

**ANNEXURE 1**  
**IUCN CLASSIFICATION OF PROTECTED AREAS**

CATE- GORIES	THE MODIFIED SYSTEM OF PROTECTED AREAS CATEGORIES AGREED AT THE IV WORLD CONGRESS ON NATIONAL PARKS AND PROTECTED AREAS
Ia	<b>Strict nature reserve/wilderness protection area:</b> managed mainly for science or wilderness protection – an area of land/or sea possessing some outstanding or representative ecosystems, geological or physiological features and/or species, available primarily for scientific research and/or environmental monitoring.
I	<b>Wilderness area:</b> protected area managed mainly for wilderness protection- large area of unmodified or slightly modified land and/or sea, retaining its natural characteristics and influence, without permanent or significant habitation, which is protected and managed to preserve its natural condition.
II	<b>National Park:</b> protected area managed mainly for ecosystem conservation and recreation. Natural areas of land and/or sea, designated (a) protect the ecological integrity of one or more ecosystems for this and future generations, (b) exclude exploitation or occupation inimical to the purposes of designation of the area and (c) provide a foundation for spiritual, scientific, educational, recreational and visitor opportunities, all of which must be environmentally and culturally compatible.
III	<b>Natural Monument:</b> protected areas managed mainly for conservation of specific features. Areas containing one, or more, specific natural/cultural feature which is of outstanding or unique value because of its inherent rarity, representative or aesthetic qualities or cultural significance.
IV	<b>Habitat/Species Management Area:</b> protected areas managed mainly for conservation through management intervention. Areas of land and/or sea subject to active intervention for management purposes so as to ensure the maintenance of habitats and/or to meet the requirements of specific species.
V	<b>Protected Landscape/Seascape:</b> protected areas managed mainly for conservation through management intervention. Areas of land, with coast and sea appropriate, where the interaction of people and nature over time has produced an area of distinct character with significant aesthetic, cultural and/or ecological value, and often with high biological diversity. Safeguarding the integrity of this traditional interaction is vital to the protection, maintenance and evolution of such an area.
VI	<b>Managed Resource Protected Area:</b> protected areas managed mainly for the sustainable use of natural ecosystems. Areas containing predominantly unmodified natural systems, managed to ensure long term protection and maintenance of biological diversity, while providing at the same time a sustainable flow of natural products and services to meet community needs.

**ANNEXURE 2**  
**SANPARKS TOURISM PERFORMANCE 2002/03**

ACCOMMODATION (EXCL CAMPING)							CAMPER NIGHTS SOLD	% OF TOTAL	GUESTS TO PARK	% OF TOTAL	GAME DRIVE SEATS SOLD	% OF TOTAL	DAY WALKS (PERSONS) SOLD	% OF TOTAL	PERSONS ON WILDERNESS TRAILS
PARK	UNIT NIGHTS SOLD	% OF TOTAL	UNIT OCCUPANCY	BED NIGHTS SOLD	% OF TOTAL	BED OCCUPANCY									
ADDO	14247	3,1	92,2 %	35028	3,0	52,9 %	12179	2,7	122123	4,0					
AUGRABIES	11056	2,4	51,5 %	25376	2,2	30,8 %	13637	3,0	69535	2,3	914	0,6	282	1,3	460
BONTEBOK	472	0,1	43,2 %	1352	0,1	20,6 %	4528	1,0	15638	0,5					
CAPE PENINSULA									1289161	42,6					
GOLDEN GATE	3361	0,7	68,0 %	11235	1,0	42,6 %	13709	3,1	24287	0,8			130	0,6	
KAROO	8127	1,8	80,1 %	21024	1,8	53,5 %	10434	2,3	33595	1,1	1870	1,3			
KGALAGADI	17858	3,8	67,0 %	45881	4,0	52,8 %	38422	8,6	76601	2,5	6957	4,7	656	3,0	4
KRUGER	364214	78,5	74,8 %	888366	77,0	59,9 %	272535	60,9	1059122	35,0	137704	92,8	20735	94,8	4709
MARAKELE	2146	0,5	55,2 %	5769	0,5	30,2 %	2184	0,5	11895	0,4					
MOUNTAIN ZEBRA	4641	1,0	64,4 %	11881	1,0	40,1 %	3808	0,9	16351	0,5	488	0,3	75	0,3	
RICHTERSVELD	87	0,0	23,8 %	472	0,0	12,9 %	12892	2,9	4489	0,1					
TSITSIKAMMA	24580	5,3	76,9 %	73838	6,4	60,6 %	43562	9,7	203678	6,7					3787
VAALBOS	304	0,1	35,1 %	1027	0,1	22,9 %	490	0,1	1818	0,1	432	0,3			
VHEMBI-DONGOLA	183	0,0	22,0 %	303	0,0	18,2 %			538	0,0					
WEST COAST	557	0,1	38,9 %	2195	0,2	25,1 %			71259	2,4					
WILDERNESS	12311	2,7	50,0 %	29763	2,6	31,3 %	19226	4,3	24952	0,8					
<b>SANPARKS TOTAL</b>	<b>464144</b>	<b>100,0</b>	<b>72,8 %</b>	<b>1153510</b>	<b>100,0</b>	<b>55,6 %</b>	<b>447606</b>	<b>100,0</b>	<b>3025042</b>	<b>100,0</b>	<b>148365</b>	<b>100,0</b>	<b>21878</b>	<b>100,0</b>	<b>8960</b>

## ANNEXURE 3 SANPARKS WILD CARD INFORMATION FLYER

### What makes the card so WILD?

The WILD card is a world-class smart card loyalty programme that makes tourism to National Parks in Southern Africa more accessible, easier, safer and infinitely more rewarding than ever before. It is a joint initiative by South African National Parks (SANParks) and INFINITY – South Africa's leading loyalty and smart card management company.

The WILD card is smart\* and uniquely designed to provide travellers, like yourself, with added value when visiting any National Park. WILD card membership is valid for 1 year for South African residents, 6 months for SADC nationals and offers FREE unlimited entry (subject to visitor capacity) to all parks. Due to high demand during busy periods, parks close to guests unless they have accommodation or day visits reserved in advance.

Enjoy the numerous WILD benefits plus earn CashBack Rewards (real money) from thousands of Infinity partners countrywide on travel, adventures, accommodation, airlines, car hire, tours, leisure, dining, movies, entertainment, attractions, shopping and much more. Spend more earn more! CashBack Rewards are paid in cash, credited directly to your card - you don't have to wait for months to spend your CashBack Rewards - they are available immediately to be redeemed at any partner you choose. CashBack Rewards are also available within the parks.

### What is a smart\* card?

Smart cards are the latest innovation in card technology. A small computer chip is embedded in the card and activated as the card is inserted into a credit card terminal. It both stores and processes information, so your card becomes a PIN protected and secure purse! Access into the parks is controlled by the rules embedded in your smart WILD card.

### What are CashBack Rewards?

CashBack is exactly what it says – real money that is automatically loaded into the chip's purse of your WILD card, whenever and wherever you use it at participating Infinity partners countrywide. Because your card is smart - you can choose to spend your CashBack Rewards immediately after earning it, or save it to buy something special, at any of the partners. Remember, your card now works at over 2 000 Infinity partners.



### The WILD Card gives you endless benefits:

- You do not have to pay anytime you enter your favourite National park – your WILD membership gives you FREE and unlimited access.
- The membership fee is not only aimed at Individuals, but accommodates the needs of Couples and Families.
- WILD members get a FREE up-to-date WILD guide, which provides information on where to earn CashBack Rewards, what to do, where to go, how to find your way around the parks and much more.

### PLUS . . .

- Endless rewards - keep enjoying the benefits for as long as you remain an active WILD member.
- Entertainment rewards – huge CashBack Rewards of up to 40% to South Africa's most popular tourist attractions.
- Travel rewards - make your travel reservations through Infinity and earn CashBack Rewards up to 20% on holiday packages and accommodation.
- Car rental rewards - get preferential rates and 7% CashBack.
- Airline rewards - get preferential rates and 3% CashBack.
- Accommodation rewards - up to 20% CashBack at hundreds of places.
- Gardening rewards - get 5% CashBack at popular nurseries.
- Refreshment rewards - get 5% CashBack Rewards at many of South Africa's restaurants, including any Mugg & Bean countrywide.
- Shopping rewards – present your card at any of the growing number of Infinity partners countrywide and earn endless CashBack Rewards.
- Instant rewards – you do not have to wait for months to use your rewards, they are available immediately.
- Competition rewards – you enjoy automatic FREE entry into Infinity's monthly draw to win cash, holiday and leisure prizes worth more than R50,000.00. Simply use your card at least 5 times a month at our partners and you are guaranteed a prize.
- Movie rewards – get 25% CashBack Rewards on your first ticket from any Nu Metro or IMAX theatre countrywide, plus 5% on all subsequent tickets, as well as 5% CashBack at the refreshment counters.

**Special offers - you will receive endless, on-going WILD offers via SMS and e-mail.**

## ANNEXURE 4

### ROZ PLAN ZONES AND ALLOWED ACTIVITIES

Zone	Definition	Possible Activities
<b>PROCLAIMED WILDERNESS AREAS (ONLY GUIDED, NON-MOTORIZED ENTRANCE PERMITTED)</b>		
<b>A</b>  Pristine Hiking Wilderness	<ul style="list-style-type: none"> <li>* Unmodified natural environment</li> <li>* The purest form of wilderness possible</li> <li>* No evidence of modern man having manipulated the ecosystem in any way, past or present</li> <li>* No sight as far as the eye can see, or sound of modern man (except for passing aircraft but with high probability of no overfly) - own noise only</li> <li>* No roads or other infrastructure in or peripheral to the area</li> </ul>	<ul style="list-style-type: none"> <li>* Backpacking/hiking/walking for one group at a time</li> <li>* Possibly allow small boats down river as well as horse/ camel/ elephant trails</li> </ul>
<b>B</b>  Primitive Hiking Wilderness	<ul style="list-style-type: none"> <li>* Essentially unmodified natural environment</li> <li>* No evidence of modern man having manipulated the ecosystem in recent past</li> <li>* Views of outside development or Park infrastructure may be visible in the distance from certain vantage points. Sounds of vehicles/trains may sometimes be audible in the distance</li> <li>* No roads or other infrastructure in the area. The area is buffered from roads by next zone</li> <li>* Potential for rehabilitation to Zone A</li> </ul>	<ul style="list-style-type: none"> <li>* As above BUT may allow small numbers of groups into area at the same time</li> <li>* May allow sleeping in portable tent or in open on edge of zone applying no-trace camping ethic</li> </ul>
<b>GENERAL VISITOR AREAS (GUIDED OR UNGUIDED MOTORIZED ENTRANCE PERMITTED)</b>		
<b>C</b>  Semi-primitive (Motorized) Wilderness	<ul style="list-style-type: none"> <li>* Slightly modified natural environment</li> <li>* Limited evidence of modern man having manipulated the ecosystem</li> <li>* Views of outside development or Park infrastructure possible but infrequent</li> <li>* Roads (mainly ungravelled) or other infrastructure present but limited to the minimum required for management and tourism activities</li> </ul>	<ul style="list-style-type: none"> <li>* Guided or unguided 4x4 tent safaris or trails</li> <li>* Guided hikes, walks, bird courses, tree courses, environmental education courses and courses in general bushcraft</li> <li>* Game viewing by 4x4 or other suitable vehicles on rustic tracks and small roads</li> <li>* Unaccompanied alighting from vehicles at certain points</li> <li>* Primitive and low-cost camping with own tent, or in small tented or rustic camps</li> </ul>
<b>D</b>  Limited Access Motorized Areas	<ul style="list-style-type: none"> <li>* Slightly to moderately modified natural environment</li> <li>* Limited evidence of modern man having manipulated the ecosystem</li> <li>* Views of outside development or Park infrastructure possible but infrequent</li> <li>* Gravelled roads or other infrastructure present but limited to the minimum required for management and tourism activities</li> </ul>	<ul style="list-style-type: none"> <li>* Motorized guided and unguided game viewing on gravel roads, including open vehicles</li> <li>* Guided motorized day and night drives with open vehicles from low density high-income luxury camps</li> <li>* Short guided day walks</li> </ul>

**ANNEXURE 4: ROZ PLAN ZONES AND ALLOWED ACTIVITIES (continued)**

Zone	Definition	Possible Activities
<p><b>E</b> Motorized Areas</p>	<ul style="list-style-type: none"> <li>* Traditional game viewing routes with associated road infrastructure, picnic sites, viewpoints, bridges, self-guided trails, etc.</li> <li>* Occur as corridors in zones described above</li> <li>* Moderately strongly modified natural environment</li> <li>* Evidence of modern man having manipulated the ecosystem</li> </ul>	<ul style="list-style-type: none"> <li>* General game viewing by sedan cars, buses and approved open vehicles</li> <li>* Alighting from vehicles not allowed except at designated areas (lookout points, hides, large bridges, etc.)</li> <li>* Guided motorized day and night drives from rest camps</li> </ul>
<p><b>F</b> High-density Development Areas</p>	<ul style="list-style-type: none"> <li>* Highly modified natural environment (restcamps, staff villages, administration buildings, rangers posts, etc.) developed for visitors and administration</li> <li>* Modern amenities very much in evidence</li> <li>* Facilities to buy goods such as food, petrol, curios, etc. are available</li> <li>* Many other non-game reserve dependant facilities such as swimming pools are provided</li> </ul>	<ul style="list-style-type: none"> <li>* All activities associated with staying in a restcamp, e.g. shopping, film shows, etc.</li> <li>* Contact with surrounding natural areas provided through paths along camp fence, hides, etc.</li> </ul>
<p><b>G</b> Edutainment Centres</p>	<ul style="list-style-type: none"> <li>* Highly modified areas combining entertainment, environmental education and upliftment of local communities.</li> <li>* Can be ultra noisy</li> <li>* Designed in such a way that it serves local communities and attracts tourists</li> </ul>	<ul style="list-style-type: none"> <li>* Activities associated with cultural entertainment centres e.g. picnicking, dancing, singing, cooking, etc.</li> <li>* Selling of arts and crafts to tourists</li> <li>* Hosting of community events</li> </ul>

