

**THE SAFETY AND SECURITY OF TOURISTS WITH
REFERENCE TO THE SEDIBENG DISTRICT
MUNICIPALITY**

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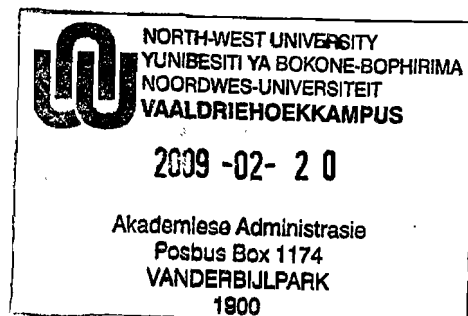
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DECLARATION

I, **Joseph Letwaba**, solemnly declare that this work is original and the result of my own labour. It has never, on any previous occasion, been presented in part or whole to any institution or Board for the award of any Degree.

I further declare that all information used and quoted has been duly acknowledged by complete reference.

Student

Signed _____ Date: _____

Supervisor

Signed _____ Date: _____

DEDICATION

This mini-dissertation is dedicated to the loving memory of my father Mr. Saul Maseko (Ncamane!), my uncles – Grant, Paul and Njiva as well as my aunt, Memme, may their souls rest in peace.

ACKNOWLEDGEMENTS

I wish to express my earnest gratitude to various people who, at various stages during the writing of this dissertation, were prepared to help, guide and support me to complete this research successfully.

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TO GOD IS THE GLORY!

ABSTRACT

The government of South Africa in the White Paper on Tourism recognises the importance of attracting foreign investment in order to achieve the growth and development objectives of the tourism sector. Foreign investment will increase competition and improve standards as well as create employment and facilitate economic growth. The government should establish a climate of political stability, economic growth and profitability, and provide transparent, stable and consistent policies to attract foreign investment.

Crime in South Africa is high and widely believed to restrain investment. The South African White Paper on Tourism has categorically and succinctly stipulated policy guidelines to ensure that tourists are maximally safe and secure. The traditional response to rising crime has been to devote more resources to law enforcement and to introduce tougher penalties in the hope of deterring offenders from committing further crimes.

For the purpose of the study, the hypothesis was formulated that the safety and security policy for sustainable development does not necessarily provide a solution to crime and further proactive measures need to be implemented to promote tourism in Sedibeng District Municipality.

This study will focus on; strategies for preventing crime in the Sedibeng District Municipality. It is recognised that such policies may need to go beyond the traditional concerns of the criminal justice system (i.e. police, the courts and prisons) if crime prevention is to be addressed in a comprehensive way. Combating crime has been tackled in various ways throughout the world, with some strategies being more successful than others. With the process of formulating a National Crime Prevention Strategy (NCPS) high on South Africa's agenda, the wealth of international experience in crime prevention cannot be ignored. Research, monitoring and objective evaluation of crime policies and programmes, aimed at ensuring that limited financial resources are used most effectively, is a significant contribution which criminologists can make to the policy- making process.

LIST OF ABBREVIATIONS

AIDS	Acquired Immune Deficiency Syndrome
B&B	Bed and Breakfast
CCTV	Closed Circuit Television
CIAC	Crime Information Analysis Centre
CPF	Community Policing Forum
CSF	Community Safety Forums
DBSA	Development Bank of South Africa
DRMC	Disaster Risk Management Centre
et al	and others
FBI	Federal Bureau of Investigation
FEDHASA	Federated Hospitality Association
FIFA	International Association Football Federation (French; Federation Internationale de Football Association)
GDS	Growth and Development Strategy
GDP	Gross Domestic Product
GTA	Gauteng Tourism Authority
HIV	Human Immunodeficiency Virus
ICS	Incident Command System
IDP	Integrated Development Planning

INTERPOL	International Police
JOC	Joint Operating Centre
KZN	Kwa-Zulu Natal
MEC	Member of the Executive Council
NIA	National Intelligence Agency
NCPS	National Crime Prevention Strategy
NGO	Non-governmental Organization
NSSD	National Strategy for Sustainable Development
SA	South Africa
SAPA	South African Press Association
SAPS	South African Police Services
SATOUR	South African Tourism Board
TRC	Truth and Reconciliation Commission
WTO	World Tourism Organisation
WTTC	World Travel and Tourism Council

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CHAPTER ONE

INTRODUCTION

1.1 ORIENTATION AND PROBLEM STATEMENT

Tourism is a relatively recent phenomenon. Although examples of tourism activities can be traced to Sumerian Times (4000BC), tourism did not really get off the ground until after World War II. According to Middleton (1994:7) 'tourism is deemed to include any activity concerned with the temporary short-term movement of people to destinations outside the places they normally live and work, and their activities during the stay at these destinations'. The purpose of visit for such people (tourists) may be leisure, business and other purposes such as studying.

Tourism is able to contribute to the development which is economically, ecologically and socially sustainable, because it:

- Usually has less impact on natural resources and the environment than most other industries;
- is based on enjoyment and appreciation of local culture, built heritage, and natural environment, as such that the industry has a direct and powerful motivation to protect these assets;
- can play a positive part in increasing consumer commitment to sustainable development principles through its unparalleled consumer distribution channels; and
- provides an economic incentive to conserve natural environments and habits which might otherwise be allocated to more environmentally damaging land uses, thereby, helping to maintain bio-diversity (World Travel and Tourism, 2002:1).

Tourism has become a fiercely competitive business. For tourism destinations the world over, as indeed for South Africa, competitive advantage is no longer *natural*, but increasingly *man-made* driven by science,

technology, information and innovation. As such, it is not simply the stock of natural resources of South Africa that will determine her competitiveness in tourism, but rather, how these resources are managed and to what extent they are complemented with man-made innovations (White Paper on Tourism, 1996:6). In this regard, South Africa scores well on three important fronts. First, the already well-established network of national parks (covering some 6.3% of the surface area of the country) and private nature reserves are very much on trend with the demands of the increasingly environmentally sensitive visitor. Second some companies are already leaders in global best practice in ecotourism, while others have created Disneyland-like attractions in South Africa, boosting the country's name internationally. Third, the recent successful political transformation in South Africa has virtually opened the country's tourism potential to the rest of the world and indeed to the previously neglected groups in South Africa (The White Paper on Tourism, 1996:6). The White Paper on Tourism (1996:6) clearly indicates that it is not surprising that the *World Tourism Organisation* in its 1995 review of African tourism considers South Africa to be one of the most promising tourism destinations of the African continent. The *Horwath 1995 Worldwide Hotel Industry Review* concluded that South Africa's tourism potential is outstanding, provided peace and harmony remain.

According to a report prepared by World Travel and Tourism Council (WTTC) (2002:11) both the inter-governmental WTO/OMT and the private sector WHC consider the travel and tourism sector to be one of the largest – if not THE largest- in the world, particularly in terms of its contribution to the world economy. Tourism currently plays a relatively small role in the economy of South Africa. The *Economist Intelligence Unit* estimates the value added of tourism in South Africa to be no more than 2% of the Gross Domestic Product (GDP) in 1994. *Kessel Feinstein* and SATOUR (South African Tourism Board) estimate that in 1995, tourism's contribution to GDP was in the vicinity of \$5, which is very low by any standard. The World Travel and Tourism Council estimated that in 1995, tourism contributed 10.9% to the Gross Domestic Product of the world economy; 10.5% to the United States economy; 13.4% to the European economy; 12.3% to the British economy

and 31.5% to the Caribbean economy. SATOUR estimates that 480 000 jobs are directly and indirectly created by tourism. Tourism is the fourth largest earner of foreign exchange in South Africa (White Paper on Tourism, 1996:7). The scale of travel and tourism's contribution to the global economy and its potential for enabling sustainable development are becoming evident for governments, non-governmental organizations (NGOs) and industry alike; hence, the government of South Africa is committed to ensuring the safety and security of all tourists. According to the White Paper on Tourism (1996:23), the following policy guidelines shall apply:

- undertake both short and long term actions and strategies to reduce crime and violence on tourists in collaboration with relevant organizations such as the South African Police Service.
- provide adequate information to visitors that will improve their safety and security.
- ensure that adequate resources are devoted to providing for safety of tourists.
- institute appropriate legal procedures that would facilitate speedy and effective prosecution for cases where tourists are involved
- coordinate cooperation among appropriate stakeholders to work together to ensure the safety and security of all tourists,
- carry out appropriate research concerning tourism security trends and monitor the effectiveness of safety and security measures.

In spite of good policy guidelines which can however, be implementable in the South Africa situation one cannot ignore crimes in tourism. Pizam and Mansfeld (1996:11) postulate that, although crimes against tourists seem to affect the perception of safety of almost everyone who travels, crimes against tourists or visitors are not new. Reaching back to Biblical days we may assume that there were always some people who were willing or desirous of taking advantage of the visitor (The Holy Bible: Genesis: 19: 1-11). Taking

unfair advantage of tourists, such as raising the price of an item under the assumption that the tourist knew no better, was so common that the English language coined the term 'tourist trap' (Bloom, 1994:93).

South Africa is no exception when it comes to the negative effects of crime and violence-related incidents. Many major world cities continually experience high levels of crime and violence, often caused by unfavorable social conditions and political problems (Bloom, 1994:93). Over the years crime and violence and other political factors have often thwarted attempts to establish tourism as an industry which could be classified as a major contributor to the Gross National Product, together with agriculture and mining. Incidents such as the Soweto riots in the mid-1970s (caused by the government's language policy in black schools) and various sporadic outbreaks of violence and crime in the 1980s (perpetrated as or result of the government's policies of racial segregation) caused the tourism industry irreparable harm (Mynhard, 1992:46). According to Brunt, Mawby and Hambly (1999:421) fear of crime has long been the subject of debate within criminology, and in many respects it is an equally contentious issue within the tourism industry. Terrorist attacks in Cape Town and Egypt, and robbery violence incidents in the early 1990's in Florida and Kenya, raise concerns about tourists' safety and, correspondingly, led to many cancellations. For example, the publicity following attacks on British and German tourists in Florida in 1992 led to a 22 percent decline in holidaymakers from those countries (Brayshaw, 1995:65).

Federated Hospitality Association of S.A (Fedhasa) spokesman Martin van Niekerk said the industry's greatest concern- identified at the workshop in Johannesburg were crime and marketing problems. Mr. Van Niekerk said attacks on tourists were giving the country an image of being an unsafe holiday destination (Sapa, 1991: 4). Similarly, in an address to the Afrikaans Handelsinstituut in Pretoria, the then Deputy Minister of Environmental Affairs and Tourism Peter Mokaba said the perception of [People about] crime was a worrying factor and his department was seriously addressing the impact that crime has on tourism (Rantao, 1996: 2). For example, a telephonic interview

with the Minister's spokesperson in the Department of Environmental Affairs and Tourism revealed that the latest incidences of crime against tourists in the Western Cape and Kwa-Zulu Natal took place respectively. The spokesperson reported that, tourists were mugged, raped and robbed of their belongings and one incident in KZN, the cold-blooded murderers killed one tourist which further rendered the country an unsafe holiday destination. This may incite one to question the possible reasons for the current safety and security problems; what are they?

In South Africa poverty has been associated historically with an exceptionally high unemployment rate (40 to 50 per cent in some areas) socio-political instability (often experienced at regional and local government level) and a culture of violence (Milne, 1994:47). This has led to a division in rural populations, a substantial influx of people into urban and metropolitan areas, a proliferation of squatter communities and the resultant breakdown in social structures. Associated with extensive unemployment are the periodic economic downswings, recessionary periods and depression conditions in the economy, which serve to aggravate the problem. According to Fray and Shagowat (1994:5) tourists unfortunately are not immune to crime and violence. Reports of attacks on tourists and of tourist-related theft, particularly in urban areas have had negative effects, which give cause for grave concern.

According to the White Paper on Tourism (1996:24) another major problem facing the South African tourism industry is the poor involvement of local communities and previously neglected groups in the industry. This may include other factors such as:

- lack of information and awareness.
- lack of know-how and training
- lack of finance
- lack of interest on the part of existing establishments to build partnerships with local communities;

- lack of incentives to reward private enterprise that build or develop local capacity and create job opportunities.

The White Paper on Tourism (1996:25) has also highlighted some of the main environmental problems and these have been identified by *Grossman and Associates* in their 1996 report:

- **Unequal land distribution and landlessness** – This resulted in serious overcrowding and a resultant major effect on the quality of the natural resource base.
- **Soil erosion** – is causing lakes, dams, rivers and most importantly, coastal estuaries to silt up, thereby depriving these natural resources of the leisure and aesthetic potential to attract tourism.
- **Deforestation** – some 17 million people rely exclusively on fuel wood for cooking heating, contributing to severe deforestation, especially in former homeland areas.
- **Water Shortages and pollution** - these pose one of the major threats to the country's environment.
- **Air Pollution** – concentrated in areas like the Gauteng region and Mpumalanga Highveld region, where acid rain is a factor.

South Africa also has no formal requirements for environmental and social impact assessments to be carried out. A major threat to the further development of the tourism industry and indeed the sustainability of the population of South Africa is the rapid degradation of the environment. The poor protection of the environment in South Africa will continue to curtail the tourism sector's development.

It is often said South Africa has a First World infrastructure. There is a lack of infrastructure in the rural areas, which severely limits the participation of rural communities in the tourism industry. In addition, the absence of adequate transportation services effectively prevents rural communities from participating in the industry both as potential suppliers of products and

services and as tourists themselves. McIntyre (1987:4) asserts that tourism can be one of the answers [to the above mentioned problems] if it is environmentally sound and based on sustaining the natural and cultural base rather than eroding this resource capital.

Sedibeng District Municipality as a tourist attraction is no exception when it comes to crime and violence related incidents. Sedibeng Tourism Board had indicated that the level of crime against tourists was substantially lower than that against the population in general and that the types of crimes committed against tourists were of a far less serious nature than those committed against the population in general. A clear indication of this is the number of reported tourist crimes. In an interview with one of the Police Officials at Sharpeville Police Station highlighted that, during the period March to April 2001 a total of 300 tourists visited the Human Rights Precinct in Sharpeville and only 3 crimes were reported by the tourists during this period.

1.2 RESEARCH QUESTIONS

Based on the above background the following research questions were posed:

- What is meant by tourism in sustainable development?
- What are the causes and effects of crime and violence on tourism in Sedibeng District Municipality and South Africa?
- What is the role of tourism in the development of Sedibeng District Municipality?
- What recommendations can be offered to add value on promotion of tourism safety and security at Sedibeng District Municipality?

1.3 OBJECTIVES

The following objectives were being pursued by this study:

- to provide a theoretical overview of concepts tourism and sustainable development;

- to examine the effects of crime and violence on tourism in Sedibeng District Municipality;
- to assess the role of tourism in Sedibeng District Municipality;
- to provide recommendations.

1.4 HYPOTHESIS

The safety and security policy for sustainable development does not necessarily provide a solution to crime and further proactive measures need to be implemented to promote tourism in Sedibeng District Municipality.

1.5 METHODS OF INVESTIGATION/ RESEARCH

This research project employed various techniques, which are classified under qualitative and quantitative research methods.

1.5.1 Literature Study

A diversity of literature (books, journals, internet, policies and statutes) were consulted to serve as a theoretical foundation for tourist safety and security for sustainable development.

1.5.2 Interviews

Interviews were conducted with Managers and officials from SAPS, Emerald and Riviera hotels, Cluster Planning, Economic Development and Tourism and Officials as well as tourists. Once the questionnaires were sent out, interviews were arranged and conducted with the above sample.

1.5.3 Participant observation

The researcher is employed by Department of Community Safety as Road Safety Practitioner and has been involved in the deliberations regarding Sedibeng District Municipality (SDM) safety and security Plan for 2010 Fifa World Cup and beyond. Participant observation is preferred since it is the most unnoticeable data collection technique.

1.6 OUTLINE OF CHAPTERS

The study consists of five chapters, namely:

1.6.1 Chapter one: Introduction

This chapter focuses on matters such as the problem to be examined on the study, aim of the study, hypothesis and the research methodology used in the study.

1.6.2 Chapter two: Theoretical overview of concepts tourism and sustainable development

The focus in this chapter is to explore the concepts tourism and sustainable development. The purpose here is to discuss and give an overview of tourism and its role in the community as well as how sustainable development can be maintained.

1.6.3 Chapter three: Tourism and crime in Sedibeng District Municipality and South Africa

This chapter discusses the causes and effects of crime and violence on tourism in Sedibeng District Municipality and South Africa. The safety and security measures to curb crime are also discussed at length.

1.6.4 Chapter four: Empirical research design

This chapter describes the methodological procedures used in this study. The aim is to provide information about the nature and scope of the empirical research methodology used. Finally, the findings of the empirical research undertaken will be analysed and discussed.

1.6.5 Chapter five: Recommendations and conclusion.

In this chapter, the study is summarised, conclusions are drawn and recommendations are made, where necessary.

CHAPTER TWO

THEORITICAL OVERVIEW OF CONCEPTS TOURISM AND SUSTAINABLE DEVELOPMENT

2.1 INTRODUCTION

Since the advent of democracy in South Africa in the year 1994, many provincial and local authorities in South Africa have embarked on preparing tourism strategies for their areas of jurisdiction. This was done under difficult circumstances. According to the Gauteng Tourism Authority (2005/2006:1) the legal framework for municipal spatial planning did not make provision for the approval of 'tourism plans' as statutory plans; in many cases, the lack of legal status hindered implementation of recommendations. The comprehensive legal framework providing the sectoral planning under integrated development planning (IDP) was not yet in place. In most cases authorities were dependent on the technical guidance provided by consultants. Many local authorities had limited capacity to manage such a huge planning process and were not always in a position to evaluate the accuracy and the appropriateness of the methodologies applied. Although tourism-planning methodologies were being incorporated into curricula at tertiary – education level, there was no comprehensive and systematic training programme in place for tourism officials (Middleton, 1994: 12).

Recognising that capacity-building is required to address current gaps and weaknesses in tourism planning in Gauteng Tourism Authority (GTA) and the Development Bank of Southern Africa (DBSA) are working together to develop a series of support initiatives in an attempt to increase capacity among all those organizations involved in tourism-destination planning (Gauteng Tourism Authority, 2005/ 2006:1).

