

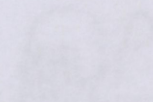
**DECLARATION**  
**AN ASSESSMENT OF THE POTENTIAL FOR SUSTAINABLE COMMUNITY  
TOURISM DEVELOPMENT IN THE VILLAGES AFFECTED BY THE  
NANDONI DAM**

**BY**

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**DISSERTATION SUBMITTED IN FULFILLMENT OF THE REQUIREMENTS FOR  
THE DEGREE OF MASTERS IN BUSINESS MANAGEMENT**

Signature:   
Date: 08/01/2012

**IN THE**

**SCHOOL OF MANAGEMENT SCIENCES**

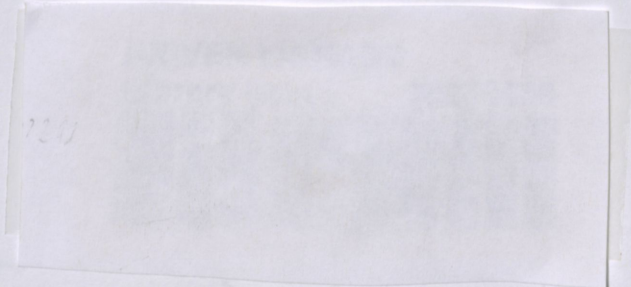
**AT**

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**JANUARY 2012**

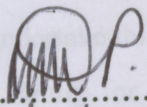
**SUPERVISOR: PROFESSOR: J.P SPENCER**

**CO-SUPERVISOR: MISS T. NETHENGWE**



## DECLARATION

I would like to express my innermost gratitude to the following people who have assisted me  
I, Manavhela Pfarelo, declare that **AN ASSESSMENT OF THE POTENTIAL FOR SUSTAINABLE COMMUNITY TOURISM DEVELOPMENT IN THE VILLAGES AFFECTED BY THE NANDONI DAM** is my original work both in conception and execution. I further declare that all the sources that have been used or quoted have been duly acknowledged by means of complete references. This work has not been submitted for any other degree at any other institution of higher education.

Signature  .....

Date 04/10/2012 .....

It should be understood and accepted that all the assumptions, arguments and conclusion coming out of this research study are mine. I take full responsibility for them. None of the above-mentioned and acknowledged persons and organisations should take any portion of the responsibility.

## ACKNOWLEDGEMENTS

I would like to express my innermost gratitude to the following people who have assisted me towards completing this study:

- My supervisor, Professor John Spencer, former Head of Department: Tourism and Hospitality Management (University of Venda) and my co-supervisor and Head of Department: Tourism and Hospitality Management, Miss T Nethengwe, for encouraging me, guiding and criticizing my work, thus spurring me on towards the completion of this research project.
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- My family for their patience, understanding, support and encouragement when all my attention was focused on the research project.
- Finally, my innermost thanks go to the Almighty God for making me what I am.

It should be understood and accepted that all the assumptions, arguments and conclusion coming out of this research study are mine. I take full responsibility for them. None of the above-mentioned and acknowledged persons and organisations should take any portion of the responsibility.

## ABSTRACT

Community participation in tourism developments at Nandoni Dam forms an integral part of the government objectives for the tourism industry, which are *inter alia*, to build a world class tourism industry, and to integrate historically disadvantaged people into the mainstream of the tourism industry. The purpose of this investigation was to analyse the potential for sustainable community tourism development in the rural areas of the Limpopo Province, in terms of community engagement/involvement in tourism development, preservation and conservation of natural sites, and tourism awareness, in order to make recommendations to sustain the development of tourism and improve service quality, with special reference to the Nandoni Dam. The following objectives were set for this study:

- To determine the level of community involvement in tourism development at Nandoni Dam.
- To determine the level of understanding of environmental conservation of the area affected by the Dam.
- To determine the level of tourism awareness among the Ha-mutoti, Ha-budeli and Dididi communities at the study area.
- To identify the key problems affecting the development of tourism projects in the study area.

The results from the survey indicate that there are a number of local people who really want to get involved in tourism business ventures, such as traditional dancers at the Dam site; sell fruit and vegetables; braai meat at the picnic area; being a professional fisherman; traditional craft work; become cleaners, and so forth. At the present moment Nandoni Dam's community involvement in tourism development in the site does not exist at all. There is **no** community participation at any level of development at the Dam site. Problems seem to be more prominent than benefits that were promised at the first stage of the Dam development. Some of the problems identified are:

- The lack of jobs at Nandoni Dam.
- No improvement in the general infrastructure.

- The lack of tourism awareness has been identified as one major contributing factor that hinders community participation in tourism development, as well as the breakdown of communications between the villagers of Ha-mutoti, Ha-budeli and Dididi, and the Chief, including the Dam management.

Some of the recommendations that emerged from the study include the following:

- Tourism awareness campaigns are needed for the Nandoni Dam community.
- Community members interested in establishing any tourism projects must be encouraged and supported by all stakeholders.
- Local educational institutions, government departments that deal with tourism and conservation, forestry, transport departments, and local authorities should become more efficiently engaged as important players at the local level. The capability of these official agencies for facilitating participatory processes needs to be built up. Systems of feedback, to enable appropriate policy decisions and strategic planning at higher levels needs to be put in place

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UNIVEN University of Venda

WCED World Commission on Environment and Development

WTO World Tourism Organization

WTTC World Travel & Tourism Council

## LIST OF ACRONYMS AND ABBREVIATIONS

CBT	Community Based Tourism
CTD	Community Tourism Development
DEAT	Department of Environmental Affairs and Tourism
DWAF	Department of Water Affairs and Forestry
ECI	Employment Cost Index
ETS	Eco-Tourism Society
FOA	Food Organization Authority
GDP	Gross Domestic Product
GLADS	Guide for Local Authorities for the Development of Sustainable Tourism
IHA	International Hydropower Association
NGO	Non Governmental Organization
NWTPB	North West Tourism and Parks Board
PRLC	Project for Recovery of Life and Culture
SCT	Sustainable Community Tourism
TWP	Tourism White Paper
UNIVEN	University of Venda
WCED	World Commission on Environment and Development
WTO	World Tourism Organization
WTTC	World Travel & Tourism Council

## CHAPTER 1

### BACKGROUND AND INTRODUCTION

#### 1.1 Introduction

Since the tourist industry became increasingly important to communities around the world, the need to develop sustainable tourism has also become a primary concern. Efforts to make tourism a more sustainable option have been focusing increasingly on a community development approach. But an analysis of the differences between traditional community economic development and community tourism development clearly shows that tourism continues to be driven by levels of government rather than community interests (Department of Environmental Affairs and Tourism (DEAT), 1996).

Dam ecosystems are complex and perform several natural functions important to living creatures, including people. A dam ecosystem includes not only the dam itself, but also the land around the river. A dam and surrounding land provides wide ranges of habitat for fauna and flora, fish, birds, and other wildlife. Dams change in character along the length of their courses, changing the types of habitat the dam provides. The land surrounding dams provides diverse habitats, including wetlands, grasslands and woodlands. These lands also link dam ecosystems with upland ecosystems. Dams are important to people for many reasons, including fishing, swimming, boating, and bird watching.

**Nandoni Dam** (previously known as the **Mutoti Dam**) is situated along the Luvuvhu River (Nandoni means "the iron smelting ovens"). It is situated at the villages of Ha-mutoti and Habudeli just a few kilometres from Thohoyandou in the district of Vhembe in the Limpopo Province. The river follows a course along the southern edge of the Zoutpansberg mountain range, and eventually joins the Limpopo River in the far northern corner of the Kruger National Park on the border between South Africa, Zimbabwe and Mozambique, (Department of Water Affairs, South Africa. 2005).

The Dam's structure is designed to hold back the natural flow of a river - profoundly affecting the river ecosystems and people's interactions with the river. When a dam is built, the river's water rises behind the dam wall, flooding the land behind the dam that is a lower elevation than the crest of the dam. Impoundment is a general term for a body of water, regardless of size, formed by damming a river.

According to Koch (1993:28), rural areas in South Africa have always remained poor, impoverished, underdeveloped and less inhabited. Orford (2004:13) informs us that rural communities in South Africa are a great concern with regard to tourism development. The communities around Nandoni Dam seem neglected and endure great poverty and deprivation. Poverty appears to be deepening in rural areas and some form of development and financial aid is urgently needed for rural communities (Orford, 2004:10). One possible answer lies in empowerment and participatory community development projects (Allen and Brennan, 2004: 39), including rural-base tourism.

According to the World Travel and Tourism Council (WTTC) (2004), world tourism receipts reached approximately \$929.9 billion by the end of 2011, with tourism generating trillions of the world's gross domestic product (GDP); 15.8% of the world's total. Because of its ability to create income, taxes, hard currency and jobs, tourism has made a significant contribution to the economies of many communities around the world (Sirakaya, Jamal, and Choi, 2001).

However, although tourism has brought economic benefits, it has also significantly contributed to environmental degradation, negative social and cultural impacts, and habitat fragmentation. Tourism, and unplanned growth, has damaged the natural and socio – cultural environments of many tourism destinations. (Mowforth and Munt, 1998). These undesirable side – effects have led to a growing concern for the conservation and preservation of natural resources, human well-being and the long-term economic viability of communities, (Akis, Peristianis, and Warner, 1996). As decision-makers became increasingly aware of the drawbacks of mass tourism, they searched for alternative tourism planning, management and development options. As a result, notions of sustainable economic development (sustainability), in rural-based tourism, emerged as an alternative. The World Commission on Environment and Development (WCED) defined

sustainable development as development that “meets the needs of the present without compromising the ability of future generations to meet their own needs” (WCED, 1987:43).

## 1.2 Identification of key concepts

For the purpose of this study definitions are used to ensure that the meanings of the terms used in the study are fully understood. The following important terms are identified:

### 1.2.1 Tourism

According to Lubbe (2003) and Hohnholz (1994), tourism is described by various authors as being an activity, as comprising interrelated systems, and as an industry. Tourism as an activity includes all temporary travel, for whatever purpose, which results in one or more nights being spent away from places of work and home (DEAT, 1996). Tourism as a number of interrelated systems includes “tourism and the associated services that are provided and utilized (facilities, attractions, transportation and accommodation) to aid in their movement” (Funnel, 1999:4). Tourism as an industry “is described as a multifaceted environment-dependent development industry utilizing the natural and built environment for its particular economic value” (Hattingh, 1994b:3).

### 1.2.2 Sustainable tourism

Sustainable tourism is defined as any development that meets the needs of the present tourist and host regions while protecting and enhancing opportunities for the future. It is envisaged as leading to the management of all resources in such a way that economic, social and aesthetic needs can be fulfilled while maintaining cultural integrity, essential ecological process, biological diversity and life support systems, according to the World Tourism Organisation (WTO), 1990.

### 1.2.3 Local community participation

For the purpose of this study local community participation embraces giving the local people more opportunities to participate effectively in development activities, empowering people to mobilize their own capacities, be social actors rather than passive subjects, manage their resources, make decisions and control the activities that affect their lives.

#### 1.2.4 Community based tourism

The terms community-based tourism and community-based ecotourism are used interchangeably in this study. The North West Tourism and Parks Board (NWTPB) definition is employed. It defines community-based tourism as the ownership of tourism assets and enterprises, either wholly or in part, by the local community. Successful community-based tourism requires that communities are capacitated or empowered to participate meaningfully in the mainstream (formal) tourism economy (NWTPB, 2003). The community-based tourism concept offers great potential for improving the lives of the local community and their opportunities for survival without eroding the environment base on which they depend (NWTPB, 2003). Economic data alone does not adequately reflect the benefits of the productive utilization of natural resources by local communities (Hall and Brown, 2000). Moreover, a solely economic approach does not record the environmental and social costs that may be associated with economic production in ecotourism destinations.

#### 1.2.5 Rural tourism

Rural tourism comprises the multi-faceted activities that take place in an environment outside urban areas. It is an industrial sector characterized by small scale and scattered tourism businesses, set in areas where agricultural pursuits and forestry predominate in land use. The range of tourism products includes rural attractions, rural adventure and nature-based tours, country towns, rural resorts, farm stays, and other styles of rural accommodation, cultural festivals and events, arts and heritage, and agricultural education (Mafunzwaini, 2003). Rural tourism brings together natural and cultural tourism products but differs from nature-based tourism in the sense that it includes the cultural or traditional heritage, as well as the local people themselves, as part of tourism's focus (Mafunzwaini, 2003).

#### 1.2.6 Nature-based tourism

Nature-based tourism by definition describes a niche within ecotourism, and caters specifically for tourists who are searching for encounters with wildlife within some form of protected area. It can and does also contain certain elements of ecotourism and rural tourism, such as local

community involvement. According to Valentine (1983:108), nature-based tourism encompasses “tourism primarily concerned with the direct enjoyment of some phenomenon of nature”.

#### 1.2.7. Eco-tourism

Eco-tourism denotes an enlightening, participatory travel experience, in environments both natural and cultural, that ensures the sustainable use, at an appropriate level, of environmental resources and that, while producing valuable economic opportunities for the tourism industry and host communities, make use of resources through conservation, and is beneficial to all role players (Hattingh, 1994a).

#### 1.2.8 Eco-cultural tourism

Eco-cultural tourism preserves endangered cultural resources. It offers a tangible reason to preserve a traditional way of life, including how people eat and dress, and what they believe. It allows communities to follow their traditional way of existence without changing their location or adapting to foreign ways of working and living (Anon, 2003).

#### 1.2.9 Goals for sustainable community tourism (SCT)

Sustainable development for community tourism should aim to improve the resident’s quality of life by optimizing local economic benefits; by protecting the natural and built environment and providing a high quality experience for visitors, (Bramwell and Lane, 1993). Sustainable community tourism guidelines should reflect these goals.

SCT should provide a long-term economic link between destination communities and industries. It should also minimize the negative effects of tourism on the natural environment, and improve the socio-cultural well-being of the destination communities. Community stakeholders, including governments, tourists, hosts, tour operators and other tourist-related businesses must assume the ethical responsibilities and code of conduct (Funnell, 1999). Decision-making and development processes require multi-stakeholder involvement at all levels of planning and policy-making, bringing together governments, NGOs, residents, industry and professionals in a partnership that should determine the amount and kind of tourism that a community wants.

Community managers and planners need to provide educational information and programs (e.g. workshops) to residents (around Nandoni Dam), visitors, industry and other stakeholders in order to raise public and political awareness of the planning and conservation of community tourism resources, (Sirakaya et al., 2001). Stakeholders must develop systems that can monitor and adjust planning and destination management.

### 1.3 Rural tourism

Tourism, according to van Harssel (1994:2), is regarded as the business of attracting visitors and catering towards their needs and expectations. The Department of Environmental Affairs and Tourism (1996:4) regards tourism, as well as travel, for whatever purpose that results in one or more nights away from home. Tourism comprises activities of persons travelling to, and staying in, places outside their usual environment, which consists of a certain area around their residence together with all other places they have visited (Smith, 1989). Tourism has for a long time been a major theme for research by geographers in order for the industry to stay competitive. With tourism as an underlying feature for rural development, rural areas have also become an important topic for researchers.

The researcher's interest in the development of rural areas is not only limited to the resource base of these areas, but also as a multi-faceted environment capable of accommodating a wide range of uses, such as the demand and supply of agriculture, recreation and tourism (Getz and Page, 1997). Natural resources are the basic materials and resources that are produced through the earth's natural processes and systems (Hoogervorst, 2000:65) and includes the planet's air, water and land, nutrients, minerals and resources in the soil, wild and domesticated plants and animals, and the entire range of natural systems.

Rural tourism occurs in the countryside or in small non-urban settlements and is made up of ecological elements 'referred to as eco-tourism' as well as cultural and traditional elements presents in the rural areas (Reid: 1991). Shaw and Williams (1994: 223) see rural areas as idylls to which to escape from the pressure of modern urban-industrial life to rekindle the human spirit. Harrison (1991:11) regards rural tourism as the actualization of a deeply felt need of high quality life in the countryside. Williams (1975:124) associates rural areas as tourism destinations with

qualities which are absent from urban life. Patmore (1983:124) describes rural areas as a wilderness that offers restorative and psychological reward to one who is stressed from urban life. According to Katz and Kirkby (1991:266), rural tourism has a strong influence on rural communities in terms of development. Rural tourism is fundamentally based on some form of natural resources and as such nature-base tourism (eco-tourism) a sub-set of tourism, is touted as a solution to the problem of rural-underdevelopment (Viljoen and Naicker, 2000).

Eco-tourism is defined by The International Eco-Tourism Society (2006) as responsible travel to natural areas that conserve the environment and improve the well-being of local people. Theobald (1994:261) believes that eco-tourism is the main component of tourism in rural areas. Eco-tourism has a wealth of natural attractions in developing countries. It includes the natural environments such as fauna and flora, the geographical landscape, rivers, valleys, lakes, dams and the total ecosystem.