**ANNEXURE 5**  
**CAMPS: HISTORIC OVERVIEW AND MAINTENANCE REQUIREMENTS**

REST CAMP	YEAR OPENED	DESCRIPTION OF FACILITIES	ASSESSMENT OF CONDITION	DEVELOPMENT POTENTIAL	MAINTENANCE REQUIREMENTS
Balule	1930	6 huts & 15 camp sites	Ablution run down. Old historic camp	Huts need upgrading for possible lodge development	R250K
Bateleur	1988	7 family cottages	Fairly good condition	Additional services could do	R300K
Berg-en-Dal	1984	70 camp sites, 69 bungalows, 23 family cottages, 2 guest houses	After 20 years facilities are aging	Needs to be converted to world class conference destination	R 5 million
Biyamiti	1991	15 family cottages	Fairly good condition	Additional conveniences such as a kitchen and lapa	R300K
Boulders	1985	1 x 4 bedroomed bush lodge	Facility is run down. Serious bat nesting problems	Can be upgraded into a luxury lodge	R1,5 million
Crocodile Bridge	1930	12 camp sites, 8 budget tents & 23 bungalows	Good condition	Normal maintenance required	R500K
Letaba	1930	55 camps sites, 20 budget tents, 86 bungalows, 10 family cottages & 2 guest houses	Accommodation in reasonable condition but needs maintenance. Market segmentation necessary	Product can be diversified to cater for more segments. Riverview huts need upgrading to luxury levels	R3 million
Lower Sabie	1936	34 camp sites, 30 huts, 64 bungalows, 2 family cottages, 24 semi-luxury tents & 1 guest house	Bulk of accommodation units were built in the 1960s and need total revamp	Six new luxury tents are required	R10 million
Malelane	1930	15 camp sites and 5 bungalows	Very old buildings which need renovation	Close proximity to urban centre and suitable for a lodge	R300K
Marula	1967	20 camps sites	Needs landscaping & levelling	Has potential for more camping sites	R750K
Mopani	1991	57 bungalows, 45 family cottages, 1 guest house	Camp is relatively new but needs interior décor	Has potential to become a conference destination because of its 500 beds per night capacity	R3,5 million
Olifants	1960	111 bungalows & 2 guest houses	Facilities are over 40 years old and camp needs facelift	Riverview units should be upgraded into luxury units	R6 million
Orpen	1954	12 huts & 5 family cottages	Huts are old and need serious upgrading	Entrance gate shop needs attention, need for restaurant	R1,2 m (excluding new restaurant)

**ANNEXURE 5: CAMPS: AN HISTORIC OVERVIEW AND MAINTENANCE REQUIREMENTS** (continued)

REST CAMP	YEAR OPENED	DESCRIPTION OF FACILITIES	ASSESSMENT OF CONDITION	DEVELOPMENT POTENTIAL	MAINTENANCE REQUIREMENTS
Pretoriuskop	1928	40 camp sites, 77 huts, 54 bungalows, 4 family cottages & 2 guest houses	Units are aged and need extensive upgrading	Market segmentation	R5 million
Punda Maria	1932	23 bungalows & 50 camp sites	Needs interior décor. Camp sites need landscaping & ablution blocks renewed	Historical character of the hartebees type huts need to be retained.	R2,5 million
Roodewal	1990	1 x 5 bedroom bush lodge	Reasonable condition	Can be turned into a luxury lodge	R250K
Satara	1928	74 camp sites; 151 bungalows, 10 family cottages; 3 guests houses	Virtually all accommodation need maintenance & upgrading to meet market segments	Upgrades should be based on a marketing plan with specific market segment targets	R7,5 million
Shimuwini	1991	15 family cottages	Facilities in good condition	Need for a kitchen and lapa	R300K
Shingwedzi	1934	50 camp sites, 24 huts, 54 bungalows, 1 family cottage & 1 guest house	Historic hartebees type bungalows must be maintained, Interior décor needs serious attention	Water problems restrain further development. Fly camps should be considered. Interior decorations are urgently needed	R2 million
Sirheni	1991	15 family cottages	Fairly good condition	Lapa and a kitchen could add value	R300K
Skukuza	1928	1 dormitory for 72 school children, 80 camp sites, 31 budget tents, 179 bungalows, 16 family cottages, 20 river view semi-luxury huts & 4 guest houses	Upgrades are necessary in 70 % of the units. Campsites need proper landscaping. Tents and ablution blocks need to be replaced	Accommodation product must be properly segmented to meet guest profiles.	R15 million
Talamati	1991	15 family cottages	Fairly good facilities	Need a small kitchen & a lapa	R300K
Tamboti	1995	30 budget & 10 semi-luxury tents	Satisfactory	Additional services e.g. a lapa and small kitchen could do	R300K
<b>TOTAL</b>		<b>4 273 beds + 3 090 camp sites = 7 363</b>			R66 050 000

**ANNEXURE 6**  
**KRUGER NATIONAL PARK QUESTIONNAIRE:**  
**TOURIST SURVEY**

**Why this questionnaire?** Certain changes are being implemented in the KNP in order to streamline its functions and improve its services. A research project has been registered to obtain information about what various stakeholders think about some of these changes. This information should be useful to management in their decision making.

**What we would like you to do?** The questionnaire consists of statements to which you have to indicate how much you agree or disagree on a 5-point scale. You should be able to complete the questionnaire in approximately **15** minutes. Although some personal information is required for research purposes, no names are asked. The questionnaire is therefore completed anonymously. **Only the researchers will see the individual questionnaires.** Please complete ALL the questions.

**Which camp?** Please indicate below for which camp you are completing the questionnaire.

**Camp:** .....

Note that if there are sections that you cannot report on for this particular camp, you may report on another camp for a particular section. Please indicate the name of the camp in the appropriate space at the top of that section.

Thank you for your cooperation and willingness to participate in this survey!!



**GENERAL INFORMATION**

**Please complete the following. Indicate what applies to you with a cross (X).**

Today's date:

y	y	y	y	m	m	d	d

Which category applies to your present visit?

Day visitor	Camping	Hut Hut number: .....	Private Camp
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How many nights are you staying at this camp? .....

How many nights are you staying in the KNP during this visit?.....

How many people are in your party?.....

How many times have you visited the KNP? (Including the present visit)

1	2	3	4	5	6	7	8	9	10	More than 10 times
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Your age in years:

-19	20-29	30-39	40-54	55-64	65+
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Gender:

<b>Female</b>	<b>Male</b>
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**I am a**

South African citizen	South African resident	Foreign visitor
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Country of origin: .....

Home language: .....

Marital status:

Married/Living with a partner	Single	Divorced/Widowed
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**What is your highest educational qualification?**

0-11 years education	12 years (high school completed)	Tertiary: 1-3 years (diploma or first degree)	Tertiary: 4+ years (higher degree)
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For all further questions, please indicate the extent to which you agree or disagree with the statements below by making a cross in the appropriate block. Please respond to all the statements. Fill in the camp name at the top of each section if you are not reporting on the same camp given on the front page.

... continues

**GENERAL COMMENTS**

2. The KNP should retain its identity by means of its emblem, decorations and staff uniforms  
Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
3. The gardens are neat and well tended  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
4. The gate services are efficient  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
5. Information services in the camp meet with my expectations  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
6. Information services are accessible  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
7. It is easy to find one's way inside the camp  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
8. Laundry services are adequate  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
9. Exhibitions are interesting and informative  
Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
10. Tourists are well-behaved in the park  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
11. Day drives are a sought-after KNP activity  
Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
12. Picnic spots and other stopover points are well maintained  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
13. Visitors can easily locate the animals  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
14. Commercialization has a positive effect from the tourists' point of view  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
15. Night drives offer an exclusive bush experience  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
16. Night drives offer good value for money  
Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
17. Tourists keep to the rules of the park  
Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
18. There are too many official vehicles on the roads  
Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
19. Nature conservation appears to be well taken care of  
Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
20. The roads surrounding the camp are well maintained  
Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree

... continues

21. Visible commercialization is destroying the 'Kruger experience'  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
22. Drinking points offer a good opportunity for game viewing  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
23. Picnic sites provide adequate facilities  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
24. The KNP is too crowded with people  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
25. Films and other information (i.e. exhibitions) meet with my expectations  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
26. The Kruger experience is spoiled by noise in the camp  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
27. The services provided by the camp are easily accessible  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
28. Entertainment for tourists, such as film shows or swimming pools are spoiling the 'Kruger experience'  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree

Anything else you want to share with us or point out to us?

.....

.....

.....

**CAFETERIA**

Camp for which you are completing this section: \_\_\_\_\_  
 [camp name if not the same as front page]

29. The atmosphere of the cafeteria is pleasant  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
30. Food is well prepared  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
31. The variety of dishes offered is adequate  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
32. The food is attractively presented  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
33. The service in the cafeteria is up to standard  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree
34. The food appears wholesome and healthy  
 Strongly disagree 

☹	☹	☺	☹	☹
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 Strongly agree

... continues

35. The cafeteria offers good value for money  
 Strongly disagree 

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 Strongly agree
36. The décor inside the cafeteria is attractive  
 Strongly disagree 

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 Strongly agree
37. The staff in the cafeteria is friendly and helpful  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
38. The type of food offered by the cafeteria meets with my expectations  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
39. A sufficient variety of health foods are available to choose from  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
40. The cafeteria atmosphere fits and enhances the 'Kruger bush experience'  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
41. The prices of meals are reasonable  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
42. The menu caters for special diets  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
43. The business hours of the cafeteria suit my needs  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
44. The cafeteria is well positioned to allow tourists to experience nature  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
45. The external appearance of the cafeteria is imaginative  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
46. The décor inside the cafeteria is suitable  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
47. The cafeteria is easily accessible  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
48. Bar facilities at the cafeteria are adequate  
 Strongly disagree 

--	--	--	--	--

 Strongly agree
49. The cafeteria should stay open later at night  
 Strongly disagree 

--	--	--	--	--

 Strongly agree

Do you have specific comments regarding the cafeteria?

.....

.....

.....

**RESTAURANT**

Camp for which you are completing this section: \_\_\_\_\_  
 [camp name if not the same as front page]

... continues

50. The atmosphere in the restaurant is pleasant  
 Strongly disagree      Strongly agree
51. The food is well prepared  
 Strongly disagree      Strongly agree
52. The variety of dishes offered is adequate  
 Strongly disagree      Strongly agree
53. The food is presented attractively  
 Strongly disagree      Strongly agree
54. The service in the restaurant is up to standard  
 Strongly disagree      Strongly agree
55. The food appears wholesome and healthy  
 Strongly disagree      Strongly agree
56. The restaurant offers good value for money  
 Strongly disagree      Strongly agree
57. The décor inside the restaurant is attractive  
 Strongly disagree      Strongly agree
58. The waiters in the restaurant are friendly and helpful  
 Strongly disagree      Strongly agree
59. The type of food offered by the restaurant meets with my expectations  
 Strongly disagree      Strongly agree
60. A sufficient variety of health foods are available to choose from  
 Strongly disagree      Strongly agree
61. The restaurant atmosphere fits and enhances the 'Kruger bush experience'  
 Strongly disagree      Strongly agree
62. Meals are reasonably priced  
 Strongly disagree      Strongly agree
63. The menu caters for special diets  
 Strongly disagree      Strongly agree
64. The business hours of the restaurant suit my needs  
 Strongly disagree      Strongly agree
65. The restaurant is well positioned to allow tourists to experience nature  
 Strongly disagree      Strongly agree
66. The external appearance of the restaurant is imaginative  
 Strongly disagree      Strongly agree
67. The décor inside the restaurant is attractive  
 Strongly disagree      Strongly agree
68. The restaurant is easily accessible  
 Strongly disagree      Strongly agree

...continues

69. The bar facilities at the restaurant are adequate  
 Strongly disagree      Strongly agree
70. The restaurant should stay open later at night  
 Strongly disagree      Strongly agree

Do you have specific comments regarding the restaurant?

.....

.....

.....

**SHOP**

Camp for which you are completing this section: \_\_\_\_\_  
 [camp name if not the same as front page]

71. The atmosphere of the shop is pleasant  
 Strongly disagree      Strongly agree
72. The shop stocks high quality groceries  
 Strongly disagree      Strongly agree
73. Souvenirs in the shop are of a high quality  
 Strongly disagree      Strongly agree
74. The shop offers a sufficient variety of items  
 Strongly disagree      Strongly agree
75. The shop stocks interesting products  
 Strongly disagree      Strongly agree
76. Most items sold in the shop are useful during a KNP visit  
 Strongly disagree      Strongly agree
77. The shop sells attractive curio items  
 Strongly disagree      Strongly agree
78. KNP shops should sell luxury items  
 Strongly disagree      Strongly agree
79. I can buy necessary items for my KNP visit in the shop  
 Strongly disagree      Strongly agree
80. The service in the shop is good  
 Strongly disagree      Strongly agree
81. The shop offers good value for money  
 Strongly disagree      Strongly agree
82. Perishable foods are mostly fresh  
 Strongly disagree      Strongly agree
83. The type of items offered by the shop meets with my expectations  
 Strongly disagree      Strongly agree
84. The range of goods offered in the shop meets with my expectation  
 Strongly disagree      Strongly agree

... continues

85. The food sold in the shop is reasonably priced  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
86. I prefer to bring my self-catering ingredients with me  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
87. The business hours of the shop suit my needs  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
88. The shop is easily accessible  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
89. I buy only basic items such as milk, bread and firewood at the shop.  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree

Do you have specific comments regarding the shop?

.....

.....

.....

## ACCOMMODATION

Camp for which you are completing this section: \_\_\_\_\_  
 [camp name if not the same as front page]

90. The atmosphere of the accommodation facilities is pleasant  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
91. The quality of the accommodation is high  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
92. The variety of accommodation offered is sufficient  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
93. The exteriors of the accommodation units are interesting  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
94. The interiors of the accommodation units are attractive  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
95. The accommodation units meet my needs regarding comfort  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
96. The bathroom facilities meet with my expectations  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
97. High standards of cleanliness are maintained  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree
98. The service for accommodation is good  
 Strongly disagree 

☹	☹	☹	☹	☹
---	---	---	---	---

 Strongly agree

... continues

99. The accommodation offers good value for money  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
100. The type of accommodation offered meets with my expectations  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
101. The accommodation offers an exclusive bush experience  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
102. Check-in times for accommodation are convenient  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
103. Check- out times for accommodation are convenient  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
104. Decorations in the huts are tasteful  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
105. Accommodation neatness is up to standard  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
106. KNP accommodation rates compare favourably with similar accommodation elsewhere  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
107. The rates for the various kinds of accommodation are fair  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
108. The standard of facilities in the huts match the cost  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
109. The variety of affordable accommodation options is adequate  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
110. There should be more options for luxury accommodation in the park  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree

Do you have specific comments regarding the accommodation?

.....

.....

.....

