



**forestry, fisheries
& the environment**

Department:
Forestry, Fisheries and the Environment
REPUBLIC OF SOUTH AFRICA

Ref: O2/1/5/2

NATIONAL ASSEMBLY

(For written reply)

QUESTION NO. 658 {NW796E}

INTERNAL QUESTION PAPER NO. 6 of 2022

DATE OF PUBLICATION: 04 March 2022

Ms A M M Weber (DA) to ask the Minister of Forestry, Fisheries and the Environment:

Whether any (a) market research and/or (b) visitor satisfaction surveys have been conducted to establish visitor needs and satisfaction with the Kruger National Park visitor experiences; if not, why not; if so, will she furnish Ms A M M Weber with the details of the surveys conducted (i) in the (aa) 2019-20 and (bb) 2020-21 financial years and (ii) since 1 January 2022 up to the latest date for which information is available?

658. THE MINISTER OF FORESTRY, FISHERIES AND THE ENVIRONMENT REPLIES:

- (a) The last market research conducted by SANParks at the Kruger National Park (KNP) was in the 2019/2020 financial year.
- (b) The tables below provide a summary of the results of the visitor satisfaction surveys at the KNP. The bulk of the complaints throughout the years relate to infrastructure maintenance and house-keeping issues.
 - i. (aa) The results of the visitor satisfaction survey conducted in the 2019/2020 financial year are listed below.

	Complaints	Compliments
MARULA	253	96
NXANATSENI	81	43
OTHER REGIONS AT KNP	78	23
TOTAL KNP	412	162

(bb) The results of the visitor satisfaction survey for the KNP in the 2020/2021 financial year are highlighted below.

	Complaints	Compliments
MARULA	174	96
NXANATSENI	70	51
OTHER REGIONS AT KNP	64	22
TOTAL KNP	308	169

ii. As at the end of February 2022

	Complaints	Compliments
MARULA	127	53
NXANATSENI	45	46
OTHER REGIONS AT KNP	36	18
TOTAL KNP	208	117

The following is a list of short-term actions that are being undertaken to address the infrastructure challenges at the Kruger National Park:

- The Board is in the process of recruiting an experienced Managing Executive: Infrastructure to provide leadership in addressing all infrastructure challenges at SANParks.
- Temporary staff are being employed during busier periods to try and deal with the staff shortages and the demands which arise during this period.
- At the Board meeting of 09 March 2022, a Panel of Contractors has been approved for undertaking upgrades at KNP. Works packages are being prepared for these upgrades from funds which are being allocated in the Infrastructure Development Programme.
- Maintenance teams have been undertaking essential maintenance and improvements have been made.

- Teams were appointed from the Presidential Economic Stimulus Package during November and December to assist with basic camp maintenance.

Regards



MS B D CREECY, MP

MINISTER OF FORESTRY, FISHERIES AND THE ENVIRONMENT

DATE: 18 MARCH 2022