#### **1.4 Problem statement**

The study will use the Nandoni Dam project to identify the possible sustainable tourism. Most rural communities in South Africa and in the Limpopo Province in particular, rely on subsistence farming, or depend on their families or on government grants to sustain a living. Therefore, there is a need for these communities to improve their sources of income and their social and economic standing. The people of Ha-mutoti and Ha-budeli villages need to develop their skills, given opportunities, and to utilize the available resources in their area to improve their livelihood. *Tourism, empowerment and participation of rural communities in tourism ventures, such as the Nandoni Dam project, could be a potential driver for rural community tourism development.*

4. Identify the key problems affecting the development of tourism project in the study area.

The purpose of this investigation is to analyse the potential of sustainable community tourism development in the rural areas of the Limpopo Province, in terms of community engagement/involvement in tourism development, preservation and conservation of natural sites, and tourism awareness, in order to make recommendations to sustain the development of tourism and improve service quality, with special reference to the communities around the Nandoni Dam.

In order to reach the above objectives the following research questions should be answered:

## 1.5 Hypotheses

The following hypotheses are postulated:

- Sustainable tourism has a high level of *community participation*.
- Sustainable tourism has a positive impact on *local community economic development*.
- Sustainable tourism has a positive impact on *conservation and preservation*.

## 1.6 Main objectives

Tourism is probably the most competitive industry in the world. In essence, every destination is competing with other destinations elsewhere. With intensifying competition for international tourist's money, the marketing strategies of national tourism organisations are taking on added significance.

The study will use the Nandoni Dam project to identify the possible sustainable tourism development of the rural areas served by the Dam. The main objectives are:

1. Determine the level of community involvement in tourism development at Nandoni Dam.
2. Determine the level of understanding of environmental conservation of the area affected by the Dam.
3. Determine the level of tourism awareness among the Ha-mutoti, Ha-budeli and Dididi communities at the study area.
4. Identify the key problems affecting the development of tourism project in the study area.

There is a need to create tourism awareness of these rural communities around Nandoni Dam, and to investigate if these communities are open to the possibility of alternative means of achieving a better way of life from the Dam.

In order to reach the above objectives the following research questions should be answered:

1. Whether communities realize the potential of the Dam for work creation?
2. How communities feel about their relocation, and their future in tourism activities at the Dam.
3. Is there any community tourism existing around the Nandoni Dam?
4. How the people of Nandoni feel about preserving their natural environment?
5. What are the potential benefits of community tourism to local communities adjacent to the Nandoni Dam?

### **1.7 Rational and motivation for the research**

Early tourism development had given little consideration to natural resource limitations, impacts on wildlife and indigenous cultures. The human environment and development had been largely ignored. Within the process of globalisation local communities' participation and nature conservation are threatened and often overlooked.

The first step in deciding on conducting research is to identify a researchable problem that requires an enquiring mind, which seeks facts, which can then be synthesized into accurate and logical conclusions. The discourse of empowerment and participation in rural development rests on the assumption that people are themselves able to bridge the gap between poverty and a high level of development, (Gidden, 1999:264). The challenges of rural development are immense, but the revitalization of the rural economy is a key to a better way of life for rural communities, (May 1998:15). Community tourism development and participation is regarded as one of the most crucial factors in the development goals of rural communities, (Wells and Brandon, 1992:118).

In the communities of Ha-mutoti and Ha-budeli most people do not have access to basic services such as electricity, water and sanitation, and social, and health services, leaving the communities excluded and marginalized, while Nandoni Dam could provide more for them. The exclusions had contributed towards the identification of an assessment of the potential for sustainable community tourism development in rural communities around the Nandoni Dam, and for undertaking this research.

If tourism is to be sustainable, it must improve the lives of the local peoples, protect their environment and health, and offer a better future. In many instances tourism can be seen as a vehicle to empower local communities and protect the environment through the development of new employment opportunities, the enhancement of local economies, preservation of indigenous knowledge and practices, public awareness, and education.

Sustainable tourism could create positive opportunities for community development in remote areas. The business sector could also choose sustainable tourism over other more polluting ventures, such as noise and air pollution. Long and short term development plans should be developed so that tourism and its benefits are spread within the area. To develop tourism in a sustainable manner, it is necessary to define optimal tourism destinations in local areas and regions, ensuring enjoyment for the tourist and minimum impact or disruption for the environment and local communities.

Complex and broad-based local community involvement in tourism development requires targeted investment strategies implemented by local decision-makers. These strategies do not exist in many, especially rural, areas and therefore the development of tourism is not planned. Tourism investments are too often imposed from the outside, and the potential for sustainable forms of tourism is weakened. Alternatives to mass tourism, e.g. cultural and eco-tourism, can be influential in changing the nature of tourism. Tourism can benefit both tourists and local communities, and allow for two-way interaction and education.

#### 1.7.1 Problems with dam development and sustainable tourism development

Too often, the benefits of dams had been less than those that were promised, and produced adverse effects far greater than anticipated. In many cases, impacts on the environment and on people displaced by dam developments have been far worse than project proponents had stated. Often, economic benefits took place far from the dam site, while local communities, indigenous peoples, and other vulnerable groups are forced into worse living conditions than before the development.

Many dams have failed to deliver the electrical and water control or distribution benefits which were promised, and on the basis of which the project received approval. The Nandoni Dam

development is a case in point. As a result, projected economic advantages and financial returns have not been achieved. Dams drastically affect aquatic and terrestrial components of ecosystems by cutting off the downstream flow of a river from its source, and inundating areas that were previously occupied by humans and animals.

Nandoni Dam is a large body of water surrounded by the communities of Ha-mutoti, Didi and

1.7.2 Nandoni Dam can provide the following benefits to the communities surrounding it.

Maria road, approximately 16 kilometers east of the town of Phohoyandou. The Dam, and its

Dams are usually built for one or more of the following engineering and socio-economic purposes:

Kruger National Park. Figures 1.1 to 1.3 give an overview of the Dam. The Lavuyhu River follows a

course along the southern edge of the Kruger National Park, on the border between South Africa,

River in the north-western corner of the Kruger National Park, on the border between South Africa, Zimbabwe and Mozambique.

The surrounding area is predominantly African, predominantly Vhavenda, speaking

communities. These communities are limited to those three commodities of Ha-mutoti, Didi and Ha-mutoti surrounding the Dam. The specific study field is approximately 5 square

kilometers. The study area, and most of them appear to be extremely

overlooking the Nandoni Dam. There are

are

These

and flows, the Dam, the wetlands, and the bush or unused space.

- To store water for irrigation of farmland, to improve crop yields and increase the security of food supply.
- To hold back water during times of high river flow to prevent flooding downstream and for releasing during low-flow periods.
- To generate electricity for domestic and industrial uses, and/or for export to obtain income from foreign sources. Electric power is essential for industrial development and to raise community standards of living.

Additional benefits of dams can potentially include:

- Rural electrification and development.
- Job creation during dam construction and in subsequent industrial and community development.
- Expansion of social services and improved infrastructure in the region served by the dam, for example schools, hospitals, and roads.
- Fishing and recreational potential of reservoirs.

Benefits such as these have made substantial contribution to many countries, but there are many examples of dams (e.g. Mutale, Vaal) that have not delivered the technical or financial performance expected, or the predicted economic benefits, especially compared with alternative courses of action which could have been taken. Again, the Nandoni Dam has not realised its

potential for economic development, job creation, or community upliftment, not to mention tourism potential.

Source: Adapted from Department of Water Affairs Annual News Journal 2006, Page 3

### 1.8 Study area

Nandoni Dam is a large body of water surrounded by the communities of Ha-mutoti, Dididi and Ha-budeli rural settlements, situated in the Limpopo Province of South Africa, along the Phunda Maria road, approximately 16 kilometers east of the town of Thohoyandou. The Dam, and its settlements, can be viewed from the Phunda Maria road connecting Thohoyandou and the Kruger National Park. Figures 1.1 to 1.3 give an overview of the Dam. The Luvuvhu River follows a course along the southern edge of the Zoutpansberg Mountains and eventually joins the Limpopo River in the far northern corner of the Kruger National Park, on the border between South Africa, Zimbabwe and Mozambique.

The settlements at Nandoni Dam consist of African, predominantly Vhavenda, speaking communities. Judging from the appearance of low cost and traditional homes and the way of life, these communities appear to have a poor socio-economic background. Subsistence farming is the dominant economic activity. The study area is limited to these three communities of Ha-mutoti, Dididi and Ha-budeli surrounding the Dam. The specific study field is approximately 5 square kilometres in area, and is situated on the south facing slope overlooking the Nandoni Dam. There are about 400 households in this particular study area, and most of them appear to be extremely poor, and neglected. There is an abundance of natural resources readily available for tourism. These include the fauna and flora, the Dam, the wetlands, and the bush or unused space.

Surface area 1,570 hectares (3,900 acres)

Coordinates 22°59'20"S 30°36'27"E / /

Table 1.1 The Nandoni Dam details

Source: Adapted from Department of Water Affairs Annual News Journal. 2006. Page 3


<b>NANDONI DAM</b>	
<b>Official name</b>	Nandoni Dam
<b>Impounds</b>	Luvuvhu River
<b>Locale</b>	Limpopo, South Africa
<b>Length of wall</b>	2,215 metres (7,267 ft)
<b>Height of wall</b>	47 metres (154 ft)
<b>Opening date</b>	2004
<b>Maintained by</b>	Department of Water Affairs and Forestry
<b>Reservoir information</b>	
<b>Creates</b>	Nandoni Dam Reservoir
<b>Capacity</b>	166,100,000 cubic metres ( $5.87 \times 10^9$ cu ft)
<b>Surface area</b>	1,570 hectares (3,900 acres)
<b><u>Coordinates</u></b>	 <a href="#">22°59'20"S30°36'27"E / /</a>



Figure 1.1 Nandoni Dam base

This is where the Dam water flows when its overflowing. Its main purpose is to supply water for domestic use. The areas and communities that will benefit are the urban areas of Makhado and Thohoyandou and the rural communities in the northern part of the Limpopo. It has a net storage capacity of 164 million cubic metres.



Figure 1.3 Overview of Nandoni Dam

This Dam also helps to control floods. It is built across a river that has a history of flooding, holding back waters in a man-made lake. The water is then released through floodgates at a

regular pace so it does not overflow the rivers below the dam. However, this does not always



Figure 1.2 Luvuvhu river

The above picture shows the Luvuvhu River flowing to the Nandoni Dam.



Figure 1.3 Overview of Nandoni Dam

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regular pace so it does not overflow the rivers below the dam. However, this does not always happen.

## 1.9 Methodology

In order to achieve the stated main objectives, data had to be obtained from the community living around the Nandoni Dam area. To obtain the required data a questionnaire was designed around the different objectives. Since it was not possible to collect data from all the households in the settlements, an appropriate sample size had to be determined. According to Schaller (1992:66) large samples enable researchers to draw more accurate conclusions and make more accurate predictions. In order to make the sample free of bias and as representative of the larger population (Kitchin and Tale 2000:54) the most appropriate sample to be used in the survey had to be determined. The researcher decided to use a sample of 100 participants. The larger the sample, however, the more confidence one can place on the statistics derived from it (Kitchin and Tale 2000:59). A sample of 100 households out of population of 400 households would therefore be sufficient to undertake research. The technique most suitable would be simple convenience sampling. According to Kitchin and Tale (2000:55), a simple convenience is a sample size of  $n$  elements selected from a sampling frame without replacement, such that every possible member of the population had a chance of being selected. The study area lacks the required infrastructure such as post boxes and street addresses, or any other feature that could assist fieldworkers in identifying households for sampling. For this study the researcher and fieldworkers obtained the necessary permission from the local Chief, to interview conveniently selected person on roads, at homes, at the Dam Site and at shops in the research area.

Fieldworkers obtained data from the selected households through questionnaires. Any person, either male or female who was present at the time of the survey and who acted as part of the household was required to fill in the questionnaires. Data was collected based on all three objectives identified in the project; *community engagement in tourism development, preservation and conservation of natural resource (more importantly the Dam), and tourism awareness*. Information on the resources for tourism was gathered through observation and inspection of the study area. These observations were made on the natural resources such as rivers, fauna and

flora, and human attributes such as curio stalls and the economic impact this would have on the area, which is referred to as human resources or human capital.

### **1.10 Problems experienced during the research**

Accessibility to some households or to respondents became a problem because the study area lacked proper motor vehicle access. There is very little access in the form of roads to individual respondents in the study area and certain households/respondents were quite a distance away from the main road. This created a problem as it hindered access for the fieldworkers to many households. Fieldworkers had to park a car in a safe spot and follow pathways to respondents making data collection cumbersome. There were instances when fieldworkers had to return to respondents to complete the tasks because the respondents were not home. However, these problems were largely overcome through support and co-operation from the respondents.

Certain women were reluctant to partake in the questionnaire survey in the absence of their husbands. Fieldworkers were told that it was inappropriate to do anything without the husband's consent and /or in his absence. However, their decision was respected hence they were not coerced to do anything improper.

Despite these problems encountered by the research team, data collection was successfully completed.

### **1.11 Organisation of the dissertation**

This dissertation consists of five chapters. This first chapter is an introductory section and provides the basis for an overview of the main issues to be discussed in the dissertation. The statement of the problem, motivation for research, objectives of the study, study area, rural tourism, and lastly organization of the dissertation formed the basis of this chapter.

Chapter 2 provides the literature review and opinions on tourism related research. These issues pertain to the general overview of tourism and how it relates to an assessment of potential for rural areas to tourism development. Most of the literature concentrates on South Africa, and the Vhembe District in the Limpopo Province, with a focus on an assessment of potential for

sustainable community tourism development in rural areas of Limpopo, with special reference to the Nandoni Dam.

## LITERATURE REVIEW

Chapter 3 is concerned with the main instrument used for data gathering. The questionnaire design and sampling method are described as well as the method used in the data collection process.

Chapter 4 deals with the analysis and interpretation of data.

Chapter 5 concludes the dissertation with the inclusion of recommendations and conclusions.

According to Strydom, De Vos and Fouche (1998:64) a literature study is aimed at contributing to the understanding of the problem that has to be solved. The researcher has to have a thorough knowledge of the literature under review in order to conduct research. In the case of undertaking and executing a research project, a literature study is essential because it provides a substantially better insight into dimensions and complexities of the problem. It also equips the investigator with a complete and thorough justification for the subsequent steps, as well as with a sense of importance of the undertaking, demonstrates the underlying assumptions behind the general research questions, and finally, it refines and redefines the research questions.

### 2.2 Concepts in tourism development

Van Harsseel (1994:7) regards tourism as the business of attracting visitors and catering towards their needs and expectations. He purports that the common element in all definitions of tourism is that the tourist is synonymous with travelers. Today, the terms tourism and travel have become almost interchangeable. Tourism therefore connotes the act of travelling and also refers to that industry that is developed to service that activity. Tourism also connotes the ability of people to escape from everyday surroundings and routine. Tourism is generally conceived as being 'play' not work. It is supposed to renew us from the regular work-a-day world. People therefore attach a symbolism to the link between staying and travelling.

According to the Department of Environmental Affairs and Tourism (1996:4) tourism is all travel for whatever purpose that results in one or more nights being spent away from home. Tourism comprises the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and any other purpose. The usual environment of a person consists of certain areas around his/her place of residence

## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 Introduction

According to Strydom, De Vos and Fouche (1998:64) a literature study is aimed at contributing towards a clearer understating of the nature and meaning of the problem that has to been identified. Researchers need to have a thorough background knowledge of the phenomena under review in order to conduct research. In the case of undertaking and executing a research project, a literature study is essential because it provides a substantially better insight into dimensions and complexities of the problem. It also equips the investigator with a complete and thorough justification for the subsequent steps, as well as with a sense of importance of the undertaking, demonstrates the underlying assumptions behind the general research questions, and finally, it refines and redefines the research questions.

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plus all other places he/she frequently visits during his or her normal everyday activities (Smith, 1989:2).

There are as many definitions of tourism as there are studies about it. According to the recommendation of the World Tourism Organisation (WTO, 1993), tourism is the activities of persons travelling to, and staying in, places outside their usual environment for not more than one consecutive year for leisure, business and other purposes. Usual environment in this definition refers to the movements excluding the routine trips within the daily-used area and frequent regular trips between home and workplace. Additionally, the use of the WTO's broad definition makes it possible to describe tourism between countries as well as tourism within a country or region, urban or rural.

Accordingly "tourism refers to all activities of visitors including both overnight visitors and same day visitors". The usual environment is usually defined as the person's home, place of work and study, or other regularly (and frequently) visited places. Travel and staying at a second home or a free-time residence is included in tourism as far as they fulfill the criteria for travel outside one's usual environment. Other visitors who cannot be defined as visitors on the grounds given are excluded from tourism statistics (WTO, 1993), (e.g. refugees and migrant workers).

Therefore 'visitors' can be broken down into two main groups:

- International visitors, who travel to another country that is not their usual environment. International visitors can be further divided into those staying overnight and same-day visitors.
- Domestic visitors travel within the borders of their country of residence. Domestic visitors can also be further divided into those staying overnight and same-day visitors. (World Tourism Organization, 2002).

