

Government policies and local participation in the hospitality industry: A case study of the Kafue river catchment, Zambia

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ABSTRACT

This study analyzed how government policies and regulatory frameworks influence local community participation in the hospitality industry within Zambia's Kafue River Catchment. Guided by two objectives: exploring stakeholder perceptions of government policy and investigating community views on participation. The study was underpinned by institutional theory, which aims to explain how formal rules, regulations, and institutional structures shape organizational behavior and stakeholder interactions. Using a descriptive phenomenological qualitative design, data were collected through interviews with 22 purposively selected hospitality stakeholders, community members, leaders, and government administrators. Data were collected through interviews and analyzed thematically. Findings revealed that while hospitality establishments operate under the hospitality and tourism policy, compliance with its contents is inconsistent. Communities were engaged mainly through low-wage employment, with limited support for local businesses, as establishments preferred sourcing produce from supermarkets. Some positive contributions included training initiatives, borehole construction, and school support, though certain establishments restricted community access to facilities. The study concluded that although the policy framework is active, gaps in communication, adherence, and implementation hinder meaningful participation. Economically, benefits to communities remain minimal, and local enterprises are largely excluded. The research recommends stronger government enforcement of policy provisions, improved stakeholder awareness, and enhanced community empowerment through skills training, agricultural cooperatives, and structured support mechanisms to foster inclusive and sustainable hospitality development in the catchment.

Keywords: Catchment, Government, Hospitality, Industry, Kafue River, Local, Participation, Policies

I. INTRODUCTION

The hospitality industry is widely recognized as a driver of economic growth, employment creation, and cultural exchange. Beyond its commercial value, hospitality fosters social cohesion by facilitating interactions among diverse groups and promoting appreciation of local traditions. Globally, the industry has evolved into a complex system encompassing accommodation, food and beverage services, travel, and leisure activities, all of which contribute to national development strategies (Berlin School of Business and Innovation, 2025).

Zambia's hospitality industry has grown steadily, supported by its rich natural endowments, including national parks, rivers, and cultural heritage sites. Tourism and hospitality are central to the country's diversification agenda, reducing reliance on mining and agriculture. The government has identified hospitality as a priority sector for attracting investment, generating foreign exchange, and creating employment opportunities, particularly for youth and women. In Kafue River Catchment of Zambia, the industry offers significant opportunities for advancing sustainable livelihoods and reinforcing local identity. Yet, the realization of this potential is not automatic; it is shaped by the effectiveness of government policies and the degree of community involvement. Understanding this dynamic is essential for assessing how hospitality can contribute to inclusive growth and environmental stewardship. Accordingly, this study analyses the extent and nature of government policies and local participation in the hospitality industry in the Kafue River Catchment in Zambia, Phiri et al. (2025).

Existing literature highlights the importance of community development in the hospitality industry and the participation of the local people in the hospitality business. Dangi and Petrick (2021), agreed that improved tourism governance has a potential address underrepresented issues and contribute to sustainable community. Eyisi et al. (2021) demonstrated in a study which was conducted in eastern Nigeria that to develop a resident-friendly hospitality destination and community participation, stakeholders require a well-structured policy to govern both parts.

Accordingly, more scholars agree that stakeholders in hospitality industry can be sustainable only if they adhere to a proper structured policy (World Economic Forum, 2024). However, literature does not show clearly how the legal framework coordinates the stakeholders. Therefore, this study will explore how government policies and local participation in hospitality industry collaborates in the Kafue River catchment

1.1 Statement of the Problem

Despite the vast potential of the Kafue River Catchment to attract tourism and support hospitality enterprises, the industry faces challenges that hinder its sustainable growth. Government policies often emphasize national economic goals but may overlook localized needs, resulting in limited benefits for communities directly connected to the river catchment. At the same time, local participation in hospitality development remains constrained by inadequate resources, lack of training, and insufficient involvement in decision-making processes.

This disconnection between policy frameworks and community engagement creates gaps in implementation, leading to underutilization of natural and cultural assets, environmental degradation, and inequitable distribution of benefits. Without a deliberate effort to harmonize government strategies with grassroots participation, the hospitality industry in the Kafue River Catchment risks failing to achieve inclusive and sustainable development.