This chapter will concentrate on the theoretical framework of the study. It illustrates that the delicate balance between sustainable development and the inevitable economic growth from tourism must not only contribute to improving quality of life, but must also be synonymous with environmental,

social and cultural preservation and protection in order to ensure a prosperous future for travel and tourism industry. Firstly, tourism is defined and later sustainable development is also defined and analyzed.

2.2 DEFINITION OF TOURISM

South Africa's White Paper on Tourism (1996:5) defines tourism as all travel for whatever purpose, that results in one or more nights being spent away from home. According to the World Travel and Tourism Council (WTTC) (2002:11) "Tourism comprises the activities of persons traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes". Tourism may further be defined as the movement of people away from their normal place of residence (Holloway, 1998:1). From these definitions it is clear that tourism involves the following elements:

- Activities concerned solely with aspects of daily life outside the normal routines of work and social commitments;
- Travel and transportation to and from the destination.
- Activities engaged in during the stay at the destination.
- Facilities provided to cater for the needs of tourists.

The following section will explore purposes of visits which vary from individuals.

2.3 PURPOSES OF VISITS FOR TOURISTS

A distinction is drawn between travel for the following purposes:

- Leisure and recreation - including holidays, sport, culture and visiting friends and relatives.
- Business and professional - including meetings, conferences, missionary work , incentive and business tourism

- Other tourism purposes - including study and health tourism (Bennett, 1987: 6).

Holloway (1998:5) further asserts that it is important to distinguish between each purpose of visit, because the characteristics of each will differ. Business travel will differ from holiday travel, in that the businessperson has little discretion in their choice of destination or the timing of their trip. This is due the fact that business trips frequently have to be arranged at short notice, and for specific and brief periods of time. Leisure travelers will be prepared to delay their travel, or will book in advance of their travel dates, if this means that they can substantially reduce their costs. Visitors to South Africa from African countries fall into different categories. Some are business travelers, others visit family and friends, and some come purely for leisure. All of them invariably shop and spend money in South Africa, which earns the country valuable foreign exchange (Thompson, 2007: 7).

The purpose of a visit is also important in that one needs to identify the tourist in terms of their nationality, social class, sex, age and life style. The following questions may be asked: What stage of their life cycle are they in? What type of personality do they have? Such information is valuable not only for the purpose of record-keeping; it will also shed light on the reasons why people travel and how patterns of travel differ between different groups of people. Research is now focusing much more intently on personality and lifestyle as characteristics in determining the choice of holidays, rather than looking simply at social class and occupation (Holloway, 1998:6). The more information one will have about such details, the more effectively can those in the industry produce the products that will meet the needs of their customers, and develop the appropriate strategies to bring the product to the attention of their customers. The following diagram shows the purpose of visitors to South Africa:

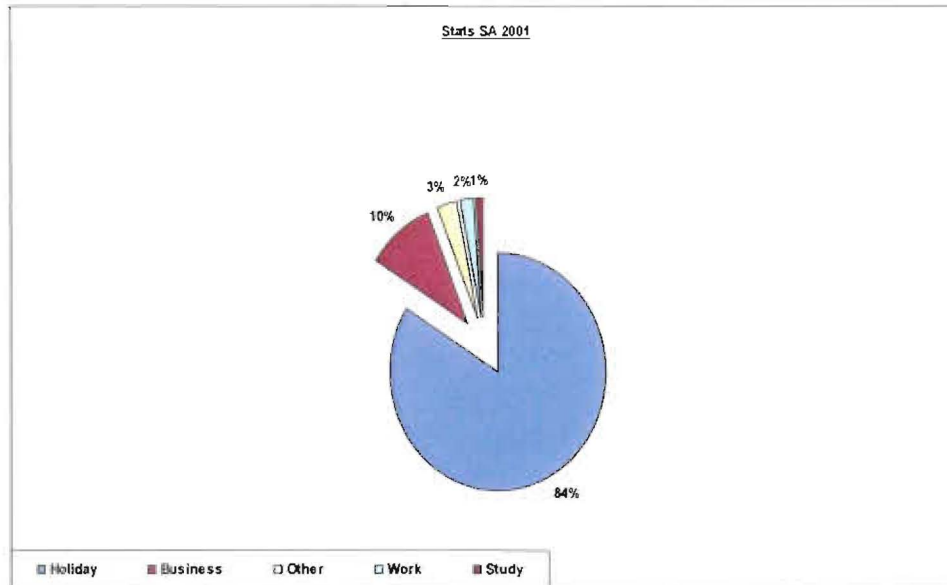


Figure 2.1: Purpose of visit for foreign visitors to South Africa, 2000
(Source: Statistics S.A, 2001)

The purposes of visit data are also an important factor in tracking who is coming to South Africa. As seen in figure 2.1, about ten per cent of those choosing to come to do so for business purposes, whereas eighty four per cent state their visit are for leisure (Statistics SA, 2000: 43). In the next section, the tourism product and specific challenges will be discussed.

2.4 THE TOURISM PRODUCT AND SPECIFIC CHALLENGES

Having defined tourism, one can look at the tourist product itself. The first characteristic to note is that this is a service rather than a tangible good. The tourism product concept was pioneered in the early seventies by Medlik (1996:7) who defines the tourism product as 'an amalgam of many components, the attractions of the destination, the facilities at the destination and the accessibility of it. The tourism product is therefore not only a hotel room, an airline seat, or a sunny beach, but rather an amalgam of many components, or a package which forms a composite product.

- The main components of the tourism product, are viewed by the prospective tourist as an experience available at a price, hence the addition of the image of the destination and the price to the consumers as

basic components of the tourism product. The purchase of a package tour is a speculative investment, involving a high degree of trust on the part of the purchaser, the more since holidays are one of the most expensive purchases made in the year (Holloway, 1998:4). This idea is illustrated in Figure 2.2, from which it follows that prospective tourists will choose a destination

- With the attractions and facilities that would appeal to them.
- That is readily accessible by the transport mode they prefer.
- That they can afford.
- That projects an image in line with their needs or preferences (Bennett, 1995:7).

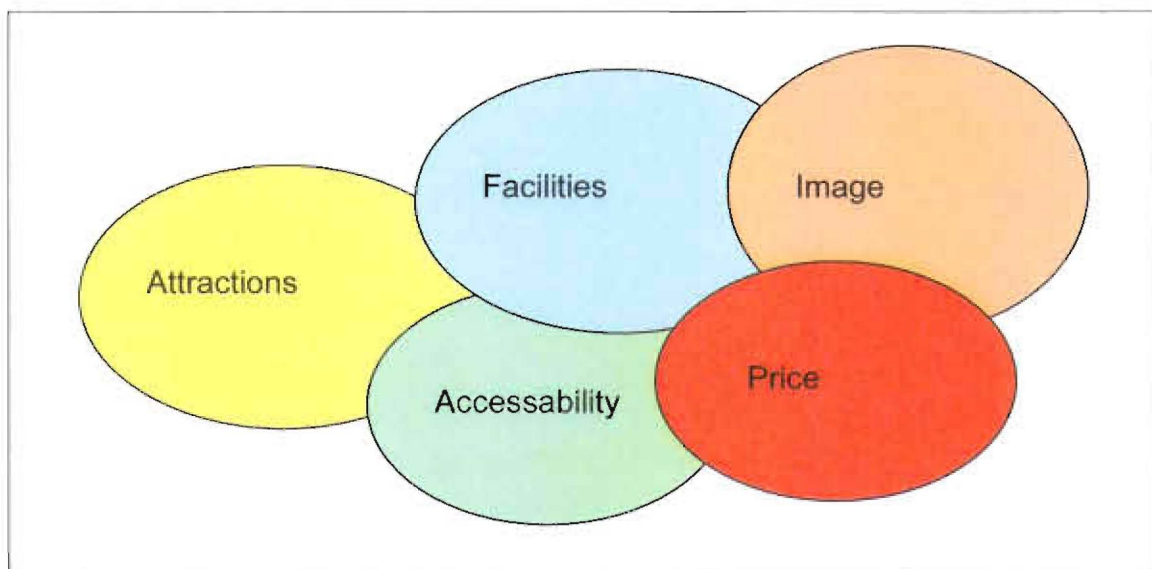


Figure 2.2: Components of the tourism product (Source: Middleton 1994)

This definition of tourism product fosters a better understanding among the different role-players in the industry of their specific role in the total tourism experience. The next section will explain components of the tourism product.

2.4.1 Tourist attractions as component of the tourism product

Tourist attractions form the very basis of tourism; without these, people would have little motivation to visit a tourist destination. But what is an attraction? Some authorities suggest that the destination of an attraction should be that it has the primary purpose of admitting the public for entertainment, interest or education (Holloway, 1998:159).

There are many categories of tourist attractions. Middleton (1994:9) distinguishes four categories, namely natural attractions, built attractions, cultural attractions and social attractions. Bennett (1995:12) lists three, namely natural attractions, man-made attractions and socio-cultural attractions. In essence the latter classification combines the cultural and social attractions, hence socio-cultural attractions.

2.4.1.1 Natural attractions

Natural attractions are those attractions that have their origin in the physical environment. The nature of natural attractions is, however, determined by one or more of the following factors: plants, beaches, landscapes, geographical features and water (Gauteng Tourism Authority, 2005/2006: 3). Examples of natural attractions in South Africa include the Kruger National Park and Clifton beach in South Africa. In Sedibeng District Municipality, we pride ourselves with the Vaal River; Suikerbosrand Nature Reserve, which contributes substantially to the natural beauty in and around the Lesedi and Midvaal Local Municipalities; hills and ridges, attractive natural features; aquifers in some areas are a very important source of water in rural areas. The importance of the natural environment cannot be emphasized, as Krippendorf (1987:9) explains: 'The Scenic attractions of the holiday destination stand at the central focus of tourist needs and are in fact the most important tourist motivation. The landscape is the real material of tourism'. This quotation is of particular relevance to South Africa. Studies conducted among overseas tourists to South Africa show time and again that the natural environment is regarded as the most important trump card. The need to preserve this environment for prosperity and future use is evident.

2.4.1.2 Man-made attractions

These are tourist attractions that have been created by the intervention of man. This category includes ancient and modern architectural structures, monuments, parks and gardens, casinos, managed tourist attractions, specialty shops, thematic retail areas, sports events and technological developments. Examples of man-made attractions in South Africa include the Sun City/ Lost City complex, the Victoria and Alfred Waterfront in Cape Town, Gold Reef City in Johannesburg, the Union Building in Pretoria, the Parliament buildings and gardens in Cape Town, the open mine (Big Hole) in Kimberly and the Ratanga Junction in Cape Town (Bennett, 1995:11). In Sedibeng, examples may include the Human Rights Precinct; the Sharpeville massacre that put South Africa on the global human rights agenda, the Vaal Dam, a source of hydroelectric power and the Vaal Teknorama Museum. Keen to conference in Sedibeng? Try the Emerald Safari Resort and Casino – also home to a nature reserve and a hot gambling spot, Lapeng Conference and a hot Sun and the Waterfront Country Lodge and conference centre (Gauteng Tourism Authority, 2005/ 2006: 4).

2.4.1.3 Socio- cultural attractions

Socio-cultural attractions are attractions which relate to the history, religion, science, art, administration, economy, politics and way of life of a particular community. For instance, Sedibeng's communities are a diverse blend of races, religions and languages, although seSotho is predominant in township and among Black middleclass households. English and Afrikaans are used extensively for business purposes (Gauteng Tourism Authority, 2005/2006: 4).

While Sedibeng has gold mines and a rich agricultural heritage, the area is probably better known for its distinct place during the struggle for liberation, particularly the Sharpeville massacre. Today the anniversary of the day in which 69 people were killed when they demonstrated against pass laws, is commemorated as Human Rights' Day. According to the Gauteng Tourism Authority (2005/2006:4) Sedibeng is incomplete without recognising the rich

talent among African sculptors. The many craft markets provide souvenirs and a chance to support upliftment projects.

Sedibeng district also hosts the Vaal Teknorama Museum, on 35 hectares. Permanent exhibitions include Sharpeville memorabilia, information on the South African constitution, F.W. de Klerk's presidential collection, records of social activities in the Vaal and unique archaeological and palaeontological collections. However, tourist attractions need not be cited throughout the world. Prostitution, gambling, damage caused by natural disasters and slums are examples of attractions to tourists (Bennett, 1995:12).

2.4.2 Facilities at the destination

Tourist facilities are those factors that, in themselves do not generate tourism flow, but the absence of which discourages people from visiting a destination. The factors complement the attraction, and include accommodation, restaurants, picnic sites, transport at the destination, sport or other activities, retail outlets (shops, travel agents, souvenirs) and other services such as hairdressers, police stations and life – guards. Accommodation, transport, and tourism, enjoy a symbolic relationship. All these exist in a state of mutual dependency. Axiomatic to any tourist trip is the need to travel, and be accommodated at the destination, and in some cases en route as well (Voase, 1995:21).

Destination facilities do not act as travel generators; they fulfill a very important role in the tourism industry. The more attractions a destination can offer, the easier it becomes to market that destination to the tourist. Listing and analyzing attractions is no easy matter, especially when one recognizes that what appeals to one tourist may actually deter another (Holloway, 1998: 9).

2.4.3 Accessibility as a component of the tourism product

Accessibility of a tourist destination refers to all those elements that affect the cost, speed and convenience with which a tourist destination can be reached.

According to Bennett (1995: 12), the following elements are considered important in this regard:

- Infrastructure, such as roads, airports, and railways and seaports.
- Equipment, including size, speed and range of public transport vehicles.
- Operational factors, including routes serviced, frequency of services and prices charged.
- Government regulations and prescriptions, especially those that relate to transport operations.

The road and transport work of South Africa is [sic] the best in Africa. Today the country boasts modern highways, airports, luxury coaches, a good railway network and a more deregulated transport policy. South Africa Yearbook (2001/02: 551) states: The National Department of Transport is strategically positioned to provide safe, reliable, effective and fully integrated transport operations and infrastructure, which best meet the needs of freight and passenger customers and improve levels of service and cost.

2.4.4 Image as a component of the tourism product

Image or perception as the element of the tourism product is what prospective tourists have of a destination. A resort like the Lost City has a distinct and very different image compared with Klein Kariba near Belabela formerly known as Warmbaths. Images and the tourist's expectations of travel experiences are closely linked in the customer's mind. Perceptions are mainly formed on the basis of four attributes:

- Marketing communications.
- Previous experience of the destination.
- Word-of-mouth recommendations from friends or family.
- The prospective tourist's immediate needs (Leed, 1970:32).

A tourist's expectation of a municipality such as Sedibeng, may therefore be influenced and shaped by marketing messages from people with whom he/she works and his/her immediate need to go to a holiday.

2.4.5 Price as a component of the tourism product

When visiting any tourist destination, the visitor is expected to pay a fee. This may include the cost of an airline ticket, accommodation fee, and bus fare or entrance fee when visiting a museum, attraction or resort. In the case of a fully inclusive tour (i.e. package holiday), the price would be charged by the tour operator or travel agent. When traveling independently, the visitor would be expected to pay as he uses the various services. Holloway (1998:5) stated that an element of chance is always present in the purchase of any service, and where the purchase must precede the actual consumption of the product, as with tourism, the risk for the consumer is increased, this is because a tour is comprised of different products and it is difficult to maintain similar standards of quality in each element of the product.

It is clear from the above information that the tourism product, in its widest sense, includes far more than the individual producer's product. Although the private entrepreneur is concerned with the smooth running of his establishment, he cannot escape the fact tourists buy all – encompassing tourism experience. The next section will deal with the tourism experience.

2.5 TOURISM EXPERIENCE

According to Middleton (1994:8) the product that the tourist buys, covers the complete experience, from the time he/she leaves home to the time he/she returns to it. This is supported by Bennett (1995:14) who identifies five distinct phases of the tourism experience:

- Planning phase.
- Journey phase.
- Destination phase.

- Return journey phase.
- Revival phase.

Proper understanding of these phases will allow the entrepreneur to better identify and satisfy the needs and wants of prospective tourists.

2.5.1 Planning phase

This phase precedes the journey and the stay at the destination, and includes activities such as decision-making concerning the destination, the type of accommodation that will be used, the route and the mode of transport. Robinson (1996:24) asserts that, it should be borne in mind that the anticipation of, and planning for, a holiday may be just as enjoyable as the actual holiday itself and form part of the total pleasurable experience.

In their study, Woodside and Sherrell, as quoted by Bennett (1995:14), found that prospective tourists consider only between two and four destinations when planning a holiday. The entrepreneur must ensure that prospective tourists are aware of his establishment and the facilities and service offered. He should also answer prospective tourists' enquiries, and also help to create an atmosphere of excitement.

2.5.2 Journey phase

The planning is followed by journey phase. This involves the physical movement of the tourist by car, train, aeroplane or other mode of transport. This phase takes the tourist beyond his home and work environment. Murphy (1985:34) describes the importance of this phase as follows: 'Getting there is half the fun'. Travel costs represent an important item of the holiday or travel budget. Increased travel costs can be expected to have an important effect on the distance that tourists would be prepared to travel.

In a study amongst visitor to seven national parks in South Africa. Bennett (1995:15) found that more than 70% of the visitors traveled more than 500 km to visit the parks, while 41,4 % traveled more than 1000km. It was further

found that less than a third had visited the parks exclusively, while more than two-thirds visited the parks on their way to another destination.

During the journey the tourist would be inclined to make more use of fuel, take-aways, rest rooms and overnight accommodation such as guest houses, hotels or motels. Visits to tourist attractions are always kept to the minimum during this phase of the trip (Holloway, 1998: 27).

2.5.3 Destination phase

The destination phase of the tourism experience represents the objective of the holiday, and is usually regarded as the highlight of the holiday. It is during this phase that extensive use is made of the tourism product, in other words the attractions and facilities at the destination (accommodation, restaurants and shops.). According to Voase (1995:35) tourist destinations, by contrast, have a more complicated task on their hands. For one thing, the staying visitor will be present in the destination from one night to up to one, two, maybe even three weeks. This experience is not ephemeral and consideration has to be given to if and how the whole range of dichotomous human tastes are to be catered for.

It is during this phase that the tourist spends money. In order to encourage repeat visits to the destination area, entrepreneurs in the industry must ensure optimum satisfaction to the tourist's demands. The tourist's experiences and the quality of the service he receives during this phase are of paramount importance. These aspects are generally topmost in his mind when he either recommends a destination to family and friends, or when he decides to return to it.