With reference to tourism it can be divided into three main groups in the following classification:

- Domestic tourism, which is defined as including travelling by persons permanently resident but outside their usual environment,

- Inbound tourism, which is defined as including travelling by persons permanently resident outside their usual environment.
- Outbound tourism, which is defined as including travelling by persons outside their usual environment. (World Tourism Organisation, 2002).

According to Tezcan (2004) such groups can be categorized as:

- Internal tourism: comprises domestic and inbound tourism,
- National tourism: comprises domestic and outbound tourism, and
- International tourism: includes inbound and outbound tourism activities.

### 2.3 Community based tourism

Levi and Litwin (1986:25) regard community participation as the creation of a democratic system and procedure to enable community members to become actively involved, and to take responsibility for their own development, to share equally in the fruits of community development, and to improve their decision-making powers. Community participation provides a sense of belonging or identity, a commitment to common norms, a willingness to take responsibility for oneself and others, and a readiness to share and interact.

Empowerment means enabling poor communities to build their capacity, and the confidence to succeed, at development in an effective and sustainable manner. The approach is learning by doing and building one's capacity through experience (Thwala, 2004:18). He also goes into defining community participation as a process through which stakeholders influence and share control over development initiatives, and the decisions and resources which affect them. The objective of community participation is to build individual skills and community solidarity using a concrete project such as the development of a tourism destination in rural areas; the Nandoni Dam initiative.

Culpan's (1987) model for Community Based Tourism (CBT) explained community-based tourism in rural areas as the community's participation in the design and decision-making process, and the management and administration of tourism. The main objective according to this model was to involve people in the process of their own development and give them more

opportunities to participate effectively in the development activities. According to Ceballos-Lascurain (1989:27) communities possess immense natural and cultural knowledge of their local rural environment. With some basic training they could become entrepreneurs of tourism projects in these environments.

Community-based tourism (CBT) is a community development tool that strengthens the ability of rural communities to manage tourism resources while ensuring the local community's participation. CBT can help the local community to generate income, diversify the local economy, preserve culture, conserve the environment and provide educational opportunities. It requires a long-term approach and aims to maximise the benefits for the local community, and to limit the negative impacts of tourism on the community and their environmental resources. This is relevant to the study of Nandoni Dam.

## **2.4 Community participation in tourism development**

Community participation is regarded as an important tool for successful tourism development. Community participation is one of the domains of community capacity-building. It is one of the mechanisms to empower people to take part in community development. Community participation is an essential part of community development and one of the factors in the community capacity building process, which allows involvement of people in the different stages of decision making (Aref and Ma'rof, 2008; Bozlul, 1994). Increased community participation is a means to achieve community capacity to resolve community problems (Lasker, Weiss, and Miller, 2001). In tourism development many look at community participation as a way of equitable distribution of the benefits of tourism development for all members of local communities (Bozlul, 1994). The World Bank recognized the lack of community participation as a reason for failure of many community development attempts in developing countries (World Bank, 1993). Meanwhile there is a close relation between decentralization and participation. Without a decentralized administrative system, participation of local people is meaningless (Parker, 1995). It should be noted that communities' participation often means the involvement of people or community's with the government or state.

Without community participation, there are obviously no partnerships, no developments, and no programs. Hence lack of community participation in the decision to implement tourism development can lead to failure in community development, as is probably the case with the Nandoni Dam.

Table 2: Types of Community Participation in Tourism Development

Levels	Types	Characteristics
Genuine Participation	Empowerment	Local people may directly contact explorer-tourists and develop tourism by themselves (Dewar, 1999; Choguill, 1996; Pretty, 1995). Local people have control over all development without any external force or influence (Choguill, 1996; Dewar, 1999).
Symbolic Participation	Partnership Interaction Consultation	There are some degrees of local influence in the tourism development process (Arnstein, 1969). People have greater involvement in this level. The rights of local people are recognized and accepted in practice at local level (Pretty, 1995). People are consulted in several ways, e.g. involved in community's meeting or even public hearings. Developers may accept some contribution from the locals that benefits their project (Arnstein, 1969).
Non-Participation	Informing Manipulation	People are told about tourism development programs, which have been decided already, in the community. The developers run the projects without any listening to local people's opinions (Arnstein, 1969). Tourism development is generally developed by some powerful individuals, or government, without any discussion with the people (Arnstein, 1969).

Source: Adapted from Leksakundilok, 2006

These are some of the ways that the communities of Ha-mutoti, Ha-budeli and Dididi could have exercised their involvement and participation at the Nandoni Dam development. Community participation is an important domain of community capacity building for tourism development. Community participation also presents a challenge to tourism development, as it often requires an investment of time and energy to build the community capacity to understand and respond to a given tourism problem.

### 2.4.1 Contemporary Views on Community Participation

None of that which has been discussed thus far is anything new. Indeed, many public sector organisations are keen, and have a democratic need, to ensure that communities are consulted and involved in development, but the reality of participation is often far from conceptual ideas and best practice guidelines. Public meetings and consultation events do not equate to the true ethos of community participation in planning processes, and are about asking rather than involving community members.

Shaw and Williams (2004:182) suggest that tourism should be run with the involvement and consent of local communities, which of course links directly with the ideas of community participation, being in a position to share profits 'fairly' with the local community, and involving communities rather than individuals.

However, the following should be carefully noted with regard to community participation:

- These altruistic aims are limited by factors discussed by Beech and Chadwick (2006:349). These summarily include:
- Nature of politics and degree of political literacy and understanding.
- Nature of tourism and tourism issues.
- Perception of tourism and history of involvement in tourism, and
- Attitudes of the media.

Other points cited by Beech and Chadwick are those proposed by Murphy (1985:77) which suggests additional barriers to community participation:

- Apathy amongst citizens.
- Cost in relation to time and money.
- Decision-making takes longer with community involvement.
- Ensuring fair opportunities for representation from the whole community, and
- Lack of understanding of complex planning issues and processes.

These points perhaps differentiate what is understood by participation with the notion of leadership in the community, where ideas and projects take a more bottom-up approach, instead of top-down, where partnerships between public sector organisations, communities and the private sector work together. Some of these barriers are also discussed by Mathieson and Wall (2006:307), identifying *“that communities are not homogenous, there are uneven power distributions, a multiplicity of stakeholders that are involved, different degrees of experience and tourism, a lack of desire to be involved ... a political and administrative history ... that is not conducive to such processes”*. Again, we can associate these views with the development of, and communities at, the Nandoni Dam site.

For any community participation to be effective Shaw and Williams (2004:182) highlight that it is essential to integrate “local community needs and ways of life with tourism developments to avoid the problems and conflicts associated with erosion of local cultures” These ideals of community tourism “are increasingly part of the state and NGO agenda’s billed under ‘community tourism’ or sustainable tourism”. At this point the research has come full circle, from looking at the origins of community involvement in tourism set in the context of sustainability, to a recognisably different aspect of tourism management which contributes to sustainability, and giving consideration throughout to the different stakeholder groups, both of which are lacking in the development of the Nandoni Dam project.

### **Community-based sustainable tourism in Mae Hong Son, Northern Thailand**

Thullen, Nelson, Cade and Sartoris (2000:9) state that Thailand’s rich historical, cultural and natural attractions have contributed to the development of mass tourism, which has had both positive and negative effects on development. Small-scale tourism development projects that are community-based, focused on an ethnic group at a remote location, and involving NGOs are less well known. For three years, a community-based sustainable tourism project had been implemented at the ethnic Karen Village of Baan Huay Hee in the northwestern Thai province of Mae Hong Son. The project had been carried out with the help of a small NGO, the Project for Recovery of Life and Culture (PRLC). The aims had been to (1) improve the overall quality of village people’s lives; (2) preserve and reinforce the importance of Karen culture; (3) empower villagers to make their own decisions about their way of life; and (4) contribute to the

conservation of natural resources and the environment (Thullen et al., 2000). All the objectives of this study are similar to those of the Nandoni Dam study as expressed on page 8 above.

Thullen et al., (2000:10) continue by indicating that the concept of community-based sustainable tourism (CBST) was developed as a way to overcome or minimize negative effects of tourism in a remote, rural area. CBST was developed as a form of tourism aimed at empowering local communities to be self-reliant, use a group process for local decision-making, support people's human rights and capabilities, and help people raise incomes and improve standards of living on their own terms. Local knowledge, community participation, support for local capabilities and cultural exchange with tourists would help to sustain both cultural and natural resources. The villagers of the communities surrounding the Nandoni Dam, therefore, must find a way to cooperate with visitors to the Dam site.

## **2.5 Tourism awareness**

Tourism is one of the world's fastest growing industries, and in Limpopo it ranks as one of the Tourism planning is a necessary condition to achieve the goals of community tourism development, (Gunn, 1994). Furthermore, as Murphy (1985, 2-12) emphasized, residents are willing to participate in decision-making processes for their community's current and future development. Accordingly, communities can help proper planning by ensuring that all participants in the planning process are well informed about pertinent issues: providing residents with complete and relevant information, and fostering directed learning are two ways of achieving this.

Education and training programs for visitors and other stakeholders are also a crucial tool for delivering accurate interpretations and information about a destination (Nandoni Dam). The primary objectives of education are to increase visitor and other stakeholder awareness of the fragile nature of local community environment, both man-made and natural (i.e. code of conduct /ethics), and changes in their behavior and attitude. Therefore, before visiting Nandoni Dam, tourists should understand the culture, society and nature of the destination through self-education learning materials.

Education and awareness programmes need to be addressed by both the professional sector (i.e. the manager of the tourism business) and the general public, and should inform them about the direct and indirect impacts of tourism, the negative impacts that tourism can influence on global and local issues, the immediate and long-term issues, and good practices in the area. The private sector, and especially tour operators, could provide information more widely to their clients and tourists - about sustainable tourism issues, encourage them to conserve, avoid negative impacts on biodiversity and cultural heritage, to respect national legislation of the visited area, as well as traditions of local communities.

Education and awareness-raising is also required at all levels of government. This should include processes for increasing mutual understanding between relevant ministries, including joint and innovative approaches for dealing with tourism and environmental issues. It is also quite important to raise awareness within the academic sector responsible for training and research on issues regarding sustainable tourism.

Tourism is one of the world's fastest growing industries, and in Limpopo it ranks as one of the Province's most important sources of employment and revenue, (Department of Tourism and Environmental Affairs, 2008). Tourism awareness programmes have to be conducted with a view to educating communities about the importance of tourism and its social, cultural, political and economic values at schools, communities, and at the destination itself.

McNealy and Thorsell (1989:37) claim that education and interpretation is central to eco-tourism and provides a means through which tourists can actively learn about the environment and the cultures they visit. Interpretation serves to awaken the public awareness of the Dams' purpose and strives to develop a concern for protection. The programme should educate visitors and the community to appreciate what the protected area means to the province and the nation. Tourism awareness can, therefore, be an effective management tool in tourism because it can educate visitors about the impact that they could have on the natural resources and on the host community, and thus foster preferred behavior. In this way the tourism awareness programme is an important consideration for this study because it can assist managers of local tourist products in controlling the impact that visitors could have upon the host communities and the destination itself.

The programme can empower local communities by giving them a sense of pride in, and awareness of, the importance of their natural resources and control over their own development. The sustainability of tourism depends upon its acceptance and support by the local communities. Community involvement in all aspects of planning, development and management is the key strategy to ensure sustainability socially, environmentally and economically (Stevens, 1992).

## **2.6 Environmental management of tourism development**

Tourism plays an important role in economic development at community, regional, national, and global levels by using natural resources and environments as key physical inputs. In making use of the environment and natural resources, the negative impacts have to be minimized to assure sustainable use, as well as generate enough tourism revenue to reinvest a certain portion of funds. There investment should aim at enhancing the quality of the resources, and build the management capacity at various levels.

There is a complex relationship between tourism and the environment, such that tourism has inevitable and important environmental impacts, including resource use, consumption, waste, pollution and effects from tourism-related transport. At the same time, beaches, mountains, rivers, forests and diverse flora and fauna make the environment a basic resource that the tourism industry needs in order to thrive and grow. While the viability of tourism could be threatened by negative environmental impacts, tourism could also contribute significantly to environmental protection. This shows that tourism and the environment are interrelated and interdependent in complex ways, and together they could provide a sustainable economic base for development. In light of these observations, tourism policy-makers, managers and planners must address the issues of environmental management of tourism development in a sustainable manner. The communities of Nandoni Dam need to learn about environmental management of tourism development, so that they will have a better understanding of the relation between tourism and the environment, and so carve a niche business area for themselves.

## 2.7 Guiding principles for local authorities in planning for sustainable tourism development

Tourism planning is carried out at various levels, but at the local community level it includes sub-regions, cities, towns, villages, resorts, rural areas and some specific tourist attractions. Planning at the local level includes comprehensive tourism area plans, urban tourism plans, and land-use planning for tourist facilities and areas of attraction. Special tourism programmes such as eco-tourism and village- and rural-tourism, are carried out at the local level. Research, education and training for tourism normally take place at the local level, as well as some tourism marketing, provision of information services and other management functions. The local level can also involve site planning, which refers to the specific location of structures and facilities based on a land use plan.

The WTO (1998) had stated that local authorities responsible for counties, districts, cities, towns, villages, rural areas and attraction sites were becoming increasingly more involved in developing and managing many aspects of tourism. This is in line with trends towards decentralization as governments give more responsibility to local authorities. It also reflects the trends in emphasis on community involvement in tourism through participation in tourism planning and related development processes.

Recognising the importance of local level tourism development, the WTO in 1998 produced a “Guide for Local Planners” that was revised and entitled “Guide for Local Authorities for the Development of Sustainable Tourism”. The WTO had defined sustainable tourism development as meeting the needs of present tourists and host regions while protecting and enhancing opportunities for the future. Sustainable tourism development required management of all resources to fulfill economic, social and aesthetic needs while maintaining cultural integrity, essential ecological processes, and biological diversity and life support systems. This is something that needs to be applied at the Nandoni Dam development site. This will also help the host communities to understand the relationship between them and the visitors to the Dam site.

## 2.8 Environmental impacts of large dams

The environmental impacts associated with large dams are well documented, and there has been an increased emphasis on the social and economic effects of these environmental impacts in South Africa. These impacts vary in extent and gravity, but it should be stressed that the impacts of large dams are often basin-wide.

Dams disconnect rivers from their floodplains and wetlands and reduce the speed at which water flows in rivers. They impact on the migratory patterns of fish, and flood riparian habitats, such as waterfalls, rapids, riverbanks and wetlands (Dynesius and Nilsson, 1994). These habitats are essential feeding and breeding areas for many aquatic and terrestrial species and they contribute significantly to maintaining other ecosystem services, such as water purification. Dams also affect the migratory patterns of fish, even if fish ladders are installed, as these are only effective as a mitigation measure for a limited number of species, such as salmon.

By slowing the movement of water, dams prevent the natural downstream movement of sediment to deltas, estuaries, flooded forests, wetlands, and inland seas, affecting species composition and productivity. Coastal fisheries, for example, depend on upstream inputs to replenish nutrients. After the Aswan High Dam was built on the Nile River, the supply of phosphate and silicate to the coastal area was reduced to 4% and 18% respectively of pre-dam conditions. This drop in nutrients, combined with increased salinity in the delta because of a reduction in the Nile outflow and overfishing, reduced the productivity of the coastal fisheries significantly (International Hydropower Association, 2002:77).

Sediment retention can also interfere with dam operations and shorten their intended life-spans. In the United States, about two cubic kilometres of reservoir storage capacity is lost through sediment retention each year, at a cost of US\$819 million annually (Voprosmarty, Sharma, Fekete, Copeland, Holden, Marble and Lough 1997). Sedimentation remains an unresolved problem associated with dam management and operation, a challenge acknowledged by the energy and dam industries (International Hydropower Association, 2002).

Water retention by dams eliminates or reduces summer runoff or flood pulses that often play a critical role in maintaining downstream riparian and wetland ecosystems. When dams interrupt these pulses, riparian and wetland habitats and associated species are lost (Abramovitz, 1996). Dam operations also influence water quality. Older dams, for instance, tend to release water that is stored at the bottom of the reservoir, which is typically colder and adversely affects species adapted to warmer temperatures. Changes in levels of dissolved oxygen and nutrients also impact on downstream fish species. The artificial timing and volume of releases from large dams plays a role as well because they rarely replicate the natural flooding cycles of the natural river system.

Finally, water and sediment retention affect water quality and the waste processing capacity of rivers (the ability to break down organic pollutants). The slow-moving water in reservoirs is stratified into layers instead of being well mixed, with the bottom waters of the reservoir often depleted of oxygen. These oxygen-starved waters can produce toxic hydrogen sulphide gas that degrades water quality. In addition, oxygen-depleted waters released from dams have a reduced capacity to process waste for up to 100 kilometres downstream, because the waste-processing ability of river water depends directly on its level of dissolved oxygen (Revenga, Brunner, Henninger, Kassem and Payne, 2000). It should also be noted that impacts are not limited to those of the dam itself but are also caused by its associated infrastructures such as access roads to the construction site, power transmission lines or irrigation canals. Dams are often part of regional development plans where many dams are placed within the same basin or where water is transferred from 'water rich' basins to basins with water scarcity. The increasingly large scale of these inter-basin water transfers causes serious environmental problems.

