

Appendix 1. - Survey questionnaire

TOUR OPERATORS SURVEY

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1. (a) Name of company	(a)
Do you operate from home/ office	(b)
2. State name/s of owner/s, gender and age	(a)
	(b)
	(c)
3. Highest level of Education	
4. Post-matric qualification/ training (specify)	
5. Why did you start this business	
6. Is the this business your main source of income, give details	
7. How long has this business been operational	
8. What did you do before you started this business	
9. Nature and numbers of vehicle/s	
10. (a) Number of employees	(a)
(b) Are these FT/ PT	(b)
11. Are any of the employees members of your family?	
12. Have you undertaken any training in tourism (specify)	
13. How did you learn the skills you use in this business	
14. What were the major	

problems when you started	
15. What are the major problems today	
16. Where did you get the capital to finance this business	
17. Have you applied to any organisation that can assist you in your business, specify	
18. Have you received any assistance from any organisation in the development of your business	
19. Are you aware of any organisation that can assist you with your business	
20. What are the most important contributions could LOCAL, PROVINCIAL and NATIONAL government do to assist you with your business	
21. During the last year, has the business grown or declined – specify why or how	
22. Have you ever experienced discrimination in this business as a woman	
23. What are the opportunities in this business for women	
24. What are the constraints in this industry	
25. Has your business been affected by crime (specify)	

26. (a) Do you require assistance for: • Finance • Training • Information business	i.	ii.	iii.
27. Do you keep an business records for your business, specify			
28. In your opinion, what are major problems facing black-owned tour companies in SA			
29. How could these problems be overcome/ eliminated			
30. Who are your clients specify South African by race.			
31. How do you find clients? How do you market your enterprise			
32. (a) What is the preferred destination? Duration?			
33. How is this determined			
34. If on more than day tours, where do you take them for overnight stays.			
35. Have you ever attended any tourism workshops, exhibitions, indaba's etc. specify			
36. Affiliated with any tourism organisation/ association			
37. Are you a registered enterprise			
38. How many tours do you have per week			
39. Do you see a role in the 2010 world cup			
40. What would make tour operators successful			