2.5.4 Return journey phase

This phase can be regarded as very similar to the journey phase; it differs in terms of the tourist's psychological state and attitude. When returning home the tourist is often tired, and apathetic about the prospect of returning home and to work Bennett (1995: 16) says: to aggravate matters, the tourist is 'broke', since he has spent all his holiday savings. This state of affairs can be

even worse when the tourist has had bad experiences during the destination phase.

2.5.5 Revival

After arriving home the tourist, his family and friends relive the holiday experience. It is during this phase that the entrepreneur must once again convince the tourist that his holiday destination was the right choice, and that he is looking forward to receiving them again in the near future. According to the World Travel Tourism Council (WTTC) (2002:21) one way of doing this is send the customer a letter thanking him for his support, accompanied by a reservation form to book his next holiday.

A tourist who is not satisfied with his holiday may experience what is referred to as cognitive dissonance, or post-purchase stress (Bennett, 1995:24). This is a natural occurrence and is not peculiar to the tourism industry. Attentive entrepreneurs will want to reduce the level of cognitive dissonance as much as possible so as to reduce the number of customers who are dissatisfied, and as a result lessen negative word - of- mouth communication about the establishment.

Taking into consideration the above discussion it is of importance for one to better understand the nature and scope of tourism to have a good understanding of the components of the tourism system. To foster such an understanding, the tourism systems, of Laws, Gunn and Leiper are explained in the following section.

2.6 TOURISM SYSTEMS

Laws, Gunn and Leiper illustrate tourism from three different perspectives and enabled one to conceptualize the tourism system from different angles. This approach recognizes the different elements or subsystems of the total system and the fact that they are interrelated and inseparable, but suggests that each of them can be studied separately. It also explains how the tourism systems operate internally and how it relates to other systems, such as the political, legal, economic and social systems (Bennett, 1995: 16). This approach is

supported by Mill and Morrison (1992: 2) who assert that, in order to progress in understanding the tourism system, it is, however, important to understand not only the component parts and applications of different skills, but also the linkages and relationships between these components that in their entirety create the tourism system.

2.6.1 The tourism system according to Laws

Tourism as a process system, consists of inputs, outputs and intermediate stage. Laws identifies the following inputs in the system:

- Tourist spending, which refers to the interests and spending power of tourists.
- Employee skills, i.e. the skills and attitudes of staff working in the tourism industry.
- Entrepreneurial activity, which refers to the initiative and flair of entrepreneurs who identify lucrative opportunities and take the initiative to satisfy tourist needs.
- Investor capital, which refers to the financial investments made by businessmen.

The outputs are the converse of the inputs, and include:

- Satisfaction, i.e. the benefits the tourist expects when purchasing the tourism product.
- Remuneration, i.e. the income, job satisfaction and career development experienced by those serving the tourist.
- Profit and growth that investors of capital hope to achieve by investing in the tourism industry.
- Impact on tourism areas, including the benefits (sources of income, development opportunities) and problems which tourism creates locally.

The immediate stage is divided into three subsystems which serve to transform the inputs into desired outputs:

- The transport subsystem which includes local travel at the destination, the terminals that facilitate travel (e.g. airports, seaports, etc.) and the major transport subsystem.
- The destination subsystem, which can subdivided into accommodation, catering, culture, shopping opportunities, scenery and activities that can be undertaken at the destination.
- The tourism retailing subsystem, which consists of travel agencies and intermediaries who facilitate travel (Laws, 1991: 49).

The following diagram shows the tourism system according to Laws:

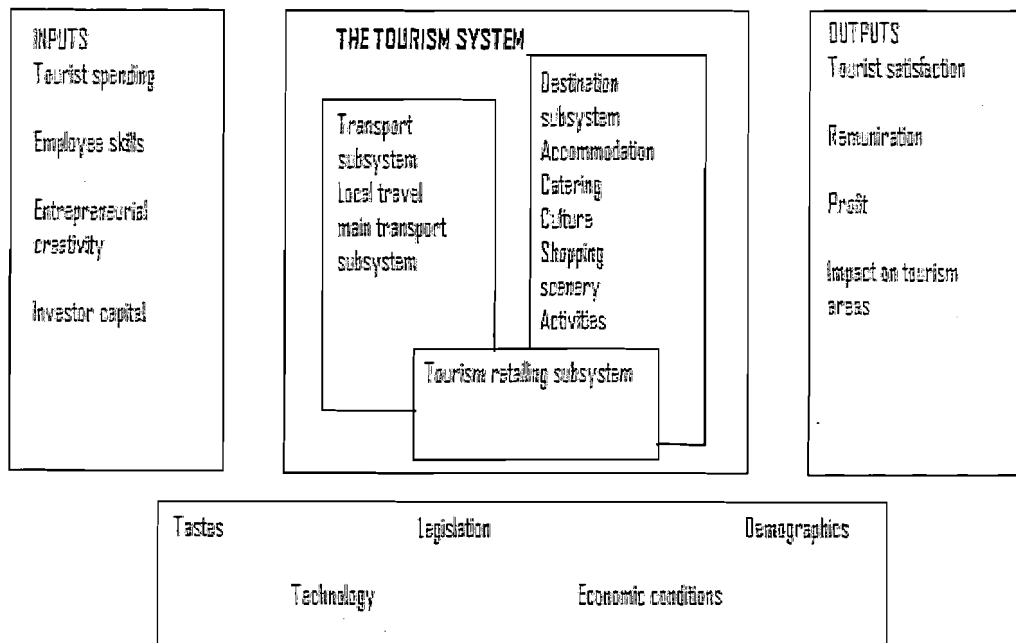


Figure 2.3: The tourism systems according Laws (Source: Laws 1991 in Bennett 1995: 41)

2.6.2 The tourism system according to Gunn

The tourism system as proposed by Gunn (1988:28) features a supply side and a demand side. A graphic presentation of the system is depicted in figure 4. The tourism system according to Gunn consists of the following main components:

- The demand side, which represents the tourist market – those people who have both the interest and the ability to travel (disposable money and leisure time).
- Transport, which forms the link between the place of residence and the destination.
- Attractions expressing a wide variety of physical settings and establishments that provide the pull for tourists to visit a particular destination.
- Services, such as hotels, motels, restaurants, bars and retail stores

- Promotion / information. Promotion refers to all activities that are undertaken to lure tourists to a particular destination. Information refers to the material provided to tourists to guide them to a particular destination, or the information that is provided on specific attractions and / or services.

The following diagram shows the tourism system according to Gunn:

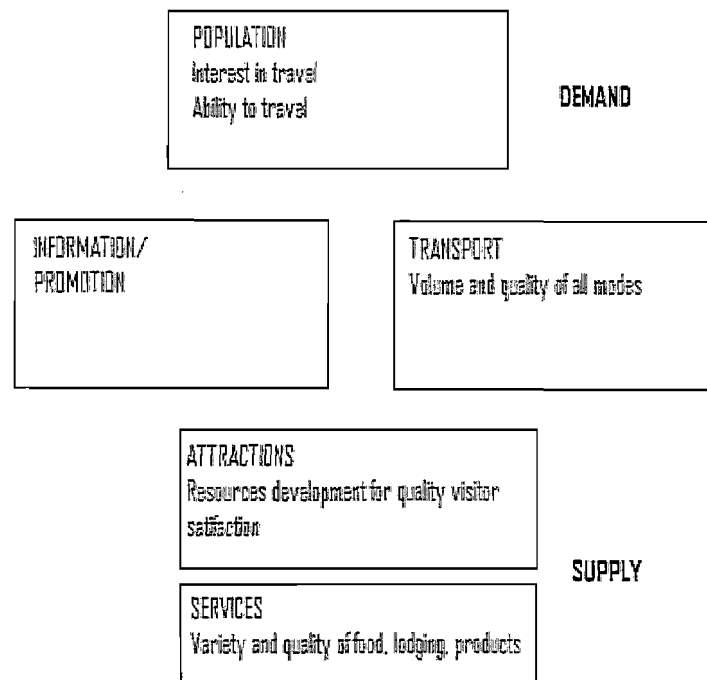


Figure 2.4: Tourism system according to Gunn (Source: Gunn 1988: 39)

2.6.3 The tourism system according to Leiper

The tourism system as proposed by Leiper in Bennett (1989: 37) consists of five main elements, namely tourists, tourist – generating regions, tourist destination regions, tourist routes and the tourism industry. The elements represent an open system and are influenced by the broader environmental factors that impact on them.

2.6.3.1 Generating regions

Generating regions represent the permanent residential bases of tourists, namely the places where all tours begin and end.

2.6.3.2 Transit routes

These are the paths that link tourist – generating regions with tourist destination regions, including the stopover points along the routes. The effectiveness and characteristics of the tourist route influence the quality of access to a particular destination, and ultimately the size and direction of traffic flows.

2.6.3.3 Destination regions

The destination region is defined as the location which attracts tourists to stay temporarily; particularly the features which inherently contribute to that attraction.

2.6.3.4 Tourist industry

The tourist industry comprises all the organizations and facilities whose main purpose is to serve the specific needs and wants of tourists. In this regard Leiper distinguishes between six sectors; marketing, carriers, accommodation, attractions, miscellaneous services and regulation.

2.6.3.5 Tourist

A tourist is a person making a discretionary, temporary tour which involves at least one overnight stay away from the normal place of residence, with the exception of tours made for the primary purpose of earning remuneration from points *en route*.

2.6.3.6 Broader environment

This environment consists of all the uncontrollable elements within which the tourism system operates, including the physical, cultural, social, economic, political and technological environments (Bennett, 1987: 38).

When applying this approach to South African context, an area such as Gauteng would represent a prime tourist generating region, while Cape Town and Durban would be examples of destination regions (Gauteng Tourism Authority, 2005/ 2006: 7).

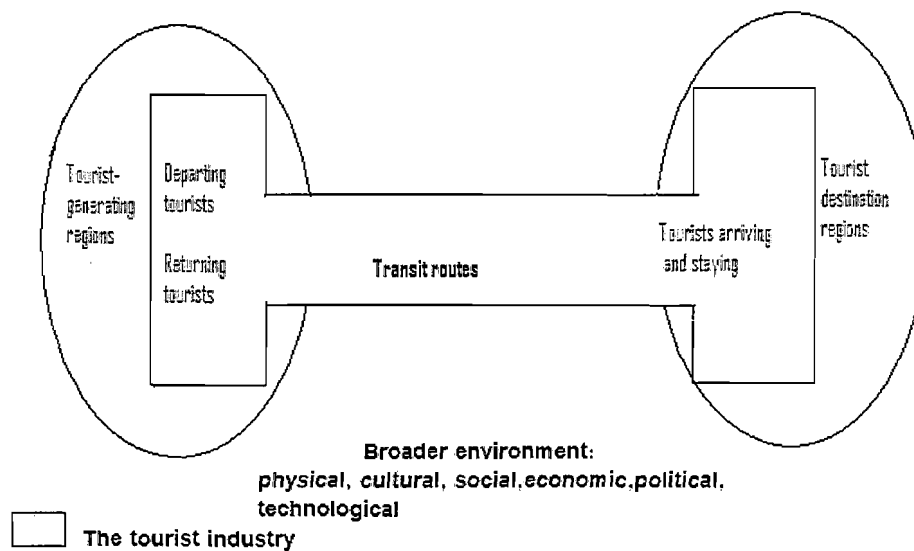


Figure 2.5: The tourism system according to Leiper (Source: Bennett 1995: 37)

The three tourism system discussed in the preceding paragraphs offer slightly different perspectives on tourism. Laws' model identifies the people, their inputs into the system and the outputs they desire. The model of Leiper is particularly useful for grasping the special character of tourism, whilst that of Gunn explains it from an economic perspective. It is also important to realize that the different elements of the system are interrelated. What happens in one the subsystems will definitely filter through to the others.

Tourism is one of the many external forces influencing the direction and options for local development. The question of whether tourism can be sustainable, that is, whether it can contribute to local sustainable development, is addressed in the next section.

2.7 SCOPE AND DEFINITIONS OF SUSTAINABLE DEVELOPMENT

Sustainable development does not focus solely on environmental issues. More broadly, sustainable development policies encompass three general policy areas: economic, environment, and social. In support of this, several United Nations texts, most recently the 2005 World Summit Outcome Document, refer to the 'interdependent and mutually reinforcing pillars' of

sustainable development as economic development, social development, and environmental protection (Wikipedia, 2008: 1).

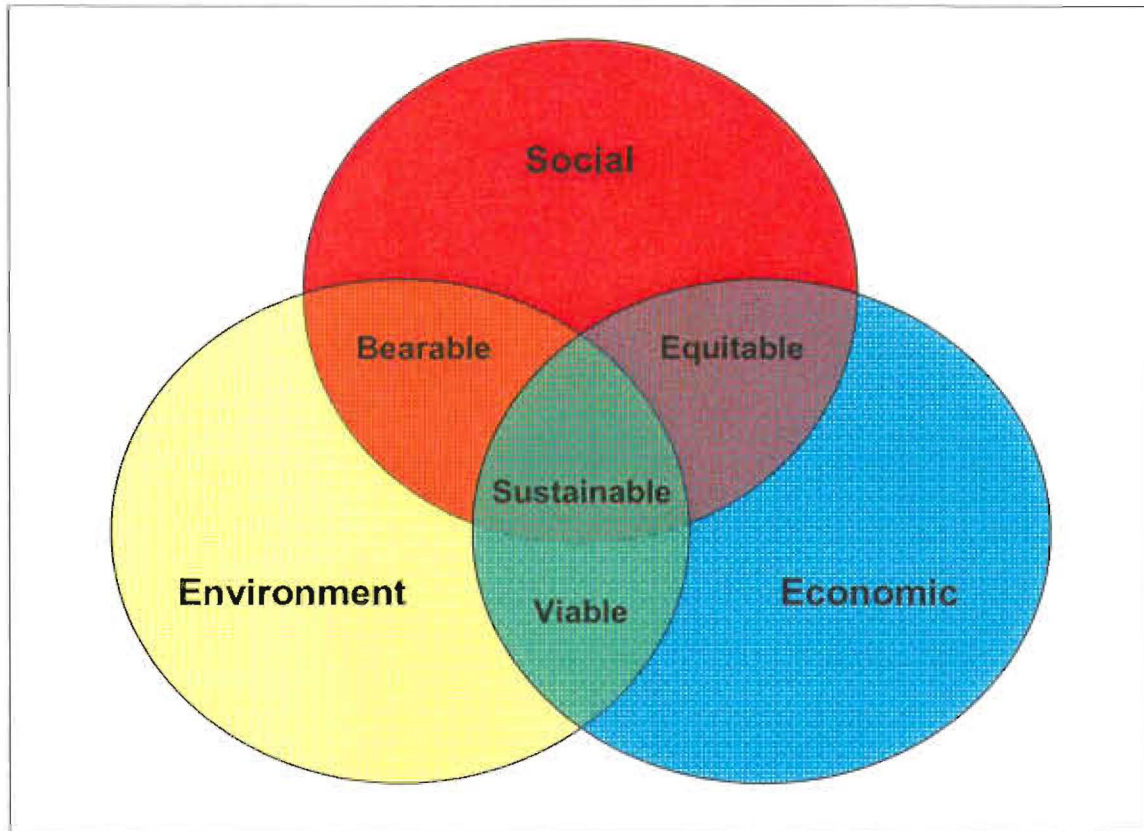


Figure 2.6: Scheme of sustainable development: at the confluence of three preoccupations (source: Wikipedia 2008: 1)

The generic concept of sustainable development in 'Our common future' (widely known as The Brundtland Report) published in 1987. Sustainability was defined as: meeting the needs of the present without comprising the ability of the future generations to meet their own needs (World Commission on Environment and Development, 1987: 43). This implies that Sustainable Development leaves future generations with sufficient resources for quality of life. Planning over long time and the involvement of all people in development are essential.

The Brundtland Report, named after Norway's former Prime Minister, Gro Harlem Brundtland, who chaired it, found an eager audience for its proposals at the United Nations Conference on Environment and Development in Rio de Janeiro in 1992. The documents approved at the conference, notably the

comprehensive Agenda 21, included ambitious commitments by world leaders to ensure sustainable development in many areas and on all levels of society (Wikipedia, 2008: 2).

The Rio conference gave a boost to both national and local action. Local Agenda 21 documents and action plans were drawn up in a great number of municipalities. Many corporations jumped on the bandwagon and the newly established United Nations Commission for Sustainable Development started to scrutinize the implementation of the Rio decisions at its annual meetings. At the same time the skeptical debate about the concept continued. One of the most striking characteristics of the term 'sustainable development' is that it can mean all things to all people (Skolimowski, 1995: 69).

The concept of sustainable development suffers the same definitional problems as it does in its tourism specific guise. More than 70 different definitions have been proposed (Steer and Wade-Grey, 1993:9). And inevitably, 'people from many diverse fields use the term in different contexts and they have very different concepts, approaches and biases' (Heinen, 1994: 6). It has also been criticized for being both ambiguous and inherently contradictory. Its ambiguity lies in an absence of semantic and conceptual clarity, resulting in its focus and purpose being interpreted in a variety of ways (Lele, 1991: 19). It is evident, then, that a universally acceptable interpretation of sustainable development is unlikely to be forthcoming. However, as Lele (1991: 19) suggests, the philosophy of sustainable development may be explored by splitting it into its constituent parts and assessing each separately. In other words, sustainable development arguably represents the juxtaposition of the two separate objectives or processes and may be considered as equation:

$$\text{Sustainable development} = \text{development} + \text{sustainable}$$

Jickling (1999: 23) asserts that an enormous amount of academic, administrative and political effort has been put into trying to find a more precise definition of sustainable development than the one put forward by the Brundtland Commission, but to no avail. An important conclusion is that

sustainable development is a process, not an end in itself. However, for the purpose of this section, sustainability can be viewed as simply, the capacity for continuance.

2.8 CHALLENGES TO SUSTAINABLE DEVELOPMENT

It was and remains unclear in many countries how to make development happen at all, let alone sustainability. Bureaucrats claim that sustainable development are empty concepts, too vague or ill defined to be of any use in practical decision-making and real life policy implementation (Jacobs, 1999: 22). Surely one does not have sustainable development where one does not have development at all.