All of these impacts have led to an unprecedented loss of freshwater biodiversity and decreased the capacity of aquatic eco-systems to produce goods and services upon which people depend. Although it is not possible at the moment to determine the relative impacts of dams, as compared to agriculture or urban development, of the Nandoni Dam project, it is clear that dams and associated infrastructure such as canals and irrigation schemes make a major contribution to the degradation of freshwater eco-systems which is currently possibly happening at Nandoni Dam.

## 2.9 Conservation and preservation of natural attractions

Those who are concerned with protecting the environment often misuse the words conservation and preservation. These two terms are often confused and are used to mean the same thing, although differences exist. Conservation is the sustainable use and management of natural resources including wildlife, water, air, and earth deposits. Natural resources may be renewable or non-renewable. The conservation of renewable resources like trees involves ensuring that they are not consumed faster than they can be replaced. The conservation of non-renewable resources like fossil fuels involves ensuring that sufficient quantities are maintained for future generations to utilise. Conservation of natural resources usually focuses on the needs and interests of human beings, for example, the biological, economic, cultural and recreational values such resources have. A rain forest for example, contains a wide range of biodiversity, providing food stocks for local populations and a source of timber and medicines for locals and other communities. Conservationists accept that development is necessary for a better future, but only when the changes take place in ways that are not wasteful. What the conservationist opposes is not the harnessing of nature for mankind's progression, but the fact that all too often the environment comes off the worse for wear. At present there does not appear to be any conservation taking place at the Nandoni Dam site.

Preservation, in contrast to conservation, attempts to maintain in their present condition areas of the earth that are so far untouched by humans. This is due to the concern that mankind is encroaching onto the environment at such a rate that many untamed landscapes are being given over to farming, industry, housing, tourism and other human developments, and that we are losing too much of what is 'natural'. Like conservationists, some preservationists support the protection of nature for purely human-centred reasons. Stronger advocates of preservation however, adopt a less human-centred approach to environmental protection, placing a value on nature that does not relate to the needs and interests of human beings. Deep green ecology argues that eco-systems and individual species should be preserved whatever the cost, regardless of their usefulness to humans, and even if their continued existence would prove harmful to us. This follows from the belief that every living thing has a right to exist and should be preserved. What of preserving the Nandoni Dam area?

Conservation as a policy is a long-established approach to environmental protection. In a general sense such a policy may be aiming to achieve the sustainable management of renewable resources such as soil, forests and fisheries. More specifically, conservation policies involve the designation of protected status for landscapes, habitats or individual species; as more of these resources are lost or threatened, the importance of conservation is increased (Tribe, Font, Griffens, Vickery and Yale, 2002).

### 2.9.1 The economic benefits of wildlife tourism in local communities: a case study of Pilanesburg National Park.

The Pilanesburg National Park (PNP) is a large nature reserves in the North West Province of South Africa, and was declared a national park by the former homeland government of Bophuthatswana in 1979. It is located on land that is controlled by Kgosi Pilane. The ownership called for a working relationship between the national government and the tribal authority; one of the agreements reached was that people on the land that was earmarked for the development of the park had to relocate. During the early 1980's relations between the government and the tribal authority reached an impasse. These differences were managed with the formation of the Bakgatla Community Development Organisation (BCDO), allowing for communication between the management of the Park and the rural community of Moruleng. The new birth of the democratic Government in South Africa in 1994 meant the death of the BCDO (Magome and Collinson, 1998).

The economic benefits of wildlife tourism for local communities remains a burning issue at this present time because nature reserves were concerned with conservation management, while ignoring the economic needs of their local communities. Community members, project leaders and business people were interviewed to resolve conservation verses community livelihood issues, which included:

- Establishing how the PNP could economically benefit the local community of Moruleng.
- The role of the Moruleng as a local community in the PNP, since eco-tourism emphasizes economic benefits to local communities.

Job creation and economic empowerment of the local community of Moruleng by the PNP.

Tusun (2000), noting research in Europe, argues that resources and facilities at the local level are not enough to make an impact on the present scale of tourism development particularly at the local level in many developing countries, which is an obstacle to community participation in the tourism development. Due to the limited studies on the topic of economic development and tourism in national parks (Magome and Collinson, 1998), the researcher identified the need for a study on the economic impacts of wildlife tourism in local communities, specifically of the PNP, and the Moruleng community.

The White Paper on the Development and Promotion of Tourism in South Africa (DEAT, 1996) states that tourism industries are willingly excluding local communities from business partnerships. The study was consequently looking at how the management of the Pilanesberg National Park has responded to this issue of exclusion. Furthermore, there was a need for development planners to understand the role of traditional leaders in protected areas in post-apartheid South Africa. The importance of the study was to look at the potential of the tourism industry in promoting the local economy.

The study applied qualitative research methods to achieve its objectives. This implies that literature surveys, interviews and observation had been used as a means of collecting data for this study. An interview had been conducted to gather information at the local communities from the tribal authority, community leaders, and business people. Managers and employers at the PNP were also interviewed. Information from PNP had also been used for the purpose of the study. Information regarding the economic benefits, which had been generated by PNP, had been observed. Another important task in the observation was to look at the availability of infrastructure and services at Moruleng, which could be used to promote the local economy.

Tourism, in certain communities, helps these communities with employment creation and development of small businesses. However, wildlife tourism has included the economic development of local communities in their agenda, since local communities do not enjoy large

benefits from tourism industries; the major benefit usually accruing to the multinational corporations responsible for the infrastructure development.

Wildlife tourism encompasses all forms and scale of tourism that involves the enjoyment of natural areas and wildlife. It is characterized by a wide range of activities, including bird watching, wildlife viewing, photographic and walking safaris, reef diving and trophy hunting. Potential economic benefits of wildlife tourism are foreign exchange revenue, employment creation, the development of small businesses, and the provision of services to the tourism industry by the local people (Roe, Leader-Williams and Dalal-Clayton, 1997). Tourism uses the environment as a public good, which occupies certain localities belonging to a community, from which the community sometimes does not benefit. Buhalis and Fletcher (1995) said that the environmentally unfriendly behavior of the tourism industry often results in the deterioration of the physical and environmental capital of the destination, while it rarely achieves a reasonable return on the social cost generated by using the public natural sources.

McNealy, Thorsell and Ceballos-Lascurain (1992) contend that nature eco-tourism is by far the most profitable use of the land. Eco-tourism tends to have the following socio-economic benefits:

- Employment generation directly in tourism and in management of eco-tourism assets; both on-site and off-site employment may be generated by protected area used by tourism.
- It can lead to the economic growth locally of profitable tourism-related activities, for example, hotels, restaurants, souvenirs, travel services and supporting this tourism industry.
- It can earn foreign exchange, which may be in short supply in a developing country.
- It diversifies the local economy, particularly in such areas where agricultural employment may be sporadic or insufficient.
- It may result in improved transport and communication systems.
- It may result in increased demand for local produce, for example, agricultural products, to service the local tourist industry.

- It encourages productive use of lands which are marginal for agriculture, enabling large tracts of land to remain covered in natural vegetation.
- If adequately conducted, it can provide a self-financing mechanism for the park authorities and consequently serve as a tool for conservation of the national heritage.
- Eco-tourism may also become a vehicle for providing economic support for the preservation of local cultures, through sale by the local community of their culturally inspired handicrafts and performing arts. (McNealy et al., 1992)

Shaw and Williams (1994) maintained that the tourism industry has to recognize the contribution of local communities, customs and lifestyles to make the tourist experience complete, accept that local communities must have an equitable share in the economic benefits of tourism, and furthermore, that tourism industries are guided by the wishes of the local communities and people. These can be achieved for as long as local communities are actively participating in planning and decision-making regarding of the tourism industry.

The researcher holds that the obstacle for using tourism as tools for economic development does not only lie with the management of the PNP, but the huge responsibility lies with the local government and the other spheres of government. The government needs to make eco-tourism part of national and local government strategies, involving local communities and distribution wealth. The researcher also emphasized that the establishment of nature reserves in rural areas did not give rural people, for example, a chance to provide accommodation for tourists; hotels within the park provide accommodation. The researcher believes that local people will not attract tourists for accommodation because they are competing against the professional hotel industry. The tourists are concerned with their own security and comfort. The local people have vacant rooms that are supposed to be used for accommodation of the tourists.

It has been suggested that tourism industries fail to link with the small businesses operating in local areas. Moruleng has taxis that are used as a means of transport and there are people who are letting rooms for accommodation. There are tourism initiatives that have been implemented, for example, the Raserapane Recreation Centre Project, Moruleng Heritage Centre Project, Lebatlane Game Reserve, and the Manyane Craft at Moruleng, for the benefit of the local people.

that there is a need for the involvement of the community members, and not just the tribal

The taxi industry, together with guest houses that were functioning in Moruleng, was identified as small businesses that could be linked to PNP because tourism industries relies heavily on transport and accommodation. The taxi owners maintained that pre 1994 there were music festivals held within the Park, on a quarterly basis throughout the year. This resulted in their businesses booming because they use to carry local people to and from PNP and Moruleng. That has stopped since the dawn of the democratic government. There are no longer any music festivals held in the Park. The interviewees concluded that there are rare opportunities where they are called to ferry school kids of Moruleng touring in the Park. If community members were participating in the development of the park, the music festivals would not have been abolished.

Two owners of quest houses were interviewed. The researcher had observed that houses intended for the accommodation of tourists are not guest houses per se because they do not have any facilities such as kitchen units and beds that could be used by the tourists. The houses were in unhygienic conditions, with no electricity due to a lack of funds. The house owners said that they had never accommodated people touring the Park. Most of the rooms had been vacant for a very long period of time except the few that are hired by people working in the locality.

because they occupy high positions, for example top management of the PNP. The obstacles for community

Another benefit provided to the community was the development of the Raserapane Recreation Project, which was started in 1995 by the PNP Board. The Park, however, builds accommodation facilities next to the Park to accommodate visitors and tourists who might like to sleep over. This of course created a conflict of interests. Tourists from both within and outside South Africa complained about the noise that the local people were making in the area. The Golden Leopard Company operating within the Park took the matter to the Park's management, and a decision was made that the day visitors be relocated somewhere. The Raserapane Project was officially launched in 1996. The Park's management provided a sum of R965 000 to begin the first phase, and handed over the responsibility of completing the next two phases to the local community. Raserapane is a good example of what could happen with projects if community members do not partake in the planning and development. It shows that projects, even if well-intended, can amount to nothing if their planning excludes communities they are aiming to help. Rogerson (1997) said that local communities, and particularly the leadership, are not likely to offer support for a project and programmes that they were excluded from in the planning. This clearly shows

that there is a need for the involvement of the community members, and not just the tribal authority. Unfortunately the community does not support this project because they believe that they were supposed to be involved in decision-making regarding the development of the project.

### 2.10.1 Introduction

Another initiative was the development of the Moruleng Heritage Centre Project, which was launched in 1999 at Moruleng. The project concerned an old school that was converted into the Mphebatho museum. According to the project manager, the Mphebatho museum is a volunteer organisation that has a board of trustees which needs to report to the tribal authority. The project manager said that the PNP was also a reason for the establishment of a museum in this locality, which suggests that the PNP influenced a need for the development of the museum. The museum is still in its infancy stage and therefore it cannot be said to be a failure or success story. The researcher believes that, with the necessary financial and technical assistance from the Park, Mphebatho can generate revenue for the community.

There is a need in the Pilanesberg region to strive for economic development led by tourism for the local communities. Major beneficiaries at the moment are the expatriates because they occupy high positions, for example top management of the PNP. The obstacles for community involvement can only be removed if the local government is committed to the empowerment of the local people. The Park cannot achieve empowerment of the local people since it is driven by the motive of profit making. The Pilanesberg National Park does not promote small businesses operating in Moruleng. The Park has discriminated against the local communities, the reason might be the quality of the products and services they render. The researcher does not blame the Park for employing expatriates for the better paying jobs within the Park and the Park's central administration, because they have the necessary qualifications, skills and knowledge to operate the Park successfully. This affirms his suggestion that tourism industries in rural areas depend on employees from economically viable areas. Local people are mostly doing the menial jobs within the Park and its resorts, because they do not have the necessary qualifications, skills and knowledge. This leaves a tremendous opportunity for the local government and the Park authorities to develop the local community with the necessary skills and experience to operate effectively within the Park environs. The Nandoni Dam project is fast moving in the same direction.

## 2.10 Relocation of communities from the Nandoni Dam site

### 2.10.1 Introduction

Relocation is a process whereby a community's housing, assets, and public infrastructure are rebuilt in another location. Relocation is sometimes perceived to be the best option after a disaster for one or more of the following reasons: people have already been displaced by the disaster; their current location is judged to be uninhabitable; or relocation is considered the best option to reduce vulnerability to the risk of future disasters. In fact, relocation may be appropriate when the disaster is the result of site-specific vulnerabilities. Informal settlements in urban areas, for instance, are often located on sites where topography makes the site's vulnerabilities impossible to mitigate. In rural areas, settlements on fault lines or in flood zones have vulnerabilities that may also be impossible to address. San Francisco, built on an earthquake fault line, is an example.

However, relocation is often not the right solution. Not all risks are site-specific and relocation itself entails numerous risks. Finding adequate sites for relocating disaster-affected communities can be an enormous challenge. Unsuitable new sites can lead to lost livelihoods, lost sense of community and social capital, cultural alienation, poverty, and people abandoning the new sites and returning to the location of their original community. The economic, social, and environmental costs of relocation should be carefully assessed before the decision to relocate is finalized, and other mitigation options should be considered. For instance, sometimes relocating only a portion of an at-risk community may be sufficient. At Nandoni Dam there are still some families at risk or danger who are not yet relocated and this should be taken into consideration to avoid more damage.

Even before the construction of the Nandoni Dam was started it was realized that this would inevitably have a significant impact on the affected local communities. Of particular concern was the need to relocate people living within the Dam basin. Also, there were many graves which had to be relocated as well as archeological sites which had to be identified and explored. But in this

case, a relocation team from the private sector was appointed to deal with these and other negative impacts (Department of Water Affairs and Forestry, 2006).

### 2.10.2 Lack of community participation in decision making with regards to relocation

Consulting the people of a community, involving them in the selection and planning of a site, understanding their needs and values, and gaining insight from local experience and knowledge of the local environment can help reduce relocation risks. Importing outside labour to construct new settlements discourages community participation and deprives members of the community of employment opportunities. A lack of community participation can also hinder the development of a personal sense of ownership or responsibility for the home and settlement, which may lead to feelings of alienation and a prolonged dependency on external aid.

The case study below on the 2004 Indian Ocean tsunami reconstruction in India, describes a time-consuming, but successful, instance where communities took responsibility for selecting relocation sites.

#### **2004 Indian Ocean Tsunami, Nagapattinam, India: A case example**

##### *Finding Land for Relocation through Community Participation*

More than 30 000 families being suddenly rendered homeless is a nightmare under any circumstances. But in a backward district like Nagapattinam, India, it is a disaster—even worse when diverse cultures and livelihood systems are thrown into the mix. Although relocation from vulnerable coastal areas was deemed necessary after the 2004 Indian Ocean tsunami, moving fishing communities whose lifeline is the waterfront was not so easy. Relocation decisions needed to factor in safety, proximity to traditional livelihoods, and safeguarding the community cohesion that remains strong in traditional communities like fishers. The basic tenet of relocation decisions in Nagapattinam was that a hamlet—usually consisting of the same community—would be treated as an indivisible unit. While the decision to proceed in this manner was unanimous, two-thirds of Nagapattinam is below sea level and much available vacant land was considered inappropriate for housing, so the identification of suitable land took nearly six

months. Ten teams of local administration officials searched geographically demarcated areas for appropriate land and initiated negotiations. However, no agreement could be finalized by the local administration until the community approved the land. On some occasions, as many as eight rounds of negotiations with the community were necessary before final approval was won. There were also cases where land was rejected by the community. In one case, where the land was away from the sea front, the local administration agreed to widen the backwater channel to allow boats to be brought to the site. In another case, the community objected to the proximity of the land to a cremation site, so a wall was built to separate the two. In a third case, prime property that had earlier belonged to Tata Steel Rolling Mills was handed over to the community when it was the only property the community could agree on. In all, 364 hectares were bought by the government of Tamil Nadu through negotiation with the land owners at a cost of US\$5 million. The local administration's willingness to be sensitive to the communities' needs may have delayed relocation, but it ensured that citizens were satisfied with their decisions, and their basic right to a dignified life was preserved.

Source: Adapted from Sankar, 2009

### 2.10.3 Guiding principles for relocation

The following guidelines should form the basis for discussions with communities on relocation:

- An effective relocation plan is one that the affected population helps develop and views positively.
- Relocation is not an “either/or” decision; risk may be sufficiently reduced simply by reducing the population of a settlement, rather than by relocating it entirely.
- Relocation is not only about re-housing people, but also about reviving livelihoods and rebuilding the community, the environment, and social capital.
- It is better to create incentives that encourage people to relocate than to force them to leave.
- Relocation should take place as close to the original community as possible, and
- The host community is part of the affected population and should be involved in planning (Sankar, 2009).