**RECEPTION**

Camp for which you are completing this section: \_\_\_\_\_  
 [camp name if not the same as front page]

111. The reception area has a pleasant atmosphere  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
112. The reception office is attractive  
 Strongly disagree 

☹	☹	☺	☹	☹
---	---	---	---	---

 Strongly agree
113. Staff members at reception are competent

... continues



Strongly disagree 

--	--	--	--	--

 Strongly agree

114. Staff members at reception are helpful  
Strongly disagree 

--	--	--	--	--

 Strongly agree

115. Staff members at reception are friendly  
Strongly disagree 

--	--	--	--	--

 Strongly agree

116. The quality of service at reception is good  
Strongly disagree 

--	--	--	--	--

 Strongly agree

117. The information offered by reception staff is good  
Strongly disagree 

--	--	--	--	--

 Strongly agree

118. There is too much queuing at reception  
Strongly disagree 

--	--	--	--	--

 Strongly agree

119. Business hours of reception are adequate  
Strongly disagree 

--	--	--	--	--

 Strongly agree

120. Reception is easily accessible  
Strongly disagree 

--	--	--	--	--

 Strongly agree

121. Reception hours are convenient  
Strongly disagree 

--	--	--	--	--

 Strongly agree

Do you have specific comments regarding reception?

.....

.....

.....

**ANNEXURE 7**  
**DISTRIBUTIONS OF RESPONSES TO THE 120 INDIVIDUAL ITEMS**  
**IN THE QUESTIONNAIRE**

**General: Responses to items**

		Strongly disagree	2	3	4	Strongly agree	Total
The KNP should retain its identity by means of its emblem, decorations and staff uniforms	Count	5	5	42	172	582	806
	%	0,6	0,6	5,2	21,3	72,2	100,0
Gardens are neat and well tended	Count	10	18	85	309	384	806
	%	1,2	2,2	10,5	38,3	47,6	100,0
The gate services are efficient	Count	15	21	68	287	409	800
	%	1,9	2,6	8,5	35,9	51,1	100,0
Information services in the camp meet with my expectations	Count	9	37	122	332	290	790
	%	1,1	4,7	15,4	42,0	36,7	100,0
Information services are accessible	Count	15	22	125	347	283	792
	%	1,9	2,8	15,8	43,8	35,7	100,0
It is easy to find one's way inside the camp	Count	7	19	71	282	427	806
	%	0,9	2,4	8,8	35,0	53,0	100,0
Laundry services are adequate	Count	9	25	157	211	185	587
	%	1,5	4,3	26,7	35,9	31,5	100,0
Exhibitions are interesting and informative	Count	6	24	165	291	236	722
	%	0,8	3,3	22,9	40,3	32,7	100,0
Tourists are well-behaved in the park	Count	36	56	157	342	211	802
	%	4,5	7,0	19,6	42,6	26,3	100,0
Day drives are a sought-after KNP activity	Count	30	54	192	203	224	703
	%	4,3	7,7	27,3	28,9	31,9	100,0
Picnic spots and other stopover points are well maintained	Count	12	22	84	288	378	784
	%	1,5	2,8	10,7	36,7	48,2	100,0
Visitors can easily locate animals	Count	19	55	201	322	188	785
	%	2,4	7,0	25,6	41,0	23,9	100,0
Commercialization has a positive effect from the tourists' point of view	Count	97	103	223	233	126	782
	%	12,4	13,2	28,5	29,8	16,1	100,0
Night drives offer an exclusive bush experience	Count	19	28	107	226	340	720
	%	2,6	3,9	14,9	31,4	47,2	100,0
Night drives offer good value for money	Count	32	52	174	240	195	693
	%	4,6	7,5	25,1	34,6	28,1	100,0
Tourists keep to the rules of the park	Count	60	96	181	309	145	791
	%	7,6	12,1	22,9	39,1	18,3	100,0
There are too many official vehicles on the roads	Count	207	244	197	85	68	801
	%	25,8	30,5	24,6	10,6	8,5	100,0
Nature conservation appears to be well taken care of	Count	11	25	103	327	330	796
	%	1,4	3,1	12,9	41,1	41,5	100,0

...continues

		Strongly disagree	2	3	4	Strongly agree	Total
The roads surrounding the camp are well maintained	Count	13	19	52	318	402	804
	%	1,6	2,4	6,5	39,6	50,0	100,0
Visible commercialization is destroying the "Kruger experience"	Count	107	178	201	149	149	784
	%	13,6	22,7	25,6	19,0	19,0	100,0
Drinking points offer a good opportunity for game viewing	Count	19	53	147	263	303	785
	%	2,4	6,8	18,7	33,5	38,6	100,0
Picnic sites provide adequate facilities	Count	8	17	120	303	319	767
	%	1,0	2,2	15,6	39,5	41,6	100,0
The KNP is too crowded with people	Count	149	288	204	106	51	798
	%	18,7	36,1	25,6	13,3	6,4	100,0
Films and other information (i.e. exhibitions) meet with my expectations	Count	27	61	216	227	133	664
	%	4,1	9,2	32,5	34,2	20,0	100,0
The Kruger experience is spoiled by noise in the camp	Count	249	252	115	90	85	791
	%	31,5	31,9	14,5	11,4	10,7	100,0
The services provided by the camp are easily accessible	Count	5	14	88	364	324	795
	%	0,6	1,8	11,1	45,8	40,8	100,0
Entertainment for tourists, such as film shows or swimming pools are spoiling the "Kruger experience"	Count	313	206	130	68	54	771
	%	40,6	26,7	16,9	8,8	7,0	100,0

**Cafeteria: Camp for which you are completing this section:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Olifants	66	7,9	21,9	21,9
	Shingwedzi	7	0,8	2,3	24,2
	Letaba	18	2,2	6,0	30,1
	Punda Maria	3	0,4	1,0	31,1
	Mopani	5	0,6	1,7	32,8
	Satara	70	8,4	23,2	56,0
	Berg-en-Dal	25	3,0	8,3	64,2
	Skukuza	60	7,2	19,9	84,1
	Lower Sabie	32	3,8	10,6	94,7
	Pretoriuskop	9	1,1	3,0	97,7
	Biyamiti	5	0,6	1,7	99,3
	Tshokwane	1	0,1	0,3	99,7
	Day visitor	1	0,1	0,3	100,0
	<b>Total</b>	<b>302</b>	<b>36,1</b>	<b>100,0</b>	
Missing	System	534	63,9		
<b>Total</b>		<b>836</b>	<b>100,0</b>		

... continues

## Cafeteria: Responses to items

		Strongly disagree	2	3	4	Strongly agree	Total
The atmosphere of the cafeteria is pleasant	Count	48	59	149	250	158	664
	%	7,2%	8,9%	22,4%	37,7%	23,8%	100,0%
Food is well prepared	Count	51	67	153	235	134	640
	%	8,0%	10,5%	23,9%	36,7%	20,9%	100,0%
The variety of dishes offered is adequate	Count	66	92	159	218	108	643
	%	10,3%	14,3%	24,7%	33,9%	16,8%	100,0%
The food is attractively presented	Count	49	83	178	226	105	641
	%	7,6%	12,9%	27,8%	35,3%	16,4%	100,0%
The service in the cafeteria is up to standard	Count	65	78	159	221	122	645
	%	10,1%	12,1%	24,7%	34,3%	18,9%	100,0%
Food appears wholesome and healthy	Count	56	85	177	227	97	642
	%	8,7%	13,2%	27,6%	35,4%	15,1%	100,0%
The cafeteria offers good value for money	Count	63	99	166	208	107	643
	%	9,8%	15,4%	25,8%	32,3%	16,6%	100,0%
The decor inside the cafeteria is attractive	Count	64	96	164	213	111	648
	%	9,9%	14,8%	25,3%	32,9%	17,1%	100,0%
The staff in the cafeteria is friendly and helpful	Count	33	52	108	270	191	654
	%	5,0%	8,0%	16,5%	41,3%	29,2%	100,0%
The type of food offered by the cafeteria meets with my expectations	Count	70	93	157	222	98	640
	%	10,9%	14,5%	24,5%	34,7%	15,3%	100,0%
Sufficient variety of health foods are available to choose from	Count	101	113	184	167	61	626
	%	16,1%	18,1%	29,4%	26,7%	9,7%	100,0%
The cafeteria atmosphere fits and enhances the "Kruger bush experience"	Count	91	103	165	184	99	642
	%	14,2%	16,0%	25,7%	28,7%	15,4%	100,0%
The prices of the meals are reasonable	Count	78	82	185	208	88	641
	%	12,2%	12,8%	28,9%	32,4%	13,7%	100,0%
The menu caters for special diets	Count	106	118	221	73	25	543
	%	19,5%	21,7%	40,7%	13,4%	4,6%	100,0%
The business hours of the cafeteria suit my needs	Count	35	53	105	261	174	628
	%	5,6%	8,4%	16,7%	41,6%	27,7%	100,0%
The cafeteria is well positioned to allow tourists to experience nature	Count	10	34	101	256	238	639
	%	1,6%	5,3%	15,8%	40,1%	37,2%	100,0%
The external appearance of the cafeteria is imaginative	Count	52	73	189	197	129	640
	%	8,1%	11,4%	29,5%	30,8%	20,2%	100,0%
The decor inside the cafeteria is suitable	Count	53	80	192	210	103	638
	%	8,3%	12,5%	30,1%	32,9%	16,1%	100,0%
The cafeteria is easily accessible	Count	5	7	79	317	236	644
	%	0,8%	1,1%	12,3%	49,2%	36,6%	100,0%
Bar facilities at the cafeteria are adequate	Count	34	37	145	241	131	588
	%	5,8%	6,3%	24,7%	41,0%	22,3%	100,0%
The cafeteria should stay open later at night	Count	134	98	139	114	140	625
	%	21,4%	15,7%	22,2%	18,2%	22,4%	100,0%

... continues

**Restaurant: Camp for which you are completing this section:**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Olifants</b>	51	6,1	22,9	22,9
	<b>Shingwedzi</b>	5	0,6	2,2	25,1
	<b>Letaba</b>	26	3,1	11,7	36,8
	<b>Punda Maria</b>	3	0,4	1,3	38,1
	<b>Mopani</b>	5	0,6	2,2	40,4
	<b>Satara</b>	47	5,6	21,1	61,4
	<b>Berg-en-Dal</b>	20	2,4	9,0	70,4
	<b>Skukuza</b>	26	3,1	11,7	82,1
	<b>Lower Sabie</b>	35	4,2	15,7	97,8
	<b>Pretoriuskop</b>	3	0,4	1,3	99,1
	<b>Biyamiti</b>	2	0,2	0,9	100,0
	<b>Total</b>	223	26,7	100,0	
<b>Missing</b>	<b>System</b>	613	73,3		
<b>Total</b>		836	100,0		

**Restaurant: Responses to items**

		Strongly disagree	2	3	4	Strongly agree	Total
<b>The atmosphere in the restaurant is pleasant</b>	<b>Count</b>	12	26	73	210	154	475
	<b>%</b>	2,5%	5,5%	15,4%	44,2%	32,4%	100,0%
<b>Food is well prepared</b>	<b>Count</b>	21	34	72	200	140	467
	<b>%</b>	4,5%	7,3%	15,4%	42,8%	30,0%	100,0%
<b>The variety of dishes offered is adequate</b>	<b>Count</b>	35	52	92	171	114	464
	<b>%</b>	7,5%	11,2%	19,8%	36,9%	24,6%	100,0%
<b>Food is presented attractively</b>	<b>Count</b>	20	38	88	190	128	464
	<b>%</b>	4,3%	8,2%	19,0%	40,9%	27,6%	100,0%
<b>The service in the restaurant is up to standard</b>	<b>Count</b>	24	25	88	191	135	463
	<b>%</b>	5,2%	5,4%	19,0%	41,3%	29,2%	100,0%
<b>Food appears wholesome and healthy</b>	<b>Count</b>	19	33	101	199	108	460
	<b>%</b>	4,1%	7,2%	22,0%	43,3%	23,5%	100,0%
<b>The restaurant offers good value for money</b>	<b>Count</b>	44	63	95	164	97	463
	<b>%</b>	9,5%	13,6%	20,5%	35,4%	21,0%	100,0%
<b>The décor inside the cafeteria is attractive</b>	<b>Count</b>	19	28	84	178	156	465
	<b>%</b>	4,1%	6,0%	18,1%	38,3%	33,5%	100,0%
<b>The staff in the restaurant is friendly and helpful</b>	<b>Count</b>	10	15	63	190	188	466
	<b>%</b>	2,1%	3,2%	13,5%	40,8%	40,3%	100,0%
<b>The type of food offered by the restaurant meets with my expectations</b>	<b>Count</b>	42	45	94	176	106	463
	<b>%</b>	9,1%	9,7%	20,3%	38,0%	22,9%	100,0%
<b>Sufficient variety of health foods are available to choose from</b>	<b>Count</b>	41	62	139	135	67	444
	<b>%</b>	9,2%	14,0%	31,3%	30,4%	15,1%	100,0%

... continues

		Strongly disagree	2	3	4	Strongly agree	Total
The restaurant atmosphere fits and enhances the "Kruger bush experience"	Count	21	32	101	178	132	464
	%	4,5%	6,9%	21,8%	38,4%	28,4%	100,0%
Meals are reasonably priced	Count	56	68	104	167	71	466
	%	12,0%	14,6%	22,3%	35,8%	15,2%	100,0%
The menu caters for special diets	Count	53	66	159	70	35	383
	%	13,8%	17,2%	41,5%	18,3%	9,1%	100,0%
The restaurant's business hours suit my needs	Count	12	24	81	198	144	459
	%	2,6%	5,2%	17,6%	43,1%	31,4%	100,0%
The restaurant is well positioned to allow tourists to experience nature	Count	14	19	78	164	193	468
	%	3,0%	4,1%	16,7%	35,0%	41,2%	100,0%
The external appearance of the restaurant is imaginative	Count	18	35	124	167	121	465
	%	3,9%	7,5%	26,7%	35,9%	26,0%	100,0%
The décor inside the restaurant is suitable	Count	16	29	84	182	154	465
	%	3,4%	6,2%	18,1%	39,1%	33,1%	100,0%
The restaurant is easily accessible	Count	5	7	39	210	208	469
	%	1,1%	1,5%	8,3%	44,8%	44,3%	100,0%
Bar facilities at the restaurant are adequate	Count	15	25	66	193	130	429
	%	3,5%	5,8%	15,4%	45,0%	30,3%	100,0%
The restaurant should stay open later at night	Count	96	70	129	84	76	455
	%	21,1%	15,4%	28,4%	18,5%	16,7%	100,0%

**Shop: Camp for which you are completing this section:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Olifants	68	8,1	23,4	23,4
	Shingwedzi	6	0,7	2,1	25,5
	Letaba	31	3,7	10,7	36,2
	Punda Maria	5	0,6	1,7	37,9
	Mopani	6	0,7	2,1	40,0
	Satara	45	5,4	15,5	55,5
	Berg-en-Dal	25	3,0	8,6	64,1
	Skukuza	42	5,0	14,5	78,6
	Lower Sabie	41	4,9	14,1	92,8
	Orpen	1	0,1	0,3	93,1
	Pretoriuskop	7	0,8	2,4	95,5
	Crocodile camp	9	1,1	3,1	98,6
	Biyamiti	1	0,1	0,3	99,0
	All	3	0,4	1,0	100,0
	Total	290	34,7	100,0	
Missing	System	546	65,3		
Total		836	100,0		

