the potential to make the world a better place in which to live (MacIntosh, et al., 1995). In 1980 the World Tourism conference in Manila had already declared that tourism is a vital force for world peace (Theobald, 1994).

The role of tourism as an ambassador and vehicle for both national and international understanding and peace has also been recognised by international bodies such as the United Nations. World leaders and statesmen have also acknowledged the importance of tourism in bringing about peace. Theobald (1994) quotes President John F. Kennedy as having said, in 1963:

Travel has become one of the great forces for peace and understanding in our time. As people move throughout the world and learn to know each other, to understand each other's customs and to appreciate the qualities of the individuals of each nation, we are building a level of international understanding which can sharply improve the atmosphere for world peace (Theobald, 1994 : 27).

In recent times, researchers define peace as the absence of violence rather than just the opposite of war (MacIntosh, et al., 1995). It is important to highlight the positive role played by tourism in promoting peace if we view peace from this context, seeing that South Africa is presently plagued by violence, particularly political violence and taxi violence.

South Africa has entered a period of transition. Relations among all South Africans need now to be based on mutual understanding, trust and respect - rather than fear bred from isolation that has been brought about by the South African apartheid laws like the Separate Amenities Act, the Influx Control Act, and other such laws. This mutual understanding, trust and respect should be manifested in peace. The

transition that is accompanied by peace can truly make a good start in the building of a New South Africa - the Rainbow Nation, as declared by President Nelson Mandela in his inaugural speech in 1994.

Since the travel and tourism industry has been recognised as an instrument for bringing about peace, South Africans would benefit from it during this time of transition. Each person, either as a tourist or a host, can contribute to the transition by extending a hand in friendship. In so doing, the message of peace can permeate through all those who are involved in tourism. Well designed and properly developed tourism has the potential to bridge the gap that separate people of diverse races, colours, different stages of social and economic development. All these people can come to appreciate the rich human, cultural and ecological diversity that is offered by our world mosaic to evolve mutual trust and respect for one another and the dignity of all life on earth (Van Harssel, 1994). Tourism can do much good for the Umlazi township residents because they have suffered this isolation.

In the case of domestic tourism the effect is even greater because domestic tourism can act as an integrating force for strengthening national sentiment. By travelling to different parts of the same country, people begin to experience pride in their national heritage and a sense of national unity might help to prevent regional fragmentation.

Visits to national historical monuments, stately homes and ancient battle fields can do much in the long run to create a sense of the past and strengthen the political unity of a country. If the individual characteristics and identities of the various regions are not submerged and lost, such travel can benefit both tourists and hosts alike (Archer, 1995).

When dealing with peace we must not only concentrate on peace between human beings. There is also another form of peace that is lacking in our communities - that of the non-abusive use of the natural environment. There is an escalating rate of violence to our environment. This type of violence threatens the survival of a wide range of animal and plant species. Some of these species have become endangered and others have even become extinct.

Here we are referring to the destruction of forests for the purposes of getting firewood and building materials. We are referring to the toxic wastes that penetrate the land water systems, poaching, hunting, and many other forms of violence that destroys the environment (MacIntosh, et al., 1995).

Through responsible tourism people recognise that sustainable development requires a custodial relationship between men, the environment and all its inhabitants. This type of behaviour and awareness promotes living in harmony and peace with nature (MacIntosh, et al., 1995).

Hawaii and Africa are examples of places where people are striving to gain peace with the environment through responsible tourism. The residents of Hawaii have taken a firm stance to correct environmental problems in their country and also to prevent problems even before they arise. Laws and regulations are being enacted to preserve the rainforest and to protect native species, many of which are unique to Hawaii. Most, if not all these measures were prompted by increased public appreciation of the nature and ecology of Hawaii and the recognition that if Hawaii loses its natural beauty and resources, it would also lose its tourism industry.

Wildlife, beach resorts and native crafts are primary tourist attractions in central and eastern Africa. Most tourists who visit the area are interested in viewing the diverse animal population of mammals, reptiles, and amphibians. People who live in these areas, however, live a primarily agricultural lifestyle. Much of the land in these areas is not suitable for farming. In spite of this, East Africans are prohibited from hunting game inside the parks. Because of this the East Africans have become resentful of the wildlife parks and suspicious of tourism.

To bring about peace between people and the environment, the governments of some African countries implemented programmes that allowed the local people to share in the benefits of tourism. This encouraged the local people to adopt a favourable view toward both tourism and wildlife preservation (Foster, 1995).

Tourism can thus be regarded as an important vehicle for promoting peace, peace with other fellow human beings and also peace with the whole environment. Reaching this goal would result in the most peaceful world that can ever be envisaged. Besides improving the quality of life of individuals and communities and promoting national peace and understanding, tourism has a role to play in the education of individuals and communities.

2.5 THE EDUCATIONAL VALUE OF TOURISM

When looking at tourism from its historical perspective, one discovers that tourism came about because of the gradual increase in wealth, the extension of the merchant and professional classes, the effects of the reformation and the circularization of education stimulated interest in other countries, and most importantly, the acceptance of travel itself as an educational force (Lickorish and Jenkins, 1997).

By the seventeenth century travel was becoming accepted as part of a gentleman's education. Young men who were preparing for their various careers were encouraged to go to places on what Lickorish and Jenkins (1997) call an early version of the Grand Tour.

According to Butler and Hinch (1996) the origins of the Grand Tour itself were based on the necessity for well educated English men and women to learn from other cultures. This gives an indication that, since the beginning of what could be termed tourism, there has always been a realization that tourism has an educative value in people's lives. This confirms the idea that tourism profoundly affects individuals and families who engage in it by inducing behavioural changes in them. These effects of tourism are enlightening and educational.

For the growing child, tourism can bring about an environmental educational experience. The environment can be a city street, a mountain, a village, a beach, a stretch of country road, a forest or any other type of environment one can think of. Any of these can be used to give reality, relevance and practical experience for learning. Increased awareness of aspects of the environment can be expected to result from direct contact with the environment.

This is particularly true for children as they are openly curious. They want to make sense of things and the world at large; and desire to gain competence and control over themselves and the environment. The children are open, receptive and perceptive. They do not shut themselves off the strange, confused and complicated world they experience. Children observe the world closely and sharply and try to take it all in (Segien, 1985). Children want meaning in any new situation and environment. Tourism is an effective way for creating situations in which this

curiosity can be satisfied. Some of the children in Umlazi township have never been exposed to country life. These children can benefit from visiting places in the countryside.

Opportunities to learn from the outdoors can also be used to develop important skills in adulthood. These could be skills for data gathering such as observation and social skills such as aesthetic appreciation. Environmental awareness can be fostered by linking learning to direct experiences in the environment and allowing learning to be captivated by the complexity and wonder of the natural systems (Gilbert, 1996).

Furthermore, there can never be any tourism if there were no travelling involved. At the heart of tourism is the concept of travel. Travelling offers the tourist a chance to see new and strange sites and to learn about other places of a country or the world (Ryan, 1991). Having studied history or read history books, tourism brings one face to face with the sites of history. In KwaZulu-Natal alone there are many historical sites, museums and many other places of interest that can be visited by the residents of Umlazi township. On the 16th of December 1998, a historical monument was unveiled in Ncome (Blood River). This is one of the many places people can visit. Through tourism one is able to see the original great works of art instead of their reproductions. Tourism gives one an opportunity to discover differences from similar things. This is eye opening and has tremendous educational value.

In spite of these benefits of tourism, there are still some constraints that hinder people from participating in tourism. These constraints will be discussed now.

2.5 TOURISM CONSTRAINTS

It may be true that tourism is important in improving the lives of individuals and communities, but some ^{students} people do not have the opportunity to enjoy tourism because of various constraints. The issue of constraints on tourism is, however, complex because what might be a constraint to one person need not deter another from participating in tourism. There are, however, factors that are known to be responsible for hindering participation in tourism.

These are : lack of finance;

lack of knowledge and awareness;

and fear of crime.

2.5.1 Lack of finance

To a very large extent, economic factors determine who travels and who does not. Economic factors are influenced by many factors like the size of the family a person is expected to support.

Any attempt to uncover the barriers to participation in tourism should start by looking at the economic realities and, in particular, the realities of poverty. According to Hartsthorne (1996), about forty six percent of the South African population, that is, over eighteen million people, live in poverty. For about three million households in the country, one third are amongst the poorest of the poor. In the case of blacks, fifty seven percent are defined as poor. Umlazi township is occupied by only blacks and thus falls in this category.

When looking at this picture it becomes clear that poverty is one of the major barriers in tourism participation among blacks in South Africa. Poor people are people who will never be tourists. When these people speak of travel they mean going on foot, or in a crowded bus, taxi or train to the next village or town. Possibly, poor people will travel for a wedding or a funeral or religious festival, but their travel will rarely be purely for pleasure. Family incomes are barely sufficient for survival and there is no extra money for luxury travel. Indeed, when they think of luxury their minds cannot stretch far beyond a bottle of soft drink or a better meal (O'Grady, 1981).

The concept of a paid holiday or expenditure on leisure travel is totally outside the conceptual framework of a poor person. In a hierarchy of needs, the need to travel comes after a long list of basic needs like food, shelter, clothing, health and many other necessities. Amongst the list of the basic needs tourism does not feature at all.

The observation that was made by Mathews (1994) proves that blacks in South Africa have not been able to participate in tourism because of the financial constraints. Mathews (1994) states that although tourism data are not compiled by race, historically the majority of departures, and even a greater preponderance in terms of expenditures, have been of non-black travellers. Both the domestic and outbound markets have been overwhelmingly white. Mathews (1994), however, expects a very different outbound profile in the near future because of the expected increase in the real disposable income of the black majority (which numbers some thirty million of a forty million total population).

The problem of finance needs special attention. The provision of low cost holidays, the improvement of statutory arrangements for assisting those in need, the encouragement of the voluntary sector to provide holidays for deprived groups and enhanced responsibilities for the tourist boards to help those who are not able to travel may be a solution.

Unfortunately, even for those who can afford tourism there are still other factors that may hinder them from enjoying their money on tourism. One of these factors is ignorance. This is particularly true in black townships like Umlazi where people have never been meaningfully exposed to this industry (White Paper, 1996) and where the illiteracy rate is said to be high (Official South African Local Government Yearbook 1997/1998).

2.5.2 Lack of knowledge and awareness

The movement of people to various tourism destinations depends largely on their awareness of the existence of such destinations and of the variety of amenities and activities provided for them. Lack of awareness of travel destinations that would bring pleasurable satisfaction is one of the major barriers to travel. In cases where one is not familiar with travel destinations and activities of travel in general, the fear of the unknown becomes a major barrier to the enjoyment and excitement of new experiences.

Lack of knowledge about travel destinations and activities is one thing, but lack of knowledge about the whole concept of tourism is even more inhibiting. In South Africa, blacks have been left out of the tourism industry in the past. They were not exposed to the industry and did not benefit from it. This lack of involvement and

exposure deprived blacks of the knowledge and even awareness of what is happening in tourism.