In the case of the Nandoni Dam project the developers were supposed to follow such principles in order to satisfy the residents of Ha-budeli, Ha-mutoti and Dididi staying around the Dam site. Participants are doubtful as to whether these guidelines were followed.

## **2.11 Sustainable tourism developments**

### **2.11.1 Introduction to sustainability**

During the past few years the world has become aware of the environmental problems development is causing, e.g. global warming and climate change (Steyn and Spencer, 2011). Significantly, some of these problems are now affecting the entire earth. Air pollution from energy production, transportation and the consumption of natural resources and production of waste, is reducing air quality in many areas, and causing acid rain, global warming and ozone depletion. Governments began to recognise that the level of environmental degradation current practices of economic development were having could not be sustained without significant impacts upon future generations (Steyn and Spencer, 2011).

### **2.11.2 Sustainable development**

In the 1980s, increasing concern about the effects of economic development on health, natural resources and the environment led the United Nations to publish the Brundtland Report. This defined sustainable development as "development which meets the needs of the present without compromising the ability of future generations to meet their own needs". In June 1992, the Rio de Janeiro Earth Summit declared that the right to development must be fulfilled so as to equitably meet developmental and environmental needs of present and future generations. Sustainable development is not just about the environment, but about the economy and our society as well, Brundtland Commission (1987).

Sustainable development encourages the conservation and preservation of natural resources and of the environment, and the management of energy, waste and transportation. Sustainable development is development based on patterns of production and consumption that can be pursued into the future without degrading the human or natural environment. It involves the equitable sharing of the benefits of economic activity across all sections of society, to enhance

the well-being of humans, protect health and alleviate poverty. If sustainable development is to be successful, the attitudes of individuals as well as governments with regard to our current lifestyles and the impact they have on the environment will need to change. [www.ace.mmu.ac.uk/.../Conservation\\_and\\_Preservation.html](http://www.ace.mmu.ac.uk/.../Conservation_and_Preservation.html).

Despite the Government's claims that Nandoni Dam is being developed in compliance with the World Commission on Dams, there was a lack of opportunity for public input into the selection and design of the project. No analysis of the costs and benefits has been publicly disclosed.

In order for tourism to become a sustainable industry, countries, states, regions, and individuals must work with new technology, natural resource management and marketing concepts. So, governments should:

*At national level:*

- Establish/clarify institutional and departmental responsibility for developing outgoing tourism and harmonise institutional interventions.
- Initiate the use of tourism for local economic development by involving all sectors alongside the tourism ministry; to build the capacity to work at the destination level, including product development and effective management of existing destinations.
- Facilitate research grants on sustainable tourism, methodologies, impacts and analysis of good practice; finance pilot schemes to develop 'good practice' and establish systems for ongoing evaluation and monitoring.
- Establish sustainable tourism policies and regulations, ensuring responsibly zoned development; natural and cultural heritage and resource conservation and protection.
- Review land ownership in potential tourism areas and where possible transfer ownership to local communities and provide the necessary training for them.
- Include the perspective of local and indigenous communities into local and national sustainable development strategies.
- Increase funding for local NGOs to enable them to engage in a dialogue on tourism.
- Support public education programmes which encourage responsible consumption, natural resource use, environmental protection and local culture conservation.

- Give priority to investment suggestions to create funds to help tour operators improve their technical capacity for sustainable tourism development and create funds to develop recreational facilities for the public.
- Encourage local banks and other lending institutions to set up regional investment funding programmes, including micro-credit programmes, and
- Create Regional Tourism Boards, fully staffed, to help in planning, promoting, regulating, and expanding sustainable tourism; initiate special marketing programmes by local governments and Tourism Boards, in which local tourism programmes will be advertised in the media; initiate programmes to improve the management of ecotourism in protected areas; set up training programmes for guides, tour operators, marketers. ([www.info.gov.za/whitepapers/1996/tourism](http://www.info.gov.za/whitepapers/1996/tourism))

*At local level:*

- Harmonise laws on tourism including regulations, fee standards, licensing, so that they will be more favourable to sustainable tourism in the region.
- Ensure that tourism development is in line with Local Agenda 21 priorities and land-use plans and that the public can participate in local and regional decision making.
- Regulate tourism to ensure that profits benefit local people and conservation efforts.
- Develop and support programmes to revitalise the diverse aspects of local cultures. ([www.info.gov.za/whitepapers/1996/tourism](http://www.info.gov.za/whitepapers/1996/tourism))

*The tourism industry should:*

- Reduce financial leakage and support local economies by buying food and resources locally, develop long-term partnerships with local operators, businesses and suppliers; train and hire local staff and contract with local businesses, promote management opportunities for women; prefer accommodations owned, built and staffed by local people, promote locally made handicrafts and traditional products.
- Encourage clients to study and understand their destinations, respect local cultures and co-ordinate visits with local communities, authorities and women's organisations, being

The aware of and sensitive to local customary laws, regulations and traditions, respect historical heritage and scientific sites, and

- Educate staff to avoid negative environmental and cultural impacts and create incentive schemes to promote sustainable behaviour. ([www.info.gov.za](http://www.info.gov.za) / whitepapers / 1996 / tourism)

*NGOs should:*

### 3.12 Conclusion

- Initiate stakeholder dialogue on community involvement in tourism development, recognising social and gender divisions in communities.
- Promote consultation processes in tourism planning, involving local communities.
- Launch educational and awareness programmes on tourism for local communities, support and promote history research and museums.
- Promote the respect for indigenous peoples and local communities' self-determination, autonomy and social and cultural integrity.
- Strengthen their efforts to empower disenfranchised groups (in particular women) to become involved in local tourism planning and management.
- Develop participatory programmes to support the integrity of local cultures and economies.
- Support the sustainable resource use and initiate environmental actions on different levels to conserve the environment while the tourism is developing.
- Analyse the experience with sustainable tourism in different parts of the world to disseminate methodology/positive examples of community involvement in tourism, and
- Support the use of traditional knowledge, practices and innovation systems relevant for the conservation and sustainable use of biological resources and promote actions on different levels to eradicate poverty, protect human rights and conserve the environment while working in tourism. ([www.info.gov.za](http://www.info.gov.za) / whitepapers / 1996 / tourism)

*It is doubtful if any of these criteria were considered when planning and developing the Nandoni Dam site. Certainly none appear to be in place now that the Dam construction is complete.*

In chapter 3 we discuss the methodology of data collection, namely, the objectives of the study, as stated on page 8.

The government should communicate with the affected communities in terms of any development that could happen at their environment, in order to avoid any confusion and misunderstanding that could take place during the execution of the planned development. Every party involved needs to be aware of the development, benefits and degree of their participation in the projects to be initiated. Consultation processes in tourism planning should involve local communities, all stakeholders, NGOs, and other tourism ventures around the development site.

## 2.12 Conclusion

The theoretical views and opinions highlighted in this chapter bring to the fore that, without community empowerment and participation in tourism development, any attempt to develop rural areas could be for naught. Many people living in rural areas in South Africa live in abject poverty, and unless something is done to assist these communities who are in need of urgent assistance, their standard of living could continue to deteriorate. To accomplish this there is a need to nurture a sense of willingness and enthusiasm amongst the poor communities to participate in tourism development. They must decide for themselves that it is in their own interests to make changes to their culture, tradition, belief and lifestyle in order to ensure a better way of life. Moreover, the government and municipality also have to give the communities chances to participate in local tourism development projects. Much time is wasted on deliberating on issues and questions posed on rural development. Rural communities would be willing to participate in tourism ventures because they are immersed in nature, but they would need to be educated in the needs of a tourism project for there to be any meaningful participation. They could, therefore, turn to tourism to alleviate themselves from their poor living standards. Peoples of Ha-mutoti, Dididi, and Ha-budeli are the backbone to the success of Nandoni Dam, yet they are neglected. Evidence of community success, however, stems from lessons learnt from projects initiated by community organizations such as Tshakhuma Fruits and Vegetable Market. In the case of Tshakhuma Fruits and Vegetable Market, the community came up with a proposal, and requested different stakeholders, to sponsor them, in order to initiate their own market that would benefit themselves.

In chapter 3 we discuss the methodology of data collection to meet the objectives of the study, as stated on page 8.

## DATA GATHERING

**3.1 Introduction**

There *is* a need to undertake research at Nandoni Dam since the people living around Nandoni Dam are generally concerned about the Dam development, and are in need of assistance to improve their livelihood from the Dam. The study area, like many other rural areas in South Africa, contains many of the natural, build and human resources necessary for tourism, for example the water-body itself, the fauna and flora at the Dam site, and the Vhenda culture. The resources that are readily available to the community of the study area, could be utilized to improve their lives. In this chapter the study area will be described in more detail in terms of its natural resources, and human resources. The collection of data from the community living in the study area will form the basis for this chapter.

**3.2 The study area**

Nandoni Dam is a large body of water, fed by the Luvuvhu River, surrounded by the rural community settlements of Ha-mutoti, Dididi and Ha-budeli, situated in the Limpopo Province of South Africa, along the Phunda Maria road, approximately 16 kilometers east of the town of Thohoyandou. The Dam and its settlement can be viewed from the Phunda Maria road connecting Thohoyandou and the Kruger National Park. Figures 1.1 to 1.3 on pages 14 and 15 give an overview of the Dam, the capacity of which is 166,100,000 cubic metres ( $5.87 \times 10^9$  cu ft). The river follows a course along the southern edge of the Zoutpansberg Mountains and eventually joins the Limpopo River in the far northern corner of the Kruger National Park, on the border between South Africa, Zimbabwe and Mozambique as described on pages one and 12 in the introduction to the study.

**3.3 Data Gathering**

Moss (1988:440) suggests that a detailed description of the data collection procedures for the planned investigation is needed to establish the methodology of this work. This description covers the specific techniques to be employed in the research, the specific measuring instrument

to be utilized and the specific series of activities to be conducted in making the measurements. He adds that when an original measuring instrument is to be constructed, a detailed account of the procedures to be employed in constructing them, their validity and reliability have to be discussed. Finally, any ethical considerations, or any other factors that may result in problems in obtaining access to data, and the steps to be taken to overcome these potential problems, needs to be detailed (Moss, 1988:441).

The discussion and description of the study area provided the foundation for the researcher to decide on the best suitable research design. After careful consideration it was decided that the best way to obtain data to answer the research questions was to draw up a questionnaire to obtain primary data from a survey. The choice of methodological approach for this research was guided by concerns as to how best to address the research problem, objectives and research questions.

### 3.3.1 Questionnaires

The first step in the data collection process was to decide on the type of data collection instrument that was most applicable to answering the research questions. Surveys use questionnaires to generate quantitative data from which statistical information can be calculated (Kitchin and Tale, 2000:49). All of the objectives of this research demanded a quantitative approach, and it was therefore decided to collect data through a survey using closed-ended and open-ended questions. The objectives of the research are as follows:

1. To determine the level of *community involvement* in tourism development at Nandoni Dam.
2. To determine the level of understanding *environmental conservation* of the area affected by the Dam.
3. To determine the level of *tourism awareness* among the Ha-mutoti, Ha-budeli and Dididi communities at the study area, and
4. To identify the key problems affecting the *development of tourism* project in the study area.

The next step was to decide on the type of questionnaires to be used in collecting the data. According to Strydom et al., (1998:152-153) different types of questionnaires can be identified.

A mailed questionnaire, said Grinnell and Williams (1990:216) is an instrument which is sent off by mail in the hope that the respondent will complete and return it. However, this type of questionnaire has its limitations since the cost of postage is high, the non-response rate may be very high, missing data may frequently occur, there may be no control to determine the right person in the household to complete the questionnaire, and only literates may be able to complete the questionnaire, thus negating the advantage of a wide distribution. This method was rejected for the Nandoni Dam survey as the majority of the community has no postal services.

Arkava and Lane (1983:172) suggest the use of a telephonic questionnaire, which has advantages similar to the personal questionnaire. The fieldworker gets an opportunity to explain, literacy is not a requirement and the response rate is high because respondents usually do not refuse easily. The telephone questionnaire has its limitations in that the costs could be high, especially in long distance calls. This form was also rejected as landlines are an absolute luxury in the study area.

In the case of a personal questionnaire, the instrument is handed to the respondent who completes it him/herself, but the researcher is available in case explanations are required. The researcher (or fieldworkers) limits his/her own contribution to the completion of the questionnaire to the absolute minimum. The researcher thus largely remains in the background and can at most encourage the respondent with a few words to continue his/her contribution or lead the respondent back to the subject (Grinnell and Williams, 1990).

The researcher had to decide from these examples of types of questionnaires, which instrument was most applicable for the collection process. Mailed or telephonic questionnaires could not be used due to the poverty of the respondents in the study area, and the lack of postal and telephone services, and it was therefore decided to use door-to-door, and on-street personal contact to complete the questionnaires. The researcher then had to decide on the most appropriate response system to be used in the formulation of the questionnaire. According to McMurtry (1993:168), a variety of response systems or question types exist from which the researcher must select. These include open questions, closed questions, and multiple-choice questions. In the case of open questions, respondents are given the opportunity of writing any answers in the open space provide. Kitchin and Tale (2000:51) add to this definition by stating that in open-ended questions respondents are given no set of possible answers. These authors contend that although this type

of question is generally easier to put into a questionnaire, and avoids the problem of suggesting possible answers to the respondent, it is hard to analyse quantitatively.

Open-ended questions have several limitations in that they lengthen the time of completion, and respondents may be tempted to leave notes incomplete, which decreases the real value of the data obtained from the questionnaire. The time necessary to process the data is also lengthened, and a wide range of responses is difficult to analyze. The process is also expensive, time-consuming and more liable to error (McMurtry, 1993:168).

Finally, the language medium in which the questionnaire has to be designed was of concern to Kitchin and Tale (2000: 49), define a closed questionnaire as one where the respondent is given a set of answers, one of which they must choose as the most representative of their own facts/views. Questionnaire data to be analysed quantitatively are usually generated using what are termed closed-ended questions. These offer the respondent the opportunity of selecting one or more response choices from a number provided. This type of questionnaire is advantageous when a substantial amount of information about a subject exists, and the response options are relatively well known. The degree, frequency and comprehensiveness of a phenomenon can be ascertained quite meaningfully by means of closed-ended questions; these are advantageous in that the result of the investigation can become available fairly quickly; other advantages of closed-ended questions are that respondents understand the meaning of the questions better; questions can be answered within the same framework, and responses can consequently be compared better with one another.

With the use of dichotomous questions, there are only two response possibilities, such as yes/no (Schuerman, 1983:151). Snyman (1984:90) argues that it is usually better to use multiple-choice questions, where three or more response options are offered, with the dichotomous questions included as one response type. The more categories provided, the finer the differences that can be observed. However, the limitation of using these questions is that the researcher should be wary of too many fine divisions because they become less discrete.

The researcher was faced with the decision as to which response system would best be applicable to the research. Since it was expected that most of the people living in the research area were semi-literate or illiterate, open-ended questions, which required a quantitative approach in the

analysis process, was considered not to be the ideal option. The limitations suggested by McMurtry (1993:168) regarding open-ended questions would apply problematically to these communities, and hinder the research process. Multiple-choice questions were also to be avoided due to their consistency. *Despite the disadvantages the researcher decided to use open and closed-ended questions, that could include some dichotomous questions and would be the best applicable response systems for this research, and the responses were within a range decided by the researcher to be the answers for the problem statement.*

Finally, the language medium in which the questionnaire was to be designed was of concern to the researcher. Since the community of the study area was predominantly Vhavenda speaking, this posed a problem, since the questionnaire was prepared in English. However, fieldworkers were well versed in English and Venda to assist in translating and guiding respondents during the survey. Respondents were required to mark a circle around the answer of their choice, and in case of an error they could delete the incorrect answer and encircle the correct choice.

By using a combination of open and closed-questions it was hoped that answers would be obtained promptly and without bias. Questionnaires usually take less time to complete and the relationship between researchers and researched is more formal (Kitchin and Tale, 2000:49). Respondents were required to fill in the questionnaire in the presence of fieldworkers and return the completed questionnaire to the fieldworker. Questions were formal and structured and aimed at generating quantitative data. Personal, face-to-face contact between researchers and respondents has an advantage of accuracy and a high response rate (Kitchin and Tale, 2000: 48).

The questions in the questionnaire were divided into five sections:

- Section one was demography based.
- Section two was based on *community participation* or involvement in tourism, and focused on the creation of *tourism awareness*, and tourism awareness programmes which may be taking place within the communities.
- Section three tackled *conservation and preservations* issues.
- Section four was about *tourism awareness*, and
- Sections five was about general opinions of the public.

### 3.3.2 Sampling and sampling methods

The researcher had to determine what type of sampling frame would be best suitable for the research. The researcher also had to establish the type and number of people for sampling. This meant determining the size of the population and the sample to be derived from the population.