... continues

## Shop: Responses to items

		Strongly disagree	2	3	4	Strongly agree	Total
The atmosphere of the shop is pleasant	Count	18	31	145	326	244	764
	%	2,4%	4,1%	19,0%	42,7%	31,9%	100,0%
The shop stocks high quality groceries	Count	21	69	169	334	162	755
	%	2,8%	9,1%	22,4%	44,2%	21,5%	100,0%
Souvenirs in the shop are of high quality	Count	15	42	157	339	200	753
	%	2,0%	5,6%	20,8%	45,0%	26,6%	100,0%
The shop offers a sufficient variety of items	Count	12	45	122	361	224	764
	%	1,6%	5,9%	16,0%	47,3%	29,3%	100,0%
The shop stocks interesting products	Count	12	47	151	349	203	762
	%	1,6%	6,2%	19,8%	45,8%	26,6%	100,0%
Most items sold in the shop are useful during a KNP visit	Count	8	37	128	372	216	761
	%	1,1%	4,9%	16,8%	48,9%	28,4%	100,0%
The shop sells attractive curio items	Count	21	41	150	326	217	755
	%	2,8%	5,4%	19,9%	43,2%	28,7%	100,0%
KNP shops should sell luxury items	Count	221	163	210	98	65	757
	%	29,2%	21,5%	27,7%	12,9%	8,6%	100,0%
I can buy necessary items for my KNP visit in the shop	Count	14	25	95	341	289	764
	%	1,8%	3,3%	12,4%	44,6%	37,8%	100,0%
The service in the shop is good	Count	22	44	113	319	267	765
	%	2,9%	5,8%	14,8%	41,7%	34,9%	100,0%
The shop offers good value for money	Count	84	123	204	235	115	761
	%	11,0%	16,2%	26,8%	30,9%	15,1%	100,0%
Perishable foods are mostly fresh	Count	36	90	192	298	128	744
	%	4,8%	12,1%	25,8%	40,1%	17,2%	100,0%
The type of items offered by the shop meet with my expectations	Count	17	61	161	329	191	759
	%	2,2%	8,0%	21,2%	43,3%	25,2%	100,0%
The range of goods offered in the shop meets with my expectation	Count	15	58	151	342	194	760
	%	2,0%	7,6%	19,9%	45,0%	25,5%	100,0%
The food sold in the shop is reasonably priced	Count	95	106	208	266	84	759
	%	12,5%	14,0%	27,4%	35,0%	11,1%	100,0%
I prefer to bring my self-catering ingredients with me	Count	74	77	113	180	305	749
	%	9,9%	10,3%	15,1%	24,0%	40,7%	100,0%
The shop's business hours suit my needs	Count	32	50	91	302	286	761
	%	4,2%	6,6%	12,0%	39,7%	37,6%	100,0%
The shop is easily accessible	Count	1	5	52	312	392	762
	%	,1%	0,7%	6,8%	40,9%	51,4%	100,0%
I buy only basic items such as milk, bread and firewood at the shop	Count	100	116	141	175	215	747
	%	13,4%	15,5%	18,9%	23,4%	28,8%	100,0%

... continues

**Accommodation: Camp for which you are completing this section:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Olifants	72	8,6	25,7	25,7
	Shingwedzi	8	1,0	2,9	28,6
	Letaba	26	3,1	9,3	37,9
	Punda Maria	1	0,1	0,4	38,2
	Satara	57	6,8	20,4	58,6
	Berg-en-Dal	29	3,5	10,4	68,9
	Balule	1	0,1	0,4	69,3
	Skukuza	24	2,9	8,6	77,9
	Lower Sabie	20	2,4	7,1	85,0
	Pretoriuskop	9	1,1	3,2	88,2
	Crocodile camp	7	0,8	2,5	90,7
	Biyamiti	22	2,6	7,9	98,6
	All	4	0,5	1,4	100,0
	Total	280	33,5	100,0	
Missing	System	556	66,5		
Total		836	100,0		

**Accommodation: Responses to items**

		Strongly disagree	2	3	4	Strongly agree	Total
The atmosphere of the accommodation facilities is pleasant	Count	5	16	68	317	358	764
	%	0,7%	2,1%	8,9%	41,5%	46,9%	100,0%
The quality of the accommodation is high	Count	28	58	148	275	248	757
	%	3,7%	7,7%	19,6%	36,3%	32,8%	100,0%
The variety of accommodation offered is sufficient	Count	18	43	110	303	275	749
	%	2,4%	5,7%	14,7%	40,5%	36,7%	100,0%
The exteriors of the accommodation units are interesting	Count	17	35	128	314	261	755
	%	2,3%	4,6%	17,0%	41,6%	34,6%	100,0%
The interiors of the accommodation units are attractive	Count	30	74	173	261	203	741
	%	4,0%	10,0%	23,3%	35,2%	27,4%	100,0%
The accommodations units meets my needs regarding comfort	Count	26	46	104	290	275	741
	%	3,5%	6,2%	14,0%	39,1%	37,1%	100,0%
The bathroom facilities meet with my expectations	Count	40	57	130	292	241	760
	%	5,3%	7,5%	17,1%	38,4%	31,7%	100,0%
High standards of cleanliness are maintained	Count	25	44	103	277	311	760
	%	3,3%	5,8%	13,6%	36,4%	40,9%	100,0%
The service for accommodation is good	Count	12	22	107	313	295	749
	%	1,6%	2,9%	14,3%	41,8%	39,4%	100,0%
The accommodation offers good value for money	Count	33	55	148	279	237	752
	%	4,4%	7,3%	19,7%	37,1%	31,5%	100,0%

... continues



		Strongly disagree	2	3	4	Strongly agree	Total
The type of accommodation offered meets with my expectations	Count	20	38	100	324	275	757
	%	2,6%	5,0%	13,2%	42,8%	36,3%	100,0%
The accommodation offers an exclusive bush experience	Count	28	60	158	272	237	755
	%	3,7%	7,9%	20,9%	36,0%	31,4%	100,0%
Check-in times for accommodation are convenient	Count	16	31	85	350	275	757
	%	2,1%	4,1%	11,2%	46,2%	36,3%	100,0%
Check-out times for accommodation are convenient	Count	30	72	117	296	237	752
	%	4,0%	9,6%	15,6%	39,4%	31,5%	100,0%
Decorations in the huts are tasteful	Count	51	83	188	253	144	719
	%	7,1%	11,5%	26,1%	35,2%	20,0%	100,0%
Accommodation neatness is up to standard	Count	13	44	104	308	269	738
	%	1,8%	6,0%	14,1%	41,7%	36,4%	100,0%
KNP accommodation rates compare favourably with similar accommodation elsewhere	Count	52	53	164	250	210	729
	%	7,1%	7,3%	22,5%	34,3%	28,8%	100,0%
The rates for the various kinds of accommodation are fair	Count	40	60	171	291	178	740
	%	5,4%	8,1%	23,1%	39,3%	24,1%	100,0%
The standards of facilities in the huts match the cost	Count	53	76	154	257	179	719
	%	7,4%	10,6%	21,4%	35,7%	24,9%	100,0%
The variety of affordable accommodation options is adequate	Count	38	71	159	272	191	731
	%	5,2%	9,7%	21,8%	37,2%	26,1%	100,0%
There should be more options for luxury accommodation in the park	Count	227	141	150	115	116	749
	%	30,3%	18,8%	20,0%	15,4%	15,5%	100,0%

**Reception: Camp for which you are completing this section:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Olifants	58	6,9	23,1	23,1
	Shingwedzi	5	0,6	2,0	25,1
	Letaba	23	2,8	9,2	34,3
	Punda Maria	2	0,2	0,8	35,1
	Mopani	1	0,1	0,4	35,5
	Satara	53	6,3	21,1	56,6
	Berg-en-Dal	31	3,7	12,4	68,9
	Skukuza	25	3,0	10,0	78,9
	Lower Sabie	15	1,8	6,0	84,9
	Pretoriuskop	10	1,2	4,0	88,8
	Crocodile camp	12	1,4	4,8	93,6
	Biyamiti	15	1,8	6,0	99,6
	All	1	0,1	0,4	100,0
	Total	251	30,0	100,0	
Missing	System	585	70,0		
Total		836	100,0		

... continues

**Reception: Responses to items**

		<b>Strongly disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Strongly agree</b>	<b>Total</b>
<b>The reception area has a pleasant atmosphere</b>	<b>Count</b>	10	19	100	310	321	760
	<b>%</b>	1,3%	2,5%	13,2%	40,8%	42,2%	100,0%
<b>The reception office is attractive</b>	<b>Count</b>	7	41	141	283	291	763
	<b>%</b>	,9%	5,4%	18,5%	37,1%	38,1%	100,0%
<b>Staff members at reception are competent</b>	<b>Count</b>	19	23	78	292	351	763
	<b>%</b>	2,5%	3,0%	10,2%	38,3%	46,0%	100,0%
<b>Staff members at reception are helpful</b>	<b>Count</b>	15	22	60	282	384	763
	<b>%</b>	2,0%	2,9%	7,9%	37,0%	50,3%	100,0%
<b>Staff members at reception are friendly</b>	<b>Count</b>	16	22	61	254	410	763
	<b>%</b>	2,1%	2,9%	8,0%	33,3%	53,7%	100,0%
<b>The quality of service at reception is good</b>	<b>Count</b>	22	25	85	279	350	761
	<b>%</b>	2,9%	3,3%	11,2%	36,7%	46,0%	100,0%
<b>The information offered by reception staff is good</b>	<b>Count</b>	25	27	114	294	297	757
	<b>%</b>	3,3%	3,6%	15,1%	38,8%	39,2%	100,0%
<b>There is too much queuing at reception</b>	<b>Count</b>	242	198	123	119	65	747
	<b>%</b>	32,4%	26,5%	16,5%	15,9%	8,7%	100,0%
<b>Reception's business hours are adequate</b>	<b>Count</b>	8	21	89	329	299	746
	<b>%</b>	1,1%	2,8%	11,9%	44,1%	40,1%	100,0%
<b>Reception is easily accessible</b>	<b>Count</b>	2	5	43	301	408	759
	<b>%</b>	,3%	0,7%	5,7%	39,7%	53,8%	100,0%
<b>Reception hours are convenient</b>	<b>Count</b>	6	20	74	310	340	750
	<b>%</b>	,8%	2,7%	9,9%	41,3%	45,3%	100,0%

**ANNEXURE 8**  
**USER SURVEY ON OUTSOURCING ACCOMMODATION**  
**IN THE KRUGER NATIONAL PARK**

In order to give the staff at *South African National Parks* the opportunity to focus on their core business, biodiversity conservation, we are presently investigating the possibility of outsourcing the accommodation facilities, which has become the trend in conservation areas worldwide. For this purpose you are kindly requested to complete the following questionnaire.

YOUR COUNTRY OF ORIGIN (Please mark with an X)		
South Africa	Rest of Africa	Overseas

SIZE OF YOUR PARTY (Please mark with an X)		
Individuals or family group	Small tour group (6-10)	Large tour group

FREQUENCY OF YOUR VISITS TO THE PARK (Please mark with an X)				
First visit	Occasional visit (less than once a year)	Once a year	Two or three times a year	More than three times a year

1. Did you stay overnight in one of the camps in Kruger or have you stayed overnight in the past?  
 YES / NO .....

Name of camp:

Please rate your overall satisfaction of accommodation in the camp				
1	2	3	4	5
Not at all satisfied	A little dissatisfied	Satisfied	Very satisfied	Delighted

2. How do you feel about *accommodation outsourcing* i.e. that private operators manage the accommodation facilities on a concession basis?  
 .....  
 .....  
 .....
3. Outsourcing may result in improved accommodation facilities but this also implies charging market related prices. If there were an increase in fees, would you still come to the Park? YES/NO
4. As South Africans are already paying tax and contributing to the *National Conservation Fund*, do you think it would be acceptable to charge foreigners more for accommodation? YES / NO - IF YES.....

50% more than the price	Double the price	Three times the price	More than three times the price
-------------------------	------------------	-----------------------	---------------------------------

5. Your recommendations for improving accommodation facilities at the park

.....  
 .....

Thank you for your cooperation.

**ANNEXURE 9**  
**KRUGER NATIONAL PARK OUTSOURCING QUESTIONNAIRE CODES**

**ID** (text): 001-400

**Country**

South Africa	1
Rest of Africa	2
Overseas	3

**CountrTx** (text)

If country of origin is specified for the overseas and rest of Africa visitors then type it in.

**Size**

Individuals/ family/ friends	1
Small tour group (6-10)	2
Large tour group	3

**Visits**

First visit	1
Occasional visit	2
Once a year	3
Two/ three times a year	4
More than three times a year	5

**Overnite** (Q1)

Yes	1
No	2

**Camp** (Q1)

Berg-en-Dal	1
Crocodile Bridge	2
Letaba	3
Lower Sabie	4
Malelane	5
Mopani	6
Olifants	7
Pretoriuskop	8
Punda Maria	9
Satara	10
Shingwedzi	11
Skukuza	12
Talamathi	13
Tambotie	14
More than three camps	15
Biyamiti	16

... continues

**Happy** (Q1)

Not at all satisfied	1
A little dissatisfied	2
Satisfied	3
Very satisfied	4
Delighted	5

**Outsource** (Q2)

For	1
Not sure	0
Against	-1

**OutsourceTx** (Q2 text)

Type in text

**Fees** (Q3)

Yes	1
Not sure	0
No	-1

**FeesTxt** (Q3 text)

Type in text (if any)

**Foreign** (Q4)

Yes	1
Not sure	0
No	-1

**Amount** (Q4)

If not specified leave blank

50% more	1
Double	2
Three times	3
More than three times	4

**AmtTxt** (Q4 text)

Type in text (if any)

**Improve** (Q5 text)

Type in text

**ANNEXURE 10**  
**SURVEY ON RELATIONSHIPS BETWEEN THE KRUGER NATIONAL  
PARK AND NEIGHBOURING COMMUNITIES**

**What is this questionnaire about?** The Kruger National Park (KNP) management is presently investigating better ways of community involvement. The purpose of this questionnaire is to assess the perceptions of communities living around the KNP on community facilitation, environmental education / interpretation; economic empowerment and cultural heritage management. Eventually the information gathered could be used in the development of an *eco-tourism model*, which could hopefully be used in national parks world-wide.

Please note that there are no right or wrong answers to the questions. The respondents will also remain anonymous. The results will be presented to the local municipalities as well as to the existing forums for communication between the KNP and her neighbours.