The document on the Reconstruction and Development Program has this to say about the exclusion of blacks from the tourism industry:

Tourism in South Africa has been geared essentially to the local white and overseas markets, and has been adversely affected by apartheid and the resultant sanctions. All aspects of tourism were provided on a racial basis, including infrastructure, lodgings and even national parks and game reserves and recreational areas (The Reconstruction and Development Program, 1994 : 106).

This led blacks to believing that tourism is not for them but only for white people and overseas tourists. Blacks were left ignorant of what tourism really is. According to the White Paper on Tourism (1996), there is a perception amongst blacks that tourism refers only to people travelling around and staying in hotels. To a black person, the wider opportunities offered by tourism are not generally known or appreciated.

One of the greatest deficiencies in the South African tourism industry is the absence of education and training and awareness of opportunities in this industry. The previously neglected groups in the South African society are highly affected by this lack of education. In the townships like Umlazi and in rural areas, there are no information centres and the residents are not exposed to any form of education about tourism. The job of levelling the playing field is a massive one but it needs to be tackled.

Another problem with lack of education is that tourists need to be sensible, well-informed and able to take precautions in order that they can make a contribution to their safety while they are away from home.

Lack of knowledge and awareness expose them to being victims of criminal activities and other dangers. Ignorance can thus contribute to the fear of crime which will be discussed below.

2.5.3 Fear of crime

Fear of crime has long been a well documented issue. In many parts of the western world fear of crime has become a major social and political issue. In the United States of America, for example, in reaction to the considerable increase in crime experienced in the 1980s, the public began to demand greater relief for those threatened by crime.

The attention of academics, researchers and policy makers shifted to the direct and indirect victims of crime. The focus of research endeavours was then directed to the impact of crime at community and individual level.

The results of these studies has shown that fear of crime has a crippling effect on the quality of life of communities. Fear of crime was found to be extending to the forced alteration of daily living habits as well as to the negative psychological effects of living in a state of constant anxiety (Glanz, 1989).

The consequences of this fear of crime are numerous and can take various forms. Fear can lead to avoidance behaviour - as when normal activities are curtailed and certain areas are avoided. People can change their lifestyles in order to protect themselves from crime. People can avoid getting into aeroplanes because of the fear of hijacking. They can avoid using road transport because of the fear of car hijacking and violence - particularly taxi violence which is so prevalent on the South African roads at the moment. All this impacts heavily on tourism. People also stop taking holidays because they fear that their houses will be broken into during their absence.

In the proceedings of a conference entitled *Managing Crime in the New South Africa: A Practical and Affordable Approach*, held in Pretoria in 1992, Glanz had this to say about the rate of crime in South Africa:

Few would dispute the contention that the problem of crime in South Africa has reached critical proportions. The threat to personal safety which is felt by most citizens is eroding the very fabric of social life. People are restricting their social activities and altering their normal behaviour patterns because of the fear of crime. The more affluent members of society have surrounded their homes with high walls and have installed extremely sophisticated security systems. Those with limited resources live with the constant threat of personal attack and loss of property (Glanz, 1993 : 110).

This increasing crime rate is experienced at a crucial period when South Africa is contemplating the opportunities presented by the lifting of international trade and cultural sanctions after the abolition of apartheid. Some of the opportunities contemplated is the development of the tourism industry both nationally and internationally. The liberalization of air regulation for both domestic and

international flights also contributed to the generally greater acceptability of visiting South Africa as a tourist destination. However, some factors are hindering progress towards reaching this goal. One of the disturbing factors is the international awareness of continuing criminal activities in South Africa, which has resulted in the cancellation of bookings, causing visitor arrivals to remain disappointingly low, (Laws, 1995) despite the fact that South Africa has many attractions to offer. It might be true that in many instances the probability of a tourist being killed or injured is very low, but Wilkinson (1993) argues that the perceptions of the public, influenced by often sensationalised media coverage, are what count the most.

Wilkinson (1993) also contends that the form of crime most damaging to tourism is that which is explicitly aimed at tourist targets, succeeds in causing death or serious injury to even very small numbers of tourists and where at least some of the crimes take place at popular tourist centres or sites. Unfortunately, tourists have been victims of crime in South Africa in the recent past. Deaths have resulted from these crimes. These crimes received negative publicity from the newspapers and even on national and international television. The few crimes that are committed to tourists in the Durban beachfront, for example, can create a bad impression to the residents of the Durban and surrounding areas. This can create an impression that if they visit other places, they may become victims of such crimes.

The truth could be that the vast majority of threats to the safety of the tourists are not susceptible to effective remedial or preventive measures by the government or by the travel and tourism industry itself. People know that they have a duty to protect themselves and their property. They know that to reduce the high risks to their own safety and to the safety of their property, they should take all possible precautions, such as avoiding unnecessary trips. As soon as people start taking

such decisions, tourism becomes one of the first social activities to suffer (Wilkinson, 1993).

This is particularly true to communities where people do not have the financial means to protect themselves, like using sophisticated antihijack systems, insuring their property, and taking such other precautions and who also fear losing the least that they have.

Crime has a detrimental effect on tourism. Persisting high levels of crime continue to threaten stability and national security in an increasing number of countries, including South Africa. Even in cases where governmental sovereignty is not directly undermined, crime has detrimental effects on socio-economic development including tourism development. The area under study is a South African township. It is also affected by the high level of crime.

2.4 CONCLUSION

The above discussion has shown the importance of tourism to the tourist himself as well as the obstacles faced by the potential tourists. What emerges after this discussion is the question of how these can be balanced. This is a difficult challenge that faces many role players in the tourism industry.

The national government; the provincial government; the local government; the private sector; the media; the communities and many other potential role players have a crucial role to play to ensure that all South Africans have equitable access to tourism opportunities.

Highlighting the social importance of tourism and the barriers to travel is important for this study because the study is concerned with the barriers that hinder certain communities from tourism and with suggesting ways in which these barriers can be eliminated. The chapter on recommendations will focus on suggesting ways in which barriers that hinder the disadvantaged communities from tourism can be eliminated.

CHAPTER 3

PHYSICAL SETTING OF THE STUDY AREA

3.1 INTRODUCTION

It is important to give a clear picture of the area in which this research was undertaken. The relevant background information about Umlazi township will be given in this chapter. This will be done by firstly describing the province in which Umlazi is situated. This description will highlight the position of the province with regard to its tourism destinations and attractions. This is intended to expose the vast tourism opportunities in the province where the study area is situated. The socio-economic position of the province will also be discussed. The socio-economic position of the province is included in order to give a picture of the socio-economic position of Umlazi township. This discussion will be followed by the description of the geographical setting and the demographics of the study area.

3.2 KWAZULU-NATAL FROM A TOURISM PERSPECTIVE

Umlazi is a township that is found in the south coast of KwaZulu-Natal, one of the nine provinces in South Africa. It is situated about 25km from the city of Durban, the largest city in KwaZulu-Natal and the third largest city in South Africa. The city of Durban is a favoured tourism destination for both domestic and international tourists.

A visitor who comes to KwaZulu-Natal will probably disembark at the Durban International Airport which is just about 8km from Umlazi township. Alternatively, the visitor may disembark at Durban Harbour which is approximately 30km from Umlazi.

KwaZulu-Natal has a subtropical coastline, sweeping savannah in the east and the magnificent Drakensburg mountain range in the west. This subtropical coastline has some of South Africa's best protected indigenous coastal forests which can be of great interest to tourists. One of these forests is the Dukuduku forest.

Besides being a holiday destination, KwaZulu-Natal also provides outstanding ecotourism opportunities. The Drakensberg reserves and many attractions of this mountain range draw visitors from different places. Umfolozi Game Reserve is one of the oldest game reserves in this country and it is found in KwaZulu-Natal.

Tourist destinations in KwaZulu-Natal include Midmar-Dam water recreation, the coral reefs and fishing of Sodwana Bay, and many others. Shakaland is one of the province's unique tourist attractions which offers tourists Zulu traditional experience (Official South African Local Government Yearbook 1997/98:277). Tourists can also visit industries in the province for industrial tourism. Richards Bay Minerals is an example of an industry where visitors can experience this form of tourism.

3.3 SOCIO-ECONOMIC POSITION OF KWAZULU-NATAL

KwaZulu-Natal is regarded as the second highest densely populated province in South Africa with some 8,7 million people living on its 92 180km² of land. This province is characterised by a low literacy rate. Its literacy rate is lower than that of the national average. Its labour force is relatively poorly skilled and currently KwaZulu-Natal employs less than half of the potential labour force in the formal economy (Official South African Local Government Yearbook 1997/98:277).

3.4 JURISDICTION OF THE AREA

The study area is part of the Central Metropolitan Local Council of the greater Durban Metropolitan area. This area includes the former municipal areas of the Durban City Council and Yellowwoodpark. Also included in this area are the townships of KwaMashu, Ntuzuma, Inanda and of course, Umlazi. Iningizimu also falls under this area (see figure 3.1). This sub-structure region is the core of South African's second largest metropolitan complex. It is also regarded as the economic hub of the whole KwaZulu-Natal province (Official South African Local Government Yearbook, 1997/98:289).

3.5 GEOGRAPHICAL SETTING

Umlazi township is situated about 30km south west of the city of Durban. It lies about 8km from the Durban International Airport. East of this township is found the Borough of Isipingo and further eastwards is found Prospection which is an industrial area. Chartsworth (which is predominantly an Indian township) and Lamontville are two neighbouring townships.

