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

1. Type of organisation

| Travel Agency | Accommodation outlet |

Category of SMME

<table>
<thead>
<tr>
<th>Category of SMME</th>
<th>Description</th>
<th>Mark with an X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survivalist enterprises</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Micro enterprises</td>
<td>Between one to five employees, usually the owner and family. Informal - no license, formal business premises, labour</td>
<td></td>
</tr>
</tbody>
</table>

2. Percentage ownership of the business

<table>
<thead>
<tr>
<th>% women</th>
<th>% Black</th>
<th>% Disabled</th>
<th>% Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other: Specify</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

YES    NO

4. What is the highest qualification held by the management of your establishment?

Secondary school
Certification
National Diploma
National Degree
Other:
Comment:………………………………………………
………………………………………………………………
………………………………………………………………

5. Do you experience any problems in the operation of your establishment?

| YES | NO |
---|---|
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"):

………………………………………………………………
………………………………………………………………

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"):

………………………………………………………………
………………………………………………………………

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?

| YES | NO |
---|---|
If yes, which non-financial services from government are you aware of?

………………………………………………………………
………………………………………………………………

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

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

………………………………………………………………
………………………………………………………………
………………………………………………………………

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

| YES | NO |
---|---|
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:

………………………………………………………………
………………………………………………………………
………………………………………………………………


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

- YES
- NO

If yes, which of these have you benefited from?

<table>
<thead>
<tr>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Financing</td>
</tr>
<tr>
<td>Start-up Assistance Finance</td>
</tr>
<tr>
<td>Asset Finance</td>
</tr>
<tr>
<td>Working capital finance</td>
</tr>
<tr>
<td>Bridging / Procurement finance</td>
</tr>
<tr>
<td>BEE Finance (Equity and Loans)</td>
</tr>
<tr>
<td>Other :</td>
</tr>
</tbody>
</table>

Specify: (other)

………………………………………………………………
………………………………………………………………
………………………………………………………………
………………………………………………………………

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

- YES
- NO

If yes, which have you benefited from?

………………………………………………………………
………………………………………………………………
………………………………………………………………
………………………………………………………………
………………………………………………………………
………………………………………………………………

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

- YES
- NO

If yes, which institution(s) offered the service?

………………………………………………………………
………………………………………………………………
………………………………………………………………
………………………………………………………………

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

What services has your organisation received?

………………………………………………………………
………………………………………………………………
………………………………………………………………
………………………………………………………………

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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