All development takes unsustainable forms. That is to say economic development tends to begin with the exploitation of natural resources, and does so in ways that are relatively unrestrained. Patterson (1998:63) postulates that, environmentalists will point out that the notion of 'wise' or 'sustainable use' is a dangerous influence that is a threat not only to wildlife and nature in Africa, but indeed to natural resources world wide.

Based on literature on sustainable development and relevant trends in socio-economic development and policy-making in South Africa, the South African Human Development Report (2003:5) has identified five central challenges facing sustainable development in South Africa. These are: the eradication of poverty and extreme income and wealth inequalities, the provision of access to quality and affordable basic services to all South Africans, the promotion of environmental sustainability, a sustained reduction in the unemployment rate, and the attainment of sustainable high growth rates.

2.8.1 The application of sustainable development to tourism

One sector that has increasingly contributed to the advancement of sustainable development is tourism. The interaction between sustainable development as a practical approach and tourism as industry is tangible and far-reaching, and the manner in which the industry impacts on economic and social development and environmental initiative is enormous (World Tourism

Organization, 2002: 12). A brief description of these interactions is given below:

2.8.1.1 Economic dimensions

In terms of economic development, the potential contribution of tourism is significant. The World and Tourism Council (WTTC) (2002:12) has reported that in 2001, US \$ 463 billion in international tourism receipts were recorded worldwide. In terms of export earnings on tourism goods and services, in 1999, international tourism and international fare receipts (receipts related to passenger transport of residents of other countries) accounted for roughly 8 per cent of the total worldwide. In terms of the long-term trends, the World Tourism Organization (2003:8) reports that: The number of international arrivals shows an evolution from a mere 25 million international arrivals in 1950 to the 699 million of 2000, corresponding to an average annual growth rate of seven percent. In the same period, international tourism receipts at current prices and excluding international transport costs had an annual growth rate of 11 per cent.

Employment from the tourism industry is estimated at approximately 72,000,000 jobs, while the tourism as a whole is estimated to be about 198,000,000 jobs worldwide. This latter figure equals about 7.8 per cent of total employment, or about one in every 12.8 jobs (World Tourism Organization, 2002: 8).

2.8.1.2 Social dimensions

In terms of the social pillar of sustainable development, the World Tourism Organization (2002: 9) has identified a number of social benefits that can result from tourism. For example, it suggested that tourism could contribute to:

- rural development;
- agricultural development;
- community enrichment;

- social empowerment, particularly for women; and
- preservation of cultural and heritage traditions.

South Africa has made progress in a number of key social areas, including the provision of water and access to schooling. While South Africa is a society undergoing dynamic change, both materially and spiritually, there are suggestions that there is an improving sense of an over-arching identity and increasing levels of social cohesion (Enviropaedia, 2008: 2).

At the same time, there can also be negative social outcomes from tourism activities, for example:

- inflationary pressures pose the danger of significantly worsening the household distribution of income;
- increased incidence of crime, and spread of drugs and diseases, including HIV/AIDS;
- change or loss of indigenous identity and values (in terms of co-modification, standardization, loss of authenticity and staged authenticity and adaptation tourist demands);
- culture clashes (income inequality, irritation due to tourist behaviour and job-level friction); and
- ethical issues (child labour, prostitution and sex tourism) (World Tourism Organization, 2002:9).

2.8.1.3 Environmental dimensions

According to the Gauteng Tourism Authority (2005/2006:14) local government faces the challenge of ensuring environmental sustainability within the predefined areas they govern. The pressure for development in South Africa has already placed tremendous strains on the environment and now, perhaps more than ever, sustainable development is critically needed. In this case, the goal of environmental sustainability is to minimize environmental degradation.

The environmental aspects of tourism are obvious yet complex. The fundamental paradox that underlies the environmental aspect of tourism is that most forms of tourism depend on either a built or natural environment but excessive tourism can degrade that same environment. Impacts from tourism can be categorized into three types:

- Pressure on natural resources (land, fresh water and marine resources);
- Pollution and waste generation (improper disposal of liquid and solid waste, for example, from cruise ships); and
- Damage to ecosystems (disruption of habitats, alteration of animal behaviour, destruction of coastal areas, forests, mangroves, etc.) (Singh, 1994: 8).

According to the World Travel and Tourism Council (WTTC) (2002:15), local, national and international institutions, have been producing a number of sustainable development guidelines, principles and codes of behaviour for the sector. At the international level, the World Travel and Tourism Council (WTTC) (2002:18) has published a number of documents that emphasize the importance of integrating sustainable development approach to tourism projects and activities. For instance, in Article 3 of its Global Code of Ethics for Tourism, the World Tourism Organization states that: All stakeholders in tourism development should safeguard the natural environment with a view to achieving sound, continuous and sustainable economic growth geared to satisfying equitably the needs and aspirations of present and future generations.

2.9 CONCLUSION

Tourism is an exciting field of study, involving hosts, tourist and destinations. This chapter gave a brief overview of some of the most important concepts in this regard. Tourism was defined from a conceptual perspective, whilst tourist experiences and the tourism products they buy were accorded special attention. It also offered some perspectives on the different approaches to the study of tourism, in particular the systems approach. Three systems, namely

those of Laws, Gunn and Leiper were briefly discussed to explain the nature of the tourism system.

It is highlighted in this chapter that, one sector that has contributed to the advancement of sustainable development is tourism. To successfully implement our National Strategy for Sustainable Development (NSSD), all sectors of society and government, at all levels, must accept collective responsibility to implement the programmes to achieve South Africa's sustainable development objectives. The NSSD addresses the need to pursue and assess the key stated objective of increased economic growth via environmental integrity, social equity and economic development. Higher growth must put South Africa on a higher development trajectory that ensures overall improvement in people's quality of life, and that protects our natural resource base for future generations.

Chapter 3 focuses on the causes and effects of crime and violence as well as safety and security measures to deal with the scourge of crime in tourism in Sedibeng District Municipality and South Africa.

CHAPTER THREE

TOURISM AND CRIME IN SEDIBENG DISTRICT MUNICIPALITY (SDM) AND SOUTH AFRICA

3.1 INTRODUCTION

According to the True Crime Expo South Africa (2006: 2), the impact of crime on tourism industry is huge. Not so much because SA is so dangerous to visit, but because SA's crime statistics are misleading insofar as they can potentially impact on tourists. South African Police Services (SAPS) statistics suggest that crime in the country increased from 1985. This began to change in 1996 when most categories of crime showed stabilization. Despite this trend, current levels of crime remain high and continue to breed insecurity in the country. Crime has severe implications through the costs of victimization which undermine economic and social development. Also, fear of crime often changes lifestyles, negatively affecting the quality of living (White Paper on Safety and Security, 1998: 13). Crime is a major problem of every society. Its costs and effects touch just about everyone to some degree. The type of costs and effects are widely varied. In addition, some costs are short-term while others last a lifetime. Of course the ultimate cost is loss of life. Other costs to victims can include medical costs, property losses, and loss of income. According to the SAPS: National Crime Prevention Strategy (NCPS) (1996: 1); crime casts fear into the hearts of South Africans from all walks of life and prevents them from taking their rightful place in the development and growth of our country. It inhibits our citizens from communicating with one another freely, from engaging in economic activity and prevents entrepreneurs and investors from taking advantage of the opportunities which our country offers.

With 2010 FIFA World Cup, which will be held in nine cities across South Africa from June 11 to July 11, the country's tourist industry will become increasingly prominent. Moeketsi Mosola, chief executive of South African Tourism, is worried that crime is South Africa's Achilles' heel and that all of the work going into preparations for 2010 will be naught if crime is not brought under control. Stories such as those of xenophobic attacks that took place in

Alexandra, in which foreigners have been brutally attacked, will serve only to underscore Mosola's concerns (South Africa, 2008:2). The fact that the foreign victims are anything but tourists probably will be lost to those living abroad who are considering a trip to South Africa but worry about crime.

The causes and effects of crime and violence as well as the safety and security plan for SDM to curb crime against visitors will be analyzed detail in this chapter. Crime is defined and types of crimes will also be highlighted for clarity purposes, since crime is a complex phenomenon.

3.2 THE LOCALITY OF SEDIBENG DISTRICT MUNICIPALITY

Sedibeng, previously known as Lekoa Vaal, found its name from the Vaal River as the natural resource. The Vaal River is the area's greatest asset which has the potential to attract local, national and international tourist. Sedibeng is a District which is primarily an eco-tourism and heritage destination because of massive Vaal River and historical happenings that have occurred in the area. The Sedibeng District was established in year 2000 on the rich history of Evaton, Heidelberg, Sharpeville, Boipatong, Sebokeng, Vereeniging, Vanderbijlpark, Vaal Oewers, Vaal Marina and Suikerbosrand (Gauteng Tourism Directory, 2005/2006:7).

Sedibeng is situated in the South Eastern part of Gauteng, approximately 60 km from Johannesburg, along the scenic Vaal, Klip and Suikerbos Rivers. It has three Local Municipalities, namely Emfuleni, Lesedi and Midvaal. A variety of attractions are offered encapsulating a vast cultural heritage and historical events, including the political breakthroughs that led to the country's turn about (Gauteng Tourism Directory, 2005/2006: 7).

Such events include the Vereeniging Peace Treaty, which led to the end of the Anglo Boer War, the formation of the Union of South Africa in 1910 and the end of Apartheid in the 1990's. Later, in 1994, democratic elections were held and that led to the signing of the Constitution of the Republic of South Africa in Sharpeville (Gauteng Tourism Directory, 2005/2006: 7).

3.3 CRIME DEFINED

The Concise Oxford Dictionary (Pearsall, 2001:337) defines crime as: An action which constitutes a serious offence against an individual or the state and is punishable by law. According to Anderson and Newman (1993: 5) the term “crime” is used casually in conversation (“The price of new cars today is crime!”), crime technically is what the legislature defines as crime. To be sure, certain forms of deviance have more or less consistently been defined as crime throughout history, for example, theft, murder, and kidnapping. Accordingly, and purely for the purposes of policing the following definition of crime is proposed:

Crime is an unlawful act of commission or omission which results from a number of risk factors, including but not limited to socioeconomic, environmental and political factors, and which is punishable by law (Burger, 2007: 46).

In the next section, the types of crimes will be analysed and discussed.

3.4 TYPES OF CRIMES

Someone may ask, “How much crime occurs in South Africa?” The proper response to this question may well be: “It depends on what you mean by crime.” According to Anderson *et al.* (1993: 5), the sheer volume of laws makes general use of the word “crime” too broad. So an attempt has been made by Anderson *et al* to distinguish between various types of crimes in the following ways. (See Table 3.1) **Crimes against persons** include murder, assault and battery, sexual battery (or rape), kidnapping, and extortion. **Crimes against property or habitation** include larceny (theft), burglary, robbery, and arson. **Crimes against public morality** include fornication and illicit cohabitation, adultery, incest, prostitution, obscenity, gambling, intoxication, drug offenses, profanity, indecent exposure, and pornography. **Crimes against public the order** include disorderly conduct, breach of peace, and vagrancy. These offenses are most commonly recognized as crimes and a large amount of criminal justice attention is given to them.

Crimes against persons Murder Assault and battery Sexual battery Kidnapping Extortion	Victimless crimes Gambling Illegal sex acts between consenting adults Drug abuse
Crimes against public morality Fornication and illicit cohabitation Adultery Incest Prostitution Obscenity Gambling Intoxication Drug abuse Profanity Indecent exposure Pornography	Crimes against property and habitation Larceny Burglary Arson
	Crimes against the public order Disorderly conduct Breach of peace Vagrancy
	White collar crimes Tax fraud Bankruptcy fraud Insider trading Computer crimes Insurance fraud
Crimes against justice and public administration Bribery Perjury Obstruction of justice Resisting arrest Escape Criminal contempt	Crimes committed by government authorities Civil rights violations Police brutality Political bribe taking Genocide Torture

Table 3.1: Types of crimes (Source: Anderson and Newman 1993: 23)

The following section will explore the causes of crime and violence on tourism in SDM and South Africa.

3.5 THE CAUSES OF CRIME AND VIOLENCE ON TOURISM IN SDM AND SOUTH AFRICA

People commit crime for a variety of reasons. For example, many people steal things they could not obtain otherwise. Others, such as drug addicts, steal to get money to buy narcotics or other wants. The motives also vary in crimes of violence. A robber may kill the victim to avoid detection. Some gangsters torture people to obtain money (The World Book Encyclopedia, 2006: 1139). Presently social problems confront the population everywhere. Most sociologists consider a social problem to an alleged situation that is incompatible with the values of a significant number of people who agree that action or remedy is needed to alter the situation (Horton, Gerald, Richard and Robert, 1994:1). According to CS&CPC (1996: 2) the present social structure mirrors to citizens and communities what we value and how priorities are set. Social root causes of crime are: inequality, not sharing power, lack of support to families and neighborhoods, real or perceived inaccessibility to services, lack of leadership in communities, low value placed on children and individual well-being and the overexposure to television as a means of recreation. A social problem comprises the following aspects: a social problem becomes a social problem only when it is publicly perceived as one; a social problem involves a gap between social ideals and social realities; a social problem must be perceived as a problem by a significant number of the population; and, for a social problem to be regarded as such, a social condition must be considered capable of solution, as Horton *et al.* (1994:2) put it, "through collective social action".

Crime is presently one of the major social problems. For example, the spate of bombings that took place in Cape Town in the 90's has become one of the major sources of concern in South Africa today. Escalating crime is the subject of the high-level cooperation between the Ministers of the Department of Safety and Security, Justice and Correctional Services, who deplore the crime situation that causes thousands of people to fear for their lives both in and outside their homes. All South Africans recognize crime as an issue of national concern today (Makhanya, 2000:1). Crime manifests itself in a violent

way where victims are either injured or murdered or psychologically tortured (Lauer, 1992:3). The Gauteng Safety Strategy (2006: 7) also states that, violent crimes refer to murder, attempted murder, rape, serious assaults and all forms of robbery. These crimes are also referred to as 'contact crime' because they occur when there is direct contact between a criminal who threatens to use or uses force against a specific victim. Van der Walt in Van der Westhuizen (1982: 2) also argues that crime, and thus also crimes of violence, is a phenomenon that, directly and indirectly, affects the community and the state adversely, and cause the taxpayer millions of rand annually. It costs a great deal of money, effort, sacrifice and work to prevent and to prosecute, condemn and punish who is found guilty of any offence, and to help him re-enter society after his release, as well as well as to provide for his dependents. According to the Report of the South African Police service the serious consequences of contact crime and the fact that South Africa experiences high levels of these crimes are generally acknowledged. The Government as a result decided in January 2004 that each of the contact crimes should be reduced by 7-10% per annum, starting with the 2004/2005 financial year. The present reporting period covering the first semester of the 2007/2008 financial year falls within the fourth financial year since the determination of these 7-10% reduction targets. These targets are established on the basis of broad comparisons with crime ratios recorded by the **INTERPOL** member countries during the late nineties (i.e. the figures reported by those countries which did indeed submit their statistics to **INTERPOL**) and the increasing/decreasing trends observed locally since 1994 (Crime Information Analysis Centre-SAPS, 2007: 2).

The report further indicates that, the very broad and rough international comparisons indicated that South Africa in the late nineties experienced unfavourable contact crime ratios compared to other **INTERPOL** member countries and that these had to be reduced by between 7-10% per annum over a ten-year period to approach acceptable levels similar to those recorded by the majority of **INTERPOL** member countries. Based on the record of crime reduction trends observed between 1994 and 2003, it was also accepted that a 7-10% reduction in contact crime was a realistic target. Psychologically

speaking, one should always strive for higher target (CIAC-SAPS, 2007:2). This report was also supported by Sekhonyane and Louw in Burger (2007:3) who assert that, in their analysis of the official SAPS crime figures, found that levels of recorded crime began to increase in the mid-1980s and have escalated since the early 1990s. The twenty most serious crimes increased by 24 per cent between 1994 and 2000, with the residential burglary increasing by 33 per cent and violent crime by 34 per cent over the same period. Glanz (1994:10) argues that, it is not known precisely how much crime takes place in South Africa, or anywhere else for that matter. Many crimes are not reported to the police and the rate of reporting varies considerably according to the type of crime. For example, it is generally accepted that only approximately one in ten rapes is reported, compared to all motor car thefts. Therefore, the number of crimes known to and recorded by the South African Police is the best indication of the crime situation in the country. What does the crime picture look like, as reflected in the police statistics? The following table shows a comparison of the increases or decreases in the ratios of recorded serious crime between the first semester of 2007/2008 and the entire 2006/2007 financial year.

Crime Category	Financial year 2006/2007	First Semester 2007/2008
Contact crime (crimes against the person)		
Murder	2.4%	-6.5%
Rape	-5.2%	-3.6%
Indecent assault	-5.5%	3.5%
Attempted murder	-3.0%	-7.6%
Assault with the intent to inflict grievous bodily harm	-4.9%	-2.8%
Common assault	-8.7%	-5.1%
Robbery with aggravating circumstances	4.6%	-9.7%
Common robbery	-5.8%	-12.2%
Contract-related crime		
Arson	2.0%	2.3%
Malicious damage to property	-1.7%	-3.3%
Property-related crime		

Burglary at residential premises	-5.9%	-7.9%
Burglary at business premises	6.3%	3.4%
Theft of motor vehicle and motor cycle	-0.7%	-10.0%
Theft out of or from motor vehicle	-11.8%	-13.0%
Stock theft	-0.8%	-1.7%
Crime heavily dependent on police action for detection		
Illegal possession of firearms and ammunition	5.6%	-8.6%
Drug related crime	8.2%	4.0%
Driving under the influence of alcohol or drugs	14.3%	32.9%
Other serious crime		
All theft not mentioned elsewhere	-5.1%	-8.6%
Commercial crime	8.2%	4.0%
Shoplifting	14.3%	32.9%
Subcategories of aggravated robbery forming part of aggravated robbery above		
Carjacking	6.0%	-0.7%
Truck hijacking	7.6%	53.3%
Robbery of cash in transit	21.9%	-26.7%
Bank robbery	118.6%	-11.7%
Robbery at residential premises	25.4%	7.0%
Robbery at business premises	52.5%	29.3%

Table 3.2: A comparison of the increases or decreases in the ratios of recorded serious crime between the first semester of 2007/2008 and the entire 2006/2007 financial year (Source: Crime Information Analysis Centre (CIAC) - SAPS 2007)

These specific decreases during the first semester of 2007/2008 represented a major improvement on the situation recorded during the 2006/2007 financial year (see **table 3. 2**). In that financial year aggravated robbery increased by 4.6% and murder by 2.4% while common robbery and attempted murder decreased at half the rate presently observed and as a result failed to meet the 7-10% target. There can be no doubt that the crime situation in South Africa is serious. According to Hough (2003: 202) the high levels of especially violent crime, are indeed so serious that it has to be considered as one of the main threats to national and individual security in South Africa.