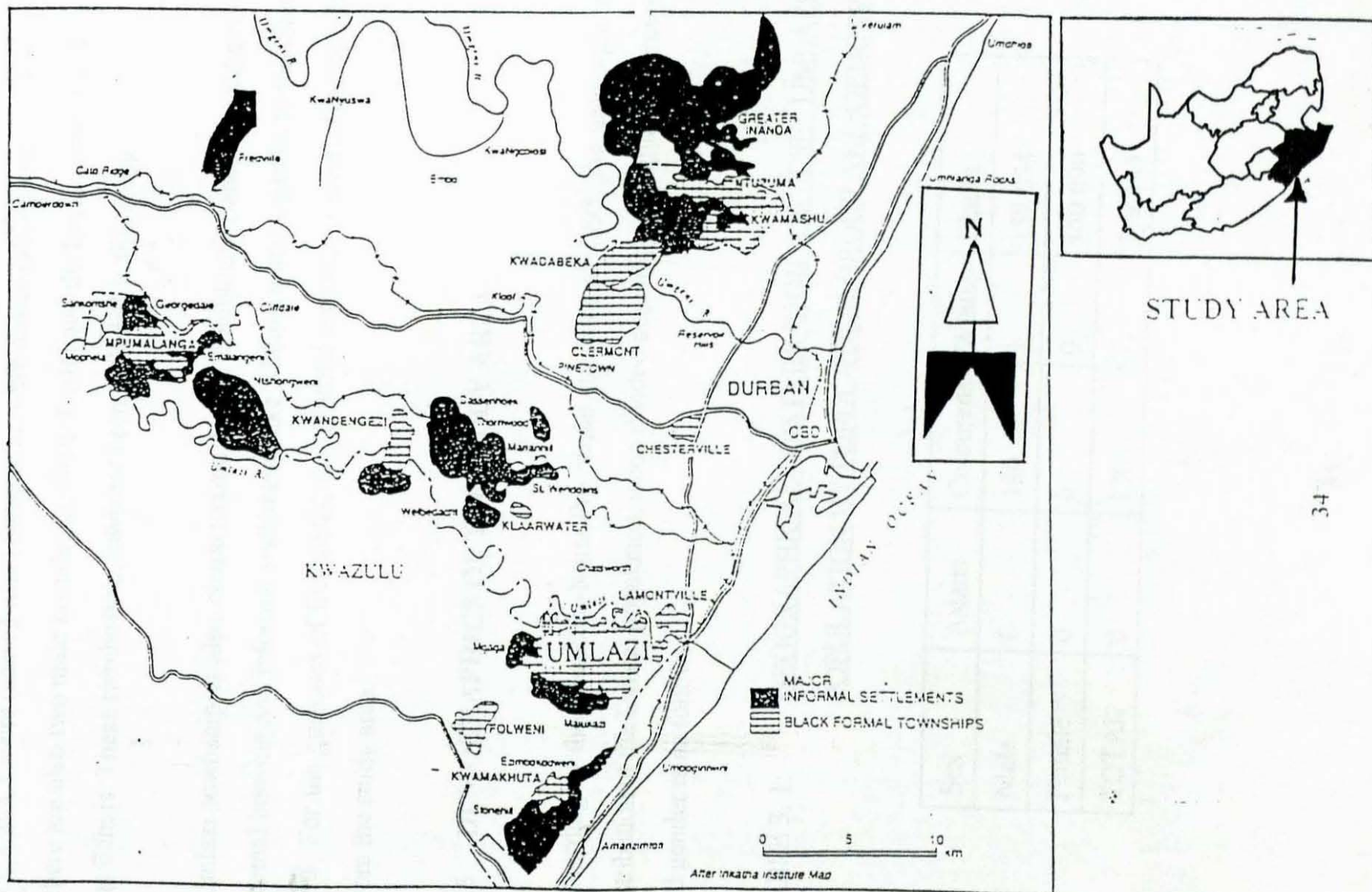


FIGURE 3.1 LOCATION OF UMLAZI WITHIN THE DURBAN METROPOLITAN AREA

This township is divided into some 25 residential sections. These sections are named according to the letters of the alphabet from A - Z with AA, BB and CC. Letters I, O, X and Y were omitted when the sections were named (see Figure 3.2). In Umlazi there are also two male hostels viz, Glebe hostel and the hostel commonly known as Tehuis. These two hostels, have not been included in this study.

Umlazi township is also characterized by the combination and co-existence of formal housing and informal settlements like Malukazi and Uganda, to mention a few. For the purposes of this study, the informal settlements were also excluded from the study area.

3.6 DEMOGRAPHICS OF THE STUDY AREA

According to the KwaZulu-Natal Provincial statistics of 1995, the geographical distribution of the Umlazi population, when divided according to population groups and gender is as follows:

TABLE 3. 1: GEOGRAPHICAL DISTRIBUTION OF THE UMLAZI POPULATION BY POPULATION GROUP AND GENDER

Sex	Asians	Coloureds	Whites	Blacks
Male	0	130	1	159 054
Female	0	0	0	140 090
TOTAL	0	130	1	299 144

The statistics that is shown here indicate that the study area is predominantly occupied by black residents. It is also shown in this table that there are more male residents than female residents in Umlazi. The figures indicate that there are 130 coloured males in Umlazi and no coloured females. This gives an impression that these coloured males stay in the male hostels. They were, therefore not included in this study.

The population expects as quoted by Gumbi (1995) from the Daily News (February 11, 1992) estimated that in 1992 the formal population of Umlazi was more than a million inhabitants. That is, if the backyard shacks are also considered. These figures must be much higher at this stage because the situation of backyard shacks became worse as the years progressed.

TABLE 3.2 GEOGRAPHICAL DISTRIBUTION OF THE ECONOMICALLY ACTIVE POPULATION

Sex	Economically active
Male	89 682
Female	52 878
TOTAL	142 560

This table shows that out of the 299144 residents of Umlazi, only 142560 were economically active when the statistics were compiled. Of these more males with a total number of 89682 were economically active. Only 52878 females were economically active. This correlates with the higher numbers of the male population.

3.7 CONCLUSION

The description of KwaZulu-Natal shows that this province has much to offer in tourism. This means that the people of KwaZulu-Natal, including the Umlazi township residents, can be able to enjoy tourism within their own province. The socio-economic position of this province gives a different picture. Low literacy rates, poorly skilled labour and the low rate of employment is a clear indication that many people in KwaZulu-Natal face various constraints in as far as engaging in tourism is concerned. Low literacy rates can lead to lack of knowledge while poorly skilled labour and low employment rate can lead to lack of money and even crime.

When describing Umlazi the areas that were included in the study area were stipulated and the areas that were excluded from the study area were singled out. This has been done to avoid confusion about exactly which areas were involved when conducting research. These areas are also shown on the map (see figure 3.2).

PRESENTATION AND ANALYSIS OF DATA

4.1 INTRODUCTION

In this chapter the data that has been collected is presented, analysed and also interpreted. This is divided into the personal particulars of the respondents; general responses regarding the respondents' tourism patterns; the respondents' knowledge about the concept of tourism; the respondents' perceptions about their financial position; the respondents' perceptions of crime, violence, accidents and other factors that may hinder them from participating in tourism. The presentation follows the structure of the questionnaire that was presented to the respondents. The presentation will be accompanied by some interpretations where it is necessary.

It is important to note here that the total number of respondents was not the same throughout the questionnaire. For the questions where all the respondents were expected to respond, the total number was 200 respondents. Those who indicated that they did not travel for tourism purposes were 130. There is a question with 130 respondents. Those who indicated that they did travel were 70. There are also questions with 70 respondents. There were also cases where the figures represented the number of responses and not of the respondents. This was in cases where the respondents were allowed more than one choice per question. For the reasons cited above the total numbers vary.

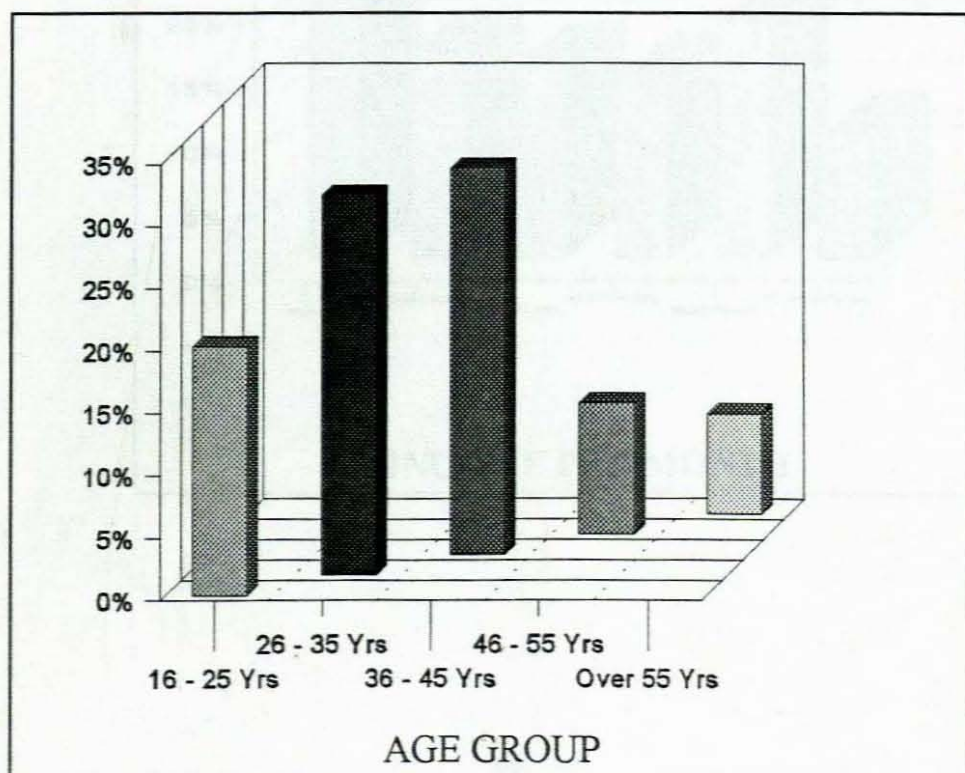
4.2 PERSONAL PARTICULARS OF THE RESPONDENTS

Personal particulars had to be obtained from the respondents in order to show the ages, personal income, kind of work that is done by the respondents, sex of the respondents, marital status and the number of the respondents' dependants. None of these was intended to reveal the identity of the respondents. These variables were all included because they all have an influence on a person's potential to travel.

4.2.1 Age of the respondents

The majority of the respondents, that is, 50.5 per cent fell between ages 26 to 45 years. These are the people who were most ready to answer questions as they felt that they were the ones who had to provide for tourism opportunities in the family because they were mostly heads of the families.

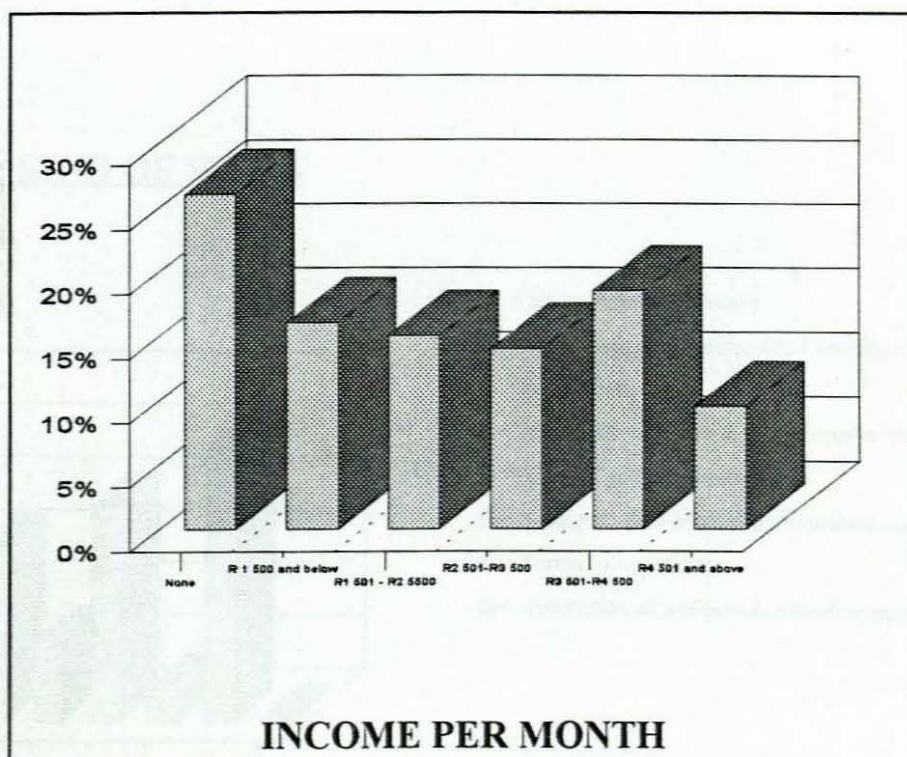
FIGURE 4.1 : AGE OF THE RESPONDENTS



4.2.2 Income of the respondents

Income is an important indicator in determining who travels and who does not travel. The responses show that about 20 percent of the respondents are without an income. Most of those who did earn an income fell within the low income groups. This is not surprising because the statistics have shown that KwaZulu-Natal is characterised by a high illiteracy rate and a low rate of employment. This was shown by sixteen percent of the respondents who earned below R1 501 a month and fifteen percent who earned below R2 501 a month. These figures indicate that most of the respondents were not likely to have enough money to spend on tourism.

