

Figure 6.6: Perceptions pertaining to the negative impacts of golf developments

However, 24% of respondents have expressed that their perceptions have changed over the past 10 years about the golf developments. Of these respondents, 69% indicated that their perceptions have changed from a positive to a more negative perception because they think that Knysna is developing an abundance of golf course facilities which is not economically viable. This has caused in them a negatively-inclined perception towards developers and investors as being “greedy.” Furthermore respondents said that the limitation of the provision of jobs resulted in the retrenchment of staff members during the recession period and as development increased so too did the cost of living. Respondents explained that initially developers sketched a perfect opportunity which would have benefitted all “but when the first set of hurdles appeared, they buckled and reverted to their old habits.” This left respondents feeling “that more playgrounds were being created for the rich.” On the other hand 31% of respondents felt that they perceive golf developments now in a more positive manner than before. Their increasing positive perceptions are accounted for by the job creation, income generated and attraction of more visitors to the area. Some expressed that their positive perception surfaced after realising that the developers did take environmental conservation into consideration by implementing mitigation measures during and after development. For

others their change in perception surfaced when all positive economic effects were visible throughout the town and improvements were made by upgrading the infrastructure.

The analyses of respondents' perceptions of personal and community benefits from golf developments, revealed that they perceived the increase in visitors to Knysna as one of the most contributing factors which benefits the community but some argue that the benefits are not for all: "I doubt that the benefits outweigh the negatives. The developments are insular - they benefit each other within the development." However 40% of respondents indicated that they have not benefitted from the golf developments and explained this by saying that their living conditions have not improved. Some still walk to access drinking water and reside in wooden shacks, whereas the minority commented that the golf developments add enjoyment to their retirement.

Additionally 17% of respondents are currently or have previously been employed by one of the golf developments in Knysna. Employees from one of the golf developments felt that they were not given increases or promoted during the years that they have been working there, indicating that the working environment at the golf developments has not offered everyone an opportunity to 'grow' in the industry.

In their own opinion, respondents expressed their perceptions of golf developments as benefiting the affluent minority and felt that the benefits were diminishing. However, a more positive benefit was indicated by the 14% of respondents who felt that their personal wellbeing had been enhanced through the golf developments (refer to Figure 6.7). These results indicate that those who associate themselves with golf developments in Knysna, either by being employed by a golf establishment or utilizing the golf facilities, have a more positive perception towards these large-scale establishments. Simultaneously this demonstrates that the integration between golf establishments and the local community can have a more positive outcome and increase the wellbeing of people; socially or economically.

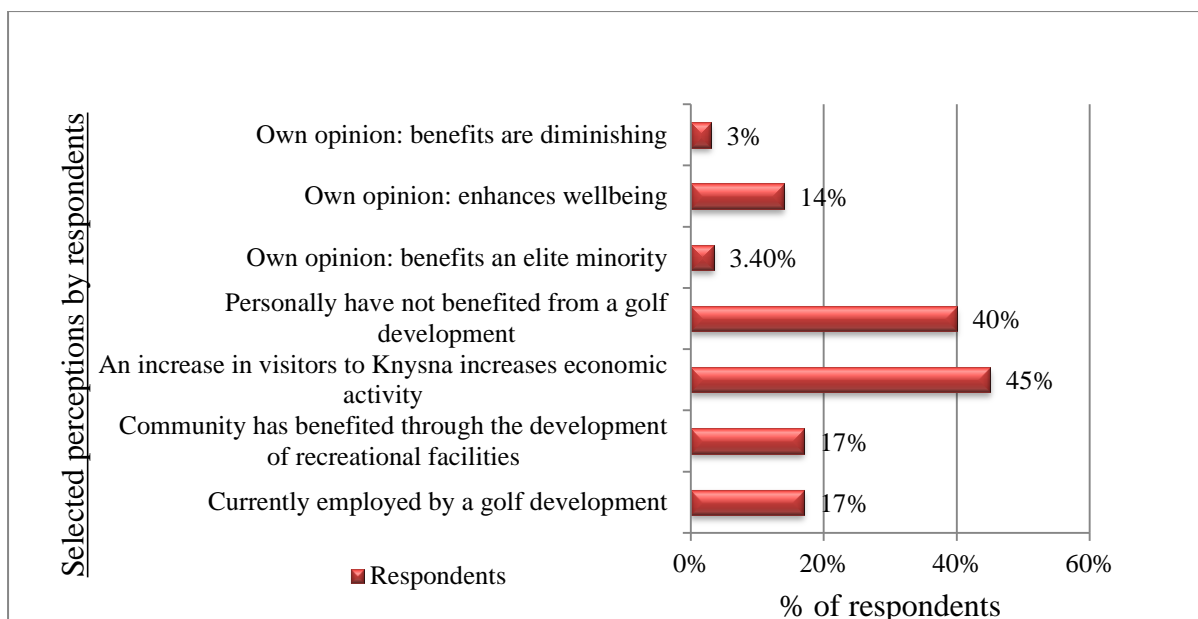


Figure 6.7: Respondents' perceptions pertaining to personal and community benefits from golf developments

27% of respondents claimed that their lifestyle has been changed as a result of the presence of golf developments. Few (10% of respondents) expressed a negative change in lifestyle of having to adhere to newly implemented public restrictions. For example, the limitation of water usage for domestic purposes, as water restrictions were implemented as a mitigation measure due to water shortages which respondents think have been caused by the presence of the golf developments. These respondents alluded to social exclusivity created by the Pezula development which “exploited portions of the Knoetzie area to their advantage.” On the contrary while few argued about social challenges they face including exclusion, the elite expressed their appreciation of “more affordable golf” and the enhancement to their quality of retirement and social life because golf accommodates social interaction with friends.

Furthermore respondents felt that their lifestyle has been changed for the better as the facilities of the golf developments have enhanced their leisure time through relaxation at the spa, while those who play golf say it is a stress reliever. Some respondents say their wellbeing has been improved through the opportunity to be exposed to an unfamiliar environment, enriching their knowledge (refer to Figure 6.8). Respondents expressed:

- “I am working so I can send my kids to school and look after my family.”
- “I was promoted while working at Pezula.”

- “I get to spend more time with my family in George compared to when I was working in Hermanus.”

Other respondents similarly expressed their gratitude from a different perspective in the sense that the contribution made to population increases by the golf developments in Knysna, has simultaneously and indirectly increased business opportunities for entrepreneurs. The interaction with international tourists has also been a “cultural eye-opener” for those who have had the opportunity of assisting international tourists in the working environment of the golf developments, promoting cultural-exchange.

