

RESEARCH QUESTIONNAIRE: THE IMPLEMENTATION OF THE TOURISM GROWTH AND DEVELOPMENT STRATEGIES WITH REGARDS TO SUPPORT OF TOURISM SMME SUSTAINABILITY IN POLOKWANE, LIMPOPO

The Tourism sector has been identified by the Government as one of the most important growth sectors together with Agriculture and Mining therefore efforts are made to develop and grow this sector. This questionnaire is purely for academic research and is aimed at collecting vital information regarding progress being made thus far regarding the support that the Government is extending towards tourism SMMEs growth and sustainability. I would like to urge each respondent to fill in the questionnaire to the best of their ability and hereby assure you that this information will be treated in the utmost respect and confidentiality it deserves.

Regards,

MBA student. University of Limpopo

	legislation Turnover below the VAT registration level of R300 000 per year. Basic business skills and some training Potential to make the transition to a viable formal small business.	
Very small enterprise	Part of the formal economy, use technology Less than 10 employees Include self-employed artisans (electricians, plumbers) and professionals.	
Small enterprise	Less than 100 employees More established than very small enterprises, formal and registered, fixed business premises. Owner managed, but more complex management structure than above	
Medium enterprise	Up to 200 employees Still mainly owner managed, but decentralised management structure with division of labour	

1. Type of organisation

Travel Agency	Accommodation outlet	
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Category of SMME

Category of SMME	Description	Mark with an X
Survivalist enterprises	Operates in the informal sector of the economy. Mainly undertaken by unemployed persons. Income generated below the poverty line, providing minimum means to keep the unemployed and their families alive. Little capital invested, not much assets. Limited training. Opportunities for growing the business very small.	
Micro enterprises	Between one to five employees, usually the owner and family. Informal - no license, formal business premises, labour	

2. Percentage ownership of the business

% women	% Black	% Disabled	% Youth
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Other: Specify

3. Have you had any prior training relating to the operating of establishment

YES	NO
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4. What is the highest qualification held by the management of your establishment?

Secondary school	
Certification	
National Diploma	
National Degree	
Other:	

Comment:.....

YES	NO
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5. Do you experience any problems in the operation of your establishment?

YES	NO
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If yes, which of these problems do you experience in your establishment?

▪ Access to finance	
▪ Access to training and education	
▪ Lack of management experience	
▪ Lack of appropriate technologies	
▪ Lack of experienced employees	
▪ Other	

Specify ("Other"):

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6. How has the business raised start-up Capital?

Own savings	
Family and friends	
Formal financial institution (Banks)	
Informal financial institution (loan sharks)	
Government schemes	
Other:	

Specify("Other"):

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7. *The government has put measures in place to support SMMEs in tourism sector.*

7.1. Are you aware of any non- financial support services from government that you could benefit from?

If yes, which non- financial services from government are you aware of?

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7.2. Are you aware of any financial support service from government that you could benefit from?

YES	NO
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If yes, which financial support services from government are you aware of?

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8. Do you know of any services offered by Limpopo Business Support Agency (LIBSA)?

YES	NO
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If yes, which of these have you benefited from?

Provision of advisory service	
Facilitation of access to finance	
Facilitation for an incubation program	
Basic business training	
Business plan development	
Other	

Specify:

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9. Are you aware of any services offered by Limpopo Economic Development enterprise (LIMDEV)?

YES	NO
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If yes, which of these have you benefited from?

Business Financing
Start-up Assistance Finance
Asset Finance
Working capital finance
Bridging / Procurement finance
BEE Finance (Equity and Loans)
Other :

Specify: (other)

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10. Are you aware of any services offered by Small Enterprise Development Agency (-SEDA)?

YES	NO
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If yes, which have you benefited from?

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11. Are you aware of any services offered by any institution for the benefit of tourism SMMEs in Limpopo province?

YES	NO
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If yes, which institution(s) offered the service?

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What services has your organisation received?

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12. Are you currently satisfied with the efforts made by Limpopo Provincial Government to support the growth and sustainability of your organisation?

Strongly agree	Agree	Disagree	Strongly disagree
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13. How can Limpopo Provincial Government improve its service offering with regards to developing and sustaining your tourism establishment in Limpopo province?

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