FIGURE 4.2 INCOME OF THE RESPONDENTS:

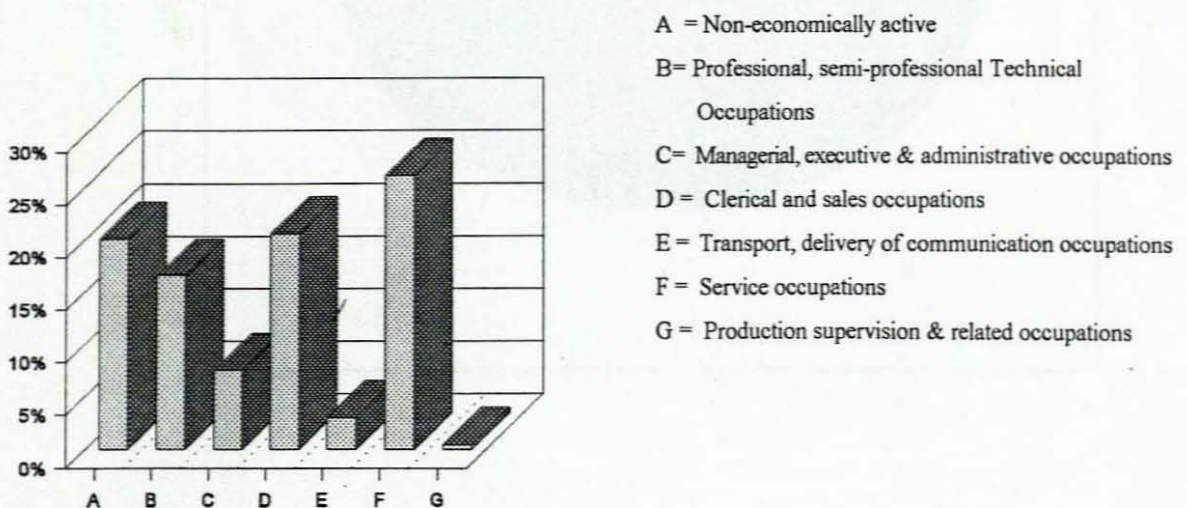


4.2.3 Kind of work done by the respondents

About twenty six percent of the respondents were not economically active. The reason why there were more respondents who were not economically active than those who were without an income is because some respondents indicated that although they were not active economically, they did receive different forms of grants like old age pensions.

Most of the respondents who were economically active fell within the low paid service occupations like the cleaning services, as indicated in Figure 4.3. This correlates with the number of the respondents who fell within the low income groups. It is not surprising that most of the respondents fell within the low paid services because the KwaZulu-Natal labour force is said to be relatively poorly skilled.

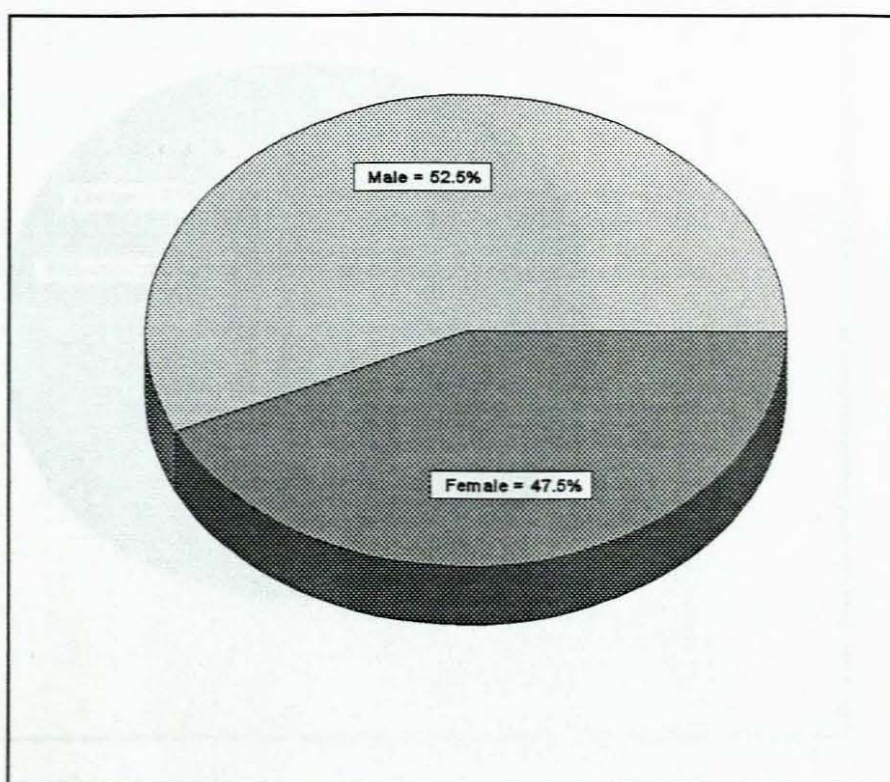
FIGURE 4.3 : KIND OF WORK



4.2.4 Sex of the respondents

One hundred and five percent males (52.5 percent) responded to the questionnaire while 95 females (47.5 percent) responded (Figure 4.4). More males responded because Umlazi is characterised by a high number of males than females. This is due to the fact that in this township there are male hostels for migrant workers (these were not included in the study area). There is also T section which is also occupied by male migrant workers. This section forms part of the study area.

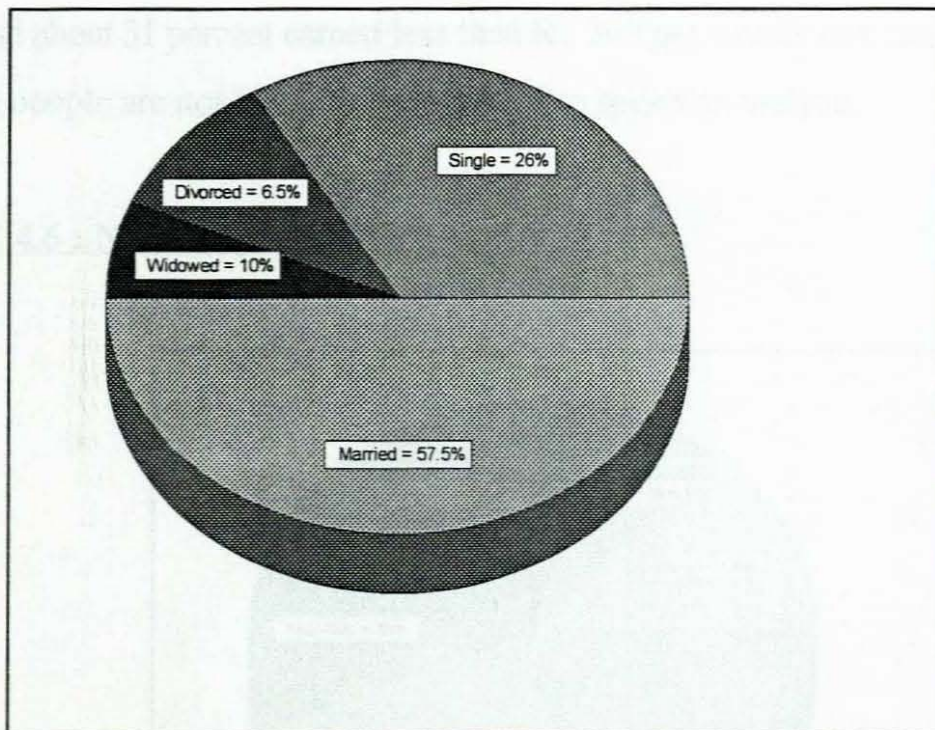
FIGURE 4.4 : SEX OF THE RESPONDENTS



4.2.5 Marital status of the respondents

The majority (57.5 percent) of people between the ages 26 - 45 years were married. In a community where tourism is regarded as a luxury which many people cannot afford, one can at least afford to travel while one is still single. Once a person gets married and faces all the responsibilities associated with married life, it becomes even more difficult to spend money and time on tourism. Married people are more likely to be amongst those who do not travel for tourism purposes.

FIGURE 4.5 : MARITAL STATUS

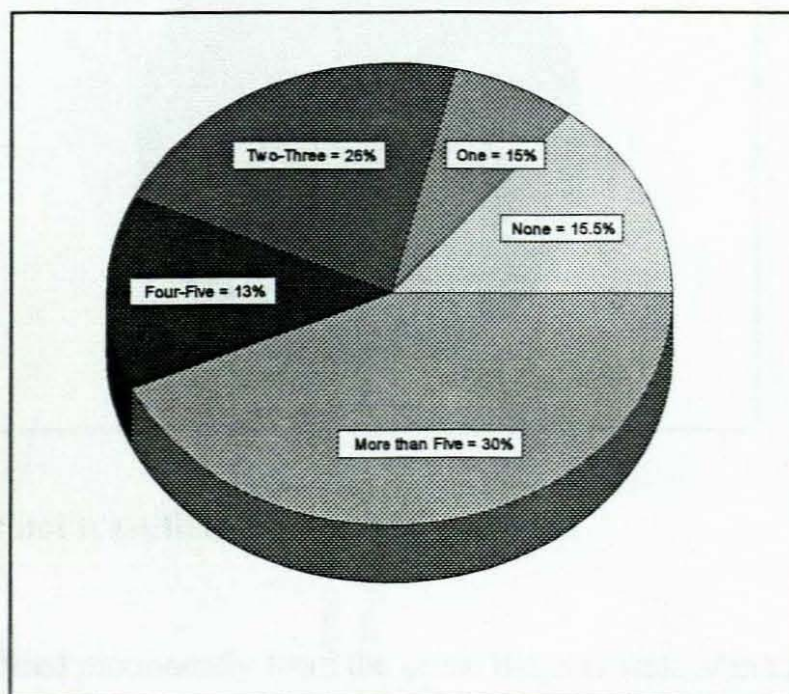


4.2.6 Number of the dependents of the respondents

Figure 4.6 shows that 30.5 percent of the respondents had more than five dependents. This can be attributed to the extended family system that is prevalent in black communities. Only 15.5 percent of the respondents indicated that they had no dependants. This is likely to be mostly amongst the respondents who were between ages 16 to 25 years.

These figures indicate that a large percentage (30.5 percent) of the respondents had as many as six or more dependants to support with their income. When one considers that figure 4.2 indicated that about 26 percent of the respondents had no income and about 31 percent earned less than R2 500 per month, one can conclude that these people are not likely to have money to spend on tourism.