1.2 Research Objective

The general objective of this study is to analyse the influence of government policies and regulatory frameworks on local community participation in the hospitality industry within Zambia's Kafue River Catchment.

1.2.1 Specific Objectives

- (i) To analyse how government policies and regulatory frameworks facilitate or hinder local community participation in the hospitality industry.
- (ii) To explore hospitality stakeholders' perceptions of government policies in the Kafue River Catchment.
- (iii) To investigate community perspectives on participation in the hospitality industry along the Kafue River.

II. LITERATURE REVIEW

2.1 Theoretical Framework

The study was guided by Institutional Theory (IT), originally advanced by Meyer and Rowan (1977) and later expanded by DiMaggio and Powell (1983), which provides a foundational framework for understanding how government policies and regulatory frameworks shape stakeholder behavior and community participation in the hospitality industry. The theory emphasizes the role of formal and informal institutions such as rules, norms, and shared belief systems in coordinating organizational practices to achieve legitimacy, stability, and long-term sustainability. Within the hospitality industry, IT highlights the importance of structured policies and regulatory mechanisms in guiding stakeholder collaboration, empowering local communities, and fostering inclusive development. By situating this study within the Institutional Theory framework, the analysis illustrates how institutional arrangements influence stakeholder perceptions, organizational behavior, and community experiences within the Kafue River Catchment.

2.2 Empirical Review

2.2.1 Government Policy and Stakeholder Perceptions

Globally, scholars emphasize that structured policy frameworks are fundamental to sustainable hospitality development. In China, Lin and Simmons (2017) revealed that government-led inter-network collaboration plays a critical role in shaping tourism destinations, ensuring that beneficiaries, clients, and owners all derive value from the process. These global studies collectively highlight that policy frameworks and institutional arrangements are essential for legitimacy, inclusivity, and long-term sustainability in hospitality enterprises.

At the regional level, research has emphasized the importance of structured rules and regulations in preventing conflicts and ensuring fairness among stakeholders, this was stressed by Mbaiwa (2018) who reinforced that compliance with policy structures is vital for sustainable business operations and community development across diverse contexts. These regional findings underscore that stakeholder perceptions of government policy are closely tied to the legitimacy of hospitality enterprises and their ability to foster inclusive growth.

Within Zambia, studies have begun to highlight the role of government policies in shaping hospitality development. Dangi and Petrick (2021) argued that hospitality establishments must adhere to stipulated policies to support local communities, a perspective that resonates strongly with Zambia's policy environment. Local evidence suggests that while policies exist to guide hospitality enterprises, there is limited empirical research on how stakeholders perceive and respond to these frameworks in practice. This gap highlights the need for localized studies, particularly in the Kafue River Catchment, to assess whether government policies are effectively implemented and whether they translate into tangible benefits for surrounding communities.

2.2.2 Community Participation in Hospitality Development

Community involvement has been identified as a critical factor in the success of tourism and hospitality policies. Dredge and Jamal (2015) found that engaging communities at the initial stages of policy development reduces conflicts and ensures that local knowledge informs development priorities. Mbaiwa (2028), in Botswana, similarly concluded that tourism and hospitality policy implementation succeeds only when all stakeholders, including communities, are actively involved.

At the global level, Reindrawati (2023), in a systematic review of developing countries, emphasized that while community participation is essential, challenges such as limited awareness, weak institutional support, and unequal power relations often hinder effective involvement. Similarly, Dredge and Jamal (2015) argued that tourism policies must shift from profit-driven models to stakeholder-centered approaches, prioritizing the well-being of communities and employees to build trust and legitimacy.

In Asia, Lin and Simmons (2017) demonstrated that structured government-led collaboration in China significantly shaped tourism destinations by ensuring that beneficiaries, clients, and local communities all derived value from policy frameworks. Dangi and Petrick (2021) further reinforced this by showing that hospitality establishments in the United States must adhere to policy structures to support local communities, thereby embedding inclusivity into business practices.