Crime levels in South Africa are affected by many of the same universal factors which manifest themselves in other countries. South Africa's unique situation and history have contributed to a range of factors specific to our situation. Some of these factors are outlined below:

Comparative research, from countries such as the former Soviet Union and Northern Ireland, suggests that all forms of crime increase during periods of transition. South Africa's rapid transition had the unintended consequences of breaking down the existing mechanisms of social control without immediately replacing them with legitimate and credible alternatives (National Crime Prevention Strategy, 1996:5). This weakness has been exacerbated by the historical breakdown of other vehicles of social authority, such as schools, the family and traditional communities.

The political transition also generated substantial material expectations many of which were largely beyond the immediate delivery capacity of the new government. This has generated frustrated expectations. South Africans who speculated that political liberation might curb crime have had their hopes dashed (Mkhondo, 1994: 4). The very high, and often unrealized, expectations associated with transition have contributed to the justification of crime. For example, the community of Zone 20 and Kwa-Masiza hostel in Sebokeng has grown impatient of the empty promises about service delivery made by Emfuleni Local Municipality (Dithagiso, 2008:4). Their intolerance led to residents running amok and burning tyres in protest early Monday morning on the 28th of April 2008. They closed the Golden Highway with big rocks and burning tyres, making access to the road difficult for road users and the police. In addition, the legitimating of violence associated with political causes has served to decriminalize certain categories of crime related to intergroup conflict or political rivalries. Historical criminalization of political activity and protest has also contributed to a blurring between legitimate forms of protest and criminal activity (National Crime Prevention Strategy, 1996:5). One can agree with Simpson, who asserts that the history of South Africa's transition to multiparty democracy created popular mythology: crime can be divided neatly into political and criminal activity. This was particularly true with the South

African Truth and Reconciliation Commission (TRC) (2008: 1) that defined violence in relation to the fortunes of particular political parties or movements.

South Africa's violent history has left the country with a "culture of violence", which contributes to the high levels of violence associated with criminal activity in South Africa. Violence in South Africa has come to be regarded as an acceptable means of resolving social, political and even domestic conflicts, Executive Mayor of Sedibeng District Municipality Mulungisi Hlongwane said in his speech during **the launch of CCTV cameras in Evaton** on the 7th of May 2008.

Historically shaped, poverty and underdevelopment provide key contextual factors in understanding increasing crime levels. According to the National Crime Prevention Strategy (1996: 5), although poverty does not directly lead to higher crime levels, together with a range of other sociopolitical and cultural factors, it contributes to conditions for an increase in crime and the growth of criminal syndicates and gangs. The historic marginalization of the youth, combined with the slow growth in the job market, has contributed to the creation of a large pool of "at risk"; young people. Unemployment in South Africa has become a time-bomb, with only seven out 100 job-seekers entering the labour market in the past five years finding full-time work (Glanz, 1994: 6). In his findings Glanz (1994: 7) postulates that, the majority of the respondents rated unemployment as the most serious problem in their community (see Table 3.3). The housing shortage was ranked second and crime was placed third. It is evident that although the problem of crime in South Africa is a very grave one, it is not considered to be **the** most serious problem in communities. The table below shows the ranking of perceptions of social problems in the community.

Type of problem	Frequency	Percent
Unemployment	1 029	51,9
Housing shortage	225	11,4
Crime	218	11,0
Debt and financial problems	154	7,8
Poverty	134	6,8

Poor educational facilities	83	4,2
Alcoholism	52	2,6
Other	35	1,8
Poor sport and recreational facilities	28	1,4
Pollution	23	1,2
TOTAL	1 981	100,0

Table 3.3: Ranking of perceptions of social problems in the community (*Source: Glanz 1994:25*)

While economic growth and development are crucial in addressing the factors which lead to crime, poorly managed development can itself contribute to increased crime rates. One can agree with Reckless (1961: 234) who asserts that, toward the end of the nineteenth century, statistically oriented researchers related the yearly fluctuations in the volume of crime with the early fluctuations in the price of grain; when grain was high, there was a high volume of crime; when low, a low crime volume. It is important to recognize that there is no single cause of crime in South Africa. The search for single causes will merely lead to simplistic and therefore ineffective solutions. At the same time, different types of crime have different root causes, and hence require different approaches to prevention (National Crime Prevention Strategy, 1995:3). Gauteng MEC for Community Safety, Mr. Firoz Cachalia in his media briefing on the 21st of February 2007, has stated clearly that the crime challenge facing the province was as a result of a complex inter-play of historical and social factors. He further explained that, there are no quick fixes to the crime challenge. As one has observed the nature and extent of crime in the country, it is, however, a daunting task for all South Africans to combat this scourge, as we are faced with major challenges which will be briefly outlined in the next section of this chapter.

3.5.1 Major challenges

Sedibeng District Municipality Crime Prevention Strategy 2004-2007 with the assistance of its focus group in 2004 has outlined the following challenges:

3.5.1.1 Policing

- Lack of communications between SAPS and CPF'S.
- Lack of public phones to call the safety emergency services e.g. ambulances and police.
- CPF called spies (Mpimpis) and exposed to danger by corrupt SAPS members.
- Undocumented individuals are arrested.
- Sector policing is not good where areas allocated are too big.
- The behaviour of the police makes communities to disrespect them.
- No guaranteed safety after crime has been reported.
- Staff at schools not allowed to search school children.
- There is no consistency in the way problems are tackled.

3.5.1.2 Criminal justice system

- Slow response to reported crime by SAPS.
- Police do not take proper statements from the victims.
- Reporting of criminals to SAPS does not end up in arrests.
- Investigation progress on crime by SAPS is too slow.

3.5.1.3 Public values and education

- The community does not normally report domestic violence.
- Not enough commitment from the public to report crime.
- Lack of reporting of crime by students in schools.
- Sharing of information between schools is non-existent.

- Parents lack of involvement-Teachers will report a child to parents and ask them to come to school for a meeting and parents will refuse to come to school.

3.5.1.4 Environmental design

- Lack of Apollo lights encouraging burglaries in shops.
- Rural areas no accessible by vehicles.
- Getting cooperation of business communities is a problem.
- There is also a problem of environmental design and by-law enforcement e.g. emergency vehicles can't easily reach people.
- Liquor misuse and operations of shebeens is seen as a serious source of crime.

3.5.1.5 Social crime prevention

- Poverty and unemployment of youth and parents plus peer pressure increase crime.
- Street committees were efficient in dealing with crime especially youth related; they were replaced by ward committees which are not as effective.
- In general there is no adequate understanding of crime prevention especially Social Crime Prevention, which makes role clarifications and responsibilities of the structure doubtful.
- Serious lack of trust towards the police ("them and us syndrome").
- Lack of feedback with regard to cases investigated frustrates community structures.

3.5.1.6 Internal municipality operations

- Once programmes are started there is no sustainability.

- Planning and programmes are good but the implementation is the problem.
- Support of senior structures is minimal.
- Integration of all efforts at municipality level and district level is poor.
- There is a lack of knowledge from those expected to implement crime prevention.
- People's jobs once they get back to their work places take priority over responsibilities given in crime prevention committees.
- There is a lack of sufficient support by local municipalities to crime prevention initiatives, poor attendance of meetings at all levels.
- Support by provincial department not satisfactory.
- Frustration by SAPS as they believe most of the enabling factors of environmental design should be sorted out by local municipalities.
- Frustration at an apparent lack of commitment and steering by local municipalities on social crime initiatives.
- There is no flow of information from those who attend briefing sessions (SDM, Crime Prevention Strategy, 2004-2007: 13).

Gibson (2003: 8) also argues that, there is more crime and fewer police on the streets today than there were five years ago. The SA Police Service is under-resourced and underskilled. There exist poor training levels and poor professional standards. Too many victims of crime are faced with corrupt and incompetent officials and a slow justice process. South Africa has a weak criminal justice system; this must be put right. The next section will explore the effects of crime and violence on tourism.

3.6 THE EFFECTS OF CRIME AND VIOLENCE ON TOURISM

Generating equitable economic growth is a priority for the government of South Africa, and the high level of violent crime in the country is frequently mentioned as a constraint on growth. Stone (2006:2) poses very important questions here; are high levels of crime a real constraint on growth? And, if so, is there a crime and criminal justice policy that the government could implement that would reduce this constraint in the near term?

The answer to both questions is yes. Crime does constrain growth and there are things government might do about it; the answer has three stipulations.

First stipulation; While there is broad agreement that high levels of violent crime constraints growth, there is very little known about *how* it does so and by *how much*. In the World Bank's most recent Investment Climate Survey, 30 per cent of enterprises in South Africa rated crime as a major or very severe constraint on investment, putting crime among the four most frequently mentioned constraints (World Bank, 2005:6). The then Minister of tourism, addressing a news conference, said that criminality might hamper the success of South African tourism if it were left unchecked. He said: "crime against tourists in our country is a big threat to the tourism industry, and it has the potential to cripple opportunities that are there for the nation with regard to economic growth and creation of jobs" (Sithole, 1999:12). The South African government itself routinely lists the high level of crime, particularly violent crime, as an impediment to growth. Yet the evidence is much weaker about specifically how crime constrains growth. On this question, there are many hypotheses and few certainties (Stone, 2006:2).

Second stipulation; The policies available to governments anywhere to reduce crime are relatively crude. The contribution of prosecutors, judges, prisons, and even police to the control of the overall level of crime in any country is a matter of great uncertainty. These institutions may reduce crime, but they may also exacerbate it. In describing its aims, the National Crime Prevention Strategy (NCPS) clearly states that its primary objective is to reduce crime levels in South Africa. It goes on to list ten supporting objectives that are

deemed necessary to achieve the primary objective (South Africa, 1996c: 5-6). The following two supporting objectives are particularly relevant:

- Establishing a comprehensive policy framework which addresses all policy areas that impact on crime, as part of the greater initiative to improve economic growth and development.
- Generating a shared understanding among South Africans of what crime prevention involves (South Africa, 1996: 5).

In explaining the second of the two supporting objectives, it is acknowledged that the criminal justice system largely deals with crimes already committed. Therefore, it is also acknowledged that the criminal justice system is largely reactive and that its efforts must accordingly be regarded as “crime control” and not “crime prevention” (Burger, 2007:5). Stone (2007: 3) asserts that, what crime and policy can do successfully, at least some of the time, is reduce specific crimes in specific places. The challenge here is to find pathways that allow solutions to specific crime problems to loosen specific crime-constraints on growth.

Third stipulation; According to Stone (2003: 3), economic growth should not become the primary goal of crime policy. Reducing crime and delivering justice are obligations in their own rights for any government. Growth will necessarily be a secondary goal for the justice system. Not only could equitable growth help relieve the poverty and inequality that seem to fuel much crime, but putting crime policy in the service of economic policy might open up new ways of thinking in the justice sector (Wilson, 2002: 16). The White Paper on Safety and Security (1998: 15) also states that, crime control and prevention strategies must therefore be underpinned by complementary social and economic policies.

There is a lot about the causal, or at least logical, pathways by which crime can restrain economic growth. For example, in the introduction of the World Bank paper on *crime and inequality in South Africa*, Demombynes and Ozler (2002:2) postulate on how crime “may” restrain growth:

The threat of crime diverts resources to protection efforts, exacts health costs through increased stress, and generally creates an environment inconducive to productive activity. Additionally, the widespread emigration of South African professionals in recent years is attributable in part to their desire to escape a high crime environment. All of these effects are likely to discourage investment and stifle long-term growth in South Africa.

According to the Report of the National Committee on Crime and Violence, the most telling effects of crime and violence include:

- Polarization of communities into warring factions.
- Restriction of freedom of movement by citizens.
- Overload the of court system.
- Loss of investment opportunities.
- Loss of personal and business income (resulting from civil unrest).
- Outflow of foreign exchange for medical and related items.
- Pressure on health facilities.
- Lost man-days at work resulting in sub-standard productivity.
- An overwhelmed and increasingly reactive police force.
- Political and social disengagement of the citizenry (who lose their sense of security and well-being).
- Migration of skills.
- Economic instability including high unemployment (Report of the National Committee on Crime and Violence, 2002: 10).

The Global Report on Human Settlements (2007:1) has indicated that, the impacts of crime and violence are multidimensional. Apart from the injury and

death, victims of crime and violence suffer long –lasting psychological trauma and subsequently live with the fear of crime. At the national level, crime and violence are impediments to foreign investment which contribute to capital flight and brain drain and hinder international tourism. Glanz (1994: 21) also highlighted that crime has an impact on all aspects of social life. Impact is generally measured in terms of the financial loss incurred as a result of crime, the physical harm caused to victims and the negative effect on the quality of life of the members of society. While the emotional trauma experienced by victims of violent crime knows no social or economic boundaries, it must be recognized that crime and violence has greater material impact on the poor. Poverty increases the risk of victimization as people are forced to spend more time in public spaces when travelling, working or relaxing (The Gauteng Safety Strategy, 2006-2014: 10). In order to ensure that tourism play its role in the most efficient way; the National Crime Prevention Strategy (NCPS) (1996: 2) has introduced and confirmed government's clear intent to effectively engage all stake holders in crime prevention. The vision of the NCPS is to:

- Create an environment of peace and safety for the people of South Africa.
- Obtain the support and co operation of our fellow citizens in crime prevention.
- Create an environment conducive to local economic development. The next section focuses on safety and security measures against tourism in SDM.

3.7 SAFETY AND SECURITY MEASURES AGAINST TOURISM IN SEDIBENG DISTRICT MUNICIPALITY(SDM)

In his foreword, the Executive Mayor of the SDM, during the review of the SDM Crime Prevention Strategy held from the 12 to 14 November 2007 at the conference in Stonehaven in the Free State Province reiterated the following:

The Sedibeng District Municipality is committed to develop and grow our communities. This commitment is embodied in our Growth and Development

Strategy (GDS). The foundation of this Safety Plan is firmly grounded on the foundations of a safe and secure community.

The White Paper on Safety and Security stipulates that Local Government has a key role in ensuring an environment less conducive to crime and is well placed to design and implement programmes targeted at specific crime problems and groups at risk. The Bill of Rights as enshrined in the Constitution of the Country has laid a platform to advocate for safe and secure environment which include amongst others working areas, recreational places, schools.

The Safety Plan will support the Provincial Safety Plan in ensuring that Community Policing Forums are established and sustained to support the South African Police Service in the creation of a favourable climate and crime free environment leading to the 2010 FIFA World Cup and beyond within the district.

The conditions of our roads need stringent improvement to accommodate the ever growing demand of motorist and pedestrians. This Safety Plan should address key issues which will minimize fatalities on our roads. Turning the tide of crime requires that all of us share the same strategy. This Safety Plan must take crime prevention as a core function of our departments, local municipalities, employees and the communities within the Sedibeng District municipalities.

The government of South Africa has provided a number of guarantees to host the FIFA World Cup. Part of these guarantees include the provision of Safety and Security. The SDM has consulted with various role-players including members of the community to ensure that we stay in touch with the specific needs of the community. This consultation has been done at a workshop held for developing an overall Safety Plan and with meetings held with the 2010 Safety and Security Committee. This safety plan makes provision for the development of the 2010 Safety and Security plan which should meet safety and security measures required by FIFA. South Africa's track record proves

that it can manage high-level events. The country has hosted several global gatherings, such as:

- World Summit on Sustainable Development (WSSD) in 2002.
- Non-Aligned Movement summit in 1998.
- Rugby World Cup in 1995.
- Africa Cup of Nations in 1996.
- All Africa Games in 1999.
- Cricket World Cup in 2003 (South Africa 2010, 2008:1).

The next section will consider the 2010 safety and security framework.

3.8 2010 SAFETY AND SECURITY FRAMEWORK

The key strategic objectives as quoted directly from SDM Safety and Security Plan (2008: 4) will focus on:

Policing and security. The safety plan will look at the integration between law enforcement agencies and private partners (security companies and volunteers). The establishment of a Joint Operating Centre (JOC) is a key area where all relevant stakeholders will be stationed. Safety and security measures at the identified accommodation places (B&BS, hotels and lodges) would be audited and approved accordingly. Recruitment and training of volunteers is another vital aspect to be addressed. Though the SDM is not hosting any matches; it will play a crucial supporting role to the hosting city (Johannesburg), whereby, a high number of police members would be re-deployed to the host cities to render the necessary functions. As a result the district would become vulnerable to criminal elements. This safety strategy recognises the role of the volunteers and encourages that community patrollers be mobilised and trained to strengthen the current capacity of the law enforcement agencies.

Fire rescue and disaster management: In terms of this safety strategy, there should be contingency and risk mitigation plans, response to incidents, and training of volunteers. An integrated disaster management plan should outline adequate response mechanisms to emergencies. Measures must be in place that can pro-actively identify possible threats, including determination of risk levels. A study must be conducted to explore the possibility of integrating various emergency numbers into a single “emergency number”.

Health: A committee should be established that will develop adequate plans for various health categories. This forum will address and ensure compliance to the FIFA requirements as pertaining to all health issues, including provision of comprehensive medical service, disaster medicine capability, environmental health services, medical services and forensic pathology service for the duration of the 2010 soccer tournament.

3.8.1 Policing and security

The White Paper on Safety and Security (1998: 22) asserts that, comparative evidence suggests that where policing programmes are vigorously implemented and offenders arrested, crime and the fear of crime decreases. If communities and individuals do not feel safe it impacts on the whole community and also on the development of that community.

A key aim of this objective is to mobilise and align resources towards reducing and improving the quality of policing and security within the district. Nthai agrees that, if crime is to be stamped out in South Africa, it is important to mobilise the community around the NCPS. This means making it a point that the civic movement, youth, women, churches, traditional healers, business and all community structures are mobilised to support and implement the NCPS (1997: 7). Given the complexities of crime and safety it has become accepted that no single approach will reduce it. It is for this reason that the committee stated the approach to be followed is to ensure that resources are aligned and integrated (SDM Safety and Security Plan, 2008: 5). The following stakeholders and resources will be utilised:

- South African Police Service (SAPS).