FIGURE 4.6 : NUMBER OF DEPENDANTS

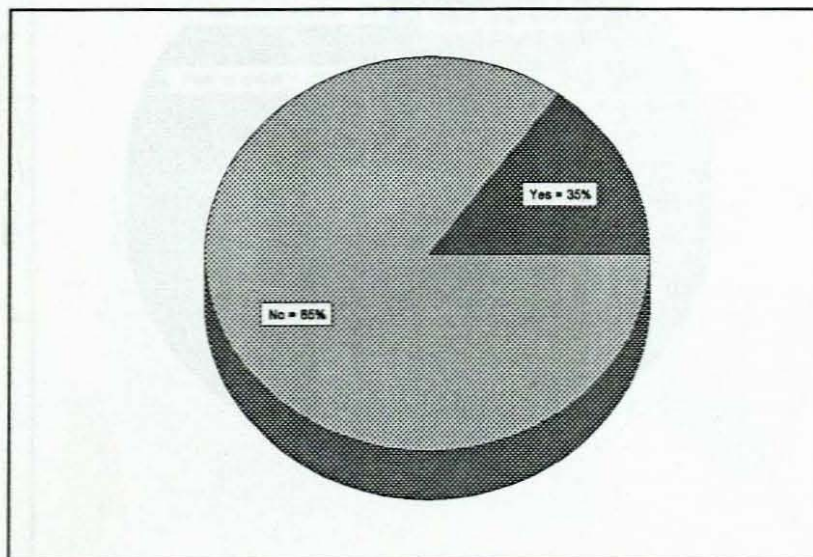


4.2.7 Response to whether respondents do travel or not

Amongst all the respondents, only 35 percent indicated that they do travel for tourism purposes (Figure 4.7). Amongst these some travel to attend religious ceremonies like going to Moria over Easter weekends. This is where the Zion Christian Church, the largest Zionist church in South Africa, is based. Every year during its annual Easter festival thousands of the Zion Christian Church members journey to Moira for healing, worship and celebration (Chidester, 1992).

Others travel to various places to watch soccer matches - mostly in Johannesburg. This form of tourism is rarely undertaken purely to enjoy the benefits of tourism.

FIGURE 4.7 : TRAVEL FOR TOURISM PURPOSES



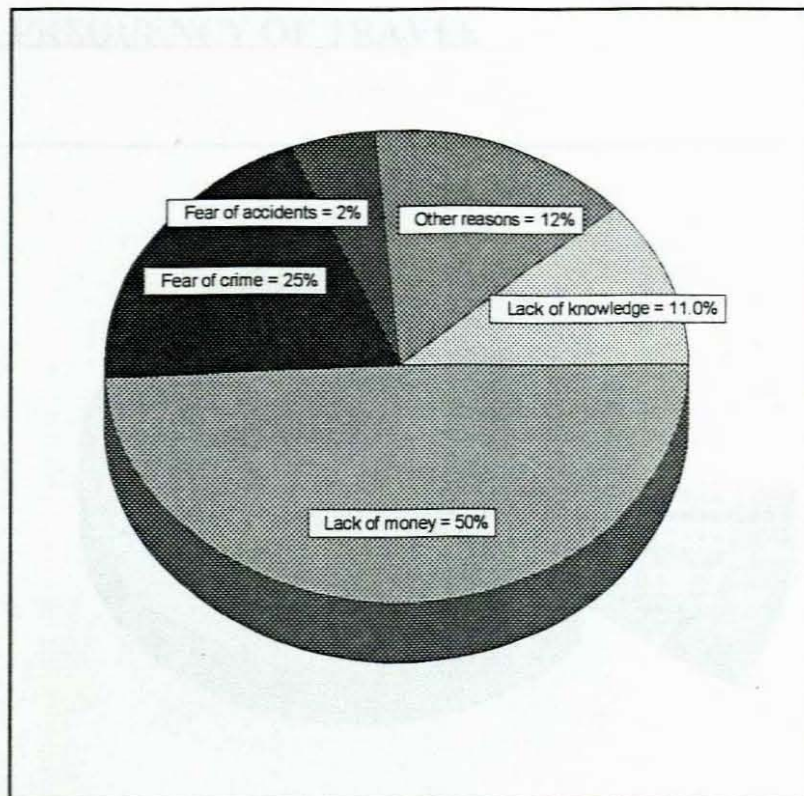
4.2.8 Reasons for not travelling for tourism purposes

The reason that featured prominently from the given list was lack of money (Figure 4.8). This reason was given by fifty percent of the respondents.

This is not surprising because about fifty percent of the respondents were either unemployed or fell within the low income groups.

Many of the respondents (30.5 percent) also have large families to support. Fear of crime was chosen by 25 percent of the respondents. Only eleven percent of the respondents gave lack of knowledge as a reason for not travelling. This is not convincing because when the same respondents were asked information about tourism destinations, many of them showed lack of knowledge about tourism.

FIGURE 4.8: REASONS FOR NOT TRAVELLING

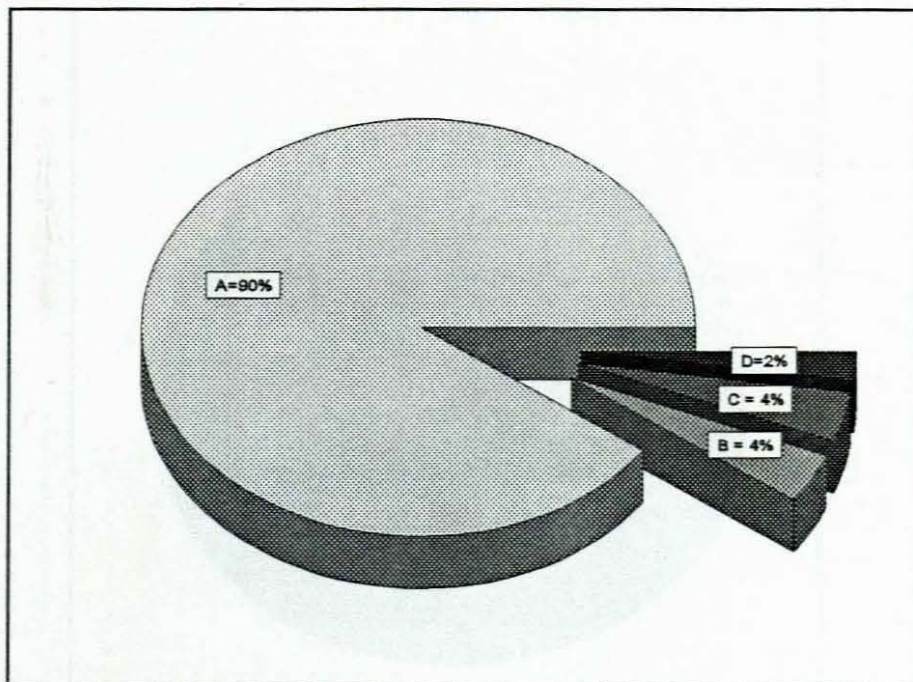


4.2.9 Frequency of travel

More than 90 percent of those who travel do so about once a year. Four percent of the respondents travel once in two years and another four percent travel about once in three years.

These respondents who travel about once a year are most likely to be those who travel to attend religious ceremonies which are usually annual events. Even those who visit friends and relatives can fall under this category if they travel only during the festive season, for instance.

FIGURE 4.9 : FREQUENCY OF TRAVEL



A = About once or more than once a year

B = About once in about two years

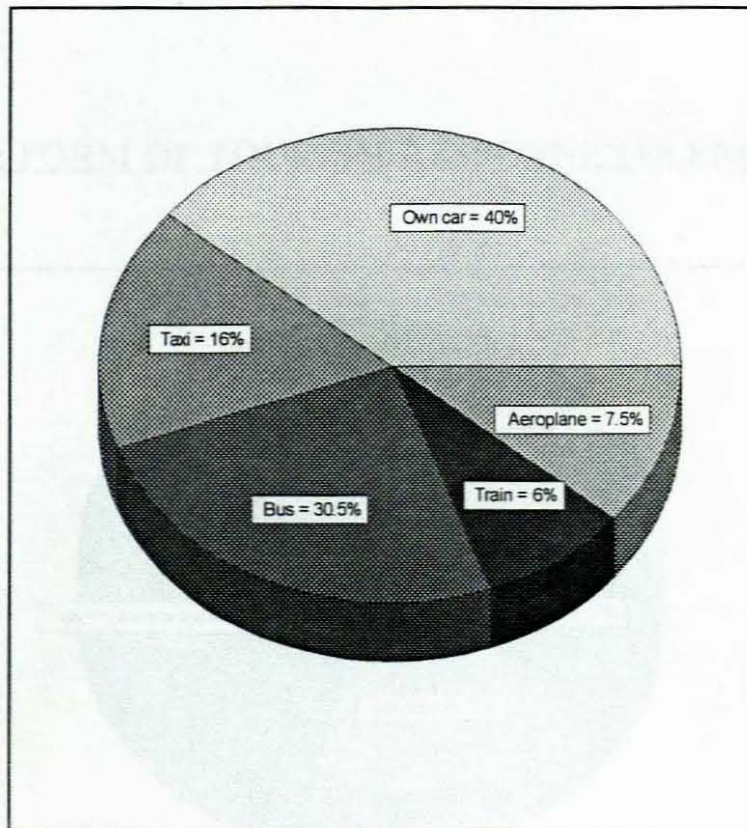
C = About once in about three years

D = Other

4.2.10 Mode of transport

It is important to mention here that the respondents were allowed more than one choice in this question. The most popular form of transport that was mentioned was own transport. This was indicated by 40 percent of the responses. It gives an indication that the respondents who travel are those who earned better salaries and could afford to own cars. The bus was rated second on the list with the 30.5 percent responses. The taxi was rated the third choice with 16 percent responses. Only 7.5 percent respondents were given for the aeroplane and only 6 percent chose the train (see Figure 2.10).

FIGURE 4.10 MODE OF TRANSPORT USUALLY USED

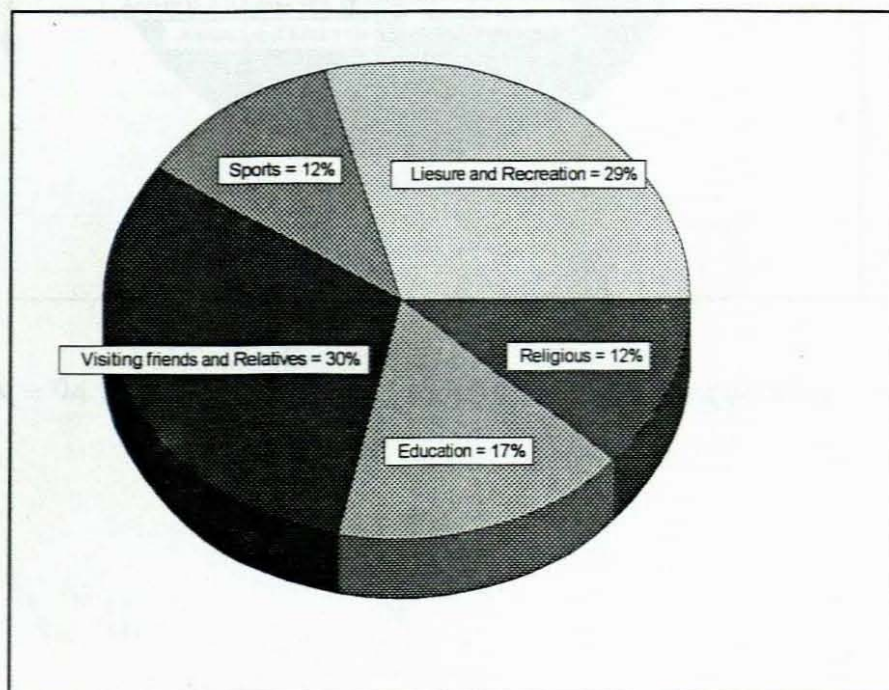


N = 82 Subjects responded more than once per question

4.2.11 Form of tourism the respondents engage in

Here, too, the respondents were allowed more than one choice. The most popular form of tourism chosen was visiting friends and relatives (Figure 2.11). This is later supported by choosing friends' and relatives' homes as the most popular form of accommodation. Travelling for leisure and recreation was almost as popular as visiting friends and relatives (with 30 percent responses) for visiting friends and relatives and 29 percent responses for travelling for leisure and recreation. An equal number of responses were given for religious tourism and sports tourism (12 percent in each group). The rest of the responses were for travel for educational purposes, that is, 17 percent. When visiting friends and relatives, one does not have to pay for accommodation and usually for the meals. Some of those people who travel to attend sports events usually end up using friends' and relatives' homes for accommodation. This seems to be the reason why visiting friends and relatives is popular.