Kitchin and Tale (2000:53) note that the total of all possible participants who display the characteristic the researcher is interested in, is the population. Arkava and Lane (1983:27) contend that a population is derived from the universe, and that a universe refers to all potential subjects who possess the attributes in which the researcher is interested. A sample can be viewed as a subset of measurements drawn from a population in which the researcher is interested. The sample is studied in an effort to understand the population from which it was drawn (Kitchin and Tale, 2000:53; Arkava and Lane, 1983:27). In a quantitative approach to research the researcher is usually interested in making inferences about a population from a sample. Schaller (1992a:66) states that the larger the population, the smaller the percentage of that population the sample needs to be. If the population is relatively small, the sample should be reasonable large. Grinnell and Williams (1990:127) observed that 100 respondents were sufficient to perform basic statistical procedures. The larger the sample, however, the more confidence one can place on the statistics derived from it (Kitchin and Tale, 2000:59). It was therefore decided that a convenience sample of 100 respondents out of the population of approximately 400 households would be sufficient to undertake the research.

The next step was to decide on the best sampling method for the research. Kitchin and Tale (2000:54) argue that there are many sampling methods 'also known as sampling designs' available to collect data, of which two are the most important. The simplest is the systematic sampling. Such a sample involves the systematic selection of cases from a sampling frame. Random sampling on the other hand, is more useful, as it avoids any interviewer/sample bias. According to Kerlinger (1986:110) random sampling means all possible cases or households of a fixed population have the same probability of being selected. Random sampling ensures that each observation has an equal chance of being part of the sample, and as such representative of the population from which is drawn (Baker, Chadwick, Bahr and Albrecht, 1988:54). However, as no data base of residents was available, and the uncertainty of the responses of the

communities, convenience sampling was used; we interviewed persons who were willing to answer the questionnaires.

### 3.4 Population and Sampling size

A sample is a finite part of a statistical population whose properties are studied to gain information about the whole (Webster, 1985). When dealing with people, it can be defined as a set of respondents (people) selected from a larger population for the purpose of a survey. In this research, the researcher conveniently selected 100 respondents in order to get the findings for the project. The sampling size was drawn from the population of approximately 400 households.

### 3.5 Conclusion

An in-depth discussion and description of the study area provided the background for this chapter and determined the type of instrument to be used in the data collection process. The type of questionnaire best suitable for data gathering, and the kind of sample used, was the first step in the actual research process. These two phases in the data collection process involved the drawing up of the questionnaire and the simple convenience sampling method.

In chapter 4 the data collected will be analysed and interpreted, which will form the basis for the recommendations made, and conclusions drawn in chapter 5.

### ANALYSIS AND INTERPRETATION OF RESEARCH DATA

#### 4.1 Introduction

An important component for consideration is the issue of whether a qualitative or quantitative approach would be adopted. According to Mouton and Marais (1990:155) the quantitative approach had the following advantages over the qualitative approach. In a quantitative approach, it is more highly formalized as well as more explicitly controlled. The range is more exactly defined than in the qualitative approach. The quantitative approach is the most important paradigm used in the physical sciences. Reid and Smith (1981:87) added that statistical methods are used to determine associations or differences between variables. These authors contend that analysis proceeds obtaining the statistical breakdown of the distribution of variables. Studies are focused on relatively specific questions, which remain constant throughout the investigation. Data collection procedures and types of measurement were constructed in advance of the study and applied in a standardized manner. Finally, measurement was focused on specific variables that were quantified through rating scales, and frequency counts.

The quantitative paradigm entailed that the analyst broke down data into constituent parts to obtain answers to the research questions. Analysis means the categorizing, ordering, manipulating and summarizing of data to obtain answers to research questions. The purpose of analysis was to reduce data to an intelligible and interpretable form so that the relations of research problems could be studied, and tested, and conclusions drawn. The analysis of research data, however, does not in itself provide the answers to research questions. Interpretation takes the results of analysis, makes inferences pertinent to the research relations studied and draws conclusions about these relations. The researcher, who interprets, must ensure that he will be able to do those things that he intended to do when analyzing and interpreting data (Kerlinger, 1986:125; Babbie, 1990:225).

The quantitative approach to analysis was adopted here considering that data was collected quantitatively using open and closed-ended questions. The literacy level of the community made data gathering for the qualitative approach to analysis difficult. Many respondents are illiterate, making note-taking for the qualitative approach difficult. The quantitative approach, on the other

hand, stimulates responses making it easy and flexible for respondents to arrive at answers. Where statistical methods were used to determine associations or differences between variables (Reid and Smith 1981:87), the process of analysis become easier and accurate.

## 4.2 Data analysis

The data analysis for the assessment of the potential for sustainable community tourism development in rural areas of Limpopo with special reference to Nandoni Dam, is based on the responses to the questionnaires, and is provided in this chapter. There were 80 responses from a distribution of 100 questionnaires. This represented an 80% response rate, or 20% response from the approximately 400 households. This response rate is deemed acceptable to validate the research data. The researcher, together with the field workers, collated the statistical data. Responses to the open- and closed ended questions were recorded and analysed in the general discussion in this chapter.

## 4.3 Format of the questionnaire

A copy of the questionnaire is provided in Appendix A of this report. The questionnaire was divided into five sections, namely:

Section A: The section requested the following demography information of the respondents: gender, age, occupation of respondents, salary range of the local resident, position in the family, and highest qualification of the respondent, as well as the village in which the respondent resided.

Section B: In this section respondents were requested to explain their personal attitudes towards *community participation in tourism development*, more especially in the Nandoni Dam development. Respondents were requested to comment on *economic opportunities* available to them as community members living at or near Nandoni Dam. Respondents were also requested to indicate the *degree of control* they had over the Dam development. A financial incentive for local businesses to enter tourism was another question which respondents were required to answer, as well as the *business opportunities* that community member's thought were available

at the Dam. Respondents were requested to explain if there was any means by which communities surrounding the Dam could benefit from the recently completed project.

Section C: Respondents were requested to complete eight open-ended sentences to give their personal viewpoints on issues such as the *environmental consideration* of the Dam site.

Section D: Respondents were requested to respond to five open-ended sentences to give their personal viewpoints on issues based on the *level of tourism awareness*, in order to see if they understood the tourism industry.

Section E: In this section respondents were requested to give their personal viewpoints on key problems affected the development of tourism projects in the study area.

Table 4.1. Gender of respondents

#### 4.4 Analysis and interpretation of results

##### Section A: Demography

The data analysis was recorded under the five divisions outlined in 4.3 above.

The researcher had found that analyzing the status of the respondents/participants could contribute to a better understanding of the demographic profile of the survey population. The survey, therefore, looked at issues such as:

- Gender, to establish the extent of respondents within the study area as to the employment possibility.
- Age, to obtain an indication of the age and employability of the respondents within the study area.
- Occupation, to establish the status of employment of local citizens surrounding the Nandoni Dam; whether they are employed somewhere else other than in close proximity to the Dam, together with the range of their salaries.
- Position in the family to establish the authority of the respondent to complete the questionnaire, and

- The highest qualification to establish the ability of the respondents to provide meaningful information on the economic and tourism development of Nandoni Dam.

The questionnaire was found to be not really fully representative of the actual situation pertaining to the demographic and socio-economic profile of the communities of Ha-mutoti, Hambudeli and Dididi, but was the most convenient way to understand the demographic and socio-economic background of the participant.

#### 4.4.1 Biographical information

The biographical details obtained from the questionnaire were the following:

Table 4.1. Gender of respondents

	Frequency	Percentage	Valid Percentage	Cumulative Percent
Valid Male	36	45.0	45.0	45.0
Female	44	55.0	55.0	100.0
Total	80	100.0	100.0	

An analysis of the gender of the participants surveyed could contribute to a better understanding of the demographic profile of the study. As can be seen in Table 4.1 from the sample of 80 participant in the study area, there was a small majority of women over men respondents to the questionnaire during the days of the survey. Women comprised 55.0% of the sample. This could be interpreted as women remaining at home, or are unemployed, when the men work.

Table 4.2 Ages

	Frequency	Percentage	Valid Percentage	Cumulative Percent
Valid 20-29	34	42.5	42.5	42.5
30-39	16	20.0	20.0	62.5
40-49	12	25.0	25.0	77.5
50-59	6	7.5	7.5	85.0
Above 60	12	15.0	15.0	100.0
Total	80	100.0	100.0	

The largest number of participants in this project was in the age group between 20 to 29 years of age, at 42.5%. This could indicate that young people were more available within their communities and during the survey; more young people were found at the Dam site than older people. This could also identify a higher unemployment rate among young respondents. The results could also mean that young people seek release from their frustration at the Dam site. Based on the findings it was clear that the older people, between the ages of 50 to 59 years, had possibly little faith in tourism development, due to the fact that they had being sidelined from the first phase of the Dam development.

The Statistics South Africa 2007 findings showed that 70% of the surveyed population (villagers residing at the Dam and visitors to the Dam site during the survey) could read and write. The surveys in the present study reveal that the majority of the people participating in this study are students (32.0% who can read and write), followed by pensioners at 13.3%. More than 80% of the participants surveyed during the study were able to read and write, which indicates that the general literary level is high. This data was surprising since it was inferred through general observation that the literacy was low in the study area. This is in stark contrast with the general belief that the majority of residents in the area are illiterate. Education is usually recognized by the FCI as contributing a means of ensuring employment and thus guaranteeing material security; parents and families have therefore long been committed to the education of their children. The education levels of the communities around the Dam, and individuals who visited the Dam, is very high, while the occupational level of the respondents who participated on the study, is very low. Low levels of employment of graduates or students indicated that local

Table 4.3 Occupation profile of the participants

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Students	24	30.0	32.0	32.0
Pensioner	10	12.5	13.3	45.3
Doctor	1	1.3	1.3	46.7
Nurse	6	7.5	8.0	54.7
Teacher	7	8.8	9.3	64.0
Lecturer	9	11.3	12.0	76.0
Business person	6	7.5	8.0	84.0
Labourer	4	5.0	5.3	89.3
Hawker	6	7.5	8.0	97.3
Unemployed	2	2.5	2.7	100.0
Total	75	93.8	100.0	
No response	5	6.3		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

The *Statistics South Africa 2007* findings showed that 70% of the surveyed population (villagers residing at the Dam and visitors to the Dam site during the survey) could read and write. The surveys in the present study reveal that the majority of the people participating in this study are students (32.0% who can read and write), followed by pensioners at 13.3%. More than 80% of the participants surveyed during the study were able to read and write, which indicates that the general literary level is high. This data was surprising since it was inferred through general observation that the literacy was low in the study area. This is in stark contrast with the general belief that the majority of residents in the area are illiterate. Education is usually recognized by the ECI as contributing a means of ensuring employment and thus guaranteeing material security; parents and families have therefore long been committed to the education of their children. The education levels of the communities around the Dam, and individuals who visited the Dam, is very high, while the occupational level of the respondents who participated on the study, is very low. Low levels of employment of graduates or students indicated that local

communities needed to be involved in any development that could enhance the level of employment of their community members. Only 39 of 75 (about 55%) respondents were employed on a permanent basis. This still leaves the proportion of respondents who were unemployed, and who were seeking permanent employment, very high. The level of employment and occupation has been used in this research to determine the socio-economic status of the three communities living at the Dam site.

Table 4.4 Position in the family

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Father	22	27.5	28.9	28.9
Mother	26	32.5	34.2	63.2
Son / Brother	13	16.3	17.1	80.3
Daughter / Sister	14	17.5	18.4	98.7
Other	1	1.3	1.3	100.0
Total	76	95.0	100.0	
No response	4	5.0		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

The highest numbers of the participants in the family are mothers, at 34%. It is often generally assumed that female-headed households are poorer and more vulnerable than men-headed households (*Statistics South Africa, 2007*). The fact that the majority of the participants during the study were women can be attributed to the following reasons:

- Men have gone elsewhere to look for a better job.
- Lack of employment opportunities in their communities or within the district of Vhembe.

On average, families who completed the questionnaires consist of more than five people and lived in an impoverished socio-economic condition, based on the researcher's personal observation during the survey process. They were underpaid and had little job security. Many women are the head of single-parent households.

On the question relating to the individual and households income in the questionnaire, seven different categories were provided that ranged from R1000 to more than R12000 per month. According to the empirical data (Table 4.5) only 3 respondents (6.3%) indicated that they earned more than R12000 per month. The largest proportion of respondents (35.4%) earned less than R1000 per month. Almost half of the respondents were therefore very low earners. According to Statistic South African (2007) poverty is defined as the number of people living in a household with an income less than the poverty income line. Poverty income varies according to the household size – the larger the household, the higher the income required to keep its members from poverty. According to the 2007 prices, the poverty line reported by Statistics South Africa (2007) indicated that the poverty income levels ranged from R1597 for one individual to R2349 for a household of eight members or more. These statistics support the views that almost half of the people living in this study area earn an income below the breadline. Table 4.5 shows the levels of earnings of the respondents. It is difficult to understand, and determine, the socio-economic conditions of people at the study area, and draw conclusions of their abilities to benefit from economic, or tourism, development at the study site.

Table 4.5 Monthly salary range

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Up to R1000pm	17	21.3	35.4	35.4
R1001 to R1999pm	7	8.8	14.6	50.0
R2000 to R3999pm	2	2.5	4.2	54.2
R4000 to R5999pm	6	7.5	12.5	66.7
R6000 to R8999pm	4	5.0	8.3	75.0
R9000 to R11999pm	5	6.3	10.4	85.4
Above R12000	3	3.8	6.3	91.7
Other	4	5.0	8.3	100.0
Total	48	60.0	100.0	
No response	32	40.0		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

## Section B: Community participation/ involvement in tourism development

In order to establish whether the community was willing to get involved in *tourism business ventures*, the researcher asked questions relevant to their willingness to participate in such ventures. Section B (Annexure A) refers to objective three (community tourism existing at the Dam), and is directed at respondent's 'yes' or 'no' opinions.

Table 4.6 Economic opportunities available at the Nandoni Dam for local communities.

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Picnic	64	80.0	81.0	81.0
Chicken braai	9	11.3	11.4	92.4
Selling fruits, and vegetables	4	5.0	5.1	97.5
Transport	2	2.5	2.5	100.0
Other	79	98.8	100.0	
Total	1	1.3		
No response	80	100.0		
Total				

(\*The difference in these percentage values is due to the 'no response' factor)

With reference to section B, the tourism economic opportunities available to the community members surrounding the Nandoni dam in terms of picnics, chicken braai, selling fruits, meat, vegetables and transport, the responses are tabulated in Table 4.6. The majority of respondents (81.0%) indicated that providing picnicking is the most economical opportunity at the Dam site that could bring much economic benefit to local citizens. In addition nine respondents (11.4%) indicated that community members could also make money from chicken braais. The villagers require free access to the picnic site to braai chickens for tourists and visitors to Nandoni Dam. Only four respondents (5.1%) said that they can make money, to support their families, through selling fruit and vegetables. Two respondents (1.3%) indicated that they could even make an income by providing transport for visitors.

With regards to question two in section B, relating to the degree of control over the Dam development, the majority of the respondents (92.2%) indicated that they have no control, were not consulted or not involved in the planning and development of Nandoni Dam. To them the development of the Dam was a surprise (Table 4.7). Only six respondents (7.8%) indicated that they were aware of developments that were taking place at Nandoni Dam.

Table 4.7 Degree of control the community had over the Nandoni Dam development

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid None	71	88.8	92.2	92.2
Some	6	7.5	7.8	100.0
Total	77	96.3	100.0	
No response	3	3.8		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

Question three in section B was directed at local businessmen to establish whether they had any financial incentive to enter any tourism projects. The respondents were required to respond with a 'yes' or 'no'. Fifty seven (75.0%) responded 'yes' whilst 19 (25.0%) responded 'no' (Table 4.8). Question four in the same section related to business opportunities the local communities thought were available at the Dam. Not one respondent answered this question (Table 4.9).

Table 4.8 Financial incentives for local businesses to enter tourism enterprises

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Yes	57	71.3	75.0	75.0
No	19	23.8	25.0	100.0
Total	76	95.0	100.0	
No response	4	5.0		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

Table 4.9 Business opportunities the communities think are available at the Dam

	Frequency	Percentage
No response	80	100

It is not clear whether the respondents consider that there are no business opportunities at the Dam, or whether they are not interested in conducting business at the Dam, for whatever reason.

### Section C: Conservation and Preservation at the Nandoni Dam site

In this section respondents were requested to give their opinion on the possibility of the Dam site being used to *conserve the natural culture* and Vhavenda culture found in the area.

In questions one and two in this section, respondents were requested to express their opinions towards understanding the term 'conservation'. The findings indicated that the majority of respondents were ignorant about the terms conservation and preservation. It was quite clear that local residents need education on the local tourism industry through awareness campaigns and other educational training that could be initiated within the communities.

Question three related to the Dam infrastructure provoking environmental damage and/or negative social impacts, especially for local communities. The question also required respondents to provide opinions on what to do to avoid negativity. The majority of respondents noted that visitors should not be allowed in close proximity to the Dam waters and they also emphasized that management should appoint security staff charged with security measures. The respondents raised the point that, due to a lack of understanding, some visitors lose their lives (drowning and crocodile attacks), since there are no safety measures at the Dam site.