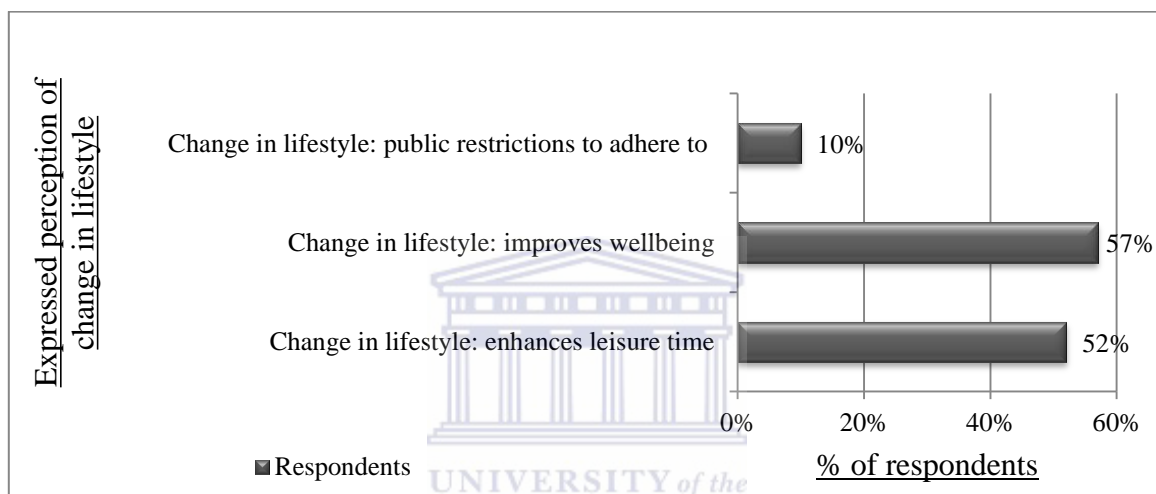


Figure 6.8: Respondents' expressed change(s) in lifestyle as a result of the golf developments

6.8 Direct, indirect and cumulative impacts of golf developments

In Table 6.4 the perception of direct impacts of the golf developments was categorised as pollution, restriction of public access and availability of resources or lack thereof. Research findings revealed that 25% of respondents agreed to the restriction of public access as one of the direct impacts caused by golf developments. This perception may have come about as many recreational activities such as fishing and picnicking of the local people were restricted and limited, if not eradicated as a result of development along the coast in Knysna.

Merely 38% of respondents agreed that the presence of the golf developments have resulted in an increase in population which has indirectly increased unemployment rates in Knysna simultaneously contributing to the poverty conditions of the town.

Analysing the cumulative impacts caused by golf developments 17% of respondents alluded that “unequal treatment amongst people” has proliferated as a result of golf developments while 19% similarly agreed to “social discrimination” caused by the golf developments (refer to Table 6.4). This derives from the perceptions of golf and golf developments as being an elitist entity and socially excluding members of the community through unaffordable rates or restricting the public from accessing and utilizing certain areas. Amenities offered by the golf developments are more than likely to be a luxury and not a necessity but still leaves the less privileged feeling “left out”. Through the various charity events hosted by the golf developments it demonstrates the possibility of what can be achieved to enhance social sustainability, if applied accordingly for the whole community.

Table 6.4: Direct, indirect and cumulative impacts of golf developments

AGREED DIRECT IMPACTS	NUMBER OF RESPONDENTS
Pollution	17%
Restriction of public access	25%
Availability of resources or lack thereof	11%
AGREED INDIRECT IMPACTS	
Increase in population	38%
Increase in tourism / visitors to the area	78%
AGREED CUMULATIVE IMPACTS	
Unequal treatment amongst people	17%
Visual impacts	27%
Social discrimination	19%
Urban development	43%
Own opinion: Fauna and flora depletion	3%

6.9 Golf estate residents

Very few respondents were residents on a golf estate in Knysna. The research results illustrate “safety and security” and “prefer the tranquil environment” as their main reasons for residing there. Only 67% of respondents who reside on golf estates indicated “enjoying playing golf” as a reason for residing there.

Table 6.5: Golf estate residents

	NUMBER OF RESPONDENTS	
	Number of respondents who reside on a golf estate in Knysna	Pezula
Simola		1%
Agreed reason(s) for residing on a golf estate (of the 3% of respondents who reside on a golf estate)	Safety and security	100%
	Attracted to the scenic beauty of the area	67%
	Enjoy playing golf	67%
	Prefer the quiet tranquil environment	100%

Additionally these respondents are perceived by other respondents as those who contribute to the fragmentation of the social sustainability condition of the Knysna community because they reside in gated communities.

From a social perspective, the formation of gated communities, such as the residential communities on golf estates, are of concern. Research carried out by Landman (2000) focuses on the potential impact on urban sustainability in the future by gated communities, questioning whether these types of residential areas are building bridges or barriers between different social groups. “South Africa bares a legacy of segregation, which manifested in the development of separate areas for different population or race groups” (Landman, 2002: 2).

In the design and architecture of the development of residential estates such as golf estates, it seems that after the adoption of democracy, the legacy of segregation is seeping through defensive architecture and urbanism. Gated communities are categorized by enclosed neighbourhoods or security villages which are private developments and aim to secure and control spaces (Landman, 2002). In Knysna for example, Landman (2002) observed that there are already 20 established security villages and 21 in the neighbouring town of Plettenberg Bay. Thus it should be asked who are these residential areas built for and why? Residents of gated communities have expressed fear of crime and therefore build defensive spaces to secure themselves. These gated communities have shown that although there may be a reduction in the crime rate, it has led to a displacement of crime to the surrounding areas. (Landman, 2000: 3).

The crime statistics of Knysna indicate that there has been an increase in criminal activity and that burglary of residential premises constitutes the majority of the crimes perpetrated (SAPS, 2010 cited in Knysna Municipality, 2011: 89). Therefore these statistics substantiate the

argument supported by estate residents that their reason for living there is for security purposes. Gated communities are not only being perceived as a design emanating out of fear, but also seem to be a design of power and lifestyle (Landman, 2000).

Research suggests that the development of gated communities has led to social exclusion, privatization, segmentation and fragmentation of societies, and prohibits public access to a certain extent. This in turn results in less social contact, which damages the health of a nation (Blakely & Snyder, 1997). Single integrated golf resorts “are normally associated with exclusive developments and will often disassociate themselves from their host communities through the erection of perimeter walls and security systems” (Readman, 2003:178).

Evidently such communities are only host to those who can afford it. The cost of living on golf estates is generally associated with a higher social class, for example, Wimbledon champion Roger Federer and doubles champion Jonas Bjorkman own property on the Pezula Golf Estate in Knysna, as do Nick Price and Proteas captain Graham Smith (Nevill, 2006). “Gated communities have the potential to impair the rights of fellow residents and to be detrimental to long-term urban sustainability and political stability. It could just be that the very measure that is implemented to address crime and instability after a while becomes a major source of conflict” (Landman, 2000: 4).

In the Environmental Impact Report for the Pezula Private Estate, the addition of 255 upper-income residents in the form of a gated and secure estate complex was a great concern to the Knysna community. When the proposal came about at the time it had sparked and exacerbated frustration regarding access to resources and social economic empowerment. The development of more affluent areas with part-time occupiers is an unhealthy social trend in Knysna (HilLand Associates, 2002).

6.10 Conclusion

The research findings have statistically illustrated the respondents’ perceptions of golf developments in Knysna. These statistics have revealed contradicting perceptions and evidently this is as a result of the direct or indirect impact which the golf establishments have on the lives of the individual local people of Knysna. It can be gathered from these research findings that the overall perception and opinion of respondents are positive if they have some form of connection with the golf development, be it in the form of employment or playing

golf. On the other hand negative perceptions and opinions have seemingly derived as a lack of interaction and indulgence between the respondents and the golf establishments. To put this into context, these statistics and perceptions have further been analysed and discussed in the context of social sustainability forming a perceptions analysis of the social sustainability of golf developments in Knysna.



CHAPTER 7

SOCIAL SUSTAINABILITY OF GOLF DEVELOPMENTS IN KNYSNA

7.1 Introduction

The following perceptions analysis of the research findings is presented according to the adapted WACOSS social sustainability model (refer to Table 5.1). This framework categorizes community perceptions regarding social sustainability. The information provided derives from the primary research findings which were obtained through questionnaires and interviews.

This research has utilized the concept of social sustainability as a basis upon which to analyse and contextualize the perceptions of Knysna's community. In other words, the analysis of perceptions pertaining to golf developments in Knysna has provided a social perspective of the current condition of social sustainability. In investigating the condition of social sustainability, one needs to consider the geographic environment of the respondents, since their environment plays an important role in determining the contribution the golf developments have made towards social sustainability. Apart from the size of the town, its main functions also need to be considered when determining the social sustainability impact of the golf developments.