- Traffic police.
- Private security industry.
- Private partnership (reservist and community patrollers).
- Security infrastructure (radio's and CCTV).
- Transport agencies.
- Department of justice.
- Command and control (Communication/Incident Management).

Outputs and outcomes based on the operations of various stakeholders as cited above

- Operational integration.
- Continuous security and threat assessment.
- Environmental design for crime prevention.
- Development strategy.
- Volunteerism.
- Incident command system and appropriate training.

The above concepts will be applied to:

- Road Safety, security and public transport.
- Fan-parks (television big screens are to be in such places for sports).
- Tourists (B&Bs and hotels).
- Parallel events.
- Crowd control.

- Closed circuit television (CCTV).
- All official events (SDM, Safety and Security Plan, 2008: 5).

3.8.1.1 Operational integration

The Gauteng Safety Strategy (2006: 18) requires that, the different departments and spheres of government operate in a more integrated and coordinated manner. This means aligning the planning processes, capacity and activities of the government and agencies outside of government to realise specific objectives that will achieve maximum impact on targeted crime problems. This integrated control system/approach will allow for better operational command, execution, monitoring and planning.

The Safety and Security Plan (2008: 7), according to SDM will strive towards creating an enabling environment for integrated operations at both district and local level:

3.8.1.1.1 District level integration

Operational integration directs and controls operations across municipal boundaries and provides for high level intervention:

- Establishing of a joint operational centre: command and control.
- Integration of the various call centres (such as 10111 and 107) – communication centre.
- Network infrastructure.
- Incident management.

3.8.1.1.2 Local level integration

Ensure that all operations at local municipalities, station levels as well as neighbouring stations are coordinated. This is done by:

- Clustering different policing and traffic precincts – political decisions.

- Local municipalities traffic and emergency services should fall under the command and control of the district to counter jurisdiction issues.
- Dedicated radio communications channels.
- Vehicles.

3.8.1.2 Security and threat assessment

According to the SDM Safety Plan security and risk assessment are intricately linked to a cogent intelligence appreciation. All areas/sites deemed high risk as per the intelligence assessment will be subjected to specific (event intrusive) security and risk audits. However, SAPS and the National Intelligence Agency (NIA) will be responsible for these aspects.

Furthermore, Security and Risk Assessment Audits will be conducted to ensure that the complete environment is safe and secure:

- Security vetting.
- Threats.
- Crime.

3.8.1.3 Intelligence covers

- Terrorism.
- Social unrest.
- Political instability.
- Violence and transports.
- Hooliganism.
- Attempt to compromise security measure.
- Attempts to subvert processes.

- Extremism.
- Counter-intelligence.
- Security appraisals.
- IT Security.
- Vetting, screening and accreditation
- Early warning.
- Risk analysis.
- Labour unrest.
- Database of undesirable persons to be updated (Sedibeng Safety and Security Plan, 2008: 8).

3.8.1.4 Environmental Design

One of the key pillars of the National Crime Prevention Strategy (1995: 4) is environmental design. Reducing crime through **Environmental Design** focuses on designing systems to reduce the opportunity for crime and increase the ease of detection and identification of criminals. The new infrastructural developments including the construction of the stadiums, new roads and new hotels, will be designed in such a way that the opportunities for criminal activities are prevented and safety is a priority. CCTV and camera systems will be integrated to ensure that the environment provides favourable security condition for visitors and local residents. Roads to and from the host cities will need to be upgraded. Public transport facilities will need to be examined on a regular basis to ensure that they are safe (SDM Safety and Security Plan, 2008: 7).

3.8.1.5 Deployment strategy

The deployment strategy according to the SDM Safety Plan will consist of:

Personnel from the Traffic Department, SAPS, private security, and radio technical equipment for effective communication will be deployed to support operational integration as described. All personnel will be deployed in uniform or identifiable clothing (2008: 8).

3.8.1.6 Volunteerism

Sedibeng currently has volunteers assisting in safety and security. These volunteers range from community police forum members, reservists, community patrollers, neighbourhood and farm watches. They play a crucial role in strengthening partnerships between the law enforcement agencies and the communities.

It has been stipulated by SDM Safety Plan (2008: 8) Committee that, policy regarding recruitment, hiring, accredited training and supervision will be developed. This will make it possible to keep track of the most hardworking volunteers so that progression to the different work opportunities is transparent and justifiable.

3.8.1.7 Incident Command System and appropriate training

The Incident Command System (ICS) flowchart is intended to be used as a guide by emergency responders, municipalities, and other emergency disciplines to assist in determining the appropriate level of interventions that are required and procedures to be followed at any level (SDM Safety Plan, 2008:8). The following table shows the risk in obtaining the objectives to curb crime in the SDM and possible actions to be undertaken to address those risks.

Risks/threats to obtaining the objectives	Controls/Actions required to address this risks
Potential pitfalls include the danger of establishing forums for coordinating crime prevention which serve as “talk shop”.	Ensure that representatives of the various forums are accountable and empowered to implement the activities allocated.

Initiatives undertaken in the name of crime prevention not really contributing to crime prevention.	Strict selection of projects followed by strict assessments of outputs and outcomes.
Business plans adequacy in addressing project requirements.	Project leaders' skill development and capacity support.
Approval of budgets to run this strategy.	Financial departments to support crime prevention initiatives.
Development of local municipality strategic plans not aligned to the district strategy.	District strategic document to be used as a basis to formulate local strategic and operational plans.

Table 3.4: Risks and required action (*Source: SDM Crime Prevention Strategy, 2007*)

The next section will deal with the issues of fire, rescue and disaster management.

3.8.2 Fire, rescue and disaster management

The objective here is to prevent, reduce, mitigate, and prepare for effective response and post-disaster recovery to any disaster or fire risks that may occur or threaten to occur during the 2010 World Cup tournament (Provincial Disaster Management, 2007: 2).

Outputs and outcomes on risk reduction

The SDM Safety Plan (2008:9) has outlined the following key activities and tasks:

3.8.2.1 Preventing, reducing and mitigation of disaster risk (risk reduction)

- Threat identification and determining levels of risk.
- Monitor measure performance and evaluate development plans regarding risk reduction initiatives.

- Promote implementation of appropriate and effective prevention and mitigation methodologies.
- Promote formal and informal initiatives that encourage risk avoidance behaviour.
- Institutionalising risk assessment.
- Ensure compliance with all relevant safety and security statutory requirements.
- Reviewing current structural protection programmes.
- Deal with biochemical hazards.
- Increase the capacity of stakeholders to minimise the risk and impact of disasters.
- Promote the requirements of the Municipal Disaster Management Plan (Corporate Disaster Management Plan).
- Incident Command System and appropriate training.

3.8.2.2 Emergency preparedness

- Promote the completion of the Disaster Risk Management Centre (DRMC).
- Provide input into pre-planning of infrastructure development.
- Assessing capacity and identify gaps of line functions to respond to major incidents/disasters.
- Monitor and evaluate state of preparedness of facilities for 2010.

3.8.2.3 Effective response to major incidents/disaster

- Development of effective response plans.
- Ensure implementation of line functions response plans.

- Testing and training through desktop exercises of response plans.
- Recruitment and training of disaster management volunteers.

3.8.2.4 Post disaster recovery

- Financial provision (relieve fund)
- Declaration of disaster for access to National Funding (SDM, Safety and Security Plan, 2008: 10).

3.8.2.5 Pre-condition for Implementation

- Staffing (including disaster risk management/fire services/communications centre).
- Infrastructure upgrade (completion of disaster risk management centre).
- Network infrastructure.
- Equipment (e.g. Acquisition of IT, Software, radios and network upgrade/major Incident command bus).
- Training and development of staff (e.g. exposure to international best practices).
- Public awareness and education campaigns.
- Sufficient funding (including disaster relieve fund) to meet all resources needs (SDM, Safety and Security Plan, 2008: 10).

3.8.2.6 Identified risks during operational plan by fire, rescue and disaster risk management

The following were identified as risks (see Table 3.5) below:

Risks	Likelihood	Mitigation Steps
--------------	-------------------	-------------------------

Failure to the development of Disaster Risk Management Centre (i.e. Tactical Ops, Joint Media Centre, Strategic Management Centre).	High	Undertaking by executive to complete second phase of DRMC.
Staff shortage-disaster risk management centre, fire and rescue services and comms. Cntr. Personnel.	High	Address staff shortage to ensure dedication to 2010 as well as normal operations Recruitment and train staff.
Insufficient equipment – Disaster Risk Management Centre, Fire and Rescue Services and comms cntr.	High	Address equipment shortage.
Funding shortage.	High	Address insufficient funding.
Insufficient Staff	High	Make early appointments to enable training and development opportunities.
Time constraints.	High	Commence early planning and implementation of shortages.
Non recognition by executive of role of disaster risk Mmagement.	High	Explain to executive and seek their undertaking to support role of disaster risk management.
Non recognition by line functions and external stakeholders of DRM.	High	Explain seek undertaking of line functions to comply with disaster risk management recommendations.

Poor internal communication and co-ordination.	High	Invest in provision of telecommunication equipment upgrading of the emergency communication centre (and completion of disaster risk management centre).
Political instability.	High	Major political parties to undertake not to use 2010 as a “political football” in seeking stable local provincial government.
Biochemical hazards.	Medium	To develop an incident management flowchart and train all relevant personnel. The Incident Command System(ICS) flowchart is intended to be used as a guide by emergency responders, municipalities, and other emergency disciplines to assist in determining the appropriate level of interventions that are required and procedures to be followed at any level.

Table 3.5: Risks/Threats regarding operational plan by Fire, Rescue and Disaster Risk Management *(Source: SDM Safety and Security Plan, 2008: 11)*

The next section will consider the health services.

3.8.3 Health services

3.8.3.1 Description of the project

The SDM has to address and ensure compliance to the 2010 FIFA World Cup as pertaining to all health issues. To provide a comprehensive medical service (inclusive of 24-hour emergency medical treatment).

To develop adequate plans for the various health categories namely:

- Health services.
- Medical services.
- Forensic Pathology Services.
- Environmental Health.

The following outputs and health services are quoted directly from the SDM Safety and Security Plan (2008: 13)

3.8.3.2 Outputs regarding health services

Command and control of the following operations:

- Development of the Provincial Health Operations Centre.
- Development of the Bed Bureau.
- Integration of the Mass Casualty Bureau into the Provincial Health system.
- Introduction of Medical Incident Command System and appropriate training thereof.

3.8.3.3 Health services

The following services will be carried out by the health services:

3.8.3.3.1 Environmental health

Integration of the Environmental Health Compliance into the overall 2010 FIFA World Cup Health Plan so as to ensure:

- Adequate portable water.
- Safe management of food.
- Satisfactory waste management.
- Preventive of communicable diseases including HIV/TB.

- Victim support (rape/ violent crime).
- Prevention of air and noise pollution.
- Health surveillance of all participating premises.
- Provision of Disabled facilities (SDM, Safety and Security Plan, 2008:13).

3.8.3.3.2 Hospitals

- Integration and prioritisation of hospital re-utilisation programme in keeping with 2010 FIFA World Cup service delivery.
- Audit of emergency units with subsequent modeling of staffing and facility.
- Introduction and appropriate training on an applicable Disaster Medicine Programme.
- Integration of emergency unit into the Pre-Hospital Information System.
- Development of capability within hospitals to deal with Biochemical hazards (SDM, Safety and Security Plan, 2008: 14).

3.8.3.3.3 Medical Services

- Provision of adequate ambulance services (Province and private).
- Provide input and assist with the design of medical facilities.
- Establish regulations pertaining to “Health and Safety at Mass Gatherings”.
- Provide emergency medical services to viewing sites/ parks as well as selected hotels
- Provide comprehensive medical capability at all levels
- Provide aero-medical services as well as medical rescue and mass casualty response

- Review of present training capability and develop a new accelerated training programme in consultation with the National Department of Health and the Health Professionals Council of South Africa (SDM, Safety and Security Plan, 2008: 14).

3.8.3.3.4 Forensic pathology service

Provision of comprehensive Pathology Services:

- Development of victim Identification programme (VIP)
- Integration of VIP into the Health Operation Centre
- Develop plans pertaining to mortalities (SDM, Safety and Security Plan, 2008:14).

The following table shows the risk in the operational plan by health services. The symbols **h** stand for high, **m** for medium and **l** for low respectively

No	Description	Impact- (h/m/l)	Probability- (h/m/l)
1	Appropriate Budget	H	M
2	Lack of adequate staff	H	M
3	Lack of Training Capacity to meet requirement	H	H
4	Lack of single Public Emergency Number	H	H
5	Non-integration of Private and NGO Health Providers	M	L
6	Lack of FIFA requirement	M	M

Table 3.6: Risk in the operational plan by health services (*Source: SDM Safety and Security Plan, 2008: 15*)

The next section focuses on the integrated approach by various government departments and key roles they are expected to execute.

3.9 INTEGRATED APPROACH TO INCIDENT MANAGEMENT AND KEY ROLES

It is important for one to realise that crime cannot be reduced without the direct participation of ordinary people and communities (Gauteng Safety Strategy, 2006). Likewise, no single agency can plan or react alone to visitor incidents. The 2010 Safety and Security plan promotes a partnership approach to incident management. The following table depicts stakeholder analysis and linkages.

NAME	ROLE
CRIMINAL JUSTICE SYSTEM	
Justice	Swift prosecution
Correctional services	Safe & secure detention
SAPS	Proper investigation and feedback
Community Policing Forum	Evaluation of services
Community Safety Forum	Co-ordination of programmes & ensure effective service delivery
Business	Funding of programmes
ENVIRONMENTAL DESIGN	
Local Government	Setting environmental priorities and implementation
	Town Planning
SAPS & other law enforcement	Highlighting Hot spots
	Coming up initiatives that can design out crime, thus enabling safer environment
Agencies	Social amenities
Community Safety Forums	Health and Safety
Sports & Recreation	
Health	

POLICING	
SAPS	Visible policing & speedy response & crackdown operations
Independent Complaints Directorate & Scorpions	Anti-corruption
Traffic	Visible policing & speedy response towards safer roads
	Motor vehicle regulation
SANDF & other law enforcement agencies	Crack down operations, information networks
Business	Highlight & support crime initiatives
Department of Community Safety	Active support in policing initiatives
Local government	By law enforcement
Community Safety Forum	Codes of conduct, anti-corruption programmes and implementation of legislation, co-ordinate inter-provincial operations
Transport	Enforcement of road regulations (licensing and roadworthy) taxis
Home Affairs	Illegal immigrants, false documents
SARS	Organised crime
PUBLIC EDUCATION	
Community safety agencies (SAPS, Justice, Correctional Service. Traffic, Welfare, Provincial Department of Community Safety)	Identify and implement education & awareness programmes
Local government	Moral regeneration, crime awareness, facilities
SOCIAL CRIME PREVENTION	
Public Works	Job creation through Expanded Works Programme
Department of Welfare and Social Development	Poverty alleviation & empowerment Programmes

Department of Labour	School based programmes
	Skills development particularly adults & youth
Department of Agriculture	Poverty alleviation programmes, training and development
Local government	Drive all social crime programmes
Department of Community Safety	Set crime prevention priorities
Community safety agencies (CPF & CSF)	Mobilisation of communities, participation & building trust
SAPS	Set priorities (e.g. hot spots) and implement together with local municipalities
Education Department	Implementation of crime prevention initiatives in schools
Business/private sector	Job creation and poverty alleviation using CIS projects
Department of Justice	Swift prosecution
Correctional Services	Diversion and rehabilitation programmes
Sports and Recreation, Umsobovu, National Youth Commission	Identify & implement youth programmes
Department of Health	Educational programmes
Religious groups	Moral and social programmes

Table 3.7: Stakeholder analysis and linkages (Source: *SDM Crime Prevention Strategy, 2007:16*)

3.10 CONCLUSION

The impact of crime on the lives of South African citizens is quite considerable. Fear of crime has a substantial effect on the quality of life of members of the public and visitors. Reducing crime and building safer communities must therefore be a priority to all in this province. To make this happen, crime prevention must be initiated at community level. Because crime occurs at the local level, it will be necessary for local government to initiate action and engage with other levels. Crime hampers service delivery.

It was also clear from the above discussion that, not only SAPS has been considered in this district as the main role player, the impact and input of other role players were highlighted as highly significant. Role players such as town planners, urban designers and engineers will have to be involved so that the environmental causes of crime can be addressed more effectively.

The Community Safety Forum has been singled out by the Sedibeng District Municipality as an important vehicle towards a holistic approach to crime prevention. The projects of this forum will seek to address the hard aspects of crime prevention, policing, and environmental design but also the softer issues that deal with educating the public in reporting crime and raising awareness regarding crime prevention.

The next chapter will deal with the empirical design employed in this study.

CHAPTER FOUR

EMPIRICAL RESEARCH DESIGN

4.1 INTRODUCTION

In the previous chapter the analysis was about the causes of crime and violence against tourism and its impact. The safety and security measures were also discussed in some detail and it was also clear that it was not only the SAPS which were considered as the major role player to combat crime in this district, the impact and input of other role players were also highlighted as highly significant.

This chapter deals with the methodical procedures used in the study. The aim is to provide information about the nature of the empirical research followed. According to Adams and Schvaneveldt (1985:103) the purpose of undertaking research is to discover facts that can be used to verify insights and aid in selecting a cause of action. Completing successful research, therefore, depends on having a clearly defined purpose and access to useful data related to that purpose. A research design is a tool employed to realise successful research. Empirical research enhances the scientific value of the study. A research design is a framework or plan for a study used as a guide in data collection and analysis. It is a blueprint that the investigator follows in completing the study (Churchill, 1991:108).

The research method followed in this study includes the following:

- an exposition of research methodology theory;
- the target population and sample;
- covering letter;
- designing questionnaires containing primarily close-ended multiple choice questions so as to gather data;

- data analysis and interpretation.

4.2 METHODOLOGY

Data could be collected by telephone, personal interviews and questionnaires by mail. It has to be taken into consideration that data and methodology are interdependent. This is mainly the reason why the research methodology and approach to be used for a particular subject should always take into account the nature of the data to be used in the resolution of the problem (Kotler and Armstrong, 1987: 101).