In Zambia, Phiri et al (2025) confirmed that sustainability in the tourism and hospitality industry depends on a dual approach involving both public and private sector participation. The emphasis was on hospitality enterprises to incorporate local communities and government by adhering to structured policies to achieve inclusive growth.

These findings collectively demonstrate that community perspectives on participation are shaped by the extent to which policies are communicated, implemented, and enforced at the local level. While global studies affirm the importance of inclusivity and collaboration, they also highlight persistent challenges such as weak institutional coordination, limited awareness among communities, and inconsistent enforcement of policy frameworks. This underscores the need for localized research in Zambia's Kafue River Catchment to investigate how communities perceive their participation in hospitality development and whether policies translate into tangible benefits such as employment, business linkages, and cultural preservation.

III. METHODOLOGY

3.1 Research Design

The study employed a qualitative descriptive phenomenology design to investigate and describe the lived realities of the stakeholders in hospitality industry which included government administrators, local communities and hospitality establishments. The research was informed by constructivism paradigm which is anchored on relativism. Constructivism paradigm is a philosophical approach that views knowledge as socially constructed rather than objectively discovered. It highlights phenomena from the viewpoint of those who experience and interact (Adom et al., 2018). This approach allowed the researchers to obtain multiple perspectives from the participants' real-world experiences and interactions in the catchment. The relevance of the constructivism paradigm to the study is that it allowed the researchers to capture participants lived experiences, interpreted the meaning and co-create understanding rather than imposing on them. Hence, bracketing was applied during data generation to avoid personal biases in order to capture the essence of a phenomenon.

3.2 Study Area.

The study was conducted along the Kafue River catchment. The concentration area was middle and lower Kafue. The researcher's position was emic since the researchers were able to interact with the stakeholders during data generation. The Kafue catchment only.

3.3 Target Population

The population of the study consisted of local communities, inclusive of both the individuals and community leaders and people from hospitality establishment within the Kafue River catchment which included Managers, Supervisor and the Employees. People from Tourism Ministry and Hotel and Catering Association were also part of the study population.

3.4 Sampling Procedures and Sample Size

Purposively, this study used a purposive sampling, in which participants met predefined criteria and had shared experience with the phenomenon under the study, but varied in characteristics and in their individual experiences and interactions. Twenty-two participants were selected through purposive sampling, based on an inclusion criteria determined beforehand.

3.4 Data Collection instruments and Procedures

Data was generated using semi-structured, in-depth interviews. The interview guide was composed of open-ended questions crafted to draw out thorough depictions of participants' experiences and interactions. In-person interviews were used to establish rapport and generate detailed responses. The guide was pretested to heighten clarity and reduce anticipated deviations in data construction.

3.5 Data Analysis

Data was analyzed by inductive thematic analysis. This approach involves analyzing raw data, such as interview transcripts, to identify patterns and codes organically, allowing for flexibility and data-driven insights without preconceived categories or theories. This flexibility allows data to guide the research analysis to identify emerging patterns, themes and concepts, (Fuchs, 2023). The mapping of relationships between codes and understanding patterns across participants' response's themes were developed. This process enabled a structured but flexible approach to analyzing layered qualitative data.

The study employed strategies which included using participant's feedback to validate interpretive precision, structured peer feedback sessions, and comprehensive documentation of the analytical process. These measures heightened the confirmability, credibility and dependability of the findings. Participation was voluntary and informed consent was obtained. Ethical guidelines were strictly followed. Generally, this methodological approach allowed the study to extract layered insights into local people participation and the government policies, offering evidence-informed guidance for hospitality establishments and policymakers in search of strategies to sustain the livelihood of the local people and the hospitality establishments.

3.6 Ethical Consideration

Informed consent, confidentiality, voluntary participation, anonymity, respect for community norms and approval relevant ethical review board was done at University of Zambia (UNZA). Ethical consideration was observed throughout the study. All participants had a full information about the study and the reason why they were selected to be part of the study. Consent was considered first from the participants before they become part of the study and assurance of voluntary participation was highly considered. Anonymity and confidentiality of the participants was assured by not sharing data or information to anyone who was not part of the study and the identity of the participants was not part of the study. No participant was exposed to emotional stress especially in the area where the participant is uncomfortable with the questions and are not willing to give response. No monetary gain was administered to the participants when generating data, except reimbursement of travel expenses for some participants Truthfulness throughout the study was observed. For local cultural context, culturally sensitive practices were engaged such as obtaining consent from the community leaders before generating data from anyone.