In the past Knysna would have been perceived as a small town, although in recent years there has been rapid growth. Therefore, considering that Knysna has a population of about 60 000 people, the social impact that a golf development like Pezula or Simola would have in a town like Knysna should be much higher, relatively, compared to a city with a population of, for example, 4 million people. When these golf developments proposed working opportunities for 1 000 people per development, the local municipality considered this as one of their reasons for approving the developments. Additionally the income that would be received from rates and taxes of golf estate home owners also motivated the municipality's approval for these large-scale developments (Mabula, personal communication, 2012).

7.2 Quality of life

The enhancement of quality of life, or lack thereof, needs to be considered on a macro (community) level, and on a micro (individual) level. The impact which the golf developments in Knysna have had on the quality of the life of locals individually differs in comparison to the perspective of the overall quality of life of the Knysna community as a whole.

The Knysna Golf Club, a municipal golf course, currently employs 42 permanent full-time employees and no temporary employees (Knysna Golf Club Committee, personal communication, 2012). All staff members are local community members of Knysna (Marr, personal communication, 2012). Additionally the golf club hosts 50 caddies and provides them with necessary facilities, but they are not employed by the Knysna Golf Club. The caddies work on a freelance basis for golfers who require their services and are paid directly by the golfers. “In times when the course is closed for prolonged periods (e.g. during flooding) a collection is taken from the members to provide caddies with financial assistance” (Knysna Golf Club Committee, personal communication, 2012).

During 2005 the Pezula golf development created 484 employment opportunities for the local community, of which only 101 were permanent (Van der Merwe, 2006). To date Pezula collectively employs over 1000 people, making it the biggest employer in the Knysna area (Nevill, 2006). However, only 95% of the employees are locals and some are from the neighbouring town of Sedgfield. Many of the ‘locals’ currently employed at Pezula are individuals who are not originally from Knysna, but came to the area in search of working opportunities and settled in Knysna (Jourdan, personal communication, 2012).

In 2004 Professor Richard Tomlinson carried out an economic impact study of the Knysna River Reserve development (Rank, 2007). This study revealed that on-site 1000 jobs would have been created during a 4-year construction phase, together with an additional 678 off – site jobs during the same period. However the predicted economic impact increased when developers aimed to have the establishment completed before the 2010 FIFA Soccer World Cup. This raised employment numbers to 1500 on – site jobs during a three year construction phase, and an additional 1670 off-site jobs (Rank, 2007), which to date have not materialized. Additionally it was predicted by Tomlinson that the development would increase the annual tourism contribution to the Gross Geographic Product (GGP) by 23%, which would increase Knysna’s Gross Domestic Product (GDP) by 5% (Rank, 2007). Currently the development is

still not under construction although its approval was obtained in 2006 (Appel, 2008), which indicates that predicted employment numbers would have changed again since developers have decided to do away with the construction of an additional golf course. It has been said that whilst the development is in operation approximately 900 full-time jobs will be available for the local community (Metzer, personal communication, 2012).

Analysing the impact of these working opportunities, the type of menial jobs available which make up the majority of the employment positions have been criticized. For the community on the whole menial jobs such as gardeners or kitchen and cleaning staff may not seem enriching for the enhancement of growth for these employees. On the other hand most of these employees are not skilled enough to occupy higher positions in their working environments and lack the necessary educational qualifications. An analysis of what these work opportunities have done for these employees individually, who on average earn approximately R3000 – R4000 monthly, reveals that their lives have improved considerably. These jobs have supplied these employees with capital means which they otherwise would not have had and have enabled them to make a living, not only for themselves but for their families too. This in turn improves the community's social sustainability to a certain degree, because there is a decrease in the number of people begging on the streets, and people do not have to opt for criminal activity as a means of survival. An employee from one of the golf developments who earned R3000, 00 per month, was able to feed her family of four at home, and send her children to obtain an education (Mabula, personal communication, 2012). Therefore, scenarios like these bring about positive perceptions individuals have towards the golf developments in Knysna, because for them the golf development has added quality to their lives.

On the contrary, analysing the quality of life of the community as a whole on a macro scale, the impact of the golf developments may not be as positive. Many respondents have alluded to the social exclusion that golf developments have created, because they are unaffordable for the majority of locals. Furthermore the gated communities on the golf estates have created more division in the community. Affluent people have barricaded themselves from their surroundings to enjoy the natural surrounding beauty of the environment, alone. This in turn has created an “us and them situation”, which restricts social integration. If one is not a member of the golf club, you may not utilize the golf course; if one is not a resident on the golf estate, you are denied access unless you are visiting somebody specific. However these golf developments do openly welcome the public, who can afford it, to engage in what is on

offer, but the challenge is for those who cannot afford it. They feel discouraged and have no reason to visit what they consider to be an entity they cannot afford to be a part of. Instead this group faces challenges such as increases in the cost of living caused by the golf developments, and this does not add quality to their lives. This is the plight of those who have negative perceptions towards the golf developments in Knysna, which accounts for the majority of respondents. As one respondent commented: “It has widened the gap between the rich and the poor”.

7.3 Equity

The theme of equity proliferated throughout the perceptions and opinions of the respondents regarding the golf developments in Knysna. Knysna is an extremely divided town with a Gini Coefficient of 0.76. The golf developments themselves have not done much to reduce or eradicate the equity issue. In fact, they appear to have done the opposite and aggravated it. Previously disadvantaged people in the community still find themselves living in the same poverty conditions, if not worse, because during construction phases of these developments, workers from the rural Eastern Cape came to Knysna in search of work and remained there ever since, exacerbating the deprivation. The golf developments have by no means resolved inequality, as their enterprises openly display their wealth.

Whilst some respondents commented that “golf developments have benefitted the community in that they have brought additional cash flow to our sleepy hollow”, others’ perceptions were seemingly contradicting as they expressed “clients of golf developments are like a gold mine. They treat every single guest like royalty just to keep them loyal to the establishment”. This highlights the theme of inequality that residents of Knysna perceive the golf developments as being strong magnets for income to the town, but in reality, as noted by respondents, the money generated by these large-scale establishments circulates and multiplies within the perimeters of the developments only. Thus the town and its community cannot depend on the success of the golf developments, but rather depend on the tourists who are attracted to the golf developments and who hopefully will spend their money in the broader community, creating a multiplier effect and reducing leakage.

Many respondents raised the point about exclusivity associated with the golf developments, which in turn diminishes equity, as it is not an enterprise which all can afford to take part in. Few respondents thought that the golf developments “provide a luxury service to people”.

This contradiction in perception displays the meaning which the golf developments have for individuals, but for the community it illuminates division and more inequality. What may seem as a stress reliever and a form of entertainment to a few, is perceived by others as a social divider.

From the perceptions of Knysna's residents it can be deduced that the community does acknowledge the contribution made to the town as a whole, but not necessarily to individuals of the community. Respondents have contradicting perceptions regarding the golf developments. Some oppose the current contribution made to the town and its community, whilst others feel that Knysna's golf developments have impacted positively in many ways. Negative perceptions seem to allude towards the larger golf estates which offer various facilities, compared to the municipal golf course whose main focus is just golf. Thus it can be deduced that the perceptions about lack of equity and exclusivity is not a generalized perception of golf, rather it is a perception associated with attached exclusive housing estates and exorbitant prices of spa, gymnasium and/or restaurant facilities.