**What is expected of you?** You are kindly requested to complete the following questionnaire, which consists of three parts:

*Section A:* Consists of biographical and general information. Although some personal information is required for research purposes, no names are asked. The questionnaire is therefore completed anonymously.

*Section B:* Consists of qualitative questions with the aim of getting your views on the benefits the KNP could hold for local communities as well as your ideas on possible future communication structures. Even if you have never visited the KNP you might have some valuable ideas and perceptions!

*Section C:* Consists of statements to which you are requested to indicate your level of agreement or disagreement on a 5-point scale.

**Time frame for completion of the questionnaire?** You should be able to complete the questionnaire in approximately 30 minutes. Please complete ALL the questions.

Thank you for your support

**David Mabunda**  
**RESEARCHER**

PLEASE MARK YOUR RESPONSES WITH AN “X” IN THE APPROPRIATE BLOCK OR GIVE THE INFORMATION ASKED. PUT A QUESTION MARK (?) NEXT TO ANY QUESTIONS WHERE YOU DO NOT KNOW THE ANSWER.

**SECTION A: BIOGRAPHICAL AND GENERAL INFORMATION**

1. Gender: Male / Female
2. Age group

Under 20	20 – 29	30-39	40-49	50-59	Over 60	
----------	---------	-------	-------	-------	---------	--

3. Home language

ShiVenda	Siswati	IsiZulu	isiXhosa
IsiNdebele	Sesotho	Setswana	xiTsonga
Afrikaans	English	Sepedi	

4. How long have you lived in this community? \_\_\_\_\_ years
5. Name of village: \_\_\_\_\_
6. Tribal area: \_\_\_\_\_
7. Have you ever visited the KNP for recreational purposes? Yes / No
8. How often have you visited the KNP as a tourist?

1 -2 times	3-5 times	6-10 times	More than 10
------------	-----------	------------	--------------

9. Have you ever stayed overnight in the KNP at a tourist? Yes / No
10. Do any of your family work for the KNP? Yes / No
11. Have you ever worked for the KNP? Yes / No
12. Do you know of any formal meetings between the KNP and your community?  
Yes / No

**SECTION B: QUALITATIVE QUESTIONS**

PLEASE PROVIDE US WITH A SHORT EXPLANATION TO EACH OF THE FOLLOWING QUESTIONS

13. Is there a difference between a national park, such as the KNP and a private lodge? Explain your answer.  
.....  
.....
14. Suppose you have the money, would KNP be your preferred recreational destination and why or why not?  
.....
15. Does your community benefit in any way from the existence of the KNP and if so how?  
.....
16. Have you personally benefited from the existence of the KNP and if so how?  
.....
17. Do you have any ideas how you think the communities could benefit more from the existence of the KNP in the future?  
.....

... continues

18. Is it necessary for the leaders of your community to meet with the KNP management?  
.....
19. How would you structure these meetings to ensure that the communication between the communities and the KNP is effective and what issues should they discuss?  
.....
20. How often should meetings with the KNP management take place and where should the meetings be held?  
.....
21. If you had the opportunity to meet with the KNP management, what issues would **you** want to discuss with them?  
.....
22. Do you support the people providing arts and crafts and if so why?  
.....
23. Over the years carvers bordering the KNP have been using natural resources to produce their artefacts. Do you think that it is right that they should plough back into nature and if so how?  
.....
24. Do you think that the KNP slogan “xa-mina xa-wena” (which implies that the KNP belongs to us all) is true and explain why or why not?  
.....
25. Some people believe that the communities bordering the KNP should be allowed to benefit from the existence of the park by collecting firewood, obtaining medicinal plants, and thatching. What is your opinion?  
.....
26. Some people believe that the communities bordering the KNP should be allowed to graze their livestock in the park. What is your opinion?  
.....
27. Some people believe that the communities bordering the KNP should be allowed to hunt in the park. What is your opinion?  
.....

**SECTION C: QUANTITATIVE QUESTIONS**

Please respond to the following statements by ticking one of the blocks on a 5-Point scale to indicate your view (Your view could range from *One = strongly disagree* to *five = strongly agree*). **Put a question mark next to any questions where you do not know the answer.**

28. I love nature and I believe one should protect the natural environment.  
Strongly disagree 

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

 Strongly agree
29. Nature should be protected for future generations.  
Strongly disagree 

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

 Strongly agree
30. People from neighbouring communities should be well educated about nature conservation.  
Strongly disagree 

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

 Strongly agree
31. I am of the opinion that the KNP is primarily there to protect nature.  
Strongly disagree 

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

 Strongly agree
32. As a South African I feel proud of the KNP as our symbol of natural heritage.  
Strongly disagree 

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

 Strongly agree
33. The admission fee of R30 per person per day for day visitors is reasonable.  
Strongly disagree 

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

 Strongly agree

... continues



34. The prices for accommodation in the KNP are reasonable.  
Strongly disagree 

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

 Strongly agree
35. Prices of shops and restaurants in the KNP are reasonable.  
Strongly disagree 

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

 Strongly agree
36. Local communities should be given a special admission fee to the Park.  
Strongly disagree 

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

 Strongly agree
37. Local communities should be given their own rate for accommodation in the Park.  
Strongly disagree 

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

 Strongly agree
38. Tourists travelling to the KNP bring much needed revenue to local people by purchasing goods along the road.  
Strongly disagree 

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

 Strongly agree
39. Tourists travelling to the KNP are pushing prices up, (such as food and household commodities) and making it more expensive for locals.  
Strongly disagree 

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

 Strongly agree
40. Tourists to the KNP should be encouraged to spend time in the neighbouring communities to learn about local culture, lifestyle and food.  
Strongly disagree 

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

 Strongly agree
41. One of the benefits of the existence of the KNP is that it provides direct and indirect job opportunities to local people.  
Strongly disagree 

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

 Strongly agree
42. If culling is implemented, KNP management should make animal by-products harvested available to local people at reasonable prices.  
Strongly disagree 

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

 Strongly agree
43. The KNP management should invest a percentage of its tourism profits into the development of community facilities such as roads, schools, clinics etc.  
Strongly disagree 

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

 Strongly agree
44. Supplies to the KNP's shops and restaurants should be sourced from neighbouring communities.  
Strongly disagree 

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

 Strongly agree
45. Animals escaping from the park are a problem as they cause damage such as destroying of crops, livestock and human life.  
Strongly disagree 

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

 Strongly agree
46. The existence of the KNP brings improvement to local standards of living.  
Strongly disagree 

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

 Strongly agree
47. Local communities should be consulted in the development of tourism policy for the KNP.  
Strongly disagree 

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

 Strongly agree
48. The KNP has an important role to play in terms of protecting the heritage of the people.  
Strongly disagree 

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

 Strongly agree
49. I view the KNP as my own pride and joy.  
Strongly disagree 

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

 Strongly agree

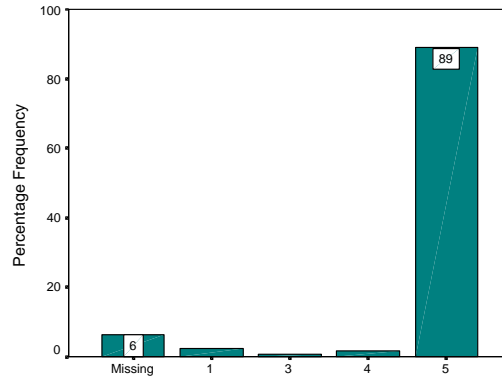
Thank you for your time and effort to complete this questionnaire!

... continues

## **ANNEXURE 11**

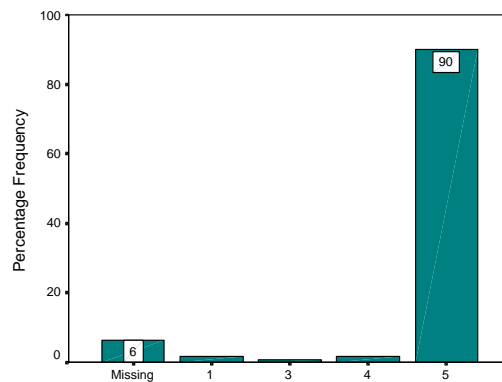
### **FREQUENCY DISTRIBUTION OF ANSWERS PER QUESTION ON COMMUNITY QUESTIONNAIRE**

Q28 I love nature and I believe one should protect the natural environment



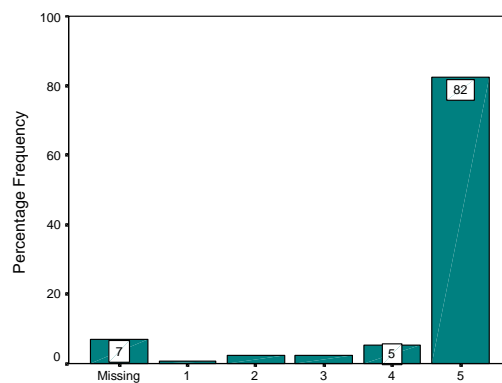
Q28

Q29: Nature should be protected for future generations



Q29

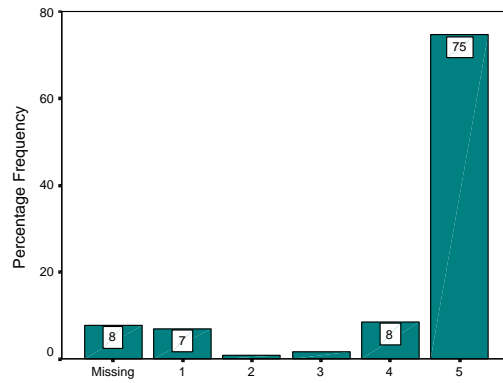
Q30: People from neighbouring communities should be well educated about nature conservation



Q30

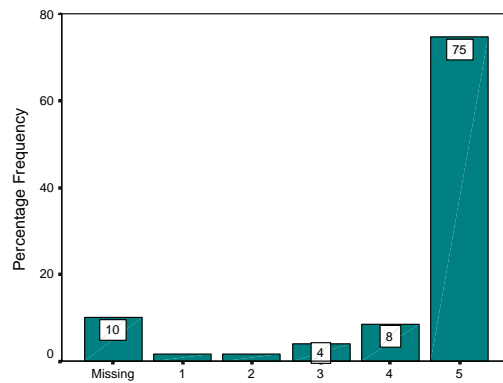
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Q31: I am of the opinion that the KNP is primarily there to protect nature



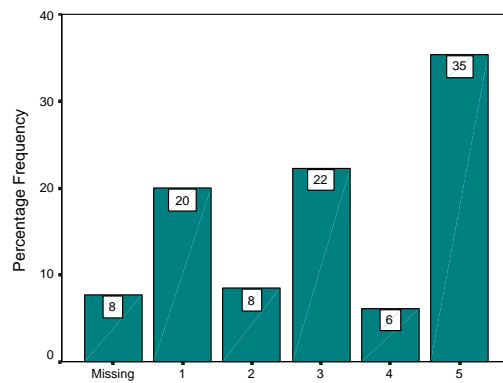
Q31

Q32: I view the KNP as my own pride and joy



Q32

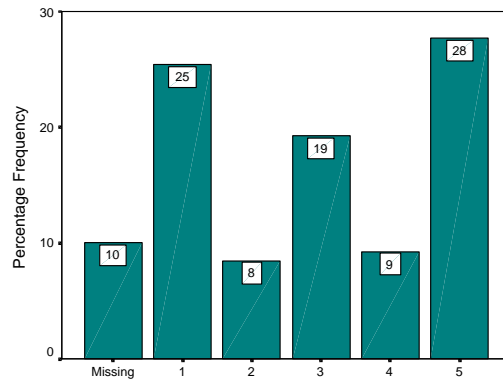
Q33: The admission fee of R30 per person per day for day visitors is reasonable



Q33

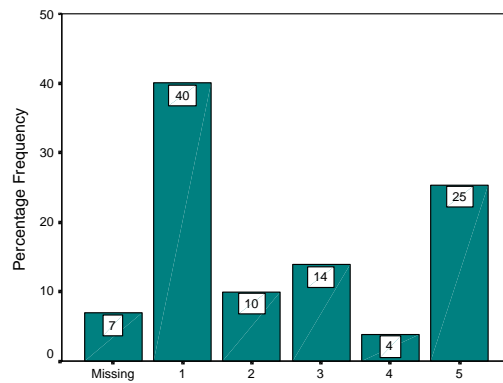
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Q34: The prices for accommodation in the KNP are reasonable



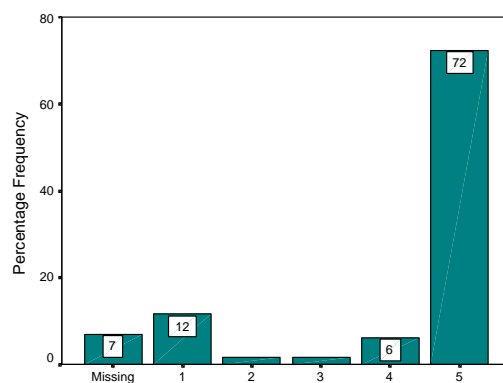
Q34

Q35: Prices of shops and restaurants in the KNP are reasonable



Q35

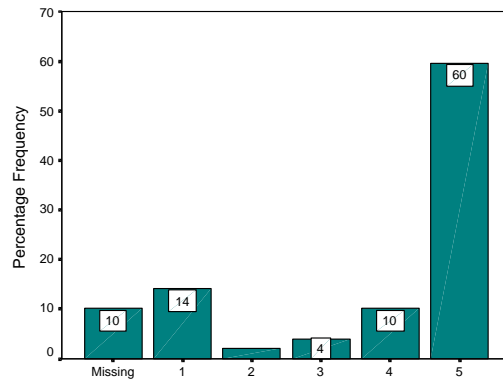
Q36: Local communities should be given a special admission fee to the park



Q36

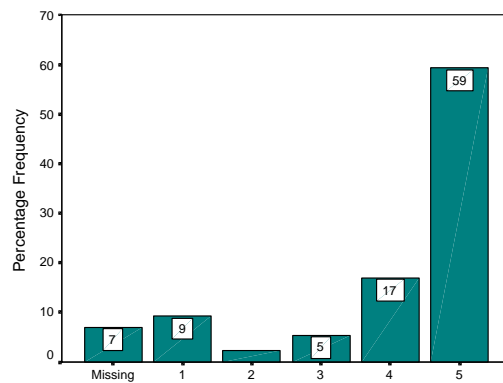
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Q37: Local communities should be given their own rate for accommodation in the park.