FIGURE 4.11: FORM OF TOURISM RESPONDENTS ENGAGED IN

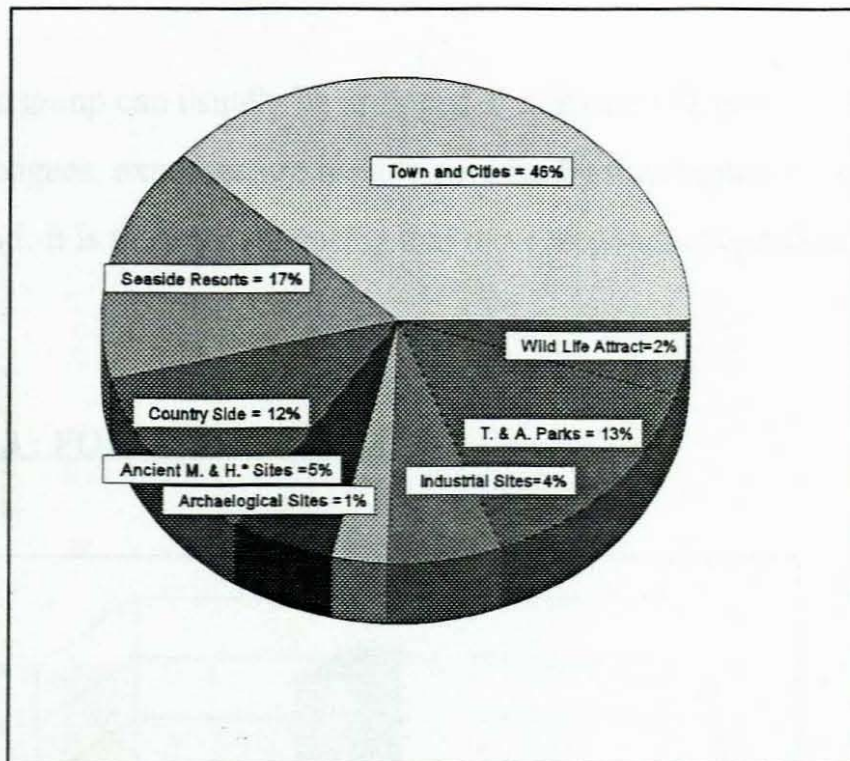


N = 93 Subjects responded more than once per question

4.2.12 Kinds of places visited

The respondents were again allowed more than one choice in this question. One might have expected the respondents to perhaps choose the countryside as the first choice seeing that the respondents are urban dwellers. Contrary to this, more than 46 percent of the responses indicated that the respondents visited towns and cities. Only about 12 percent responses were given for the countryside (Figure 4.12).

FIGURE 4.12 : KIND OF PLACES USUALLY VISITED



N = 94 Subjects responded more than once per question

4.2.13 Form of company

Most of the respondents indicated that they travel as a group. This was indicated by 40.5 percent of the total number of respondents. Friends, church groups and sports groups were each chosen by 25 percent of the respondents (refer to Figure 4.13 and Figure 4.14).

Sports groups are those who travel for sports events. Friends also organise themselves into groups when attending sports events. Church groups are the groups that attend religious events.

Travelling as a group can usually be arranged at a reasonable cost. In the case of a group of colleagues, expenses are usually paid for by the employers when the trip is work related. It is thus not surprising that most respondents preferred travelling as a group.

FIGURE 4.13 : FORM OF COMPANY

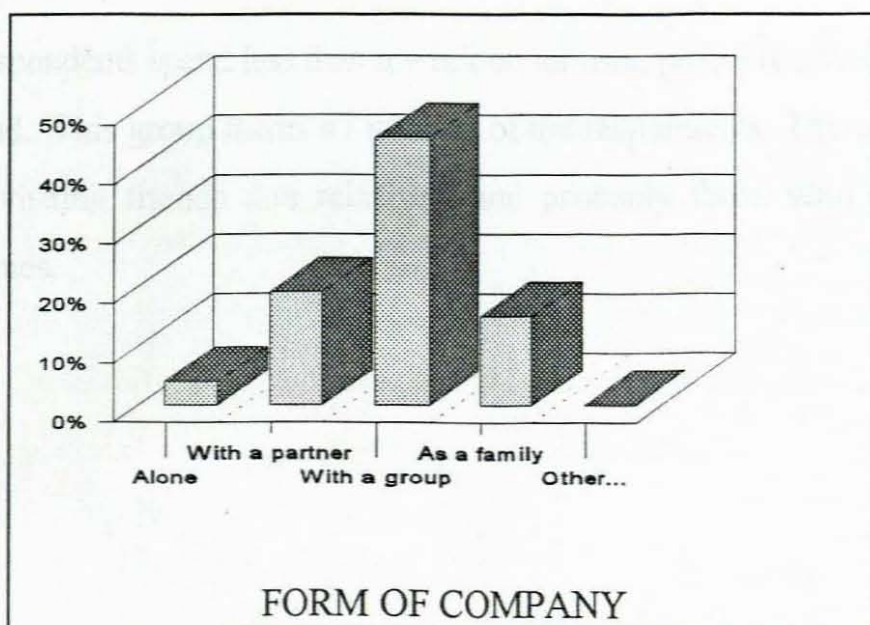
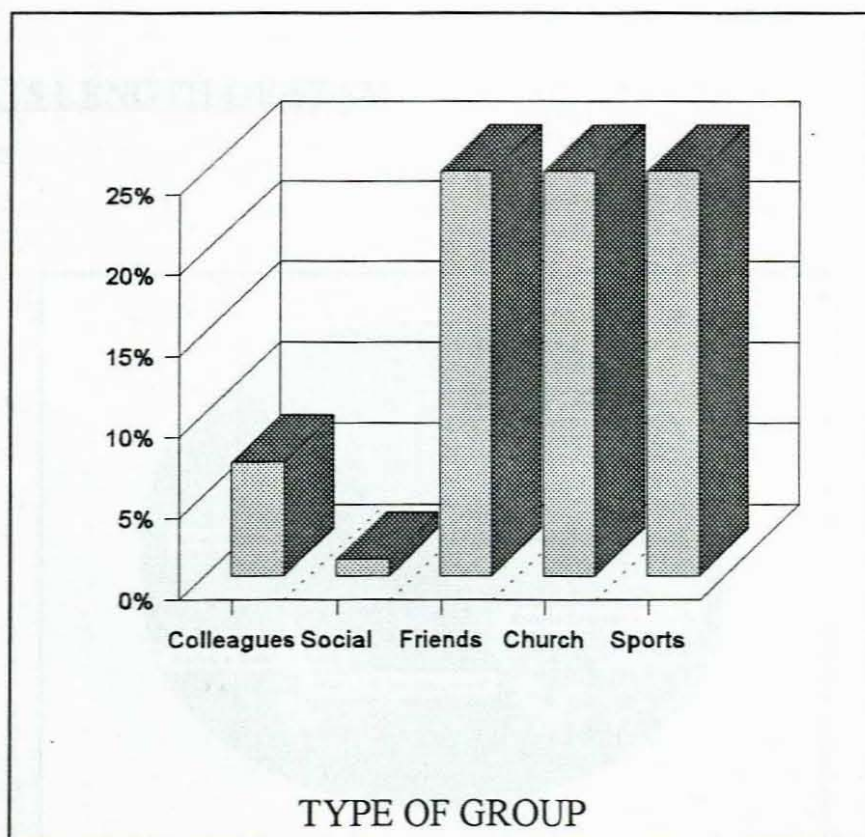


TABLE 4.14 : TYPE OF GROUP

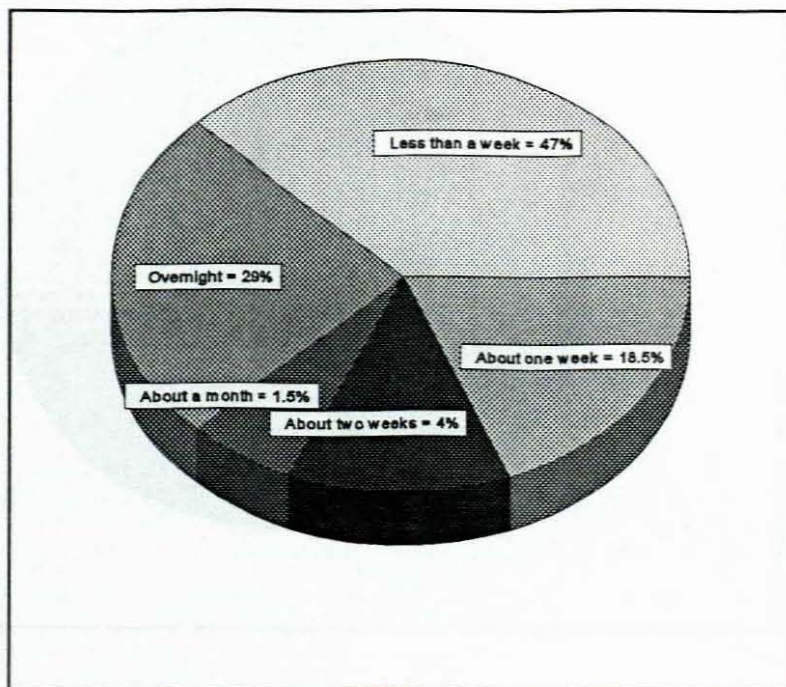


4.2.14 Length of stay

Most respondents spend less than a week on tourism, probably a week-end or a long week-end. This group forms 47 percent of the respondents. These are likely to be people visiting friends and relatives, and probably those who attend religious ceremonies.

Twenty eight and a half percent of the respondents indicated that they are usually away from home overnight when touring. The respondents in this category could be those who attend sports events. This is shown in Figure 4.15.