Reviewing the diverse perceptions illustrates the diversity of the town. The birth of the diverse perceptions of the community is also accounted for by the indirect or direct impact on individuals' lives. For those who have been fortunate enough to be employed by the golf developments and for those who play golf, their perceptions generally are more positive than negative. Although employees had commented with complaints and gratitude about their working situations, they still fail to see the broader possible negative impact which the golf developments may generate. This places emphasis on their illiteracy regarding social sustainability, because as individuals who have secure incomes, they are appreciative for being employed by the golf development and diverge from 'an inconvenient truth'.

On the other hand, those who have more negative perceptions towards the golf developments are those who have not received any direct benefit from the establishments, who hoped for an improved status to be granted unto them as a result of the proposed opportunities promised to the whole community. Instead, some feel that their heritage and rights to public access have been taken away from them as fences and boom gates were erected. These individuals acknowledge few positive contributions made to the community, with a few exceptions, and their perceptions can only be changed if the golf developments indeed can deliver a positive change to the community as a whole.

7.3.1 Perceptions of golf directors

Reviewing the issue of equity from the perceptions of the golf club directors, managers and/or developers, their perceptions are nothing less than positive with regards to the contributions which they have made to the community as a whole.

Each golf development explained the efforts which they make to give back to the community by donating money to charities or providing sponsorships and hosting charity events. For example, Simola gives back to the community by providing donations to different charities annually, including the SPCA and local schools. Other annual events hosted by Simola for the community include a Hospice Day, the Mayor's Golf Day and a SPCA Golf Day (Beaumont, personal communication, 2012).

Similarly Pezula also gives back to the community through generous donations and vouchers to local charities, including charities from the George and Mossel Bay area and they host golf days for charitable organizations such as Rotary (Jourdan, personal communication, 2012). In 2010 Pezula hosted a free rugby coaching clinic for the local children (Anon. 2010b), demonstrating the versatility of available facilities which could be made available more often to the community, as everything is not confined to golf only.

The Knysna Golf Club gives back to the community by honouring its lease agreement with the Knysna Municipality, and by providing the community with a golf facility which is open for use to the public. For several years the Knysna Golf Club has supported the Knysna Sports School, promoting sport in the local community. The club purchased a minibus for the Sports School to enable children from around the community to have adequate transport and access to and from sports coaching. The club continues to help in these initiatives by paying for children from the disadvantaged sector of the community to practice golf at the local driving range, and to play on the Knysna golf course free of charge on selected days.

Furthermore, the Knysna Golf Club hosts fund-raising golf days for charitable organizations such as Rotary, Round Table, Lions, Hospice, Sages and Nomads. Annually the club hosts a fund-raising day for the Vermont Centre in Hornlee and donated money to the disaster fund created to raise money for the victims of the 2011 Rheenendal school bus accident (Knysna Golf Club Committee, personal communication, 2012).

Additionally, in an attempt to avoid restriction of public access and to alleviate the issue of exclusivity and enhance equity, all the existing golf developments expressed that all facilities

are open to all members of the public. Pezula currently occupies a land area which was previously an open forest area, now owned by homeowners who live on the golf estate. The golf course is reserved for golfers only and because the estate is the private property of residents, entrance access is controlled by a boom gate. Cyclists are given the privilege of cycling along the routes of the golf carts in the early hours of the morning, and access to the Knoetzie area is prohibited to the public through the golf estate, but an alternative, longer access route is open to the public (Jourdan, personal communication, 2012).

Simola Golf and Country Estate occupy a land area which, prior to development, was a cattle farm and private property. The previous owner of the property sold the land to Simola after failing in an attempt to develop the property. The only area which is restricted to the public is the fenced residential estate, which is private property (Beaumont, personal communication, 2012).

Similarly the Knysna Golf Club occupies land which was unused prior to development and is part of the Knysna Lagoon flood-plain. This land area previously consisted of no roads or public footpaths, and therefore the establishment of the golf development did not hinder any public access. The lease area of the golf course is private property and the general public does not have access, although the course is not fenced off (Knysna Golf Club Committee, personal communication, 2012).

Overall the golf developments have not been able to eradicate the issue of inequality. Neither have they enabled or encouraged the community in any way to achieve active participation and have more control and input in the decision making processes which determine their lives. Furthermore the golf establishments have not reduced biased and prejudiced dispositions within the Knysna community.

7.4 Diversity

In an attempt to create a socially sustainable society, the concept of diversity is equally important as it allows for the acceptance and the provision for the needs of a diverse, heterogenic society.

In the analysis of the purpose of visit to golf developments, from the 75% of respondents who have visited one or more golf developments in Knysna, it can be inferred that these establishments provide amenities which appeal to a diverse group of people, in other words it

is not confined to golfers only (refer to Figure 6.1). However the varying purpose of visits is contrasting and suggests a seemingly socially divided society. On the one hand there is a group of the community who utilizes or visits the golf developments for leisure purposes, and on the other hand, the rest do not 'visit' the golf developments, rather they are there to work and earn a living, making it their duty to see to the comfort of the visitors' leisure time. The diversity of reasoning exemplifies an intangible social division amongst the community to which the golf developments contribute.

Thus it cannot be said that the golf developments, especially Simola and Pezula, have promoted an understanding and acceptance within the broader community of diverse backgrounds, cultures and life circumstances. If that were the case then part of the community would not perceive the golf developments as exclusive or elitist. Respondents expressed that:

- "It has divided the community and has created exclusivity for certain people".
- "It has attracted an elite, part-time resident".

While research participants perceive the golf developments as entities which portray diversity, there are exceptions. The golf developments do offer an array of facilities to the general public, catering for the needs of the non-golfer too. Promoting the acceptance of a broader, diverse community, golf developments make various efforts to give back to the community and to the disadvantaged members of the community. This, however, does not reach all community members and not all the needs of those who are less privileged are able to be met by the golf developments alone, nor can it be expected of the community for that to happen.

However, there are sections of the community which do feel that there is a degree of social discrimination and unequal treatment amongst people. This derives from the perceptions of golf and golf developments as being an elitist entity and socially excluding members of community through unaffordable rates, or restricting the public from accessing and utilising privileged areas. Amenities offered by the golf developments are more than likely to be a luxury and not a necessity, but still leaves the disadvantaged feeling excluded. The various charity events hosted by the golf developments demonstrate the possibility of what can be achieved to enhance social sustainability, if applied equally to the whole community.

Charity does not impart knowledge and skills, but make communities dependent rather than self-sufficient.

7.5 Social cohesion

The next step towards social sustainability is to ensure the cohesiveness of a community, acting together as one unit. In order to achieve cohesiveness, the community's understanding of and access to public and civic institutions need to be improved, links need to be built between the community and other groups in the broader community (social capital), and the community needs to gain more support from the broader community as well as among themselves.

In an analysis of the responses of the research participants regarding whether or not they play golf provides an understanding of how the sport of golf has contributed to or lacked in contributing towards developing social cohesion in and amongst the community. Few respondents have expressed that golf is a great opportunity for social interaction and therefore adds quality to their life, however only 24% of respondents play golf. Golf may be a good opportunity to build a cohesive society. Many sport activities encourage cohesiveness when a group of people need to learn how to work together as a team, but the hurdle is that although golf might teach people discipline and encourage social interaction, the marginalised members of the community cannot afford to participate.

Three research participants indicated that they reside on a golf estate in Knysna, none of whom are in retirement. One research participant was an annual visitor from Germany, who owns property at Pezula and on the Knysna Heads and visits Knysna on an annual basis for a period of a week or two. This is a negative trend in Knysna and if it proliferates it will further cause division amongst the community as these part-time occupants do not reside long enough in their 'holiday homes' to form relationships with their neighbours outside of the perimeters of the golf estates, hindering social cohesion. These residents have chosen to reside on the estates for safety and security purposes, they are attracted by the scenic beauty of the area and tranquillity of the environment, and enjoy playing golf. However, only 66.6% of the research participants who reside on golf estates actually play golf.