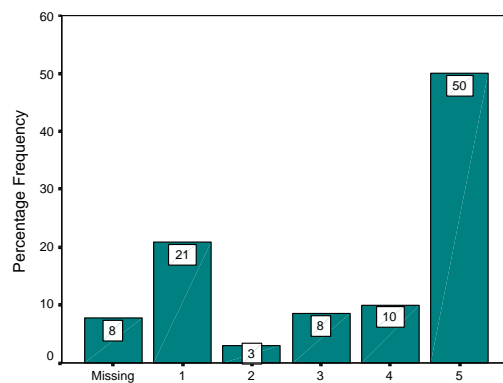
Q37

Q38: Tourists travelling to the KNP bring much needed revenue to local people by purchasing goods along the road



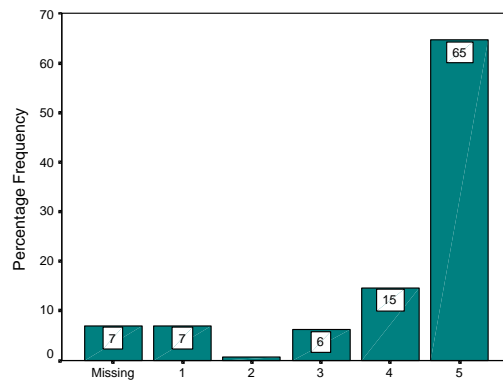
Q38

Q39: Tourists travelling to the KNP are pushing prices up (such as food and household commodities) and making it more expensive for locals.



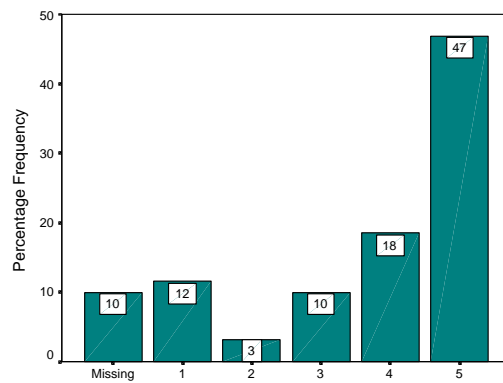
Q39

Q40: Tourists to the KNP should be encouraged to spend time in the neighbouring communities to learn about local culture, lifestyle and food.



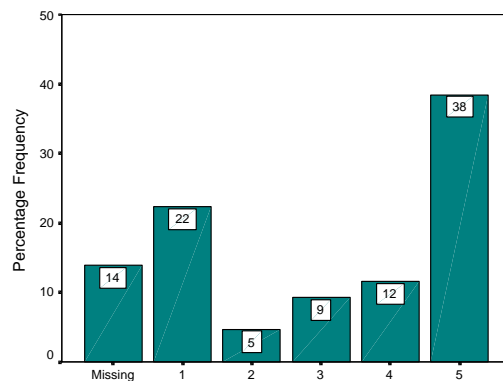
Q40

Q41: One of the benefits of the existence of the KNP is that it provides direct and indirect job opportunities to local people



Q41

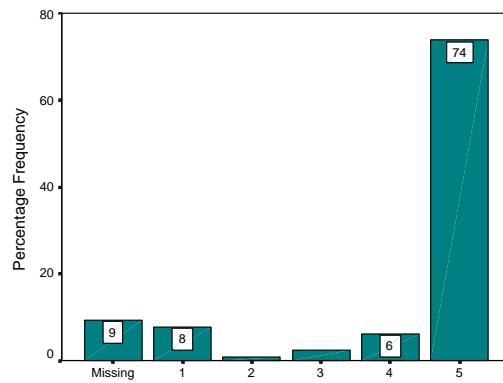
Q42: If culling is implemented, KNP management should make animal by-products harvested available to local people at reasonable prices



Q42

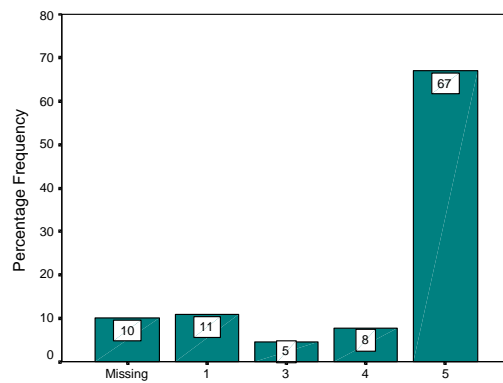
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Q43: The KNP management should invest a percentage of its tourism profits into the development of community facilities such as roads, schools, clinics, etc.



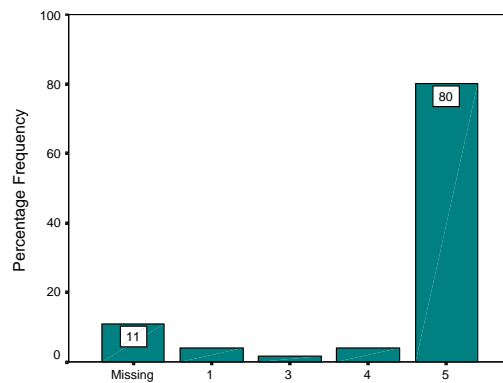
Q43

Q44: Supplies to the KNP shops and restaurants should be sourced from neighbouring communities



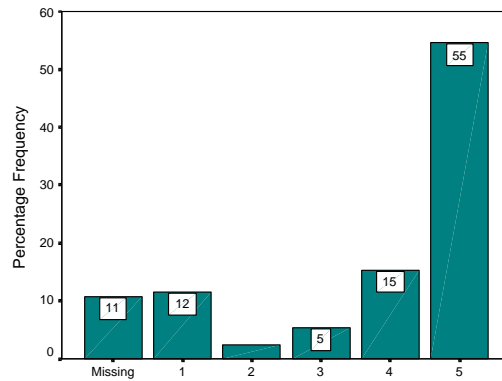
Q44

Q45: Animals escaping from the park are a problem as they cause damage such as destroying of crops, livestock and human life



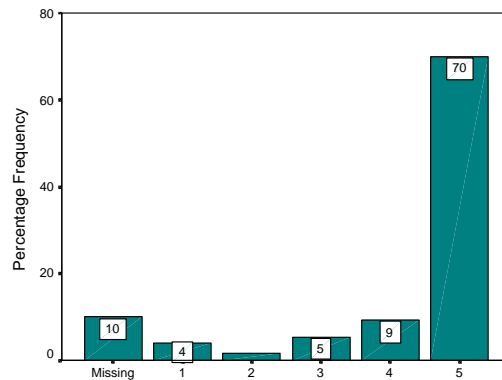
Q45

Q46: The existence of the KNP brings improvement to local standards of living



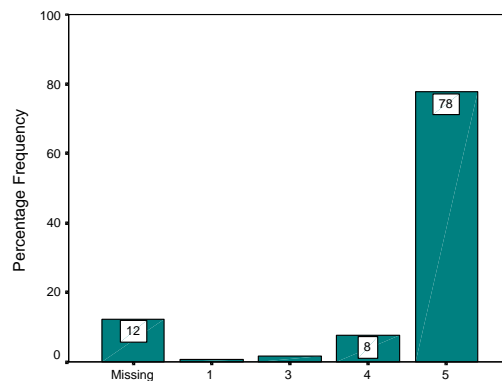
Q46

Q47: Local communities should be consulted in the development of tourism policy for the KNP.



Q47

Q48: The KNP has an important role to play in terms of protecting the heritage of the people.



Q48

... continues



## **ANNEXURE 12**

### **INTERVIEW SCHEDULE FOR VALUE-LADDERING**

#### **Personal Information**

Age

60

Life Stage

- Stage 1 - *bachelor stage: young, single people not living at home*
- Stage 2 - *newly married couple: young, no children*
- Stage 3 - *full nest 1: youngest child under 6*
- Stage 4 - *full nest 2: youngest child 6 or older*
- Stage 5 - *full nest 3: older couple with dependent children*
- Stage 6 - *empty nest 1: older couple, no children living at home.*
- Stage 7 - *empty nest 2: older couple, no children living at home. Household head retired.*
- Stage 8 - *solitary survivor, in labour force*
- Stage 9 - *solitary survivor, retired.*

Stage 6

#### **Language**

Afrikaans  
English  
Sotho  
IsiZulu  
Other Specify

English

#### **Gender**

Male

**Characteristics/ Attributes**

<b>Destination</b>	<b>Positive pole</b>	<b>Negative pole</b>	<b>Destination</b>
<b>Kenya</b>	<b>Buy about any sighting</b>		
	<b>Fly-over safaris</b>		
	<b>Great migrations</b>		
<b>Biyamiti</b>	<b>Quiet relaxing surroundings</b>		
	<b>Good quality accommodation</b>		
	<b>Doing the hunt on your own</b>		

**Value 1**

Quiet relaxing surroundings – you feel like being in the bush.

**Consequence**

No one bothers you, you are in the bush, and there is a private road where there are not a lot of cars making dust and noise.

**Consequence**

I live and worked in Johannesburg. I want peace and quiet when I come to the bush. We love the bush camps because it is comfortable and very quiet.

**Attribute**

There is nothing to distract you from just relaxing and doing your own thing.

**Value 2**

Good quality accommodation – the accommodation is comfortable.

**Consequence**

There is nothing spectacular about the furniture, but the whole setup is comfortable considering it being in the bush.

**Consequence**

We love going to the bush, but we don't want to spend a fortune and we don't want to sleep in tents – Biyamiti has got the right balance of it together.

**Attribute**

Comfort without paying an arm or leg for it – affordable within the accommodation range.

**Value 3**

Doing the hunt on your own – a lot of people needs a “Jeep-jockey” to show them animals – we like to hunt ourselves.

**Consequence**

When you get the animals, or whatever you see, it gives you a feeling of satisfaction – it was your hunt and your find.

**Consequence**

My wife and I do this together. It gives you that feeling of togetherness. You are sharing the satisfaction of finding the animal etc.

**Attribute**

As a couple you need to do things together to be able to grow together – “hunting” in the Kruger Park gives us as a couple the chance to do something together – yes it is good for the marriage.

## ANNEXURE 13

### SWOT ANALYSIS EXERCISE

#### STRENGTHS

DESCRIPTION	TRENDS	DEVELOPMENTAL ACTION
Established infrastructure (tourism plant, roads network & products)	High cost of infrastructure and services	Optimize utilization of available capacity
Loyal staff with long service	Employment runs according to family lines	Staff training to upgrade knowledge
Favourable exchange rate for foreign visitors	KNP becoming a more popular destination for foreign visitors	More effective marketing locally and internationally
Safe holiday destination	Relatively safe compared to the rest of the country especially Gauteng	Market as such and portray as part of KNP's image
World renown brand name	Increasing awareness from all over the world	Develop adventure activities to add value to the customer's experience
Educational levels of skilled staff (scientists, rangers, guides) are of world class	Setting high standards of interpretative products	Publish research works in internationally acclaimed journals
Strong support network in place	Effective communication and support structure	Standard of conservation services to the benefit of all citizens
Excellent pool of technically qualified support staff in infrastructure building and maintenance	Qualified technical experts such as engineers, technicians and artisans	Assist with training of trade workers
Communication network infrastructure in place	Network system in place to cater for all administration a financial system management	Effective use of the systems to achieve management objectives. Further training of more staff in using the system
Existence of planning tools for tourism, e.g. ROZ Plan.	Feasibility studies and EIAs before development projects.	Develop indicators of thresholds of potential concerns for tourism.

#### WEAKNESSES

DESCRIPTION	TRENDS	DEVELOPMENTAL ACTION
Lack of a vision and an integrated tourism management plan	Ad hoc development of plans, programmes and products leading to poor quality of services and products	Develop a comprehensive strategic tourism management plan for the KNP
Ineffective and costly reservations system with little support from central reservations	Guests are irritated by inability to provide a professional reservation and front office system	Devise new customer and user-friendly system
Limited financial resources	Over-dependence on decreasing government grants & donations	Strengthen business unit system better to generate more revenue through better performance
Very hot summer climate	No swimming pools in certain camps	Provide all camps with swimming pools
Malaria risk	Visitors are scared of malaria	Demonstrate how KNP fights malaria in conjunction with Provincial Health Departments

DESCRIPTION	TRENDS	DEVELOPMENTAL ACTION
Distance from cities	Increase in fuel and toll road prices	Sell affordable out of season packages
Lack of adequate facilities for day visitors	Conflict between day and overnight visitors for camp facilities	Expand the outside camps day visitor areas with bush surroundings
Lack of recreational facilities and activities inside the camps	Families are looking for recreational facilities for their children	Provide facilities such as swimming pools, play grounds and internet café
Poor staff accommodation	Staff demoralized because of housing shortages & congestion in staff compounds. Unfriendly attitude towards guests	Provide adequate accommodation for essential staff. Non-essential staff must live at their homes and commute to work daily
Outdated interior décor in accommodation units	Falling out of line with industry norm	Effective refurbishment plans plus adequate availability of funds
Low capital and maintenance budget	Capital budget not sufficient to cover maintenance and new recapitalization projects	Generate more revenue from commercial operations and set up a sufficient capital and maintenance budget
Lack of customer service culture among staff	Staff working in direct contact with guests is unskilled and has low training levels (e.g. housekeeping)	Training in customer services for staff is imperative and set up information desks or kiosks
Lack of adequate information brochures, pamphlets, etc	First time visitors do not know where to go and how to get around	More user-friendly info-packs, brochures and be made available at information desks or kiosks
Poor standards of MICE facilities	Growing MICE market in RSA. Ability to add wilderness experience to delegates	Provide more professional MICE facilities with state of the art equipment
Inconsistency in service standards	Camps provide services of varying standards and qualities	Intensive training programmes for staff. Involve Technikon and Universities
Inadequate funding for staff training and development	Need for multi-skilled staff	Develop a strategic training and development programme for staff. Liaise with THETA
Pricing problems	Inconsistencies in pricing of products and goods	Develop a pricing policy
Camps not graded according to market segments	Lack of diversity and flexibility in product range and poor service	Consult Grading Council and grade camps into segments
Low remuneration packages.	High turn-over of professional and skilled staff. Inability to attract highly qualified staff.	Benchmark salary packages with the market. Introduce performance contract employment for managers.

## OPPORTUNITIES

DESCRIPTION	TRENDS	DEVELOPMENTAL ACTIONS
Effective marketing	Growing competition base	Aggressive and effective marketing campaign / Internet marketing
Multi-skilled labour market	Demand for multi-skilled staff	Training programmes plus market-related salary packages

DESCRIPTION	TRENDS	DEVELOPMENTAL ACTIONS
Growing demand for ecotourism products	New competitors entering the market	Develop customer-focused products
Great Limpopo Transfrontier Park	Worldwide phenomenon in conservation management	Enhanced tourism opportunities for KNP to improve northern camps occupancies
New Regional Airport (Kruger Mpumalanga International Airport)	Chartered and scheduled international flights to link up with Cape Town, Durban & Sun City	Increased occupancies for KNP with more volumes because of easy and affordable airlink
Adopting new pricing policy	An established practice in other countries	Capacity to enhance income generation
All inclusive packaged holiday destination	An established practice in the Tourism industry	Customers should be able to book all services and products online before leaving their homes for the holiday
Becoming business orientated	Cost-effective and financially feasible approach	Providing a professional approach
Reliable financial and visitor information readily available	Integrity of data questionable	Expenditure and cost allocation control
Government support for SANParks.	SANParks called upon to lead country conservation initiatives such as Transfrontier Parks and the World Parks Congress.	Use political support to leverage allocation of more resources for capital projects.

