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## *APPENDIX A*

## QUESTIONNAIRE

I am conducting a survey on the contribution of tourism to growth and development in KwaZulu-Natal. I would like to have your opinions on the performance of the tourist industry in this province. You have been selected to complete this questionnaire specifically because of your involvement in tourism.

Once you have completed this questionnaire, please send it to:

ZETHU DUBE

P/BAG X23

ULUNDI

3838

OR FAX IT TO: 0358 - 202660

1. IN YOUR EXPERIENCE AND INVOLVEMENT IN TOURISM IN THE PROVINCE, DO YOU THINK THE GENERAL PUBLIC UNDERSTAND WHAT TOURISM IS ABOUT?

.....  
.....

2. IS THERE SCOPE FOR THE GROWTH OF TOURISM IN THE PROVINCE?

YES NO

IF YES, WHY .....

.....  
.....

IF NO, WHY.....

.....  
.....

3. HOW DOES KWAZULU-NATAL COMPARE TO OTHER PROVINCES AS A TOURIST DESTINATION?

ON A SCALE OF 1 TO 9 (1=best; and 9=worst) HOW WOULD YOU RATE KWAZULU-NATAL.

1 2 3 4 5 6 7 8 9

4. DO YOU HAVE ANY IDEA ON THE TYPES OF ACCOMMODATION AVAILABLE TO TOURISTS IN THE PROVINCE? IF YES, LIST THEM

.....  
.....

5. WHAT DO YOU THINK ARE THE MOTIVATING FACTORS FOR TOURISTS TO CHOOSE A SPECIFIC TYPE OF ACCOMMODATION?

.....  
.....  
.....



6. IN YOUR OPINION, WHAT TYPE OR TYPES OF ACCOMMODATION NEED TO BE CONSTRUCTED OR ARE INSUFFICIENT?

.....  
.....

7. ARE THERE SUFFICIENT AMENITIES TO CATER FOR TOURISTS NEEDS?  
YES NO  
EXPLAIN.....

.....  
.....

8. ARE THE FACILITIES OR AMENITIES ACCESSIBLE?  
YES NO  
EXPLAIN.....

.....  
.....

9 WHAT SUGGESTIONS DO YOU HAVE WITH REGARD TO TOURIST FACILITIES?

.....  
.....  
.....

10. CAN YOU GIVE ANY ROUGH ESTIMATION ON THE NUMBER OF TOURISTS THAT THE PROVINCE RECEIVES PER YEAR?  
DOMESTIC.....  
INTERNATIONAL.....

11. ARE THE TOURIST ATTRACTIONS DIFFERENT FOR LOCAL AND INTERNATIONAL TOURISTS?  
EXPLAIN.....

.....  
.....

12. VISITORS CAN BE IN THIS PROVINCE FOR DIFFERENT PURPOSES,inter alia, ARE THE FOLLOWING: STUDY, BUSINESS OR HOLIDAY.  
WHAT DO YOU THINK MOST OF THE VISITORS COME HERE FOR?  
RANK PURPOSES, 1. ....

- 2. ....
- 3. ....

13. HOW LONG DO TOURISTS GENERALLY STAY (EXCLUDING BUSINESS TRIPS). NUMBER OF NIGHTS

- 1-3
- 4-7
- 8+





14. HOW MUCH DO TOURIST SPEND WHILST IN THE PROVINCE?  
 TOTAL AMOUNT.....  
 ACCOMMODATION.....  
 FOOD.....  
 TRANSPORT.....  
 SPENDING MONEY.....
15. THERE IS AN IDEA THAT ALTHOUGH TOURISTS ATTRACTIONS ARE SPREAD THROUGH OUT THE PROVINCE,BUT TOURISTS CHOOSE CERTAIN AREAS TO GO TO. WOULD YOU AGREE? YES NO  
 IF YES, WHICH ATTRACTIONS/AREAS OR DISTRICTS ARE MOSTLY AND FREQUENTLY VISITED BY TOURISTS AND WHY?  
 .....  
 .....  
 .....
16. IS KWAZULU-NATAL IN YOUR OPINION TOURIST - FRIENDLY?  
 YES NO  
 IF YES , WHAT MAKES IT TOURIST FRIENDLY.....  
 .....  
 IF NO, WHY .....  
 .....  
 .....
17. IN OTHER COUNTRIES AND IN OTHER PROVINCES TOURISTS SOMETIMES ENCOUNTER TWO OR MORE OF THE FOLLOWING PROBLEMS: PERSONAL SAFETY, THEFT, CRIME, POOR SERVICE, TRANSPORT, WEATHER CONDITION.  
 WHAT DO YOU THINK OF THE KWAZULU-NATAL SITUATION?  
 .....  
 .....  
 .....
18. DO YOU THINK KWAZULU-NATAL IS SUFFICIENTLY PROMOTED AS A TOURIST DESTINATION?  
 YES NO  
 IF NO, HOW CAN TOURISM BEST BE PROMOTED?  
 .....  
 .....
19. GENERALLY, WHAT DO YOU THINK CAN BE DONE TO EXPAND OR IMPROVE THE TOURIST INDUSTRY IN THE PROVINCE?  
 .....  
 .....  
 .....  
 .....

THANK YOU FOR YOUR ASSISTANCE AND TIME.



## ***APPENDIX B***