It is evident that the golf developments in Knysna do not promote social cohesiveness. Instead the community has been further fragmented by the restriction of public access,

forming gated communities and implementing exorbitant prices, factors which all hinder the idea of a community coming together and working towards social sustainability.

7.6 Democracy and governance

The social sustainability framework (refer to Table 5.1) utilizes democracy and governance as part of the process of building a socially sustainable society.

With regards to the golf developments, the theme of governance and democracy is one which surfaces during development phases, and includes decision making processes of which the community is also a part. Participation resurfaces in this theme where the analysis of participation in golf is also investigated, as the success of achieving the level of participation determines the achievement of social sustainability.

During the development phases of Pezula and Simola, EIA processes ensured that provision was made for public participation meetings, a process in partial fulfilment of an EIA. However, as mentioned before, only 5% of respondents took part in these meetings (refer to Table 6.3), indicating a lack of community participation. Furthermore during the development of the municipal golf course, EIA processes had not yet been implemented, suggesting that at the time no provision was made for the input of the community.

Additionally the research results (refer to Table 6.2) have demonstrated that participation in golf is also minimal. In order for a community to work towards social sustainability, public participation in activities and decision making processes need to be encouraged and emphasized. This is not to say that it is necessary for everyone to play golf, but for those who have an interest, it would be an opportunity of enhancing social integration and participation. It is necessary to inform and educate the community about the importance of their participation in decision making processes, encouraging them to do so, to encourage social integration.

Golf developments initially have created the opportunity for community participation through the EIA processes, but during the post-development and operational phases there has not been a continuation of public participation processes or monitoring and evaluation programs. This suggests that the golf developments have no direct line of communication with the public, which is necessary so that the public always has the opportunity to raise issues and/or

concerns. It takes the input of both the community and authorities to work towards achieving social sustainability. However some respondents expressed that they feel discouraged from raising their opinions and concerns with authorities of developments. Only 86% of respondents indicated their willingness to raise their issues and concerns if continuous public participation processes were implemented. One respondent commented: “People are threatened with lawyer’s letters when they go to the press or try and raise awareness of issues. Ordinary people cannot afford to pay legal fees, whereas the developers and investors have all the legal expertise, financial backing and public relations machinery”.

In an attempt to encourage continuous community involvement and communication, the Pezula golf development advertises golf days and golf specials in the broader community, inviting all golfers and non-golfers. However there is no direct communication between Pezula and the public although Pezula does have direct communication with the local municipality (Jourdan, personal communication, 2012). Similarly the Knysna Golf Club lacks a formal or structured forum to facilitate continuous community involvement or communication. Both the Knysna Golf Club and Pezula do not have monitoring and evaluation programmes in place for issues involving the local community. It is only with the local municipality that direct communications are in place (Knysna Golf Club Committee, personal communication, 2012).



Handling complaints directly from the public, Pezula was formally challenged with environmental concerns stemming from home owners on the golf estate with regard to the presence of baboons. However complaints from residents on the estate are handled by the Home Owners Association who receives a levy paid by all residents. Should there be any visitor complaints related to the utilization of the golf course, Pezula personally alleviates the complaint and sometimes offers golfers a round of golf free of charge (Jourdan, personal communication, 2012).

The Knysna Golf Club had also been previously challenged with public complaints related to racial discrimination and exclusive social issues. Public complaints alluded that the golf club was ‘for white people only’ and that their rates were too exorbitant. However the Knysna Golf Club “has always gone out of their way to include all people” (Marr, personal communication, 2012) and are not racist. The golf club is open for discussion to the public and any form of complaint, if any, should be addressed in a letter to the committee (Marr, personal communication, 2012).

7.7 Conclusion

This chapter has contextualized the social sustainability of golf developments in Knysna by analysing the quality of life of the respondents on a macro and micro level. Research findings illustrates that for some, the golf developments have indeed improved their wellbeing however, this is only true for individuals who directly integrate with the golf developments by playing golf or by being employed at a golf establishment. Furthermore the issue of equity was also measured against the notion of how golf developments cultivate equity within the community. Although it is assumed that the golf developments have the capacity and ability to enhance equity, most respondents perceive golf developments as increasing inequality within their community. Similarly diversity was also used as a component of the social sustainability framework to determine the manner in which golf establishments enhance diversity. It was concluded that although golf establishments do facilitate social diversity by inviting the public to use their facilities, it is still financially out of reach for the majority of the local community. Golf establishments were also identified as a manner to enhance social cohesion but social exclusion prevails as not everyone can afford to play golf. Therefore the issue of governance and democracy is just as important whereby public participation is the key component yet respondents were neither active public participants during the developmental stages of these golf developments nor are there any monitoring and evaluation programs put in place.

The research findings illustrate contradicting perceptions based on the respondents' experiences, or lack thereof, related to golf and golf developments. One must take into consideration the heterogeneous nature of a community when encouraging the achievement of social sustainability and therefore golf developments, having such a huge influence on the overall economic and social development of Knysna, have the ability to contribute to the enhancement of the current social sustainability condition.

CHAPTER 8

CONCLUSIONS AND RECOMMENDATIONS

8.1 Conclusions

The research findings have concluded that the analysis of perceptions of golf developments in Knysna can be narrowed down to a typology of perceptions: Euphoria, Apathy and Antagonism. This typology has been adapted from Doxey's (1975) Irridex model and defines the current perceptions which the community of Knysna has towards the golf establishments in their surrounding environment.

The first type is Euphoria. This refers to that group of respondents who perceive the golf developments in Knysna positively and who are in favour of the golf developments. Respondents with a euphoric perception are most likely to be individuals who either have an interest in golf or who participate in golf, who have been employed by at least one of the golf developments and/or who regularly utilize facilities available at the golf developments. Their positive perceptions of golf developments in Knysna are accounted for by:

- The large amount of employment opportunities provided by the golf developments.
- The economic contribution made to Knysna's GDP enhancing economic growth.
- The increase in tourism activity in Knysna and the increase in number of visitors.
- The increase in attraction and international recognition for the town.
- The added value to personal lifestyle and wellbeing.
- The positive direct impact, influence or change the golf developments have made to their lives.

The second type is Apathy. This refers to respondents who come across as disinterested in the topic of golf developments in Knysna, and who do not have much concern about the impact which golf developments have made, whether it is a positive or negative impact. However, irrespective of their lack of interest and concern, they do acknowledge and comment about golf developments, but in a casual manner. This apathetic perception is accounted for by:

- The acknowledgement of employment opportunities created by golf developments but with an exception: although this group of people acknowledges the employment opportunities made possible by the golf establishments, they argue that the jobs are seasonal, limited, temporary or menial in nature.
- The acknowledgement of the contribution made to the economy of the town, again with an exception, is accounted for by their perception of the lack of infiltration of income generated. The golf developments create a limited multiplier effect throughout Knysna's economy. The local municipality profits from rates paid by people who live on the golf estates. However, this money does not appear to be ploughed back into the community through improvements in infrastructure, for example, and that part of the community who live in poorer conditions still do not experience the benefits.