### THREATS

DESCRIPTION	TRENDS	DEVELOPMENTAL ACTIONS
Poor services in the restaurants and cafeteria	Complaints are increasing	Performance contract for the concessionaire or cancellation of the contract
Competitive standards of other product owners	Competition focus on excellent customer service	Improve service standards
Malaria	Guests worried about risks of contracting malaria	Proper communication as well as preventive measures
Outbreak of wildlife-related diseases such as foot & mouth. Bovine TB, etc	Decreasing and not communicable to human beings	Proper PR strategy to allay visitors' fears
Poaching	Under control and stable	Communicate successes against poachers to reassure the public
Crime	Petty theft of guests' property by staff, rooms in KNP have no locks, hijackings of visitors en route to the KNP	Install safes and locks in chalets; vet staff, join hands with local police in fighting crime against tourists, render assistance to tourists who fall victims of crime on their way to the park
Volatile market with currency changes.	Western hemisphere currencies are stronger than the rand.	Introduce a dual pricing policy for all products.

**MISSION STATEMENT AND OBJECTIVES HIERACHY**

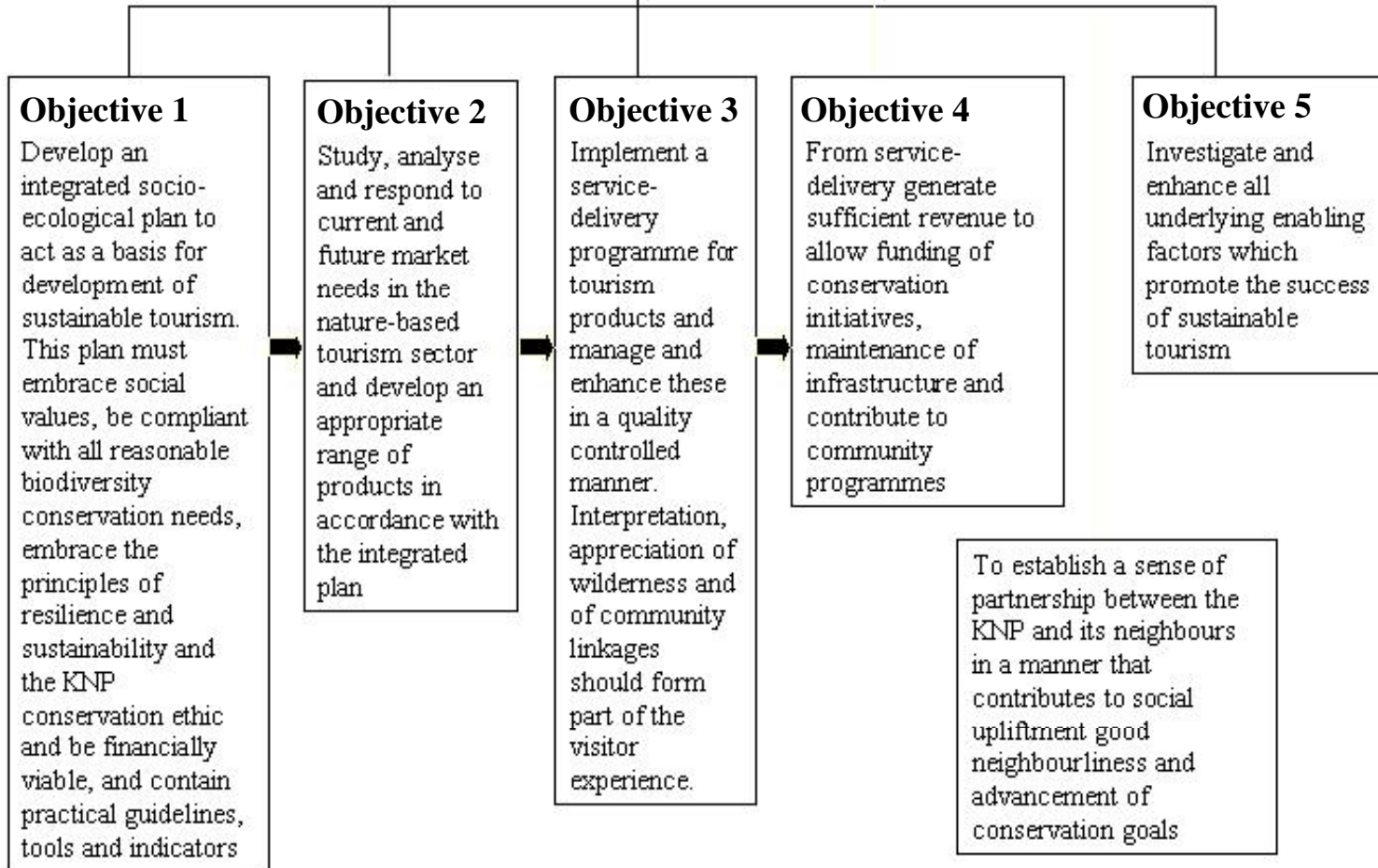
To develop, manage and enhance a range of sustainable tourism products,  
in synergy with the KNP conservation ethic.

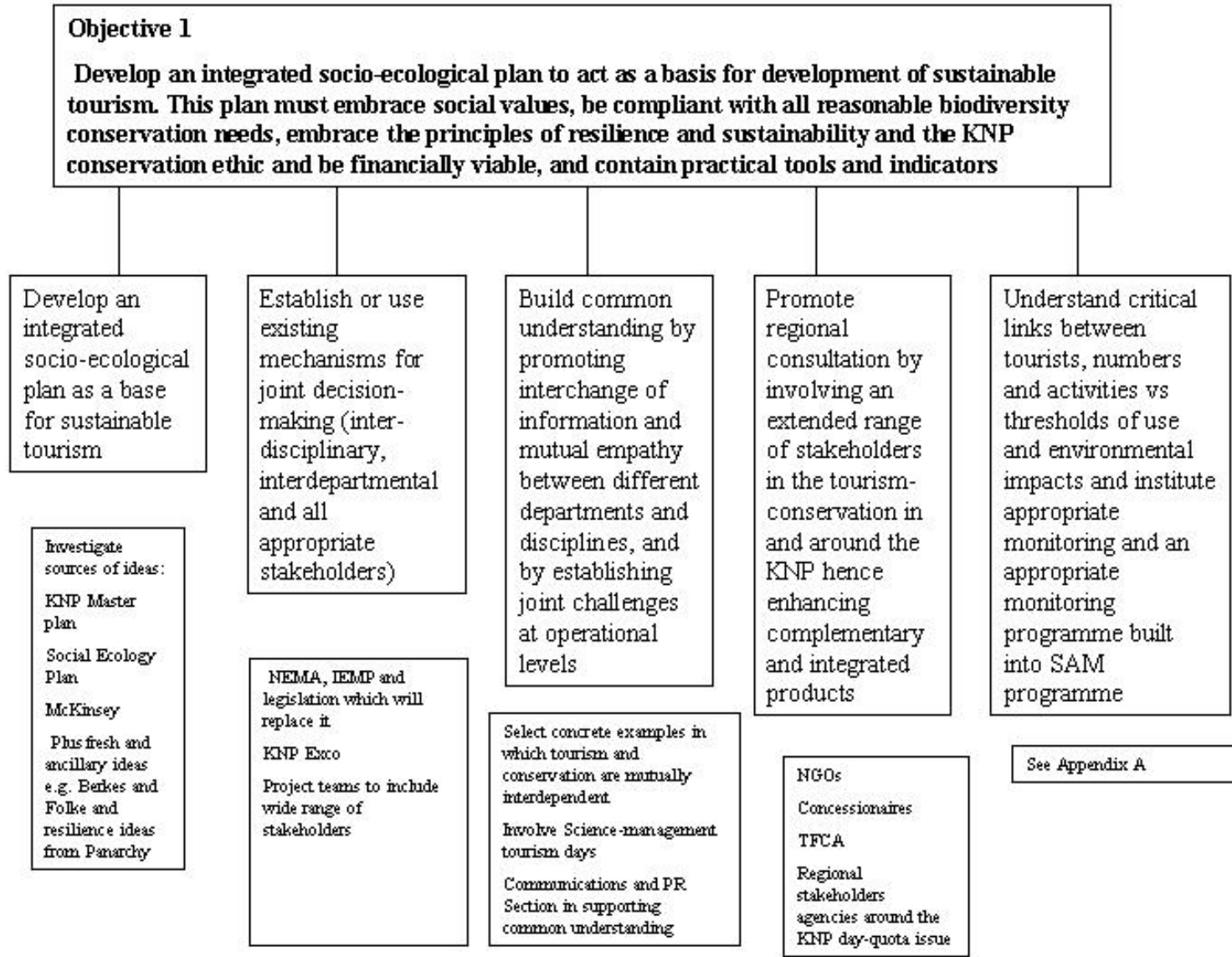
This will be done by satisfying evolving market needs, through predictable service excellence\*,  
high quality standards and infrastructure.

Sound business principles will be used to generate revenue from the tourism initiative to support the  
SANParks conservation mandate.



# MISSION STATEMENT





## Appendix A: BALANCING GOAL

### RESEARCH

- Impact of roads: different types; fragmentation effects; impacts of vehicle and human tracks; noise pollution sources and amelioration
- Human footprints at different scales; development saturation profiles limiting tourism footprint by development of more smaller or tented camps vs placing more beds in bigger camps
- Meeting tourism needs with more rustic products
- Effect of modes of transport
- Facilitation of distribution and handling of tourists; use of financial, logistic and other incentives to spread tourists
- Developing a fresh approach to “tourism carrying capacity” issue e.g. Day Quotas
- Mutual impact/influence of adjacent conservation areas
- Feasibility of peripheral development
- Leveraging of unutilised opportunities within ROZ\* framework (see goal)

• Because ROZ has been so influential in KNP, and appears to offer much scope for tourism development and modulation (even auditing) a workshop session identified goals related to this:

- scan ROZ and identify compliance levels and gaps, and develop the use of ROZ as a marketing tool
- Develop an implementation plan for these new ROZ-based activities and products
- Enhance buy-in and legitimacy of ROZ

### •MONITORING

- Develop a monitoring and evaluation tool (adapt IUCN framework). Develop an appropriate toolbox to balance visitor needs with impacts e.g. Eagles list : VIM, VERP, VAMP, LAC, ROZ\*
- Describe procedures and methods of analysis for a range of themes of interest
- Examples of themes of interest: Direct resource use (water, wood, gravel, sand, waste). Development of footprint thresholds and conventional biophysical TPCs.
- Capitalise on relevant sections of existing biophysical monitoring programme, some of which are immediately applicable e.g. erosion (roads)
- Creation and practical deployment of perceptual thresholds (levels of irritation or unacceptability). For an example of perceptual thresholds see existing Wilderness TPCs.
- Threshold should be SMART (Specific, Measurable, Attainable, Realistic and have a Time-frame)