Questions four tried to establish whether the municipality should be involved in conservation at the Dam site. It was quite clear, based on the observations and respondents opinions, that there was no involvement, and respondents did not know who should be responsible for conservation of the Dam.

With reference to question five in the same section, respondents had to give their opinion on what they considered the purpose of the Dam. The majority of the respondents indicated that they considered the main purpose of Nandoni Dam was to supply water for local communities of

the Vhembe District Municipality. Local residents of the rural villages of Ha-mutoti, Ha-budeli and Dididi complained that they still got no water from the Dam. (This is due to the incorrect pipes being used for water transport).

Regarding questions six, seven and eight respondents were asked how much they paid as an entrance fee to the Dam site, and what happens to the money. The respondents indicated that they pay R15.00 per person, which goes to the Dam management, but they do not understand what the Dam management does with the money, other than pay the staff at the entrance.

#### Section D: Creation of Tourism Awareness

Table 4.10 Learning process that had been undertaken to increase community's knowledge of tourism

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Yes	47	58.8	62.7	62.7
No	28	38.0	37.3	100.0
Total	75	93.8	100.0	
No response	5	6.3		
Total	80	100		

(\*The difference in these percentage values is due to the 'no response' factor)

The question relating to whether there was any learning process that has been undertaken to increase a community's knowledge in terms of tourism awareness programs, the majority of respondents (62.7%) indicated that some environment information and associated challenges that could result from the Dam construction, had filtered through. Only 28 respondents (37.3%) indicated that they were not aware of any tourism awareness programs conducted prior to the development of the Dam area. Respondents are very concerned about environmental matters and the way visitors are dying at the Dam site through ignorance of the dangers.

Section E: General questions

In this section general questions were asked to obtain respondents opinions on different issues relating to their living conditions. Other questions were directed at establishing whether government, or tourism developers, had approached the local communities of Ha-mutoti, Dididi and Ha-budeli to assist them in tourism ventures to improve their living conditions.

Question one in this section referred to the communities' feelings with regard to relocation; the majority of respondents did not appreciate the decision taken by the developers to relocate them, because the benefits (jobs for local residents) were not forthcoming as promised. Other groups of respondents were excited because they received new houses. When respondents were asked whether they had given any thought to the idea of developing their area through community participation in tourism ventures, the majority of respondents said they had never thought of tourism ventures, while a few indicated that they had thought of participating in tourism as a development potential. With regards to question two about dangers and threats that the communities faced, the respondents indicated that there are plenty of threats and dangers, from drowning to being attacked by crocodiles. Some deaths have occurred, especially when home-made canoes capsize, while residents are fishing, or while swimming. Unfortunately, alcohol does play a part in some of these tragedies.

The researcher asserts that, in order to determine what impact communications would have had on other communities in terms of their development, the perceptions of communities living in the study area had to be determined. The study aimed at establishing the kinds of perceptions residents had of other rural communities in terms of development through direct involvement in tourism related businesses.

	Frequency	Percentage	Valid Percentage	Percentage
Valid Yes	33	41.3	41.3	41.3
No	46	57.7	57.7	57.7
Total	79	99.0	99.0	99.0
No response	1	1.3		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

Table 4.11 Interaction between the municipality and local residents about Dam construction

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Yes	46	57.5	58,2	58.2
No	33	41.3	41.8	100.0
Total	79	98.8	100.0	
No response	1	1.3		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

This question was poorly answered indicating that respondents either had little idea as to what discussions should take place, or were simply not interested in the attitudes of other communities. Either way, respondents were non-committal. On a question relating to interactions between the municipality and local communities, the majority of the respondents (58.2%) indicated "yes", that the local municipality had discussed this development of the Nandoni Dam with them, but visiting only with their traditional leaders at their villages. Whether the traditional leaders then disseminated this information was not established. However, 33 respondents (41.8%) responded "no" that they did not experience any interaction with the local municipality on the Dam. The villagers also indicated that they thought the development of the Dam would bring some improvement to their lives, but no changes were forthcoming.

Table 4.12 Comprehensive assessment of options for use of the Dam site, made to communities

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Yes	33	41.3	41.8	41.8
No	46	57.5	58.2	100.0
Total	79	98.8	100.0	
No response	1	1.3		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

Also in this section a question dealt with a comprehensive assessment of options for the use of the Dam site by the community. Forty six respondents (58.2%) indicated that options were not discussed, for example using the Dam site for wood crafting. The Dam management did not provide communities with a site where they could sell goods to visitors and tourists to the Nandoni Dam. A small majority of respondents (41.8%) said 'yes' and they are those who pay an entrance fee and sell firewood at the picnic site, but little else.

Table 4.13 Perception of the sharing of economic benefits of the Dam with local communities?

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Yes	37	46.3	47.4	47.4
No	41	51.3	52.6	100.0
Total	78	97.5	100.0	
No response	2	2.5		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

Respondents were asked to express their views with regard to the possible economic benefits of the Nandoni Dam, if shared among the local communities. The majority of respondents (52.6%) indicated that they did not benefit at all from the Dam. They also indicated that, before the Dam development, they had access to the picnic site, but currently they are no longer wanted. Visitors must now pay an entrance fee of R15.00 per person. Thirty seven respondents (47.4%) indicated that they believed that the benefits available had to be shared with the local Chief. It does not appear that visitor numbers are kept.

Table 4.14 Carrying capacity during holiday periods

	Frequency	Percentage*	Valid Percentage*	Cumulative Percent
Valid Yes	67	83.3	84.8	84.8
No	12	15.0	15.2	100.0
Total	79	98.8	100.0	
No response	1	1.3		
Total	80	100.0		

(\*The difference in these percentage values is due to the 'no response' factor)

The final question asked resident's perception of the number of visitors to the Dam during holidays. The majority of the respondents (67 or 84.8%) said that at times visitors exceeded the number of permanent residents. It is quite clear that Nandoni Dam could be an excellent venue for picnics and fishing if properly developed. The respondents also indicated that participating in tourism development could be a means of socio-economic upliftment.

The study undertaken at Nandoni Dam is important since the findings could be relevant to other rural communities in South Africa who are in a similar situation. This community's desire to participate in tourism projects and development could assist other rural communities in developing themselves.

#### 4.5 General discussions and interpretation

Sustainable community-based tourism is widely viewed as a complex industry driven by the private sector. In practice, large international companies and national governments often control projects, such as the Nandoni Dam project. The Limpopo Tourism Growth Strategy (2004) indicated that local communities had recognized the value of tourism and of environmental resources, as well as the socio-economic benefits arising from an improved utilization of tourist facilities. The Nandoni Dam, under its present management, had nothing to offer the communities of Ha-mutoti, Dididi and Ha-budeli. These are the only villages surrounding the

Nandoni Dam and stakeholders, who are responsible for the management of the Dam, do not involve the villages surrounding the Dam at all in any tourism-related projects.

Mixed feelings are evident in the rural communities of Ha-mutoti, Dididi and Ha-budeli. Generally observations suggested that the villagers are very concerned about land claims at the Dam site and tribal conflict, more than anything else, and they fear losing their grazing area if other tourism projects were started in their villages, since they were not involved in any project, especially the development of the Dam site. They argued strongly that the traditional authority did not consult with them concerning any tourism development initiatives in their villages. They felt cheated by some people and companies.

However, on the whole, the attitudes of the rural communities of Ha-mutoti, Dididi and Ha-budeli towards community-based tourism, with special reference to the Nandoni Dam and its environments, were found to be positive. It is therefore evident that, generally speaking, the villagers of Ha-mutoti, Dididi and Ha-budeli are prepared and willing to participate in tourism planning and development in their area. Some of the inhabitants of the Ha-budeli Village had already started to plan for a hotel and entertainment centre at the Dam site, and the University of Venda has been approached to assist in the planning of tourism-related activities at the Dam.

From the quantitative responses it transpired that the communities surrounding Nandoni Dam wished to be part of tourism development and planning. Unfortunately, the current management system of the Dam offers them limited opportunities to participate in tourism activities. The concept of an equal partnership between the responsible stakeholders and the communities surrounding the Dam, including those who had been relocated from the Dam site, was not understood by those responsible for managing the Dam. The need for authority-community co-operation was not given sufficient thought during the planning and implementation phases of the Dam development, especially for tourism activities, like picnicking.

Despite this, the Department of Tourism for the Vhembe District rather naively seems to expect the communities of Ha-mutoti, Dididi and Ha-budeli to benefit from tourism activities at Nandoni Dam, which is not in fact the case. The fieldwork showed that tourism stakeholders are not encouraging communities to participate in tourism projects at the Dam. It is unrealistic to expect the local community to benefit from tourism because there is no formal relationship to

facilitate benefit sharing. The Vhembe District Tourism Department would only be able to achieve their main tourism objectives if they managed to link private sector projects with the communities own initiatives, as well as with provincial and municipal conservation ideas at the Nandoni Dam.

#### **4.6 Conclusion**

The analysis and interpretation of data has indicated that the rural communities around the Nandoni Dam are generally impoverished, and live under extremely poor socio-economic conditions. As a result of this poverty, the communities of Ha-mutoti, Dididi and Ha-budeli are willing to participate in tourism as a means to improve their standards of living. The findings obtained from the analyses and interpretation of data has assisted in identifying key problems associated with the rural communities of Ha-mutoti, Dididi and Ha-budeli. The findings obtained also suggested that, through proper channels of communication within the Vhembe District Municipality, and the different stakeholders involved in the development of Nandoni Dam, joint ventures with rural communities could bring benefits through tourism-related activities to these communities. The findings of this research also indicate that the available natural, as well as human, resources in the study area could support successful tourism ventures for these communities with a view to socio-cultural and economic development.

The findings further demonstrate that the passive participation of the communities of Ha-mutoti, Dididi and Ha-budeli in tourism activities, together with the lack of an integrated rural development plan and conservation policy, puts sustainable community tourism development at risk at the Nandoni Dam and its environs. The only tourism benefit currently enjoyed by such communities consists of limited employment offered by tourism enterprises at the Dam, and free entrance to the picnic site. Analysed and interpreted data also revealed some hidden factors that previously affected the communities and now provided clues towards problem solving, for example; some of the residents went to other provinces like Gauteng to look for better jobs.

The next chapter focuses on the research findings and recommendations with regards to the sustainable tourism development in rural areas of the Limpopo Province, with special reference to the areas surrounding Nandoni Dam, more specifically to the rural villages of Ha-mutoti, Dididi and Ha-budeli. Recommendations are also made for further investigations.

**RESEARCH FINDINGS AND RECOMMENDATION**

This chapter concludes this research study by summarizing the overall findings, and discussing recommendations on the study. Further areas for future research are also highlighted.

**5.1 Resolution of the research project**

5.1.1 Terms of reference

The research problem, which served as the terms of reference and hypotheses for the study, was based on an assessment for the potential of sustainable community tourism development in the rural areas surrounding Nandoni Dam in the Limpopo Province, in terms of community engagement/involvement/awareness in tourism development, preservation and conservation of natural sites, in order to make recommendations to sustain the development of tourism and improve service quality, with special reference to the Nandoni Dam. The lack of an integrated tourism management plan created different meanings and interpretations of the tourism recreational value, poor understanding of tourism development, inconsistent norms and standards of service levels, lack of financial assistance for local residents to start their own tourism ventures, and exclusion of communities from active participation in the Dam development.

5.1.2 Overall findings

During the survey, the researcher briefed a team on the key elements of sustainable tourism. The interview team conveniently interviewed respondents at their houses, in the streets, and at malls, of the designated community, and visitors to the Dam. The householders had a lot of questions on tourism as a whole. Some had sentiments about their leaders because this was the first time they were being consulted on any tourism projects. Others expressed a negative impression of their community and felt there was nothing for visitors to experience in their community, but were nevertheless enthusiastic to see a tourism product developing in their community. Poorly planned and implemented tourism can be extremely destructive to its surrounding environment, culture and economies. Over dependence on any single industry is risky to a local economy, potentially leading to marked seasonal fluctuations and longer term downturns. With increases in projected tourist travel over the next decade, however, even greater attempts will need to be

made to ensure that the natural and human communities at tourism destinations remain sustainable.

An important point to consider regarding the communities surrounding Nandoni Dam is that not all areas are suited for tourism. An assessment of tourism potential needs to be carried out by people who understand the tourism industry in conjunction with villagers, and at a stage before unrealistic expectations have been built. Tourism is not a stand-alone activity for rural poverty alleviation and should be part of a suite of interventions aimed at diversifying rural economies. The benefits from tourism can contribute to breaking subsistence agriculture cycles, but should be viewed as supplementary to other mainstream income-generating activities. Tourism development projects should focus on creating private sector-driven pro-poor tourism models. Involvement of the private sector is an important consideration as this provides not only access to long-term investment in community tourism but, importantly, linkages to the tourism market. However, communities need to be guided in terms of what to expect and how to deal with the private sector, and the private sector also needs guidance regarding how communities should be best approached. Good examples from the region of private sector community cooperation, and other international best practices, need to be examined to find models suitable for the Nandoni Dam situation. The role of NGOs such as the Tshakhuma Market is also important to provide (where needed) bridges in communication between the private sector and the communities. Guidelines and standards on sustainable tourism practices needs to be adopted and implemented. The mechanisms for receiving benefits from tourism needs to be carefully considered to ensure that there are benefits going to the entire community, as well as to the individuals who may be directly involved in the tourism services. While it may not be possible for all members of the village to be directly involved in tourism, there should be some means of ensuring that the entire community benefits, even if indirectly.

The Nandoni Dam tourism staff, from the picnic site workers to management, is largely under-prepared and untrained for their operational responsibility. There do not appear to be clear human resource plans or financial performance plans to drive tourism at the Nandoni Dam project. The reality of minimal financial returns at the Dam caused by lack of professional capabilities to manage the Dam development contributes to the Dam management's inability to

adequately maintain tourism facilities, and delivering at promised benefits to communities, leading to the inability to meet growing demand for tourism facilities at the Dam site. The lack of service quality standards, indicators and measurement instruments to assess profound tourism value impacts at the Nandoni Dam is a cause for concern. Although the survey on community participation revealed a negative relationship between the adjacent communities and the Nandoni Dam, the significant social values and dimensions are largely unknown at this stage. Such values must be recognized as distinct from, but potentially arising from, other values, including recreation, personal and community identity, education, and spiritual, culture and historic imperatives. The slight improvement in relationships with adjacent communities of Ha-budeli, Ha-mutoti and Dididi is to be welcomed and serves as a stepping stone for future tourism developmental improvements.

### 5.1.3 Recommendations

Many public sectors, such as departments of agriculture and environmental affairs, are keen, and have a democratic need, to ensure that communities are consulted and involved in future development, but the reality of participation is often far from conceptual ideas and best practice guidelines. Public meetings and consultation events do not equate to the true ethos of community participation in the planning processes, and are about asking, rather than involving, community members. Communities wish to pursue tourism without fully understanding its implications.

- The community should be given a fair chance to express their views, and to be consulted to address the structural issues, such as roads and communication, fall outside of the direct control or influence of government tourism officials and members of the tourism industry. But, academics, government officials, community leaders and the tourism industry can take an active role in addressing most of the other issues. It is not hard, but it does take vision, commitment and a shared goal.

Based on the research study, it was clear that communities, in both developed and developing regions of the world, generally support tourism development because of the economic benefits associated with it, the local communities do however, have concerns about tourism:

- Can Nandoni Dam attract tourists in a region with poor management?
- Can the nature and pace of tourism development at the Dam be controlled, and local needs met?

- Can tourism be more effectively linked to the surrounding economy?
- Can local people gain greater control over the marketing and representation of their community and surroundings at the Dam?

One of the issues that emanated from the fieldwork was that of tourism awareness, which is a major contributing factor that hinders community participation. The results revealed that most community members have a vague idea of the nature of tourism. Nandoni Dam communities relate tourism with tourists that visit the Dam's picnic site. Communities are not fully aware of the advantages and disadvantages of tourism, even though they can see tourists passing up and down the road every day.

### 5.1.3 Recommendations

From the summary of the information that has been collected and interpreted, the recommendations will thus be put forward. On the basis of the aims, objectives, hypotheses and responses from the Nandoni Dam community, the tourists visiting the Dam, as well as the officials at the Dam picnic site and the Chief of the Ha-budeli tribal authority, the following recommendations are made:

- The community should be given a clear indication as to which communication channel to follow when they want to be involved in a tourism related business, or any other structures that will contribute to tourism development in the area, so that they will have a better understanding of what has to be done.
- Encouragement in a form of incentives, workshops, and community meetings should be provided to give support to those community members who want to start tourism-related business, in order to have a better understanding of the tourism industry, and the potential for improving their livelihoods.
- It is further recommended that the Chief, together with the community and the Dam management, work together to improve the physical infrastructure and the community socio-economic level, by working hand in hand to also improve service quality. This facility is needed by both the community and tourists, for example, improving the road

- conditions by building a tarred road, and providing adequate water facilities in the communities of Ha-budeli, Ha-mutoti and Dididi.
- The local Chief, together with the Dam management, must resolve the outstanding complaints about the inadequate compensation for those families who lost their land when the Dam was developed. The Chief must resolve these differences with Dam management so that further development at the Dam takes place, for the benefit of the community, and that communities will not point fingers or blame the Chief, as if he/she would be hiding something.
- It is also recommended that for the work that needs unskilled labour, such as cleaning the Dam site, the sub-contractors should use local labour instead of bringing outside workers with them. If there are permanent vacancies that become available in the reserve, the vacancies should be advertised first to the local community via the Chief and local counselors, before inviting outside applicants, because there are some qualified persons who are unemployed at present in the local communities surrounding the Dam.