The third type is Antagonism. This refers to that group of respondents who oppose golf developments and have a negative perception thereof. Respondents with an antagonistic perception are individuals who do not play golf and who have no interest in golf. Furthermore they are those who have never visited a golf development in Knysna before or those who have not experienced any positive impact from the golf developments. Their negative perceptions can be accounted for by:

- The lack of benefits for the local community and the town. They perceive that the golf developments confine all profits within the perimeters of the development and that it is ensured that guests have no need to neither leave the perimeters of the development nor spend money elsewhere in the town.
- It is perceived by the antagonists that the golf developments have contributed to a fragmented community, creating more gated communities and reducing the chances of social integration and community involvement.
- The golf developments are perceived as establishments for an elite, affluent group of people, which creates social exclusivity, eliminating the locals who cannot afford it.
- The golf developments are also perceived as causing environmental degradation and destruction, interrupting of natural habitats of fauna and flora.

The research results have showed that the majority of the respondents can be classified in the Euphoria and Apathy typology as the positive remarks and perceptions of the golf establishments in Knysna far exceed the overall negative perceptions. Furthermore the minority of the respondents are characteristic of the Antagonism typology.

8.2 Recommendations

From the analysis of the research findings, this research puts forwards recommendations aimed at the municipal officials and authorities as well as the developers of golf establishments and the local community. Furthermore, the purpose of these research findings has been suggested to advise the Knysna community as a whole to work towards achieving a socially sustainable condition which is worth maintaining.

8.2.1 Recommendations for municipal authorities

The Knysna Municipality plays a very important and leading role in the lives of its community. They regulate the town and are responsible for approving developments whilst simultaneously solving problems. To date there is no legal documentation which protects, encourages or ensures the social sustainability of the local community. During developments, if the community potentially can be affected by any project or development, their wellbeing is considered based on tangible occurrences or impacts. To build a socially sustainable society those considerations do not suffice, as this research has illustrated. During the development and construction of the golf developments in Knysna physical impacts on individuals in the community were prevented through safety precautions. However, the community still suffered from intangible impacts such as the negation of their social identity when they were restricted access to what previously were accessible areas to the locals as well as social exclusion and a division among classes in society through barriers formed by gated communities. It is therefore recommended that Knysna's municipality:

- Makes an effort to draft and implement a policy document specifically for the protection of the community's social sustainability, which should be utilized as part of a compulsory Social Impact Assessment (SIA), should any developments be proposed and considered. This document should include consideration of all the cultural and heritage rights and values of the community. It should also take into consideration the perceptions of the

local community. This implies that an extensive perceptions analysis is carried out which will determine the social carrying capacity of the community. This document should also be constructed using a community based approach, which utilizes public participation meetings for all sectors of the community to have an input in the document. Upon constructing a document of this nature authorities should make provision for translators and interpreters for any community members who have difficulty in understanding the nature of the topic. Language must be utilized that is easily understood by all.

- The Knysna Municipality should also take the responsibility of encouraging and educating the local people about proposal/development processes, EIA documents and public participation processes. The local community needs to be educated about:
 - The value of property and how to interpret the property market.
 - The processes of public participatory meetings during the EIA processes.
 - The understanding of the role of large-scale developments and their contribution towards the GDP.
 - The understanding of the value of land and how large-scale developments influence the value of property and subsequently increase rates and tax.
 - The regulations and environmental laws as stipulated in NEMA.
 - The conditions and criteria utilized by the municipality when approving proposals of large-scale developments.
 - The Knysna Municipality should also embrace a human-centred development approach, one which considers the social element of sustainability and does not focus on economic development only. Therefore when the municipality considers and/or approves developments, economic benefits should not take precedence over social sustainability.

8.2.2 Recommendations for developers and golf developments

Golf developments need to apply the concept of sustainability to its fullest and most meaningful potential if they want to succeed. This means that all mitigation measures need to be considered to provide an opportunity for those golfers who are interested in playing the

game, without the expense of negatively impacting non-golfers and other stakeholders. This should be done by integrating all three components of sustainability, namely social, environmental and economic. Golf developments should encourage social sustainability by:

- Creating more affordable prices which will attract more locals. This strategy can be an alternative, for example, it can be decided that certain days of the week or certain time periods green fees can be made more affordable.
- Create or develop an environment that does not restrict or hinder anyone from utilising the facilities on offer nor cordoning off previously accessible areas and privatising communal land areas.
- Implement a continuous monitoring and evaluation programme which will create the opportunity for continuous direct communication between the golf development and the surrounding local community. This will ensure that community members have the opportunity to raise related concerns or issues, and similarly the golf developments will have the equal opportunity to address matters of concern and alleviate misperceptions.
- Implement voluntary programmes that give local community members who are willing to volunteer a few hours of their time the opportunity to engage in any social activity, creating an environment of social interaction.
- Create more community-friendly opportunities for the local people to take part in, such as the current golf days which are hosted by various golf developments for fund raising. An additional example of how this could be done is to offer local schools or community care centres the opportunity to have for example their end-of-year functions at a golf development, at a reduced price.
- Create more programmes in association with the local schools which will create an opportunity for offering golf as an extracurricular sporting activity at the school.
- For future golf establishment proposals, the inclusion of locals in public participation meetings must be encouraged and emphasised. This implies that a notification advertisement in a local newspaper does not suffice for notifying the public that a meeting will be held.
- Avoid the occupation of potential agricultural land areas.

- Avoid building gated communities.

The above mentioned recommendations have been formulated and based on the issues raised during the data collecting process of this research.

It can be deduced that golf developments have an elitist class as their target markets. However, this should not be a constraint or excuse for not contributing towards or enhancing the social sustainability of the community. Golf developments should create opportunities that will encourage social integration throughout the community. An example of how this has been achieved internationally is provided by the Victorian Golf Association, an organization to which all golf clubs are affiliated within Victoria, Australia.

These golf clubs have partnerships with community groups. The types of community groups include service groups, schools, charities, sporting clubs, church groups, hospitals, community radio stations, business and government. “These partnerships provide value to the broader community through reciprocal schemes and the sharing of space and facilities, which can reduce claims on government for infrastructure grants” (Victorian Golf Association, 2006: 8). This means that community groups such as schools and charities are allowed to use golf club facilities free of charge and have free access for both tournaments and fund raising. Social and public groups pay a small fee.

Victorian Golf Clubs have volunteers who dedicate their time to maintenance and improvements on golf developments, e.g. mowing, weed spraying, gardening, landscaping, tree-topping and general green keeping activities. The majority of Victoria’s golf clubs are run entirely by volunteers, giving the community the opportunity to interact and get involved. “Local events provide an opportunity for social contact and support, foster inclusiveness and build community morale” (Victorian Golf Association, 2006: 11). The non-golfing events which these golf clubs host in support of their local community account for the majority (58%) of the total events hosted throughout the year by the golf clubs themselves. Such events include social dinners for fundraising, shows, Christmas parties, dances and trivia nights.

Furthermore developers need to re-orientate their approaches and embrace a human-centred development approach, and not one which aims to maximize profits. Their role in the establishment of golf developments is important and has a huge impact on the social sustainability of the community because they introduce and propose these developments.

The hunger for power and money should not result in over exploiting and degrading certain land areas. For example, golf developments do offer facilities for the non-golfer to enjoy such as spas, hotels and restaurants, but when it costs R15 000, 00 per night to sleep in a suite (Pezula Resort Hotel and Spa, 2012) or R1 700, 00 to get a hand massage (Pezula spa and gym, 2012), the question is once again raised: “Who benefits and/or who can afford it?”

8.2.3 Recommendations for the Knysna community

Passive participants in society need to be motivated and encouraged. They find themselves in a comfort zone, in a position from which they see what is happening and knowing that there is something that can be done. The small-town mentality of Knysna residents appears to just accept things the way they are instead of becoming active public participants and voicing their opinions. Residents in the deprived ‘suburbs’ have failed to accept responsibility. They recline and vegetate in a state of ‘Unresponsive Wakefulness Syndrome.’