FIGURE 4.15 LENGTH OF STAY

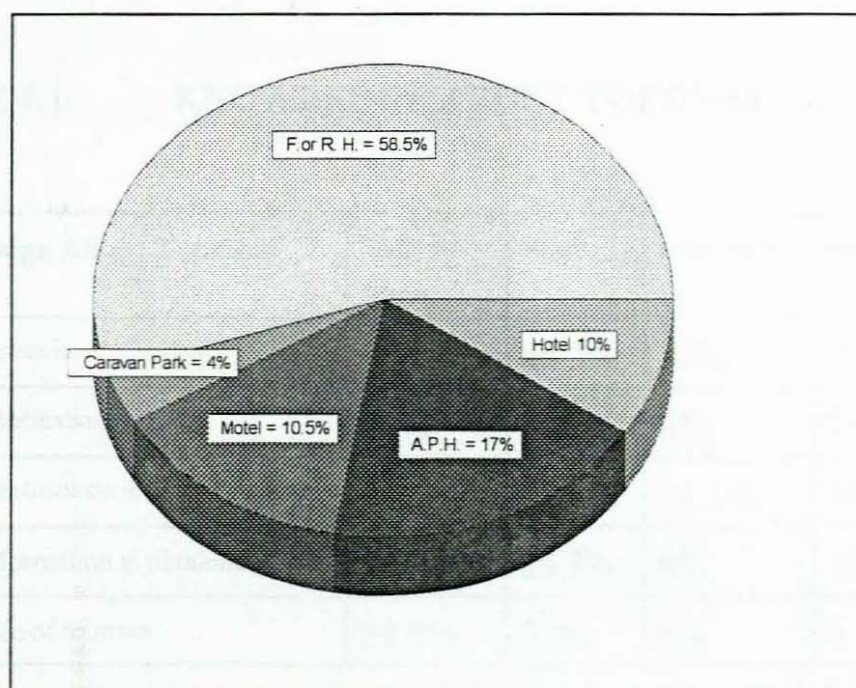


4.2.15 Type of accommodation normally used by respondents

The best way to save on accommodation when on tour is to stay with friends and relatives. This is what most people with a limited income can afford. This is shown by 58.5 percent of the respondents. This is the form of accommodation which is used by those who visit friends and relatives. Even those who travel to attend sports events usually end up using this form of accommodation.

The respondents who travel for religious purposes are most likely to use accommodation provided by host. This type of accommodation was chosen by 19 percent of the respondents (See Figure 2.16).

FIGURE 4.16 : TYPE OF ACCOMMODATION NORMALLY USED



F. or R. H. = Friend's or relative's homes

A.P.H. = Accommodation provided by host, e.g. hostels and school.

4.2.16 Knowledge about tourism

About 67.5 percent of all the respondents agreed that they know what tourism is and what it entails. This correlates with the reasons given for not travelling, where only 7 percent gave lack of knowledge as a reason.

To further support their choice, the respondents had to state their knowledge of tourism destinations. Forty seven percent of the respondents agreed that they know quite a large number of tourism destinations in KwaZulu-Natal. 67 percent of the respondents do not know a large number of tourism destinations in the other eight provinces. 49 percent of the respondents do not know where to get information about tourism. This information is found in Table 2.1 below.

TABLE 4.1 KNOWLEDGE ABOUT TOURISM

Knowledge About Tourism	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
What Tourism is	21%	46.3%	10%	11%	11.5%
Tourism destinations in KZN	12%	35%	8%	25%	20%
Tourism destinations in other Provinces	2%	19.5%	11.5%	18.%	49%
Where information is obtainable	16%	25.5%	9%	11.5%	32%
Importance of tourism	39.5%	35%	8%	7.5%	10%

The responses show that although the respondents know some tourism destinations in KwaZulu-Natal, most of them do not know tourism destinations in the other provinces. They also do not know where to get information about tourism. Most of those who know where to get information about tourism destinations mentioned the tourist function in Durban as a place where they could get information. Others mentioned newspapers and magazines, libraries and one even mentioned the INTERNET. The total of 74 percent of the respondents regard tourism as having an important role to play in their lives.

4.2.17 Respondents' perceptions about financial position

Here, the respondents were asked questions about how they view their financial position. Nineteen percent of them agreed that they had enough money for basic necessities, while only 8.5 percent agreed that they had enough money to spend on tourism. Given enough money, 76 percent of the respondents would spend some of it on tourism. This shows that most of the respondents are interested in tourism (Table 4.2) but they do not have enough money to spend on it.

TABLE 2.2 : PERCEPTIONS ABOUT THEIR FINANCIAL POSITION

Perceptions	Strongly Agree	Agree	Undecided	Disagree	Strong Disagree
Enough Money for bare necessities	8%	24.5%	6.5%	26%	35%
Enough money for tourism	2.5%	6%	13.5%	13.5%	64.5%
Willingness to spend on tourism	43.5%	32.5%	9.5%	7.5%	7%

4.2.18 Perceptions of crime

Out of all the respondents 51 percent of the respondents feared housebreaking while they are away touring. Only 38 percent fear rape. This low percentage on the fear of rape can be attributed to the fact that the majority of the respondents were males and did not perceive rape as a threat. Fifty percent of the respondents fear theft and 68.5 percent fear car hijacking. This is not surprising because most respondents prefer using their own cars when touring. Sixty percent fear attacks by thugs (Table 4.3).

TABLE 4.3 RESPONDENTS' FEAR OF CRIME

From of Crime	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Housebreaking	19%	32%	9%	16.5%	23.5%
Rape	11%	38%	11%	20%	31%
Theft	17%	38%	8.5%	19%	17.5%
Car Hijacking	32%	36.5%	9.5%	12.5%	9.5%
Attacks	18%	42%	10%	15.5%	14.5%

4.2.19 Perceptions of violence

Responses indicate that 49 percent of the respondents do not fear political violence. 54.4 percent do not fear faction fights. As many as 52.5 percent, do fear taxi violence. This seems to be the most feared form of violence (Table 2.4). The reason for this is that political violence has subsided in the country while there are still incidents of taxi violence in some areas.

TABLE 4.4 : FEAR OF VIOLENCE

Forms Of Violence	Strongly Agree	Agree	Undecided	Disagree	Strong Disagree
Political Violence	10%	26.5%	14.5%	21.5%	27.5%
Faction Fights	3%	22.5%	20%	12%	42.5%
Taxi Violence	21.5%	31%	14%	15.5%	18%

4.2.20 Perceptions of accidents

The table below shows that 62 percent of the respondents indicated that they feared road accidents. Only 43 percent feared wild animals and 46 percent fear other forms of accidents like drowning (Table 2.5). Umlazi township residents are not exposed to dangers like drowning in a swimming pool or the sea, falling from a mountain and others. The danger that they face everyday is that of road accidents. That is probably why they do not perceive the other forms of accidents as a threat.

TABLE 2.5 : FEAR OF ACCIDENTS

Accidents	Strongly Agree	Agree	Undecided	Disagree	Strong Disagree
Road Accidents	26%	36%	15%	12%	11%
Wild animals	5.5%	24.5%	13%	20%	37%
Other accidents	9.5%	25%	11.5%	18%	36%

4.2.21 Perceptions of other threats like diseases

When asked about their fears regarding contagious diseases, bad weather conditions, hostility and language barriers, it became apparent from the responses that what the respondents feared most was contagious diseases. This was shown by 44.5 percent of the respondents. This could be attributed to the spread of diseases like AIDS in KwaZulu-Natal. With lack of education people end up being suspicious of anything that might expose them to diseases. More than 50 percent of the respondents indicated that they do not fear bad weather conditions, hostility and language barriers (Table 2.6).

TABLE 2.6 : FEAR OF OTHER THREATS

OTHER THREATS	Strongly Agree	Agree	Undecided	Disagree	Strong Disagree
Contagious Diseases	12%	32.5%	13%	10%	32.5%
Weather Conditions	4.5%	29.5%	13.5%	13.5%	64.5%
Hostility	4.5%	24.5%	16.5%	20.5%	34%
Language Barriers	11.5%	28.5%	9%	29%	31%

4.3 SUMMARY OF FINDINGS

In relation to the hypotheses in chapter one, the following findings are presented.

4.3.1 Hypothesis 1

The first hypothesis states that :

Lack of finance and lack of knowledge are the main constraints in tourism participation among the Umlazi township residents.

In terms of the responses an overwhelming percentage gave lack of money as the main reason for not travelling. Even among those who do travel, many of them do not agree that they have enough money to spend on tourism, instead a large percentage of respondents stated that they do not have enough money to spend even on basic necessities like food, clothing, health, shelter and many other necessities. This was shown by twenty six percent who disagreed and thirty five percent who strongly disagreed that they have money to spend on basic necessities.

Although very few respondents (only 7 percent) gave lack of knowledge as a reason for not travelling, their knowledge of tourism destinations and information sources is not convincing. This gives an impression that the respondents know the concept of tourism but they do not know where they can go and where to get information about tourism destinations. It is also important to note that some people might not know that they do not know because some of them might not be aware of what tourism really is. They can sometimes confuse tourism with recreation. Others might not like to accept that they are ignorant. Because of these findings the first hypothesis is therefore accepted.

4.3.2 Hypothesis 2

The second hypothesis states that:

Fear of crime, violence and accidents are the other constraints in tourism participation among the Umlazi township residents.

The respondents fear all forms of crime, except rape. Among all the crimes mentioned in the questionnaire, car hijacking is the one feared most, followed by the fear of theft. Housebreaking comes third. Housebreaking is less feared because respondents stressed that they would not leave their homes without a person to watch the house.

This second hypothesis has also been accepted.

4.4 CONCLUSION

The two hypothesis that have been put forth by the researcher have been tested and accepted.

The next chapter will give recommendations based on the findings from the research. The recommendations that will be given will be intended to deal with the tourism constraints that are faced by various communities, as it has become evident that some communities are faced with various constraints like those faced by the Umlazi township residents.

The major constraints as revealed by the study are lack of money - probably due to the low rate of employment in KwaZulu-Natal. The second major constraint is lack of knowledge and awareness which was caused by the exclusion of some communities, particularly blacks, from the tourism industry. Lack of knowledge can also be the result of the high illiteracy rate in KwaZulu-Natal. The third major constraint is the fear of crime. The high crime rate in the whole of South Africa results in people fearing to venture out and leave their homes for pleasure. People fear that something might happen to them while they are in strange places. Another constraint is the fear of road accidents which is the result of the high rate of accidents on the South African roads. All these constraints will be addressed in the recommendations.

CHAPTER 5

RECOMMENDATIONS AND CONCLUSION

5.1 INTRODUCTION

Factors that limit people's participation in tourism have been discussed in the previous chapter. The findings have supported the theoretical assumptions that have been put forth. Recommendations should now be discussed on the basis of the research findings.

The recommendations that will be discussed are not intended to be cut and dry prescriptions but they can be used as guidelines by those concerned about the matters that are dealt with here.

Lack of money, lack of knowledge, fear of crime and fear of accidents were identified as the major constraints. The recommendations will focus on these main constraints.

5.2 RECOMMENDATIONS

The people who are concerned with the state of tourism in this country may benefit from the findings that have been presented in this study. The following recommendations should thus be considered when dealing with tourism constraints in the country.

These recommendations have not been suggested with only the study area in mind, but with all those communities that may be in the same position.