According to Welman and Kruger (1999: 2), research involves the application of various methods and techniques in order to create scientifically obtained knowledge by using objective methods and procedures. Different studies use different methods or techniques because they have different aims. Bynard and Hanekom (1997: 129) argue that, the nature of research, unit analysis, data sources and the academic field in which a specific study is undertaken are instrumental in selecting the applicable research methods.

4.2.1 Interviews

One of the most frequently used techniques of data collection is interviews and questionnaires. Interviews are useful for getting the story behind a participant's experiences (Wessels, 1994: 404). According to Shnettler and Geldenhuys (1989: 138), the researcher has full control over the planning process up to the completion of planning for the fieldwork. After all, it is he who has chosen the data collection method (postal or telephone survey, personal interviews or group sessions), drawn the sample with the assistance of the statistician, compiled the questionnaire and done the planning and organisation.

4.2.1.1 Telephonic interviews

According to Welman and Kruger (1999: 165), in the case of telephonic interviews, the interviewer asks the questions from the interview schedule over the telephone and records the respondent's responses. Telephonic

interviews are mainly in survey research. Obviously, standardised tests and attitude scales cannot be administered telephonically. Because the respondents do not have the questions in front of them, telephonic interviews are less suited to complicated questions. Luck and Rubin (1987: 106) are of the opinion that the telephone is the most convenient means of reaching survey respondents.

4.2.1.2 Structured interviews

In a structured interview, the interviewer puts a collection of questions from a previously compiled questionnaire, known as an interview schedule to a respondent face to face and records the latter's responses. The interviewer is restricted to the questions, their wording and their order as they appear on the schedule within relatively little freedom to deviate from it (Welman and Kruger, 1999:166).

4.2.1.3 Unstructured interviews

Welman and Kruger (1999: 166) assert that, because of the unfamiliarity of the area being entered, it is usually impossible to compile a schedule for interview in such instances

Semi-Structured Interviews

Welman and Kruger (199:167) stipulate that, between the completely structured interview, on the one hand, and various degrees of how it is structured are possible. Interviews between these two extremes are usually called semi-structured interview. Semi-structured interview is considered when:

- The topics are of a very sensitive nature;
- The respondents come from divergent background; and
- Experienced and expert interviews are available for conducting interviews.

Semi-structured interviews offer a versatile way of collecting data.

4.2.1.4 Face to face interviews

Personal interview is a well-known method of collecting data (Babbie, 1998:264). Face to face interviews are enormously time consuming. The time-cost factor is emphasised because it is often grossly under-estimated, particularly by the novice researcher, the reality only dawning once you are irretrievably committed (Welman and Kruger, 1999:168).

4.3 LITERATURE REVIEW

A literature review according to Taylor in (Malise 2006: 81) is an account of what has been published on a topic by accredited scholars and researchers. In writing the literature review, one's purpose is to convey to his or her reader what knowledge and ideas have been established on a topic, and what their strengths and weaknesses are. As a piece of writing, the literature review must be defined by a guiding concept (e.g., research objective, the problem or issue one is discussing or argumentative thesis). It is not just a descriptive list of the material available, or a set of summaries.

According to Welman and Kruger (1999: 35), the first step to take in tracing relevant literature on a particular topic, is to list the headings or key words under which it may be classified in a library catalogue or in a computer retrieval system. Nowadays university libraries usually have staff available to assist researchers in conducting a computer search for references on relevant research on the basis of such a list of key words. Welman and Kruger (1999: 36), further acknowledge the fact that, libraries are no longer the only sources of information. The development of the Internet and electronic publishing has had an enormous impact on research supervision, peer review of publications and general communications capabilities, and have changed the way researchers work.

Collins and Hussey (2003: 84) state that, the literature search should increase one's knowledge of the subject area and the application of different research methodologies as well as help you to focus on your own research topic, develop and support it. The aim of the literature search is to identify as many items of secondary data as possible which are relevant to your search topic.

Secondary data is data which already exists. Examples of secondary data sources include:

- books
- articles in journals, magazines and newspapers
- conference papers
- reports
- archives
- published statistics
- companies' annual reports
- organisations' internal reports and accounts
- organisations' internal records
- newspapers
- films, videos and broadcasts
- electronic databases
- the internet.

4.4 DATA COLLECTION

According to Dalton in (Malise 2006: 76), data collection is concerned with the design of the questionnaire, while the data collection technique explains the administering of the questionnaire and to gather the survey data.

The survey method of data collection requires:

- The application of questionnaires for data gathering. In this technique the data are obtained from questionnaires completed by the respondents.

- That the population being studied should be accurately described and that the sample should be representative of the population. The reliability of survey data is dependent on the care taken in selecting a sample.
- That the scientific character of the data should not be adversely influenced by imbalance or bias.
- Systematic organisation of the data gathered in order to make valid and accurate interpretation (Struwig and Stead 2001: 41).

4.5 PARTICIPANT OBSERVATION

Participant observation is a method of collecting data where the researcher is fully involved in the participants and the phenomena being researched. The aim is to provide the means of obtaining a detailed understanding of values, motives and practices of those being observed (Collins and Hussey, 2003: 171). According to Welman and Kruger (1999: 184), in participant observation, the researcher do not observe the experiences of individuals involved as detached outsiders, but experience them firsthand as insiders. The participant observer thus becomes a member of the inner circle of the group or event that is being studied (for example, see attached Annexure A).

4.6 THE TARGET POPULATION AND SAMPLE

According to Mouton (1996:135), a population can be defined in a two step process, that is, the population to which the researcher wishes to generalise and the sample frame which is a set of cases from which sample will eventually be selected. Luck and Rubin (1987: 209), also describe the population as the total number of or instructions from which the researcher is trying to draw conclusions. Luck and Rubin (1987: 212), further give an overview of the steps one has to follow in sampling:

- define the population from which the sample is to be drawn;
- establish a frame (create a rapport) with that population;
- choose the method of selecting the sample;

- determine the size of the sample that is needed; and
- write instructions for identifying and selecting actual members of the sample.

According to Kinnear and Taylor (1991:396), also provide five steps in selecting a sample. These are illustrated in Table 4.1, below.

STEPS IN SELECTING A SAMPLE	
Step 1	Define the population:
	1. elements
	2. units sample units
	3. extent
	4. time
Step 2	Identify the sampling frame
Step 3	Determine the sample size
Step 4	Select a sample procedure
Step 5	Select the sample

Table 4.1: Steps in selecting a sample (Source: Kinnear and Taylor, 1991:28)

The research population comprised directors from selected police stations in the SDM, the Manager and officials from Sedibeng Tourism Department, two major hotels security managers; Emerald and Riviera as well as twenty (20) tourists. The research sample was limited to these respondents due to the limited scope of a mini-dissertation.

4.7 QUANTITATIVE AND QUALITATIVE RESEARCH APPROACH

According to Creswell (2003: 3), quantitative approach has been available to social and human scientists for years, and has emerged primarily during the last three or four decades.

4.7.1 Quantitative research approach

According to Thomas (1998: 133), quantitative research measures the reaction of many people to a limited set of questions, thus facilitating comparison and statistical aggregation of the data, which gives broad, generalisable set of findings. The ontological assumptions are that reality is static and permanent; hence it can be measured precisely by using the right instruments and techniques (Alebiosu, 2005: 16). Creswell (2003: 18), suggests that, a quantitative approach is one in which the investigator primarily uses post-positivist claims for developing knowledge (i.e. cause and effect thinking, reduction to specific variables and hypothesis and questions, as well as the use of measurement and observations and tests of theories), employs strategies of inquiry such as experiments and survey, and collects data on predetermined instruments that yields statistical data. The statement presupposes that reality can be discovered through observations and logical reasoning.

4.7.2 Qualitative research approach

Qualitative approach can be defined as a method in which the enquirer often makes knowledge claims on constructivist perspective (i.e. the multiple meanings of individual experiences, socially and historically constructed, with an intent of developing a theory or a pattern) or an advocacy/participatory perspective (i.e. political issue oriented, collaborative or change oriented) or both as the case may arise. Unlike, the quantitative approach which requires the researcher to be distant and independent from that which is being researched, the qualitative approach requires the researcher to interact with that which is being researched, and tends to assume the form of close observation of informants and sometimes living with them (if so required) (Alebiosu, 2005: 16).

Qualitative method aims to provide an understanding on the basis of rich contextual and detailed data (Mason, 1996: 4). It enables the researcher to see the world from the participants' viewpoint. It leads to exact quantities of which generalisations can be based (Guy, Edglea, Arafat and Allen, 1987:

256). Straus and Corbin (1998: 72) assert that, the qualitative approach uses strategies of enquiry such as narrative, phenomenologies, ethnographies, grounded theory studies, or case studies. The researcher collects open-ended, emerging data with the primary aim/intent of developing themes from the data, hence the qualitative approach is interpretative; the enquiries try to account for what a researcher has given an account of.

According to Charles (1995:32), the following important concepts should be applied by the qualitative researcher:

- Qualitative research is designed to discover what can be learned about a phenomenon of interest.
- Qualitative research has various interpretations, and reveals logistics and relevance, which has an influence on the reader.
- Impressive perceptions, related to the origin of truth of the word are revealed.
- The focus is based on the respondents' response and experience.
- Simple events in their original situations display real life in the research process.
- It helps in the justification of correct life skills and the future success of the individual.
- It stresses identification, induction and formulation theory, and
- it involves the respondents' observation in detailed interview and conversational analysis.

4.8 DESIGNING THE QUESTIONNAIRE

Written questionnaire or a self administered questionnaire is a data collection tool in which written questions are presented that are to be answered by the respondent in written form. A questionnaire can be administered in the following ways:

- Sending questionnaires by mail with clear instructions on how to answer the questions and ask for mail responses.
- Gathering all or part of the respondents in one place at one time, giving oral instructions, and letting the respondents fill out the questionnaire(s); and
- hand-delivering questionnaire(s) to respondents and collecting them later (IDRC, 2007: 5).

First and foremost, questionnaires were designed which had a covering letter explaining the nature of the study. The primary objective of a cover letter is to tell the respondents the purpose of the questionnaire and to request their participation (Baker, 1992: 154). Based on the questionnaire instructions, it was essential to assure respondents of anonymity and confidentiality. The researcher also informed all respondents that the information that they provided through the questionnaires and interviews will be used for academic purposes, and not for commercial gain.

The questions posed were a combination of closed and open-ended questions as well as the pre-categorised answers of yes and no. Below is the questionnaire that was used for conducting this research (for more questionnaires, see attached Annexure B, C, D and E respectively):

4.8.1 Research questions explained

Once the researcher has defined the objectives of the research and decided on the method to be used, he or she may begin the task of writing the questions (Silverman, 1993: 175).

4.8.1.1 Questionnaire for Cluster Planning, Economic Development and Tourism

The questionnaire is divided into sections A and B, was completed by the Manager for the tourism unit and the officials respectively.

Section A

This section establishes the demographic profile of both managers and the officials involved in the tourism division.

Section B

Questions 1 - 5 were included to establish the feasibility of tourism for sustainable development in Sedibeng District Municipality and also seek to establish their opinion on how strongly do they agree or disagree with the statements that were given to them.

Questions 6 – 12 were included to establish safety and security measures in the SDM.

4.8.1.2 Questionnaire for police station commissioners in the Sedibeng District Municipality

The second questionnaire consisted of ten (10) questions and was completed by Directors and officials from a few selected Police Stations in SDM. Questions were also based on tourism safety and security (See Annexure B).

4.8.1.3 Questionnaire for managers of Sedibeng's hotels (Emerald and Riviera on Vaal Hotel and Country Club)

The questionnaire comprised of six questions which are closed and open-ended as well as pre-categorised answers of yes or no (See Annexure D).

4.8.1.4 Questionnaire for tourists

The questionnaire consisted of six (6) questions mainly of **yes** or **no** answers to establish tourists' opinion regarding their safety in South Africa (See Annexure E).

4.9 DATA ANALYSIS AND INTERPRETATION

In the previous sections, the methods of data collection were described; research questions such as interviews and questionnaires were explained. The interviews were conducted with the managers and officials from Cluster

Planning, Economic Development and Tourism, Emerald, Riviera, SAPS and Tourists respectively.

According to Fraenkel and Wallen in Mokhoabane (2006: 91), an analysis is the way of gathering, choosing, classifying, viewing and discarding information; and explaining the content of text, which includes thoughts, words, themes and messages that can be communicated. The text is anything written, visual and spoken which is utilised as the medium of communication.

For the purpose of this study, the relevant data gathered during the research process was analysed. Data was also processed using the SAS programme in consultation with the Statistical Consultation Services of the North-West University (Vaal Campus).

The next section provides responses of all participants interviewed regarding safety and security measures in SDM.

4.9.1 Feedback from interviews with the Manager and officials from Sedibeng Cluster Planning, Economic Development and Tourism

4.9.1.1 Profile of the respondents

A total of 15 respondents were involved.

Firstly, the respondents were asked to indicate their gender:

- Out of the fifteen respondents, six were females and nine were males. This really proves that both males and females are concerned about the issues of crime in South Africa.

Secondly, the respondents were asked to indicate their race:

- Out of a total of fifteen respondents interviewed, twelve were Africans and three were Whites.

Thirdly, the respondents were asked to indicate their age:

- 3 respondents were between the ages of 31-35

- 6 respondents were between the ages of 36-40
- 3 respondents were between the ages of 41-45 and
- 3 respondents were between the ages of 46 and older.

Fourthly, the respondents were asked to indicate their job level:

- 1 respondent was in job level 1-3
- 6 respondents were in job level 4-6
- 7 respondents were in job level 7-10
- 1 respondent was in job level 13-16.

4.9.1.2 Responses on questions

Below is the questionnaire that was used for conducting this research; please take note that, frequency is represented by the number above, while the number below in each block is the percentage of respondents respectively:

a) The feasibility of tourism in SDM		Strongly Disagree	Disagree	Agree	Strongly agree	Not applicable
1.	There are adequate resources for tourism	1 6.7%	3 20.0%	10 66.7%	0 —	1 6.7%
2.	There are potential tourist markets that can be attracted to the community	0 —	0 —	7 46.7%	8 53.3%	0 —
3.	Tourism is needed to attain economic development	0 —	0 —	4 26.7%	11 73.3%	0 —
4.	The cost of improving access to the area and developing local infrastructure for tourism is justified	1 6.7%	3 20.0%	9 60.0%	2 13.3%	0 —
5.	There is possible competition from existing or potential tourism projects in neighbouring communities	0 —	1 6.7%	7 46.7%	6 40.0%	1 6.7%

b) Safety and Security						
6.	We have safety and security policy which clearly sets out goals and objectives	2 13.3%	1 6.7%	9 60.0%	2 13.3%	1 6.7%
7.	We have formed a Tourism Policy Council for our destination	1 6.7%	2 13.3%	9 60.0%	1 6.7%	2 13.3%
8.	We have a safety and security plan based on an analysis of the risks to tourists at our destination	1 6.7%	1 6.7%	10 66.7%	2 13.3%	1 6.7%
9.	We include local businessmen in discussions of our safety and security policy and plan	0 –	2 13.3%	7 46.7%	4 26.7%	2 13.3%
10.	We have a good coordination among appropriate stakeholders to work together to ensure the safety and security of all tourists	0 –	2 13.3%	8 53.3%	4 26.7%	1 6.7%
11.	We provide safety and security information to the tour operators for our destination	1 6.7%	2 13.3%	8 53.3%	3 20.0%	1 6.7%
12.	We have a multilingual brochure for visitors with the most pertinent safety and security tips	3 20.0%	1 6.7%	5 33.3%	5 33.3%	1 6.7%

Table 4.2: Responses to questions

4.9.1.3 Findings of the interviews

It is clear from the interviews that most respondents are aware regarding the feasibility of tourism in the SDM, 90% of respondents agreed by showing a sense of awareness that preventive measures are necessary to curb the scourge of crime. Only a small percentage of 5% are unaware of the preventive measures that have been put in place to solve crime. The costs and effects of crime touch just everyone to some degree. The types of costs and effects are varied. In addition, some costs are short-term while others last a lifetime. Of course the ultimate cost is loss of life. Other costs to victims can include medical costs, property losses, and loss of income.

Losses to both victims and non-victims can also come in the form of increased security expenses including stronger locks, extra lighting, parking in more

expensive secure lots, security alarms for homes and cars, and maintaining guard dogs. Considerable money is spent to avoid being victimised. Some costs of crime are not easily identified. These kinds of costs can include pain and suffering, and a lower quality of life. There are also traumatic impacts on friends and the disruption of family.

Most respondents also argue that, crime not only affects economic productivity when victims miss work, but communities are also affected through loss of tourism and retail sales. Even the so-called victimless crimes of prostitution, drug abuse, and gambling have major social consequences. Drug abuse affects worker productivity, uses public funds for drug treatment programs and medical attention, and leads to criminal activity to support the expenses of a drug habit.

4.9.2 Feedback from interviews with South African Police Services (SAPS); station commissioners and officials in Sedibeng District Municipality

Four (4) Station Commissioners and sixteen (16) officials from SAPS were interviewed. The total number interviewed comprised of twenty (20) officials.

