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APPENDIX A - INTERVIEW SCHEDULE

INTERVIEW SCHEDULE

- PHD Research Project in Organizational Behaviour - A Strategic Organizational Behaviour Framework to sustain the effective management of South African World Heritage sites

Interviewer: Madia Levin

PART 1:

Tell the interviewee...

1. About The Research:

- This interview relates to research on the 'Development of a Strategic Organizational Behaviour Framework' in order to sustain the effective management of World Heritage sites in South Africa. The study has the approval of the University of Pretoria and the Department of Environmental Affairs and Tourism.
- The purpose of the study is to investigate the organizational level of Organizational Behaviour (OB) of World Heritage sites in South Africa in order to compile a strategic OB framework to be of practical use in the improvement of the management, organizational functioning, sustainability and performance of such destinations.
- As part of this study your name has been selected by the researcher, as one of the representative sample of role-players, to conduct an interview with. I wish to assure you that all information I receive will be treated as confidential and that your participation will remain anonymous if so wished. Your contribution to this study is extremely important to ensure the success of the project.

2. Researcher's Expectations:

- The interview will be treated as confidential and participation will remain anonymous.
- With your approval the interview will be tape-recorded, in order to facilitate record keeping.
- Interviews will be semi-structured and in order to gain a deeper understanding of the whole situation structured questions may be followed with probing questions.
- Once the data has been analysed, summary findings will be presented to participating individuals if so requested.
- **A letter of consent is attached.** Please tick and sign (signing is optional if so preferred) and hand back at interview.

3. Time Commitment Required:

- Approximately 1 hour.

PART 2:

Ask the interviewee...

1. Understanding The Relevant Issues:

a) *The World Heritage Sites of South Africa*

An overview of what World Heritage is and a situational analysis of the selected South African World Heritage sites in order to establish what is the nature of the important issues.

b) *International Best Practices*

An examination of universal guidelines and best practices as they relate to international World Heritage sites.

c) *Organizational Behaviour Management*

A thorough theoretical understanding of the strategic, organization level aspects of an organization's behaviour with particular focus on issues that relate to organizational design, organizational dynamics and strategic stakeholder relationships.

2. Research Objectives And Related Questions:

SECONDARY OBJECTIVES	
1	<i>To explore the organizational level elements necessary for the sustained strategic organizational behaviour of a World Heritage site.</i>
Research Questions	1.1 What are the factors that may influence sustainability and growth of South African WH sites? 1.2 What are the organizational level elements and dynamics that need to be included in a strategic OB framework for a WH site? 1.3 What are the organizational level elements and dynamics that influence the sustainability of WH sites?
2	<i>To investigate the impact of organizational behaviour on sustained destination management.</i>
Research Questions	2.1 What is the impact of OB on sustained destination management?
3	<i>To describe the strategic approach taken to the development and sustainability of a WH sites, with particular focus on the long-term vision and strategy the WH sites.</i>
Research Questions	3.1 What is the flow from strategy to structure in WH sites? 3.2 Describe the strategic approach to be taken to the development and sustainability of a WH sites, with particular focus on the long-term vision and strategy of the WH sites? 3.3 What are the processes for implementing sustainable OB management?

4	<i>To examine what are the best practice for optimal and sustained management of South African World Heritage sites.</i>
Research Questions	4.1 How should the organizational behavioural dynamics of WH sites be managed in the South African WH sites for optimal and sustained performance?
5	<i>To investigate the roles and contributions of the World Heritage sites' strategic stakeholders.</i>
Research Questions	5.1 What are the roles and contributions of the stakeholders of the WH sites to the management, functioning and sustainability of the organization? 5.2 What are issues and elements that influence stakeholders' perceptions positively and negatively with regard to the management, functioning and sustainability of the organization?

PART 3:

Conclude the interview...

1. In closing:
 - Complete the Informed Consent Form and check details.
 - Discuss any concerns if applicable.
2. Ask the interviewee if they will be available in future to clarify something, if necessary.
3. Thank the interviewee and ensure anonymity of discussion.