5.2.1 Finance

Various saving schemes can be started by groups of people either as friends, colleagues, families, neighbours, or any other form of group. The schemes should be formed with the specific intention of saving for a holiday. The best possible way of getting interest without paying much should be investigated by the members.

To overcome the problem of finance people can form common interest groups and organise tours. Tours of this kind can be arranged at reasonable cost. Groups like church groups, work groups, social groups, sports groups can make use of this kind of arrangement and save on transport and accommodation because accommodation for a group of people can also be arranged at reasonable prices.

People with a low income should take advantage of using camping as a solution. Camping has the advantage of being one of the least expensive forms of holiday. The government should also provide financial aid to camps in order to ensure that the charges are kept as low as possible. The private sector can also operate camps for the benefit of their employees.

The private sector should organise incentive tours for their employees. These can be used to achieve some objective such as rewarding performance. More and more people who could otherwise not afford travelling would be offered an opportunity to travel without having to pay.

There should be joint action among the various provincial governments and travel organisations in the different provinces in order to promote domestic travel by low income groups. This joint action can facilitate travel programmes that would operate on a reciprocal basis.

The government should establish special programmes for the unemployed youth in order to allow them opportunities to travel. Through these programmes the youth can be offered special prices for travel and accommodation. The unemployed youth can also be offered jobs in the tourism industry so that they can be exposed to tourism while earning money. Youth exchange programmes among the provinces can also benefit the youth and these should be arranged by the various provincial governments.

5.2.2 Knowledge

Provision of information must be given priority in a country where a majority of its people have been left out of tourism in the past. Government authorities in particular must give attention to this problem. Tourist information offices must be found in all communities not just in towns and cities. Publications that inform people about tourism must be made freely available to all people. Other bodies like tourist organisations must also give priority to informing people about tourism.

The media has an important role to play in disseminating information about tourism. Community radio stations, regional television programmes local newspapers and many other forms of media should be used to keep communities informed about tourism in their own communities.

A balance should be created between promoting tourism for its economic benefits and promoting tourism for its benefit to the well-being of individuals and communities. For as long as emphasis is placed on the economic benefits some people will not consider tourism as having any bearing to their lives - and will remain ignorant about tourism. People will pay attention to tourism once they have been educated about its social value.

5.2.3 Crime

People should not rely on law enforcement alone if crime is to be effectively dealt with in our communities. Communities should invest in projects which are geared towards crime prevention. Social crime prevention must be practised by communities in order to deal effectively with crime. This calls for programmes that aim to strengthen families, schools, and other institutions in the community. The aim of such programmes would be to influence every member of the community against crime. This can be achieved by incorporating prevention strategies into social policies such as those concerned with education.

In order to realise the potential of these programmes attention has to be given to supporting families, investing in children like in the case of the *Nelson Mandela childrens' fund*, and reconstructing families. This is important because many families have been destroyed by the political situation that has been prevailing in the past.

This approach to crime can succeed with the assistance of different services and programmes such as the fund mentioned above.

These programmes need not be those directly concerned with crime prevention. They can be programmes for family support, neighbourhood development, recreation programmes and many others.

It is imperative for communities to initiate projects to prevent crime. These projects are important because not all types of crime can necessarily be solved by policing. Crime in poor communities can often be traced to socio-economic circumstances. These cannot be addressed by living everything to the shoulders of the police. Also, causes of crime must be desegregated for preventive intentions to succeed. Particular types of crime have different causes and these may vary from community to community. Each community therefore, requires its own specific solutions. Community projects should be aimed at reducing the factors that are conducive to particular types of crimes, for example, crimes committed to tourists.

Opportunities for young people have a potential in reducing the number of young people who drift into crime. There is a widespread belief that sports, social and recreation programmes will divert energies. All the sports, social and recreation facilities and infrastructure must be provided in the areas that have been neglected in the past.

The risk of drifting into crime is high if a person is not employed. The government must run youth employment initiatives. This can be done by initiating remedial education programmes, vocational training programmes and even paid work experience for the youth.

Government must provide counselling services for the victims of crime so that the fear of crime can be addressed.

5.2.4 Accidents

Some potential tourists are scared to leave their homes for a holiday because of the high rate of road accidents.

The Government has a duty to protect its citizens against road accidents. It should invest in properly trained and well equipped police staff who will deal with offenders on the roads. Vehicles with sophisticated video cameras such as the ones used in some overseas countries should also be provided.

Campaigns like *arrive alive*, *siyabakhumbula*, *drive alive* should be encouraged and should continue all year round. All provinces must be active in this regard. Central government, provincial governments and local governments must all concern themselves with such campaigns.

5.3 CONCLUSION

Tourism is regarded as a luxury by those people who cannot afford even the bare necessities. The constraints that hinder them from tourism participation are the same constraints that hinder them in many aspects of their daily lives. In most cases, they are not even aware of these constraints from the tourism point of view. Problems like lack of money are just problems that they have to face everyday.

When looking at tourism constraints from this angle, it appears that the solutions to lack of participation in tourism cannot be solved by concentrating only on the aspects that are directly linked with tourism.

Tourism as a social phenomenon is affected by all those problems that affect people in their social well-being. Solutions will thus be sought where solutions for other social problems can be found.

It becomes apparent from these recommendations that every stakeholder must get involved in eliminating tourism constraints. The communities, tourist organisations, the private sector, local governments, provincial governments and the national government must all work together to make tourism accessible to every South African citizen. This will benefit individuals as well as the country as a whole.

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APPENDIX A

QUESTIONNAIRE

TOURISM CONSTRAINTS OF UMLAZI TOWNSHIP RESIDENTS

Please respond to the questions by ticking the appropriate blocks to indicate the response applicable to you. The information in this questionnaire is for research purposes only. All the responses will be treated as confidential and identities are not required.

40 - 50 Years	
Over 50 Years	

2. Personal income per month

R1 500 and below	01
R1 501 - R2 500	02
R2 501 - R3 500	03
R3 501 - R4 500	04
R4 501 and above	05

A. PERSONAL PARTICULARS

Please indicate with a tick in the appropriate block.

1. Age

16 - 25 Years	☐	01
26 - 35 Years	☐	02
36 - 45 Years	☐	03
46 - 55 Years	☐	04
Over 55 Years	☐	05

2. Personal income per month

R1 500 and below	☐	01
R1 501 - R2 500	☐	02
R2 501 - R3 500	☐	03
R3 501 - R4 500	☐	04
R4 501 and above	☐	05

3. Kind of work

Non-economically active		01
Professional, semi-professional, technical occupations		02
Managerial, executive and administrative occupations		03
Clerical and sales occupations		04
Transport, delivery of communication occupations		05
Service occupations		06
Production supervision and related occupations		07

4. Sex

Male		01
Female		02

5. Marital status

Single		01
Married		02
Divorced		03
Widowed		04

6. Number of dependants

None		01
One		02
Two - three		03
Four - five		04
More than five		05

B. GENERAL

1. Do you ever travel for tourism purposes?

Yes		01
No		02

2. Reasons for not travelling

Lack of knowledge		01
Lack of money		02
Fear of crime		03
Fear of accidents		04
Other reasons (Please specify).....		05

3. Frequency of travel

About once or more than once a year		01
About once in about two years		02
About once in about three years		03
Other (Please specify)		04

4. Mode of transport used when touring

Own car		01
Taxi		02
Bus		03
Train		04
Aeroplane		05

5. Form of tourism usually engaged in

Educational	✓	01
Religious		02
Sport		03
Leisure and recreation		04
Visiting friends and relatives	✓	05

6. Kind of places usually visited

Seaside resorts	01
Towns and cities	02
Countryside	03
Ancient monuments & historic sites	04
Archaeological sites	05
Industrial sites	06
Theme and amusement parks	07
Wild life attractions	08

7. Form of company

Alone	01	
With a partner	02	
With a group	03	colleagues
As a family	04	social
Other (please specify).....	05	friends
		church
		sports

9. Length of time usually spent

Overnight	01
Less than a week	02
About one week	03
About two weeks	04
About a month	05

10. Type of accommodation normally used

Hotel	01
Motel	02
Caravan park	03
Friends' or relatives' homes	04
Accommodation provided by host, e.g. hostel, school	05

C. KNOWLEDGE ABOUT TOURISM

Respond to the following questions using the following rating scale:

1 = Strongly agree 2 = Agree 3 = Undecided
4 = Disagree 5 = Strongly disagree

1. I feel that I really know what tourism is and what it entails

1	2	3	4	5
---	---	---	---	---

2. I know a large number of tourism destinations in KwaZulu -Natal

1	2	3	4	5
---	---	---	---	---

3. I know about tourism destinations in the other eight provinces.

1	2	3	4	5
---	---	---	---	---

4. I know where to get information about tourism in South Africa.

1	2	3	4	5
---	---	---	---	---

5. I am aware that tourism has an important role to play in my life.

1	2	3	4	5
---	---	---	---	---

6. If you wanted information, where would you go to get it?

.....

D. FINANCE

1. I have enough money to spend on basic necessities like food, clothing and other necessities.

1	2	3	4	5
---	---	---	---	---

2. I have enough money to spend on tourism.

1	2	3	4	5
---	---	---	---	---

3. Given enough money, I would spend some of it on tourism.

1	2	3	4	5
---	---	---	---	---

E. CRIME

1. Sometimes I fear that my house may be broken into while I am away touring.

1	2	3	4	5
---	---	---	---	---

2. Sometimes I fear that my family or myself may be raped while touring.

1	2	3	4	5
---	---	---	---	---

3. Sometimes I fear that my possessions (e.g. cameras, binoculars, radios, jewellery) might be stolen while I am touring.

1	2	3	4	5
---	---	---	---	---

4. Sometimes I fear that my car might be hijacked while I am touring.

1	2	3	4	5
---	---	---	---	---

5. Sometimes I fear that I might be attacked by thugs while touring.

1	2	3	4	5
---	---	---	---	---

F. VIOLENCE

1. I fear that I may encounter political violence while I am touring.

1	2	3	4	5
---	---	---	---	---

2. I fear that I may encounter faction fights while I am touring.

1	2	3	4	5
---	---	---	---	---

3. I fear that I may encounter taxi violence while I am touring.

1	2	3	4	5
---	---	---	---	---

G. ACCIDENTS

1. I fear that I may get involved in a road accident while I am touring.

1	2	3	4	5
---	---	---	---	---

2. I fear that I may be attacked by wild animals while I am touring.

1	2	3	4	5
---	---	---	---	---

3. I fear that I may be involved in other forms of accidents like drowning in a swimming pool or falling from a mountain while I am touring.

1	2	3	4	5
---	---	---	---	---

H. OTHER

1. Diseases

I fear that I may contact contagious diseases like malaria and bilharzia, while I am touring.

1	2	3	4	5
---	---	---	---	---

2. Weather conditions

I fear I may encounter bad weather conditions like floods and snow, while I am touring.

1	2	3	4	5
---	---	---	---	---

3. Hostility

I fear that my hosts might be hostile towards me while I am touring.

1	2	3	4	5
---	---	---	---	---

4. Language barriers

I fear that I may encounter language problems while I am touring.

1	2	3	4	5
---	---	---	---	---