Below is the questionnaire that was used for conducting this research; also take note that, the frequency is represented by the number above, while the number below in each block is the percentage of respondents respectively:

To what extent do you agree/disagree with the following statements?	Strongly agree	Agree	Strongly Disagree	Disagree
1. The Safety and Security Policy clearly sets out goals and objectives.	15 75.0%	5 25.0%	0 —	0 —
2. We have a Safety and Security plan based on an analysis of the risks to tourists in our area of operation.	5 25.0%	14 70.0%	3 5.0%	0 —
3. We have good coordination to carry out our Safety and Security policy with other stakeholders.	7 35.0%	12 60.0%	0 —	1 5.0%

4. We include local tourism businessmen in discussions of Safety and Security policy and plan.	6 30.0%	11 55.0%	1 5.0%	2 10.0%
5. We provide Safety and Security information to the tour operators.	6 30.0%	13 65.0%	0 –	1 5.0%
6. We have a multilingual brochure for visitors with the most pertinent Safety and Security tips.	8 40.0%	8 40.0%	0 –	4 20.0%
7. We have formed tourism Policy Council for our area.	3 15.0%	15 75.0%	1 5.0%	1 5.0%
8. Crime does impact heavily on tourism.	8 40.0%	9 45.0%	2 10.0%	1 5.0%
9. Employing more staff will ease tension in Sedibeng District Municipality.	13 65.0%	7 35.0%	0 –	0 –
10. Stipulated Safety and Security Policies is implementable.	9 45.0%	11 55.0%	0 –	0 –

Table 4.3: Feedback from interviews with SAPS

4.9.2.1 Findings of the interviews

SAPS members interviewed showed a good sense of awareness of the policies that have to be implemented to combat the scourge of crime in our District. Viewing the overall statistics from the above **Table (Strongly agree and agree)**, it is evident that, the majority of respondents were of the opinion that tourism has an important role to play in the livelihoods of the community, for instance, 75% agreed that a tourism council in their area operation have been formed and only 5% disagreed with the statement. Safety and security measures were also of importance to quell any hindrance to the development of tourism. Most respondents on safety and security measures felt very strong and were aware of the policies that are to be implemented, 75% strongly agreed that stipulated policies on safety and security clearly set out goals and objectives and none of the respondents disagreed with the statement.

There is general consensus that safety and security measures are necessary to curb crime in order that tourism can be promoted. The majority of the respondents, 70% agreed that they do have a plan based on an analysis of the risks to tourists in their area of operation and only 5% disagreed with the statement. Regarding employment of more staff to ease tension in SDM, most officials, 65% felt that, it is of great importance in that the curbing of crime will be highly effective and efficient. On the same note, 35% of the respondents shared the same sentiments and none ever disagreed with the statement. This is a clear indication that there is a shortage of officials in SDM and clearly shows the seriousness of crime that affects our communities in general.

4.9.3 Feedback from interviews with Managers from Riviera and Emerald

Two respondents were involved. They were selected based on the proximity of tourist's attractions and possible accommodation.

1. Question: since crime is a major problem against tourists, how best do you ensure that visitor's safety is guaranteed?

Respondents responded differently to this question, the one felt that if best procedures and the availability of technology can be implemented this would, by and large, ensures visitor's safety. The other respondent highlighted on the issue that the government must ensure to employ more officers for visibility purposes. They felt that the number of officers is not enough in the SDM to fight crime which is a daily occurrence.

2. Question: in your opinion, what are the causes of increased hotel insecurity?

Respondents were of the opinion that security is not beefed enough within and especially outside the premises of their hotels, but showed a good sense of having reliable security officers that make it their business much easier to the satisfaction of the tourists who prove themselves by returning to their accommodations.

3. Question: do you provide safety and security information to the tourists?

Both respondents responded by a “**YES**” answer to this question. They both indicated brochures in this regard and tourists in this case normally show a good sense of appreciation by probing them with questions as to the safer places and those that require them to be more vigilante.

4. Question: do you have a multilingual brochure for visitors with the most pertinent safety and security tips?

The response to Question 4 produced the same results as in Question 3.

5. Question: in your opinion, what strategies do you think the government can employ to ensure safety and security for our visitors?

One respondent felt that, if only the SAPS can be privatised into privately owned units as it is done in the USA, here a sense of inefficiency by the government to curb crime would be imminent. On the other hand another respondent felt that more officers have to be employed to ensure visibility.

6. Question: what is the importance of having a visitor or guest satisfaction survey?

Both respondents shared the same sentiments that a guest satisfaction survey is important in that it improves service to the guests. They will know exactly what the tourists will expect from the service they render.

4.9.4 Feedback from interviews with tourists

The six questions posed here comprised of pre-categorised answers of **Yes** or **No**.

(See Annexure E)

When asked about the issues of crime in South Africa, most tourists felt unsafe and insecure hence they expressed their concern that policing should be visible in areas where a tourist attraction is imminent. On the question of

whether they became victims of crime; out of the eighteen interviewed none of them ever experienced crime happening to them besides what they have read in the newspapers and watching news on TV about other tourists.

4.9.5 Feedback from the participant observation

The researcher is employed in the Department of Community Safety as a Road Safety Practitioner and was also involved in Safety and Security Task Team in SDM (see Annexure A). Tourist Safety and Support Programme (TSSP) is to provide the following:

- Improve stakeholder co-operation and communication regarding tourism safety and support.
- Promote stakeholder/role-player lobbying and advocacy through strategic partnerships.
- Expediting provincial best practice support models and monitoring.
- Deal with management of perceptions (bad media press) by positively profiling Gauteng province as safe place to visit; and
- create inclusive pro-active tourism awareness initiatives and interventions.

4.10 CONCLUSION

In this chapter, the research design process was discussed. The research design outlined the various steps that were undertaken in the development of the self-developed questionnaire that was used in this research. It was clear from the research findings that the negative perceptions about crime and safety in South Africa threaten the stability and growth of the hospitality industry, a vital sector for economic development and job creation. With Gauteng being a Mecca of economic activities this poses a direct threat. The next chapter will deal with the summary, recommendations and conclusion.

CHAPTER FIVE

RECOMMENDATIONS AND CONCLUSION

5.1 INTRODUCTION

The impact of crime on the lives of South Africa's visitors has been discussed in the previous chapters. The findings of a survey on the respondent's opinion of the problem of crime and its effect on the daily lives of visitors have been given. The purpose of this chapter is to test the hypothesis and see whether the stated objectives that were highlighted in chapter 1 have been achieved. It also aims to provide solutions on how crime and violence can be curbed to better people's livelihoods.

5.2 RESEARCH FINDINGS

5.2.1 Literature study

In the literature study it was found that tourism is one of the lucrative industries that contribute immensely to the world's economy. Because of the negative perceptions about crime and safety, tourism is impacted heavily on growth which may hamper sustainable development in a particular community. It was also clear how tourism is important based on the measures the SDM intended to implement to curb this crime scourge.

From this it can be concluded that, in order for tourism to effectively play its role regarding its benefits to the community, safety and security measures have to be rigorously implemented.

5.2.2 Empirical findings obtained from data collected

The empirical investigation conducted in the study revealed a bit of discrepancies in that tourists and hotel managers from Riviera and Emerald felt unsafe with regard to the issues of crime in this country. Respondents felt that positive actions in line with policies can curb crime. On the other hand, respondents from the SAPS and tourism unit in Sedibeng District Municipality were confident that they have every resource at their disposal to face the

scourge of crime and fight it with all their might. This was evident in so far as the respondents' responses went; 75% agreed to having formed a tourism policy council for their areas of operations, at the same time 60% agreed that the cost of improving access to the area and developing local infrastructure for tourism is justified. This is clear indication that tourism cannot be downplayed but to be considered with a very high esteem as it is one of the lucrative industries that play a vital role in the development of the country.

5.3 THE OBJECTIVES OF THE STUDY REALISED

The aim and objective of this study was to determine how crime impacts on tourism in SDM. It was also the aim of this study to promote tourist safety and security for sustainable development in the SDM.

5.3.1 Achieving the objectives of the research

The following objectives were highlighted in chapter one of this study:

- To provide a theoretical overview of concepts tourism and sustainable development.
- To examine the effects of crime and violence on tourism in the Sedibeng District Municipality.
- To assess the role of tourism in the Sedibeng District Municipality.
- To provide recommendations.

These objectives were achieved as follows:

Chapter two provided a theoretical overview of concepts tourism and sustainable development. In this chapter the role of tourism in the SDM was also highlighted with a brief description of interactions of economic, social and environmental dimensions. The outcomes of chapter two were able to lay the foundation for chapter three.

Chapter three mainly examined the effects of crime and violence on tourism in the SDM. This chapter further explored safety and security measures to attempt to quell the problem of crime and violence in South Africa.

Chapter four explained semi-structured interviews with the identified audience and the results thereof. In this chapter the respondents' perceptions and experiences regarding the issues of crime and violence were outlined. This chapter is of critical importance in that its findings set a good platform for further research.

Chapter five provides a summary of the research conducted in chapters one to four. This chapter also provides recommendations on how crime can be addressed to better people's lives.

5.4 TESTING THE HYPOTHESIS

The aim of the study was also to test the statement made in Chapter one (1), namely that:

- The Safety and Security policy for sustainable development does not necessarily provide a solution to crime and further proactive measures need to be implemented to promote tourism in SDM.

Based on the findings made, the statement has been validated. A coordinated approach by various government departments and public participation in crime prevention will enhance a safer community for all.

5.5 LIMITATIONS OF THE STUDY

The limitations of this study lies in the fact that it was only conducted in the Sedibeng District Municipality which is a small district with only three municipalities. There is a need for a broader study, which should target a larger population of the Gauteng province. Such a study could provide a more reliable and valid data to the communities in understanding the importance of tourism as one sector for economic development and job creation.

5.6 RECOMMENDATIONS

In the light of the research findings of both literature review and empirical study which have been discussed in the previous chapters, the following recommendations can be made:

5.6.1 Recommendations for the practical implementation of findings

- Batho Pele (People First) principles must be put into practice within all government institutions especially at the police stations.
- More police members and police reservist should be employed.
- Development programmes and integration opportunities to be targeted for volunteers and police reservists.
- Crime intelligence must be employed.
- More resources need to be allocated especially for effective policing.
- SAPS must try to know more about the CPF and its functions so that they can provide the necessary support.
- Local government must address environmental design problems such as lights, roads and long grass.
- The programme should be started to enable communities to feel free about pointing out suspects.
- Make the police stations friendlier for victims of rape to report rape cases.
- Accessibility to rural areas must be increased.
- Integrate the culture of Ubuntu back into the community.
- Church structures to be utilised effectively for social cohesion programs.
- Encourage the use of call centre number 112 and inform a person of emergency numbers/help lines like 10111.

- Psychologists and social workers to get involved to assist with counselling.
- The American members of the world renowned Federal Bureau of Investigation (FBI) are to give training course to the SAPS on tactics that they employ in their country.

5.7 CONCLUSION

The success of tourism safety and security is based on planned awareness campaigns, responses capability through enhanced integral involvement by key role players and tourism stakeholders. To position the Sedibeng region to take advantage of the opportunities of the 2010 Fifa Soccer World Cup is to:

- Regenerate the towns and townships.
- Expanding tourism sector
- Developing small and emerging business especially in the tourism and hospitality sector.

The development of for instance the soccer potential of the young people, the improvement of the infrastructure for a safer Sedibeng should be priorities. Once all of these are in place then one can be assured of sustainable development in the SDM.

Further research aspects were identified include the following:

- There is a need for local communities to be mobilised and capacitated for sustainable tourism development. Such a study could shed more light on the nature and extent in the growth and development of the tourism industry.
- There is a need to investigate the way the Local government play its role in tourism as opposed to the private sector.

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ANNEXURE A

COMMUNITY SAFETY



Sedibeng District Municipality
P.O. Box 471
Vereeniging
1930
Republic of South Africa
Tel: +27 (016) 450-3235
Cell: 082 805 7966
Fax: +27 (016) 422-5735
Peterk@sedibeng.gov.za

COMMUNITY SAFETY

TO: ALL SAFETY TASK TEAM MEMBERS

ATTENTION: JOSEPH LETWABA

ROAD SAFETY

Sir/Madam

RE : COMMUNITY SAFETY TASK TEAM MEETING

This notice serves to invite and inform you about the 2010 safety and security meeting that will be held as follows:

Date : 27 August 2008

Venue: Greenroom–Civic Theatre

Time : 10:00

AGENDA

1. Opening and Welcome
2. Attendance and Apologies
3. Previous minutes
4. Matters arising from the previous minutes
5. Presentation of the 2010 Safety and Security Plan
6. Date of the next meeting
7. Closure

Please confirm your attendance with **Mosele/Vuyi** at 016 450 3228.

Kind Regard,

Signed by:

SHABIR LAING

MANAGER: COMMUNITY SAFETY

ANNEXURE B

QUESTIONNAIRE FOR SOUTH AFRICAN POLICE SERVICE (SAPS); STATION COMMISSIONERS AND OFFICIALS IN SEDIBENG DISTRICT MUNICIPALITY

**QUESTIONNAIRE FOR SOUTH AFRICAN POLICE SERVICE (SAPS); STATION
COMMISSIONERS AND OFFICIALS IN SEDIBENG DISTRICT MUNICIPALITY**

Instructions

- You are requested to participate in this research survey and express your opinion about the crime situation in Sedibeng District Municipality and measures that can be employed to curb this scourge
- The survey is **Strictly Confidential**; Kindly do not put your name on the questionnaire
- Please answer all questions
- Be open and honest

Please make an X in the appropriate block:

To what extent do you agree/disagree with the following statements?	Strongly agree	Agree	Strongly Disagree	Disagree
1. The Safety and Security Policy clearly sets out goals and objectives.				
2. We have a Safety and Security plan based on an analysis of the risks to tourists in our area of operation.				
3. We have a good coordination to carry out our Safety and Security Policy with other stakeholders.				
4. We include local tourism businessmen in discussions of Safety and Security policy and plan.				
5. We provide Safety and Security information to the tour operators.				

To what extent do you agree/disagree with the following statements?	Strongly agree	Agree	Strongly Disagree	Disagree
6. We have a multilingual brochure for visitors with the most pertinent Safety and Security tips.				
7. We have formed tourism Policy Council for our area.				
8. Crime does impact heavily on tourism.				
9. Employing more staff will ease tension in our Sedibeng District Municipality.				
10. Stipulated Safety and Security Policies is implement able.				

ANNEXURE C

QUESTIONNAIRE FOR SEDIBENG CLUSTER PLANNING, ECONOMIC AND TOURISM DEVELOPMENT MANAGEMENT AND OFFICIALS

QUESTIONNAIRE FOR SEDIBENG CLUSTER PLANNING, ECONOMIC AND TOURISM DEVELOPMENT MANAGEMENT AND OFFICIALS

Instructions:

- You are requested to participate in this research survey and express your opinion about the crime situation in Sedibeng District Municipality and the measures that can be employed to curb this scourge.
- The survey is **Strictly Confidential**; Kindly do not put your name on the questionnaire.
- Please answer all questions.
- Be open and honest.

SECTION A

DEMOGRAPHIC INFORMATION

Please make an X in the appropriate block:

Gender:

Female	Male
--------	------

Race:

African	Indian	White	Coloured	Other
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Age:

25 & younger	26-30	31-35	36-40	41-45	46 & older
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Job level:

1-3	4-6	7-10	11-13	13-16	HOD
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SECTION B

In the following section some general statements about crime and violence against tourism as well as its importance in South Africa and Sedibeng District Municipality in particular will be presented to you. Please view this as an opportunity to express your true feelings, attitudes and perceptions about them by using the supplied key. (Range from strongly disagree to not applicable). Please **answer all the questions.**

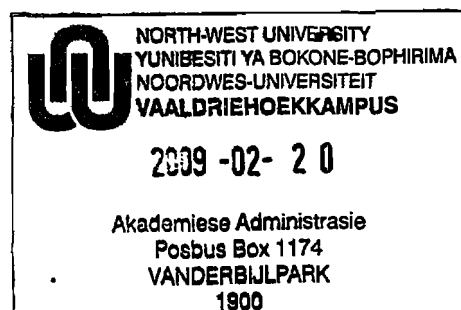
Please make an X in the appropriate block:

a) The feasibility of tourism in SDM		Strongly Disagree	Disagree	Agree	Strongly agree	Not applicable
1.	There are adequate resources for tourism					
2.	There are potential tourist markets that can be attracted to the community					
3.	Tourism is needed to attain economic development					
4.	The cost of improving access to the area and developing local infrastructure for tourism is justified					
5.	There is possible competition from existing or potential tourism projects in neighbouring communities					
b) Safety and Security						
6.	We have safety and security policy which clearly sets out goals and objectives					
7.	We have formed a Tourism Policy Council for our destination					

		Strongly Disagree	Disagree	Agree	Strongly agree	Not applicable
8.	We have a safety and security plan based on an analysis of the risks to tourists at our destination					
9.	We include local businessmen in discussions of our safety and security policy and plan					
10.	We have a good coordination among appropriate stakeholders to work together to ensure the safety and security of all tourists					
11.	We provide safety and security information to the tour operators for our destination					
12.	We have a multilingual brochure for visitors with the most pertinent safety and security tips					

ANNEXURE D

QUESTIONNAIRE FOR MANAGERS OF SEDIBENG'S MAJOR HOTELS (EMERALD AND RIVIERA ON VAAL HOTEL & COUNTRY CLUB)



**QUESTIONNAIRE FOR MANAGERS OF SEDIBENG'S MAJOR HOTELS
(EMERALD AND RIVIERA ON VAAL HOTEL & COUNTRY CLUB)**

Instructions

- You are requested to participate in this research survey and express your opinion about the crime situation in Sedibeng District Municipality and measures that can be employed to curb this scourge
- The survey is **Strictly Confidential**; Kindly do not put your name on the questionnaire
- Please answer all questions
- Be open and honest

1. Since crime is a major problem against tourists, how best do you ensure that visitor's safety is guaranteed?

2. In your opinion, what are the causes of increased hotel insecurity?

3. Do you provide safety and security information to the tourists?

YES	NO
-----	----

4. Do you have a multilingual brochure for visitors with the most pertinent safety and Security tips?

YES	NO
-----	----

5. In your opinion, what strategies do you think the government can employ to ensure safety and security for our visitors?

6. What is the importance of having a visitor or guest satisfaction survey?

ANNEXURE E

QUESTIONNAIRE FOR TOURISTS

QUESTIONNAIRE FOR TOURISTS

Instructions

1. You are requested to participate in this research survey and express your opinion about the crime situation in this country (SA) and the measures that can be put in place to curb this scourge
2. The survey is **Strictly Confidential**; Kindly do not put your name on the questionnaire
3. Please answer all questions
4. Be open and honest

1. In your own opinion, do you feel safe and secure in this country as a visitor?

YES	NO
-----	----

2. If the answer is NO, what do you think can be done to ensure your safety?

3. Do you normally receive brochures regarding safety and security tips from any of the hotels, B & Bs etc.?

YES	NO
-----	----

4. Is policing sufficiently visible in this country?

YES	NO
-----	----

5. Have you ever been mugged, robbed of your items since your visits in various destinations in this country?

YES	NO
-----	----

6. If the answer is YES, where in particular?

THANKS VERY MUCH FOR YOUR PARTICIPATION MAY GOD BLESS YOU !