APPENDIX B - INFORMED CONSENT FORM

INFORMED CONSENT TO PARTICIPATE IN A RESEARCH PROJECT

*Department of Human Resources Management
Faculty of Economic & Management Sciences
University of Pretoria*

To be conducted by: Madia Levin
E-mail: madialevin@gmail.com
Tel: 012 347 2628 & Fax: 0866 537 347

I, Madia M Levin, PhD student at the University of Pretoria, am currently undertaking research on the 'Development of a Strategic Organizational Behaviour Framework' in order to sustain the effective management of World Heritage sites in South Africa for my PhD thesis in Organizational Behaviour. The study has the approval of the University of Pretoria.

The ***purpose of the study*** is to investigate the organizational level of Organizational Behaviour (OB) of World Heritage sites in South Africa in order to compile a strategic OB framework to be of practical use in the improvement of the management, organizational functioning, sustainability and performance of such destinations. As part of this study your name has been selected by the researcher, as one of the representative sample of role-players, to conduct an interview with. I wish to assure you that all information I receive will be treated as confidential and that your participation will remain anonymous. Your contribution to this study is extremely important to ensure the success of the project.

Interviews will be conducted in person, according to the interviewee's schedule and availability. With your approval the interview will be tape-recorded, in order to facilitate record keeping. An interview guide will be prepared ahead of time to be sure to cover all aspects of the topic but significant freedom will be taken to explore, elaborate or explain answers if it is thought to be fruitful. Interviews will be semi-structured and in order to gain a deeper understanding of the whole situation structured questions may be followed with probing questions.

Once the data has been analysed, summary findings will be presented to participating individuals if so requested. In this way, your contribution to the research should benefit you and your institution in future. The value and outcome of this research depends on your willingness to take part in this project. If you have any queries, which I have not addressed, and would like to discuss these with me, please contact me: M Levin at madialevin@gmail.com or Fax: 0866 537 347

A letter of consent is attached. Please tick and sign (signing is optional if so preferred) and hand back at interview.

Yours faithfully



MM Levin
Researcher

CONSENT FORM FOR PARTICIPATION IN A RESEARCH STUDY

*Department of Human Resources Management
Faculty of Economic & Management Sciences
University of Pretoria*

You are invited to participate in a study conducted by Madia Levin under the direction of Dr. Yvonne du Plessis of the Department of Human Resources Management, University of Pretoria.

1. Description of Research:

The purpose of the study is to investigate the Organizational Behaviour (OB) of the World Heritage sites of SA in order to compile a strategic OB framework to be of practical use in the improvement of the management, organizational functioning, sustainability and performance of important to such destinations.

2. Research Procedure:

I understand that I will be requested to be interviewed. The interview will be conducted by the researcher. I will be contacted to confirm the time and venue of the interview. The interview will be semi-structured according to an interview schedule. The interview will take approximately one hour. The interview transcript will be kept in a secure place.

3. Risks and Benefits:

I take note that there are no known risks or discomforts associated with this research project. I understand that there are no direct benefits for me for participating in this study.

4. Participant's Rights:

I understand that my participation is on a voluntary basis and that I can choose not to participate or withdraw from the project at any time and without adverse consequences. At my request a copy of this consent form will be provided to me.

5. Confidentiality:

The interview will be treated confidentially and my participation will remain anonymous.

6. Disclosure and Right of Access:

I agree not to disclose any confidential information discussed during the interview with any other parties. If there are points discussed that I would like to discuss in more depth, I will contact the researcher. I do not give up any legal rights by signing this informed consent form. I understand that I will not receive any compensation for participating in this research project.

7. Consent:

I have read this consent form and have been given the opportunity to ask questions. I voluntarily consent to participate in this study. I understand what the study is about and how it is being done.

Participant's Signature

or (tick if you do not wish to sign)

Date

Yours faithfully,



M Levin, Researcher