For any community participation to be effective, Shaw and Williams (2004:182) note that it is essential to integrate local community needs and ways of life with tourism developments to avoid the problems and conflicts associated with erosion of local culture. These ideals of community tourism “are increasingly part of the state and NGO agenda’s billed under ‘community tourism’ or ‘sustainable tourism’”. From looking at the origins of community involvement in tourism set in the context of sustainability, to a recognizably different aspect of tourism management which contributes to sustainability, and giving consideration throughout to the different stakeholder groups, the following applies:

- There is a need for leadership at the Nandoni Dam project: Government must take the lead, but in doing so it must work in partnership with other levels of government, host communities (Ha-mutoti, Dididi and Ha-budeli) and the tourism industry. Leadership should involve:
- Establishing tourism objectives that reflect the unique character, opportunities and constraints at Nandoni Dam.

- Developing a shared vision of what type of tourism is wanted and how to achieve that goal.
- Establishing a policy framework to achieve those objectives.
- Developing, in collaboration with others, guidelines, policies and practices for both new tourism projects and the management of ongoing tourism activities which are taking place at the Dam.
- Working with academics, educational institutions and other organizations in education, training and development programs, and
- Providing a longer-term commitment to move from the current situation to a more attractive future position.

These recommendations are made as it was experienced that there was a lack of follow-through of communications between the Dam management and the local Chief of the *communities responsible or affected by the Dam development project*. The strengthening of a rural community's tourism product development can help diversify their tourism offerings and facilitates towards meaningful economic participation of communities in the tourism sector. It will also distribute tourism benefits beyond the primary tourism areas into rural areas throughout the province. Community tourism products and services are generally comprised of small enterprises and entrepreneurial ventures which do not work effectively alone, but which do work well in harmony with others. These small businesses are the essence of the community tourism experience. They give numerous communities the opportunity to be involved in the industry and enable the benefits of tourism to be distributed throughout the community.

- In the process, the researcher learned that commitment and dedication on the part of community members was not forthcoming as expected. It was recommended that a board of directors be formed to oversee the administration of the Nandoni Dam project. A community tourism project could be initiated as a result of these exercises which will benefit both the responsible stakeholders and the communities residing at the Dam. Once tourism products or projects have been identified in the community surrounding the Dam, the Chief and the Royal Council should be informed. A research team comprising of some key community members, and some outside experts could be selected. At all stages

elders should be informed. All community members have to be informed through community attitude surveys, and a combination of interviews and informational exchanges.

- The Chief and Council should be informed of the result of the attitude surveys. Feasibility studies should be conducted, and community members should be informed of the results of the study. The board of directors formed should oversee the implementation of the projects that the communities want to initiate. The projects can then be implemented.
- Further research with regard to previously designated communities living around or close to the tourism destination (Nandoni Dam) area is needed. The research studies are needed in order to identify community problems, roles in the tourism destination area, as well as provide workable recommendations that will make the Nandoni Dam to bear meaning to both local communities and visitors.

The recommendations that are put forward by the researcher are perceived to be the key answers and first steps towards improving the general standard of living for the people of Ha-mutoti, Ha-budeli, and Dididi, and increasing the value of the Dam to visitors, thus making Nandoni Dam a sought after destinations for both domestic and regional visitors in South Africa.

## **5.2 Specific recommendations on the research objectives:**

### **5.2.1 Determine the level of community involvement in tourism development at Nandoni Dam.**

Participation in tourism enterprises not only contributes to decreasing individual and household poverty but can also alter the gendered structure of work and decision-making within the wider community. Thus, women (and men) from the communities of Ha-mutoti, Ha-budeli and Dididi who previously felt themselves to be devoid of status and power, gain increased standing and esteem within society. Support from NGOs, the private sector, government and inter-governmental organizations can help communities to realize their full potential, benefiting not only the women themselves but also the wider community.

Tourism boards and government departments dealing with tourism do not seem to be playing a very active role in promoting the participation of local communities as stakeholders, nor in facilitating partnerships between the local communities and the tourist industry.

### 5.2.2 To determine the level of understanding of the concept of community-based tourism

Many of the experiences with creating meaningful participation and the requirement of developing links with the overall planning and decision-making processes in local communities allow for the conclusion that tourism development should be an integrated component. Processes require measures to ensure meaningful participation of all, develop a shared vision, and involve all stakeholders in decision-making. It also allows taking into account the heterogeneous nature of local communities, which are made up of different groups with diverse interests, needs, capacities, and concerns (women and men, young and old, different ethnic groups and indigenous peoples). As it should be an ongoing process, it also involves stakeholders in monitoring and evaluating as plans are put into practice that can ensure continuous commitment by all stakeholder groups. Promoting good practices more effectively, and sharing lessons learnt from experiences, is a definite need in order to support sustainable tourism development at Nandoni Dam. *The need for networking between the Dam management and the communities surrounding the Dam, exchange and mutual support of community-based tourism initiatives, has been expressed by the majority of respondents during the study.*

Local government, employers, trade unions and community groups should jointly create community-based institutions and services to help women and men to cope with the double burden of family and household work as well as work outside the home to generate income, such as child-care facilities, which in turn can create jobs. Dam management can look into opening child-care facilities at Nandoni Dam for underage children of employees. National and local government, tourism boards, and the tourism industry should support community-based tourism initiatives through funding, providing (help to build) the necessary infrastructure, and collaborating to create sustainable and complementarily shared markets.

National government should create legislative mandates in favour of the devolution of power to local authorities which can be crucial for the success of community-based tourism initiatives. National and local government should empower local communities living on, and using natural resources, as their primary managers.

*The hypotheses that community involvement in tourism development, is therefore rejected for the Nandoni Dam area.*

5.2.2 To determine the level of understanding environmental conservation of the area affected by the Dam.

Systematic processes to promote community participation in tourism should become an important part of all externally aided tourism projects, national tourist policies and strategies and, where relevant, in conservation, forestry and coastal zone management projects.

Intergovernmental bodies and Dam management can play a vital role in minimising the impacts of natural disasters, like overflowing and flooding, at Nandoni Dam by providing staff for safe guiding or security to avoid visitor accidents at the Dam.

Local educational institutions, government departments that deal with tourism and conservation, water affairs, forestry, transport departments and local authorities should become more efficiently engaged as important players at the local level. The capability of these official agencies for facilitating participatory processes needs to be built up. Systems of feed-back, to enable appropriate policy decisions and strategic planning at higher levels, needs to be put into place.

Finally, tourist participation in conservation projects has proved to be a success, based on other research projects conducted. This could be extended to cover areas such as infrastructure development, health and education, fish breeding, small game reserves and captive breeding programs, crocodile enclosures for breeding, education and slaughter, endangered wildlife (wild dogs, cheetah) enclosures, swimming facilities and coaching, hospitality and a tourism training school and skills development. This approach could also be used to develop new concepts of tourism itself.

*The hypotheses that sustainable tourism has a positive impact on environmental conservation at the Nandoni Dam site, is therefore accepted.*

5.2.3 To determine the level of tourism awareness among the Ha-mutoti, Ha-budeli and Dididi communities at the study area.

Tourism awareness campaigns are needed in the community. This could be achieved if the local Chief works together with the local educational institutions, councilors and community committees to organise workshops on tourism awareness. This situation could enable people to understand the advantages and disadvantages of tourism, their role in the tourism setting that is taking place in their area, as well as for the general development of tourism in this area.

Policy-makers at the national and local levels should regard conservation of natural resources, sustaining the protected area status of reserves, dams and national parks, which many community based tourism initiatives directly depend upon, as a high priority. In many places, there may be need to change the management objectives of protected areas to make them more accessible for local communities for sustainable use for livelihood purposes.

The tourism industry, local government, NGOs and independent tourism initiatives (private institution) should collaborate closely to create tourism awareness programs in order to make local residents aware of the benefits of tourism, buying local products such as handicrafts, food, and clothes, and using local services such as local guides, generally promoting community economic development. National and local government, the tourism industry and the Vhembe District Municipality have a key role to play in disseminating information to local communities about tourism-related development plans to enable community members to create successful income generating activities.

Improving access to education and improving the standard of education in the communities of Ha-mutoti, Ha-budeli, and Dididi destination area, which could lead to economic development, should be an important long-term strategy. This is an area where partnerships between the tourism industry, NGOs and local government departments can play an important role. Education and training should focus on conservation, marketing, financial management, literacy, entrepreneurship and foreign languages, and be a high priority when supporting income generating activities of communities and their co-operatives. Training should also be provided to

- Collaboration with the communities and the tourism industry in the management of tourism and recreational values at Nandoni Dam at municipal level. In this respect the University of Venda (Management Sciences School) should be contracted to drive this facet.
- Visitor feedback on existing services and facilities, supply and management; trends in visitor expectations and experiences of services and facilities at the Dam.
- Financial modeling on the actual cost of providing services and facilities for tourism and recreation opportunities and possible funding sources for both the management and the local residents.
- Market research into opportunities for educational use and the type of education experience that currently attracts visitors.
- Linkages between the tourist industry and other sectors of the economy and the creation of indirect employment for the local communities.

#### **5.4 Conclusion**

This study revealed that the Nandoni Dam is a destination of significant importance in a rural setting of the Zoutpansberg mountain range for biodiversity uniqueness and domestic tourism, more especially for picnicing and fishing. The Dam is also a major tourist attraction for the region. The Nandoni Dam is thought to be the most visited picnic site in the Vhembe Municipality district and therefore it is difficult to imagine any level of domestic destination marketing that would ignore the significance of this domestic icon. It makes perfect sense that tourism at the Dam should be managed in the most professional and efficient manner to meet both domestic and national market expectations. The condition of the Dam site as a tourism destination in terms of its poor quality of accommodation, staff, transport, accessibility, restaurants and recreation gives an indication that strong management needs to be appointed, who are well trained in the tourism field. Whatever the nature and magnitude of the problem, the solution lies in a professional and scientific management approach to tourism through an integrated tourism management plan. Community participation in tourism developments at Nandoni Dam (Vhembe District) forms an integral part of the government objectives in the

tourism industry which are, inter alia, to build a world class tourism industry and to integrate historically disadvantaged people into the mainstream of the tourism industry.

The tourism industry has identified how sustainable tourism can contribute to overall sustainable development, and continues to provide high quality, low impact experiences. Sustainable tourism is built around four pillars of tourism, namely, economic sustainability, ecological sustainability, cultural sustainability and local community sustainability. All four of these elements must be addressed if we are to achieve sustainable tourism at the Nandoni Dam site.

Tourism awareness campaigns are needed for the Nandoni Dam community. Community members interested in establishing their tourism projects must be encouraged and supported by all stakeholders. The researcher concludes by indicating that there is potential for community participation in tourism development at Nandoni Dam, because the type of tourism products to be developed can be related to the culture; they have most of the cultural skills, they only need to be empowered with business-running skills and financial support to start their tourism business ventures at the Dam. It is only when the community benefits financially, socially and otherwise, that their participation in tourism development will become meaningful to them.

The construction of a dam at Nandoni raised certain hopes for the local community. These hopes were employment-opportunity related. From residence's point of view, it appears that these hopes were never addressed or realised. The study indicates that employment opportunities for locals that were afforded during the construction of the Dam were minimal. A large section of the community, that is about 80 percent, was left unemployed while a small number of residents were employed as semi-skilled and unskilled labourers. The respondents attributed this state of affairs to the lack of communication from the authorities to the community, and to the involvement of outside private companies and sub-contractors that were given an opportunity to run the whole project. This state of affairs should not be allowed, because as tourism infrastructural development is taking place at Nandoni Dam, the people of Ha-mutoti, Ha-budeli and Dididi should be employed (involved) in those developments. The government did amend the laws regarding any tourism development in 1996 with the publication of the Tourism White Paper, where it stated that tourism developments in the historically disadvantaged communities must be private sector driven and community based .

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**AN ASSESSMENT OF THE POTENTIAL FOR SUSTAINABLE COMMUNITY TOURISM DEVELOPMENT IN RURAL AREAS OF THE LIMPOPO PROVINCE WITH SPECIAL REFERENCE TO NANDONI DAM**

We are attempting to establish the tourism and economic importance of Nandoni Dam. Also whether it is advisable to conserve the Dam and the surrounding areas to benefit the local communities. To this end we require your honest assistance in completing this questionnaire. We assure you of the **utmost confidentiality** of your responses.

**Section A: Demography**

1. Please cross (×) the block which most clearly represents your current situation, or write your response in the space provided, where applicable.

1. Gender: Male  Female

2. Age: 20-29  30-39  40-49  50-59   
60 and above

3. What is your occupation?

Student  Pensioner  Doctor  Nurse  Teacher  Lecturer   
Business person  Labourer  Hawker  Unemployed   
Church minister  Municipal employee  Provincial employee  State employee  Other  Please give details -----

4. What is your salary range per month?

Up to R1000pm  R1000-R1999pm  R2000-R3999pm  R4000-R5999pm   
R6000-R8999pm  R9000-R11 999pm  Above R12 000pm   
Other  Please give details -----

5. What is your position in the family?

Father  mother  Brother  Sister  Other

Please specify -----

6. What is your highest qualification?

- Primary school     Secondary school     Post - matric certificate     Post – matric diploma     Undergraduate degree     Honours     Masters     Doctorate     No qualification

7. In which village, and on which street, do you live?

-----  
 -----

8. What sport and recreation facilities are available in your area? (eg soccer field) Please explain.

-----  
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### Section B: Community participation/involvement in tourism development

1. What are the economic opportunities available to you as community members surrounding this Dam?

Picnics [ ]

Chicken braai [ ]

Selling fruit, meat and vegetables [ ]

Transport (what type) \_\_\_\_\_

Accommodation (explain) \_\_\_\_\_

Other (explain) \_\_\_\_\_

2. What degree of control do you have over the development of the Dam?

None -----Some  
 (explain) -----Major (explain)

3. Are there any financial incentives for local businesses to enter tourism?

Yes (explain) -----No  
 (explain) -----

4. What business opportunities do you think are available at the Dam?

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

5. How can your community benefit from the Dam?

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**Section C: Conservation and preservation of Nandoni Dam**

1. What do you know of conservation?

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2. How do you feel about preserving your natural environment?

-----  
-----

3. How does the infrastructure at the Dam provoke environmental damage and negative social impacts, especially for local communities? And what do you think has to be done to conserve the Dam?

-----  
-----

4. What provincial / municipal efforts for conservation at the Dam are you aware of?

Provincial -----municipal

-----

5. What do you consider as the purpose of the Dam?

-----

6. What of entrance fees to the Dam? -----

7. What entrance fees used for? -----

8. Who gets this money? -----

**Section D: Creation of tourism awareness**

1. What do you understand about tourism?

-----

2. How can the Dam be used to promote tourism? (i.e. camping, serviced accommodation)  
-----
3. Is there any learning process that has been done to increase the community's knowledge and awareness about the environment and associated challenges that have resulted from the construction of the Dam?  
Yes (explain) ----- No  
(explain) -----
4. What are the skills development provided for you as a community to address challenges, foster attitudes, motivations and commitments to make informed decisions and take responsible action for tourism awareness at the Dam?  
-----  
-----
5. Is there any community tourism existing around the Nandoni Dam?  
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**Section E: General questions**

- 6 How do you feel about your relocation from the Dam site?  
-----
- 7 What threats and dangers does the Dam pose to the community at large?  
-----
- 8 Did the municipality discuss the construction of the Dam with the community?  
Yes  No
- 9 Were comprehensive assessments of other options for the use of the Dam site made to the community? Yes  No   
If yes, what assessments or options were suggested to the community?  
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- 10 Were economic benefits of the Dam shared with local community? Yes  No
- 11 As a resident, how do you feel about sharing your attractions with tourists?  
-----
- 12 Does the Dam host visitors, whose numbers on most days during high holiday season, exceed the number of permanent residents? Yes  No

**THANK YOU FOR YOUR PATIENCE AND COOPERATION**

UNIVERSITY OF VENDA  
SCHOOL OF MANAGEMENT SCIENCES  
DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT

TO: CHIEF RAMOVHA

FROM: P MANAVHELA

DATE: 19 May 25, 2010

TOPIC: SURVEY OF NANDONI DAM

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I am a lecturer in the Department of Tourism at the University of Venda. I am currently busy with my Masters degree in Business Management, investigating the tourism potential of the Nandoni Dam.

I seek permission to survey visitors to the Dam area on what they feel is the potential of the Dam to develop and promote tourism activities.

Thanks

Pfarelo Manavhela

Lecturer: Travel Practices and Operations

Professor: J.P Spencer

Head of Department: Tourism and Hospitality Management.