Societies of today have been discouraged to voice their opinions and concerns which cause individuals not to act upon their issues of concern. This discouragement has been cultivated by the elite minority creating a disempowered society.

It is recommended to the members of the community to:

- Become more active members of their community, by engaging in public participation processes and meetings advertised in the local newspapers, such as the *Action Ads* or *Knysna-Plett Herald*.
- Not to be discouraged to air their views.
- Inform one another about developments and the nature thereof and all processes involved in approving a proposed development.

When South Africa has elections, political leaders and parties go to great lengths to get each citizen of the country to vote. If authorities can go to such great lengths to encourage a whole country to vote, then why is it that they do not make the same effort to encourage society members to become engaged? If the whole society reaches such a profound level of participation, then what authorities ‘fear’ will occur and therefore they will never encourage it. Therefore it is the responsibility of the community members to embrace the opportunities lawfully afforded to participate in public participation processes. Thus what needs to be done

is to encourage the local community and boost their confidence and empower them because as a unit they have the ability of becoming a pro-active, cohesive, self-motivated organism.

The necessity of these developments is not what is being questioned rather what will the outcomes be of the trends? How do local people feel when their hometown is marketed as the best and award winning golfing destination when the majority of locals have never even set foot on these premises? Even though an individual is not interested in golf, it should not imply that his exclusion should be entertained. If a golf development wants to create social sustainability then local non-golfers must be offered the opportunity to be part of an enterprise they can afford. And if this cannot happen, then it just goes to show that these up-market developments are not primarily focused on the game of golf itself and that golf is just a magnet to attract investors ultimately to generate profits.

When comparing municipal golf courses to the private developments, there are vast differences in prices of green fees, availability of amenities and the overall costs of the establishments. Municipal golf courses place their focus on playing the game only. And after the 'rat race' to establish all these golf developments which offer so many opportunities, it is now being said that "it is public knowledge that the market for luxury leisure developments on the Garden Route has collapsed" (Gericke, 2012, cited in Yeld, 2012: 10) and that "golf estates in South Africa are without a doubt under tremendous pressure – as they are in the rest of the world" (Anon., 2010a).

Contradicting social sustainability, the trend of selling South African land to foreign investors continues as noted in Knysna and elsewhere along the Garden Route, hindering the growth of South Africans in general but diminishing the social sustainability of Knysna. As mentioned before, the lack of proprietorship of resources and land prohibit a community's involvement in decision making processes, preventing the achievement of a socially sustainable society.

8.3 Concluding remarks

This research has defined the concept of social sustainability and applied an adapted social sustainability framework as a basis upon which to analyse the perception of respondents from Knysna towards the golf establishments. Furthermore it has illuminated the social sustainability issues and concerns regarding golf developments in Knysna, and has outlined the current social sustainability condition of Knysna, and possible consequences of an

unsustainable society. This research targeted the golf developments because of their profound impact on Knysna's residents, and the possible changes and enhancements they can make to the overall social sustainability of Knysna.

The golf developments in Knysna have the ability to improve or enhance the social sustainability condition, because of the large scale at which they operate. The community seeks a state of cohesiveness and the feeling of being part of a whole and having meaning or purpose. With improved social integration, which golf developments are capable of, it will teach the community life skills and discipline and the meaning of having purpose and being responsible in life. This in turn will reduce the current increasing criminal activity, such as drug and alcohol abuse. It is up to the local community of Knysna to ensure their social sustainability by coming together and acting as a cohesive unit. This includes all members of the community: municipal authorities, golf developers and ordinary citizens.

Furthermore it became clear that in general the research participants are too afraid or hesitant to voice their opinions and this emphasizes the need to encourage them to participate for the sake of their own upliftment. People from Knysna have often been ridiculed for having a small-town mentality; however this characteristic was evident in that they have the tendency to accept the way of life as it currently is. Therefore this research concluded in its recommendations by illuminating the need to encourage local people to voice their opinions and concerns because there is a need to create awareness among local people of the potential associated impacts of golf developments in Knysna. Additionally it is evident that there is a lack of continuous community involvement both prior to and after the development of golf establishments in Knysna. However, this research has shed light on the ability of golf establishments to enhance this, thus cultivating a sustainable society.

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REFERENCES OF PERSONAL COMMUNICATIONS:

NAME	COMPANY	POSITION	TOPIC	DATE	MEDIUM
Beaumont, A.	Simola Golf & Country Estate	Director of golf	The impact of golf developments in Knysna	23 January 2012	Personal interview
Boyce, M	Knysna Municipality	Municipal official	Social sustainability in Knysna	22 October 2012	Personal conversation/ interview
Campbell, S.	Knysna Environmental Forum		The impact of golf developments in Knysna	18 October 2012	Telephone call
Jourdan, S.	Pezula Golf Estate	Golf co-ordinator	The impact of golf developments in Knysna	25 January 2012	Personal interview
Knysna Golf Club Committee members	Knysna Golf Club	Golf Club Committee	The impact of golf developments in Knysna	February 2012	Personal group interview
Mabula, J.	Knysna Municipality	Environmental Manager	The impact of golf developments and social sustainability in Knysna	19 October 2012	Personal Interview
Marr, J.	Knysna Golf Club	Member of Knysna Golf Club	The impact of golf developments in Knysna	February 2012	Personal interview
Metzer, G.	Knysna River Reserve	Developer	The development and impact of the Knysna River Reserve	23 January 2012	Personal interview

APPENDICES

Appendix 1 Research questionnaire



UNIVERSITY of the
WESTERN CAPE

Department of Geography and Environmental studies

Golf Developments in Knysna: An Analysis of Community Perceptions

Research questionnaire number: _____ Date: _____

(Please note: for the purpose of this research, the term “Golf Developments” is being used as a collective term for the various types of golf courses, golf clubs and golf estates.)

SECTION A:

1. For how long have you been a resident of Knysna? _____
2. Please specify your nationality: _____
3. Please mark the appropriate age group: <20 21 – 40 41 – 60 61+
4. Please indicate your current residential area in Knysna: _____

SECTION B:

5. Have you visited a golf course or estate in Knysna? YES NO
- 5.1 If you answered “Yes” to Question 5, please indicate which of the following golf development(s) in Knysna you have visited:
 - Pezula Golf Estate
 - Simola Golf and Country Estate
 - Knysna Golf Club

5.2 If you answered “Yes” to Question 5, please indicate the purpose of your visit to the golf development(s) mentioned above:

To play golf	<input type="checkbox"/>	To eat in a restaurant	<input type="checkbox"/>
To attend a function	<input type="checkbox"/>	To utilize spa facilities	<input type="checkbox"/>
To go sightseeing	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/> _____

6. Do you ever make use of the facilities of the golf establishment(s)?

YES NO

6.1 If you answered “Yes” to Question 6, please indicate which facilities you regularly utilize: (Please select the appropriate option in the table)

FACILITIES REGULARLY UTILIZED				
	Daily	Weekly	Monthly	Annually
Golf course				
Dining (Restaurant / Bar)				
Spa				
Golf shop				
Other				

SECTION C:

7. Do you play golf? YES NO

7.1 If you answered “Yes” to Question 7, how often do you play golf? (Please select the appropriate option)

<i>Times per...</i>	1X /	2X /	3X /	4X /	More than 5X /
Day					
Week					
Month					
Year					

7.2 Which golf course(s) do you play on? (Please mark the appropriate option with “X”)

	X
Pezula Golf Course	
Knysna Golf Club	
Simola Golf Course	
Other: (Please specify)	

SECTION D:

8. Prior to the development of the new golf establishments in Knysna, were you a public participant during decision making processes? YES NO

8.1 If you answered “Yes” to Question 8, which public participation process were you involved in (for which golf development)? (Please mark the appropriate option with “X”)

	X
Pezula Golf Course	
Knysna Golf Club	
Simola Golf Course	
Other: (Please specify)	

8.2 If you answered “Yes” to Question 8, do you have any comments, opinions, concerns or questions regarding the development of the above mentioned golf development?