IV. FINDINGS & DISCUSSION

4.1 Findings

A total of twenty-two (22) in-depth interviews were conducted with a diverse group of key informants, including lodge managers, supervisors, community leaders, community members and government administrators. These participants were purposefully selected for their strategic roles and firsthand experience in managing, regulating, or influencing hospitality operations within the Kafue River Catchment. The inclusion of various categories of participants ensured a comprehensive understanding of both the operational and policy dimensions shaping local involvement in the hospitality industry.

Lodge managers and supervisors provided insights into day-to-day management practices, employment trends, local procurement, and the extent to which communities are integrated into hospitality operations. Their perspectives were vital in revealing the realities of workforce engagement, training opportunities, and barriers to local participation. Community leaders, on the other hand, contributed valuable contextual understanding of the socio-cultural and economic interactions between hospitality enterprises and surrounding communities. They discussed issues of benefit-sharing, community perceptions of hospitality, and traditional authority involvement in regulating land and resource use.

Government administrators offered perspectives on institutional frameworks, policy implementation, and regulatory mechanisms guiding the hospitality industry. Their contributions helped clarify how national and local

government policies influence community participation and business development in the area. The interviews were semi-structured, allowing flexibility for participants to elaborate on key issues and experiences while ensuring that discussions remained aligned with the research objectives. This approach facilitated a deeper, nuanced understanding of the systemic factors influencing local participation in the hospitality industry of the Kafue River Catchment.

The decision to conclude data collection at twenty interviews was directed by the concept of data saturation, a key standard in qualitative research that places importance on the depth and richness of information rather than on numerical adequacy (Baker et al., 2012; Fusch & Ness, 2015; Saunders et al., 2018). As argued by Fusch and Ness (2015, p. 1409), saturation may be attained even with only six interviews, if the data shows adequate thematic density and interpretive clarity. In this study, the twenty second interview signaled the point at data saturation was arrived at, for no new themes, codes, or significant variations were developing. Subsequently, the research team, consisting of three investigators, were all together in agreement to stop interviewing. This decision was in line with pre-defined criteria for ending interviews, which included the absence of fresh data, the consolidation of coding categories, and the capacity to replicate findings with certainty.

Table 1 presents a comprehensive profile of the participants, underlining their departmental relationships and professional roles and the community people inclusive of the community leaders. The prevalence of managerial-level, community leaders and community participants illustrates the study's purposive sampling strategy. This focus was specifically relevant considering the study's aim: to analyze the government policies and local participation in the hospitality industry in the Kafue River Catchment. The study was able to generate rich, experience-based narratives on the exact activities which local people are involved with in hospitality in line with the structured policies.

Table 1

Profile of Participants for Individual Interviews

Code	Age Range	Gender	Occupation Category	Type of Establishment
P1–P2	20–30	M/F	Community members	Local communities
P3–P5	20–30	M/F	Managers/Supervisors	Lodges & Waterfront
P6–P8	20–40	M	Community members	Local communities
P9–P12	20–45	M/F	Managers/Supervisors	Restaurants & Resorts
P13	20–45	M	Administration	Ministry of Tourism
P14–P18	20–50	M/F	Managers	Lodges/Resorts
P19–P20	20–50	F/M	Headwoman/Headman	Community
P21	20–50	F	Administration	HCAZ
P22	20–60	M	Administration	Tourism Agency

Table 2

Summary of responses on how government policies and regulation either facilitate or hinder local participation in the hospitality industry in the Kafue River Catchment

Regulatory frameworks and compliance

“Hotels are permitted to operate once they have obtained the licenses from the relevant authorities”. P14-P15-Lodge/Resort Managers “Lodges are expected to comply with established safety and health standards in the course of their operations”. P2, Community Leader “Environmental regulations are observed in many establishments, though there some that fail to adhere to these requirements”. P22- Community member.