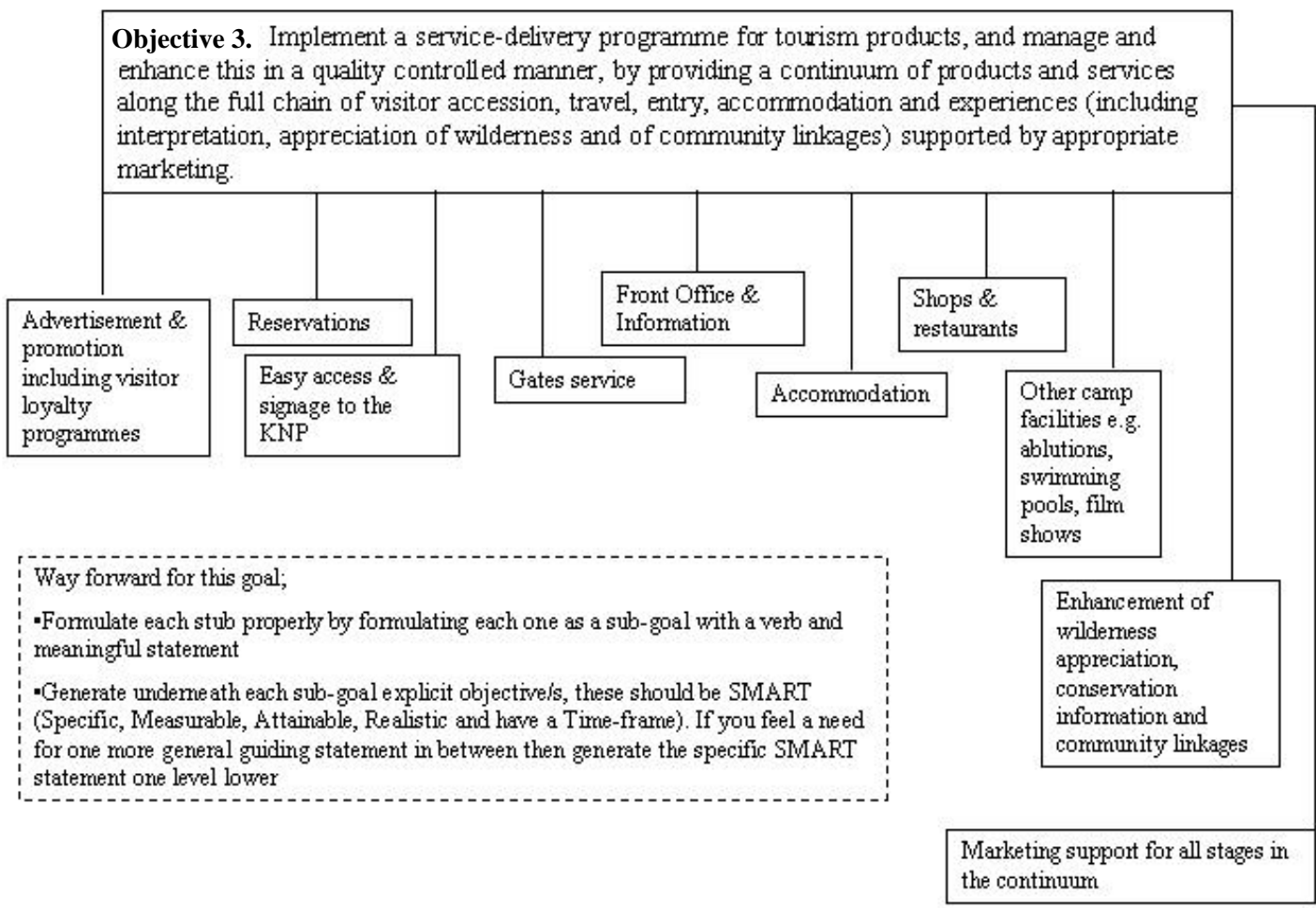
## **Objective 2**

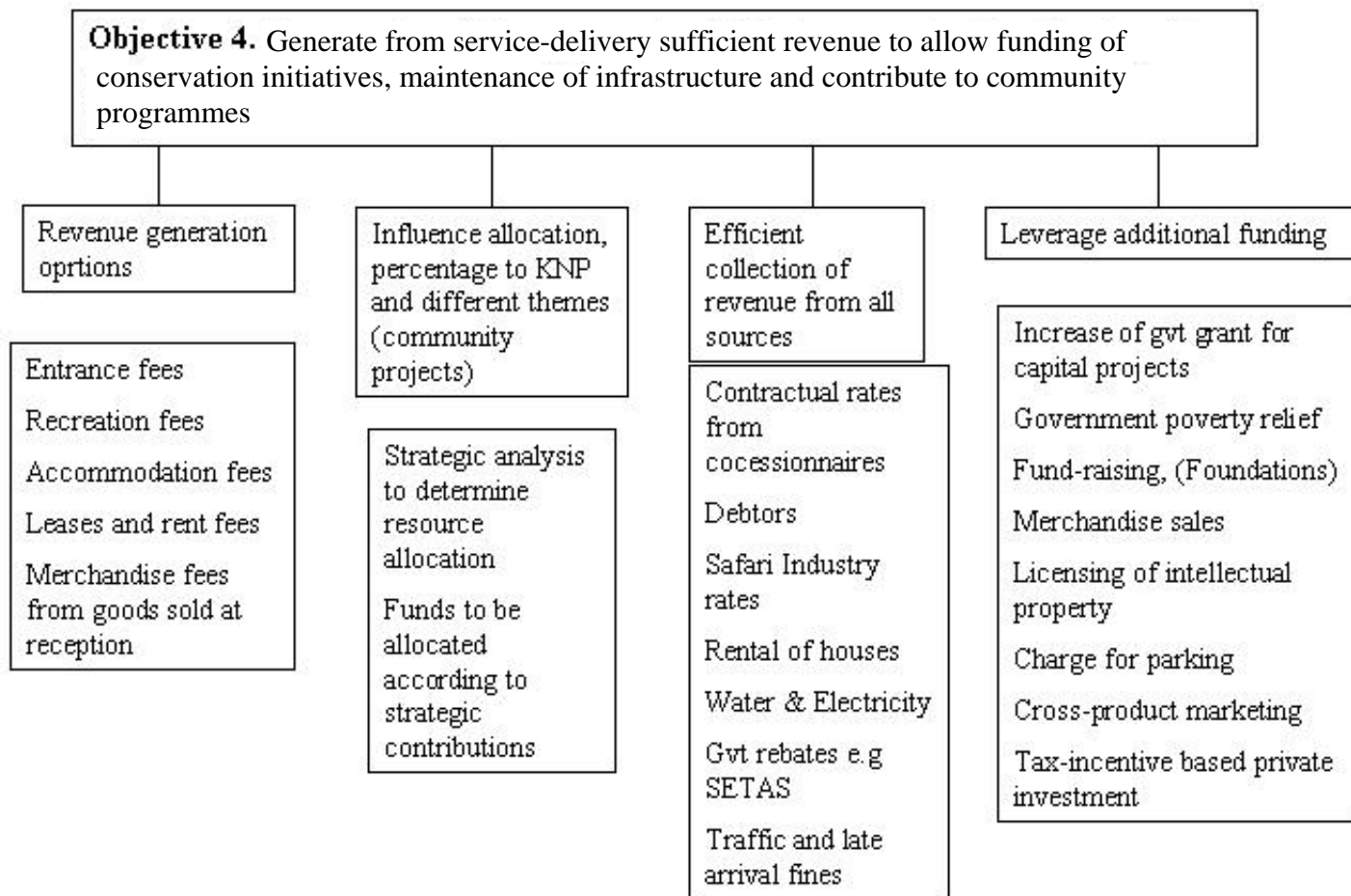
Study, analyse and respond to current and future market needs in the nature-based tourism sector and develop an appropriate range of products in accordance with the integrated plan

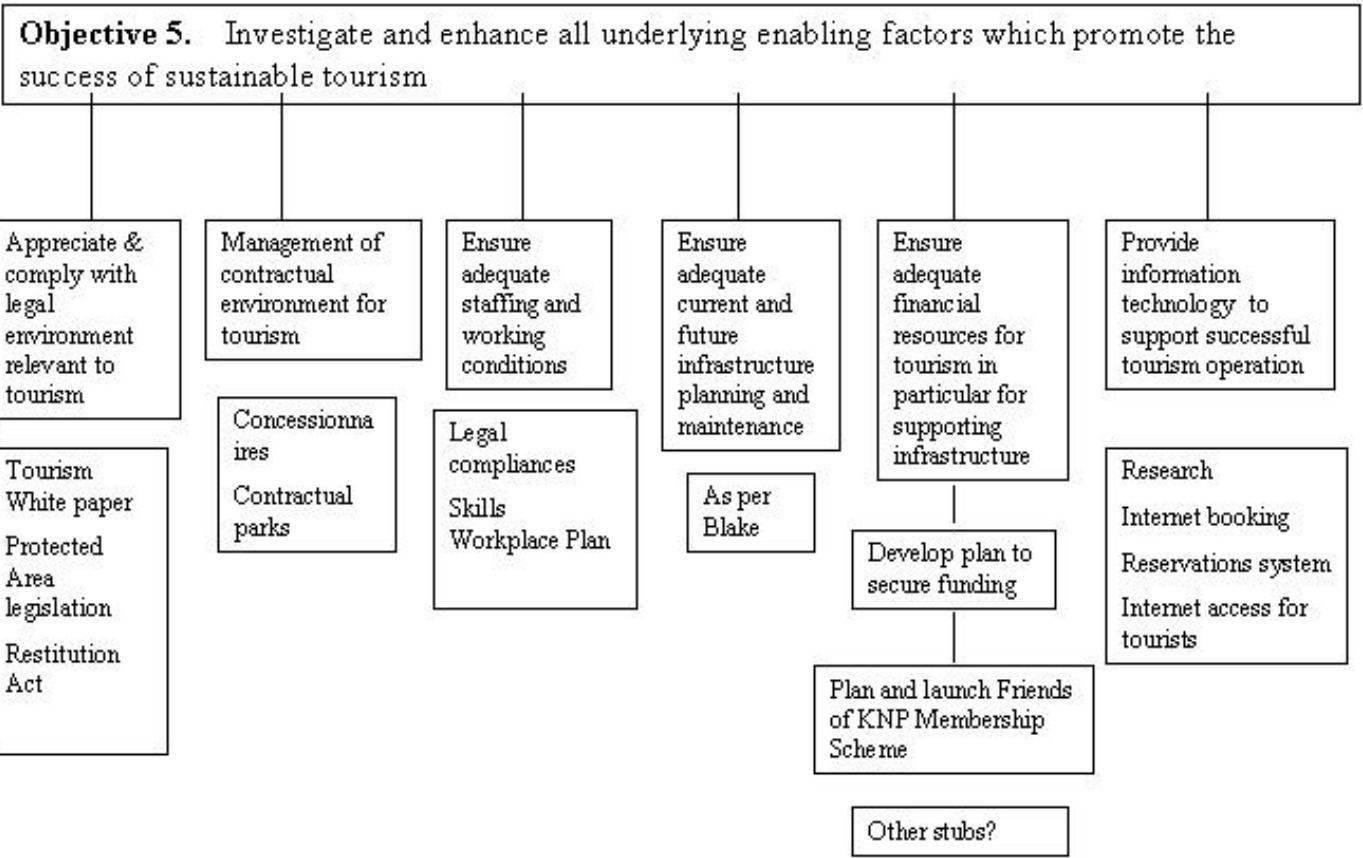
Limited guidance for this goal was available from the workshop, as follows:

- development of ROZ-embedded business opportunities. See \* on previous page
- market analysis (suggested at workshop, in our opinion not brought out strongly enough)
- strategic partnerships with other tourism and service organisations (eg car hire/airline)
- increasing need for adequate-level interpretation and related facilities (need for visitor centres and information desks)

We suggest the goal can be further organized and unpacked e.g. risk analysis, linkages with other tourism status and scenario planners etc







## ANNEXURE 15

### FOURTEEN SCALE MONITORING AND EVALUATION PLAN

#### 1. PROPERTY MANAGEMENT VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
RESERVATIONS	Efficiency and responsiveness										
FRONT OFFICE	Check-in and check-out										
HOUSEKEEPING	Room readiness to receive guests Staff assistance with guests Needs in general										

#### 2. NATURAL ATTRACTION VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
NATURAL SCENERY	Undisturbed, no human structures										
WILDLIFE	Presence of various species of animals and plants										
WILDERNESS QUALITIES	Atmosphere of peace and tranquillity										
SOILS	Non-eroded, non-compacted trails, campsites, picnic spots, etc										
WATER QUALITY	Unpolluted rivers/ streams										
STATUS OF AIR QUALITY	Unpolluted air, green-house gas emissions minimized										
NATURAL NOISE LEVEL	No artificial noise										
LIGHT IMPACTS	Electric light system promotes opportunity to experience night life and the stars without light pollution										
OVERCROWDING	Noise control in camps										
BUILDINGS	Appearance of buildings blends with environment										



## 3. CULTURAL ATTRACTION VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
CONSERVED STATUS OF INDIGENOUS/ PREHISTORIC COMMUNITIES	Sites adequately protected, no signs of vandalism										
CONSERVED STATUS OF HISTORIC CULTURAL HERITAGE SITES	Sites adequately protected, good interpretation services to appreciate historical/cultural heritage										

## 4. ACCESS TO KNP VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
ROADS NETWORK	Condition of access roads										
AIR TRAVEL	Connection/transfer services from the local airports to the Park										
PUBLIC TRANSPORT	Availability of public transport to individual travellers without private vehicles										

## 5. ACCESS WITHIN KNP VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
ROADS NETWORK CONDITION	Tarred roads										
	Gravel roads										
TRAFFIC CONGESTION	Effect of traffic congestion on game viewing experience										
SIGNAGE	Visible and clear directional signs										

6. SERVICES AND FACILITIES VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
PLANNING	The nature and sophistication of visitor services and facilities are appropriate for a conservation area										
VISITOR SERVICES	There is no unplanned or inconsistent incremental hardening of visitor destination settings										
	There is a diversity of visitor services and facilities for the Park										
CONDITION OF FACILITIES	Visitor services and facilities are designed to reflect the limits of sustainable visitor use for tourism and recreation										
VISITOR SURVEY	The nature of the visitor services and facilities provided are safe and are designed to deal with natural and human caused incidents like fire, storms, weather, extremes, etc.										
PRODUCT AND SERVICE QUALITY	Meeting customer expectations										

7. DIVERSITY OF TOURISM AND RECREATION FACILITIES VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
DIVERSITY OF TOURISM AND RECREATION FACILITIES	Wide range of appropriate facilities and services to promote wilderness experiences										
	Recreation and wilderness settings are actively managed to maintain a diversity of settings										

## 8. EDUCATION AND INTERPRETATION VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
EDUCATION AND LEARNING OPPORTUNITIES	Educational/Interpretation opportunities available to: <ul style="list-style-type: none"> <li>school groups</li> <li>adult education groups for University students</li> <li>to neighbouring communities</li> </ul>										
QUALITY OF EDUCATION AND INTERPRETATION	Depth of education and interpretation opportunities potentially available and utilized: <ul style="list-style-type: none"> <li>learning from oral tradition (elders)</li> <li>learning from local communities</li> <li>learning from tourism industry</li> <li>learning from scientists/rangers</li> <li>learning from international conservation experience</li> </ul>										
FACILITIES	Educational and interpretation facilities' quality e.g. visitor centres										
EFFECTIVENESS OF INTERPRETATION OFFICERS	Training levels of Education/Interpretation Officers										

## 9. IMPACT OF USE VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
FUEL	Energy consumption										
WATER	Water usage/conservation										
GASES	Greenhouse gas reduction										
WASTE DISPOSAL	Solid waste reduction										
	Liquid waste reduction										
NOISE	Noise reduction										
SOCIO-ECONOMIC IMPACT	Socio-economic impact on communities e.g. job creation/ entrepreneurial skills transfer										
TOURIST DAMAGE	Tourist effect on wildlife eg road kills, animal feeding, taking away of souvenirs, etc										

## 10. FINANCIAL VIABILITY VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
CASH MANAGEMENT	Cash flow										
	Tourism income										
	Financing of capital and maintenance programmes										
REVENUE STREAMS	Tourism performance (unit and bed occupancies)										
	Commercialization of non-core functions										
	Fundraising										
	Concession contracts										
	SOCIAL RESPONSIBILITY	Social investment in community projects									
	Development assistance										
COMPLIANCES	Compliance with financial codes of practice GAAP & PFMA										

## 11. AFFORDABILITY VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
AFFORDABILITY	Competition for the provision of services and facilities for visitors is effective										
	Demand and supply is carefully managed, consistent with the sustainable limits of visitor use										
	Park user fees value for money										

## 12. COMMUNITY PARTICIPATION VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
COMMUNITY PARTICIPATION	Involvement of communities in conservation and tourism activities										
	Joint projects with communities to improve their well-being										
	Creating education opportunities for the community to learn										

13. REGIONAL OPPORTUNITIES TOURISM AND RECREATION VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
INTERACTION WITH LOCAL TOURISM BODIES	Cooperation with local tourism industry on development programmes										
MARKETING	Facilitation of joint marketing and promotion efforts										
DISTRIBUTION CHANNELS OF TOURISTS	Regional resources are managed in an integrated manner										
	Integrated approach in sharing tourism volumes with establishments outside the Park to alleviate overcrowding										

14. RESEARCH VALUE

ATTRIBUTES	CRITERIA FOR ASSESSMENT	EVALUATION					MONITORING				
		Excellent	Very good	Satisfactory	Poor	Very poor	Improving generally	Improving slightly	No visible/net change	Declining in some areas	Widespread
FUNDING	Visitor use limits										
	Designing facilities and services to meet visitor expectations										
HUMAN CAPITAL	Supply/demand management										
	Visitor satisfaction surveys										
RESEARCH CRITERIA	Quality of visitor experience										
	Forecasts										
	Modelling with impact management techniques										
	Market image										
	Business intelligence										