8.3 (Only to be answered if Question 8.2 was completed) What was the response given to your comment, opinion, concern or question raised?

SECTION E:

9. In your opinion, has the existence of the golf developments in Knysna benefitted the town and its community? If yes, how has it benefitted the community?

10. Are you aware that there is an approved proposal for the development of the Knysna River Reserve Golf Course and Estate? YES NO

10.1 What is your opinion about the development of an additional golf course and estate in the Knysna region?

- Positive, it will create more job opportunities
- Positive, it will increase and benefit tourism in the region
- Positive, it will increase revenue or income generated for the town
- Negative, there will be an increase in the demand for water
- Negative, there are environmental concerns
- Negative, an additional golf development will increase the amount of isolated gated communities that further divides the community
- Your own opinion:

SECTION F:

11. Are you a resident of a golf estate in Knysna? YES NO

11.1 If you answered “Yes” to Question 11, which golf estate do you reside on? (Please mark the appropriate option with “X”)

	X
Pezula Golf Estate	
Simola Golf Estate	
Other: (please specify)	

11.2 What is your reason for residing on a golf estate?

- Sense of safety and security
- Attracted to the scenic beauty of the area
- Enjoy playing golf
- Retirement
- Prefer the quiet, tranquil environment
- Other: (please specify) _____

SECTION G:



12. In your opinion, has the presence of the golf developments in Knysna brought about any negativity socially, environmentally or economically? YES NO

Please comment

Socially: _____

Environmentally: _____

Economically: _____

13. Do you think, as a community member, your opinions, comments, concerns or questions regarding golf developments in Knysna, should be raised in a continuous public participation process? YES NO

13.1 If you answered “Yes” to Question 13, would you be willing to raise your opinions, comments, concerns and/or questions if such a forum were in place? YES NO

14. Have your opinions or perceptions of golf developments in Knysna changed over the past 10 years? YES NO

14.1 If you answered “Yes” to Question 14, how have your opinions or perceptions changed?

15. As a member of the Knysna community, how have you benefitted from the existing golf developments?

- I am currently employed by one of the golf developments in Knysna
- The community has benefitted through the development of recreational facilities
- The golf developments have attracted more visitors to the area, which in turn increases economic activity
- As a community member, I feel that I have not benefitted from the golf developments
- Your own opinion:

16. Has your life style (way of living) been changed in any way as a result of the golf developments in Knysna? YES NO

16.1 If you answered “Yes” to Question 16, please specify how your life style has changed:

17. In your opinion, has the local community experienced any of the following direct impacts due to the presence of golf developments?

Pollution

(please provide an example) _____

Public access

(please provide an example) _____

Availability of resources or lack there of

(please provide an example) _____

18. In your opinion, has the local community experienced any of the following indirect impacts due to the presence of golf developments?

Increase in population

Increase in tourism / visitors to Knysna

Please comment:

19. In your opinion, has the local community experienced any of the following cumulative impacts due to the presence of the golf developments?

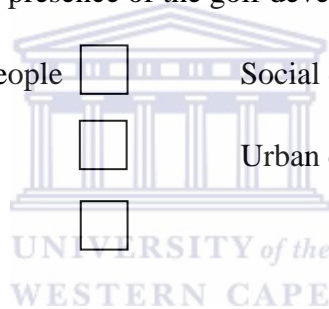
Unequal treatment amongst people

Social discrimination

Visual impacts

Urban development

Other



Please comment:

Thank you for your participation and time

Appendix 2 Interview questions



UNIVERSITY of the
WESTERN CAPE

Department of Geography and Environmental studies

Golf Developments in Knysna: An Analysis of Community Perceptions

Interviewee: _____ Date: _____

Name of golf development: _____

(Please note: for the purpose of this research, the term “Golf Developments” is being used as a collective term for the various types of golf courses, golf clubs and golf estates.)

SECTION A

- For those who are interested in playing golf, how does one go about to be eligible to utilize the golf course and facilities and what are the costs involved?

SECTION B

- When was this golf course or estate established?
- Prior to the development of the golf course and/or estate, what was this land area previously used for, or was it undeveloped?
- Have any mitigation measures been put in place to avoid the restriction of public access to open public spaces which were accessible prior to development?
- Are there any restricted areas on the property which does not allow public access if one is not a member of the golf club?

SECTION C

- What methods are used or have been used, to encourage continuous communication and community involvement?

- Is there a monitoring and evaluation program in place for issues involving the local community?
Or, what methods are or have been used to encourage continuous communication and community involvement?
- Has the golf establishment received any public complaints prior to and during the existence of the golf development? If so, how were these complaints addressed?
- Are there or was there social related issues acknowledged and approached with regards to the golf development?
- Should a public comment, opinion, concern or issue be raised, how does the golf establishment approach and address the comment, opinion, concern or issue raised?
- How have community inputs or remarks been integrated into the development or maintenance of the golf development? (during development phases)
- How is public participation being encouraged so as to avoid any negativity or misconceptions associated with golf establishments?

SECTION D

- In what way has or is the golf establishment making an effort to give back to the community of Knysna?
- How many local people are currently permanently employed at this golf development? And how many local people are temporarily employed?

SECTION E

- What are the main sources of water used for potable and irrigation purposes?
- How much potable water is consumed daily on the premises?
- How much water is used for irrigating the golf course daily?
- Have any conservation measures been put in place to reduce the amount of water consumed for both irrigation and potable purposes?
- What source of energy supply does this establishment make use of?
- How much energy does the golf establishment consume daily?
- Have any conservation measures been put in place to reduce the amount of energy consumed?

Appendix 3 Research information sheet



University of the Western Cape

Department of Geography and Environmental Studies

Research conducted by:	Inge Voigt <i>Geography MA student</i>	(Cell: 072 300 3318)
Research supervisor:	Dr M. Boekstein	(Tel: 021 959 2421)
Co-supervisor:	Prof. S. Brooks	(Tel: 021 959 2425)

The following questionnaire / interview is part of a data collecting process for research which is being conducted by *Inge Voigt*, a Masters student in the Department of Geography and Environmental Studies at the University of the Western Cape. The research project being done by the student is titled: *Golf Developments in Knysna: An analysis of community perceptions*. The golf developments which are being focused on in this research project are as follows: Pezula Golf Estate, Simola Golf and Country Estate, Knysna Golf Club and the proposed Knysna River Reserve Estate. The proposed research aims to provide recommendations for the continuous public participation in pre- and post-development phases by analysing community perceptions of existing golf establishments.

If you are willing to agree to be a voluntary participant in this research, your input will contribute to the understanding of the research being done and in doing so, forming the perceptions analysis. It is being asked of you to take part in this questionnaire or interview by providing honest answers to the given questions to the best of your ability. You are assured that the following questionnaire / interview will be completed with your consent, if you do not want to complete the entire questionnaire or discontinue the interview, please inform the researcher and your wishes will be respected. You are not obliged to be a research participant, your participation is voluntary. Please inform the researcher if you have any requests regarding the use of your input in the research project.

To be completed by the research participant:

Please check box to confirm

- I have read and understood the above written overview, regarding the research conducted by Inge Voigt.
- I voluntarily agree to take part as a research participant

Participant: _____ Date: _____ Signed: _____

Researcher: Inge Voigt Date: _____ Signed: _____