Policy Governance

“The Hotel and Tourism Policy serves as the guiding framework for businesses within the hospitality industry. While the existence of this policy is acknowledged, its content is not widely understood” P19-Community leader. “Some lodges align their practices with the information provided in the policy, whereas others do not follow it consistently”. P6-P8 Community members.

Community Engagement

“Community leaders are actively involved in decision-making processes related to hospitality activities”. (The industry contributes to local development by creating employment opportunities”. P6 Community member “Establishments also support the community by purchasing local produce, such as vegetables, and by managing schools that serve local residents”. P12-Lodge manager

Stakeholder Collaboration

“Hospitality stakeholders contribute to education by funding schools and supplying training materials”. “They also provide training opportunities for local people through hospitality programmes” P9-P11 Lodge/water front managers. However, “there is no training support from government institutions”. In addition, “workshops are conducted to remind hospitality establishments of the importance of incorporating local people into their business activities”. P21.

Challenges and Gaps

“Although local leaders have access to the policy, they often fail to share its details with the wider community” P8-Community member. “Hospitality establishments are known to disregard the policy when it comes to implementation. Community members are restricted from accessing or approaching hospitality establishments, which limits engagement” P8-Community member. Furthermore, there is a “lack of awareness among some individuals about the content of the Hospitality and Tourism Policy”. P6-P8-Community Leader/ Community Members.

Source: Field data collected from 26th September to 30th October, 2025.

This study analyzed how government policies and regulatory frameworks facilitate or hinder local community participation in the hospitality industry in the Kafue River catchment which included the middle and lower in Zambia. The middle and lower Kafue were purposively selected because of their significance in hospitality businesses, which are directly located in community areas.

On the objective one; to explore perceptions of government policy among hospitality stakeholders in the Kafue catchment, the data indicated that most of the hospitality establishments adhere to the regulatory frameworks. Establishment operates their businesses with collect documents such as licenses and safety and health standards documents. In certain establishments environmental regulations on the catchment were observed while others decided not to observe good environmental practices. As one lodge manager on the lower Kafue attributed, “...we cannot conduct business without a hospitality license...” (P15) and a lodge manager from middle Kafue (P14), signifying a common perception among managers at different levels. (P18) a lodge manager. These findings concur with earlier research by Barth and Barber (2017), who documented the importance of legal framework as stakeholders conduct their businesses in hotels. Entrepreneurs were advised to acquire licenses that are needed for their business to operate successfully.

In addition to environmental regulations, from the community, the findings revealed that some establishments did not adhere to environmental issues. Some establishments reported not following the 50 meters which should be observed when building along the river. This challenge is viewed to have negatively impacted the local community. One community member from middle Kafue noted, “...they don’t build according to the legal regulations, and they disturb the River and the Ecosystem ...” (P2), a view was confirmed by a community leader from lower Kafue (P8). Collectively, these results highlight the structure of environmental issues of the hospitality establishment in the Kafue River catchment and how it has impacted the communities around them.

The findings of this study on the policy governance for the stakeholders demonstrated that hospitality establishments both middle and lower Kafue catchment are governed by the hospitality and tourism policy. This was also confirmed by some local community members who are closer to the establishment though those who are away from hospitality establishment are not aware of tourism policy and its content. As one community leader revealed, “I, am aware about the hospitality and tourism policy...” (P6), a sentiment echoed by a community member from lower Kafue (P7). These accounts revealed how the policy governs the hospitality industry in the catchment “The lodge manager attributed that hospitality industry cannot run without the governing policy whose focus is on the stakeholders...” (P12). This was confirmed by Mbaiwa (2018) who revealed that hotels and resorts are well-informed of the policy contents as their operations depends on adherence to government standards.

On the objective two; to investigate community perceptible on participation in hospitality industry in the catchment. The findings on the community engagement revealed that hospitality establishments involve the community leaders in decision-making on the matters of the community. They have created jobs for the community and generated income for the communities by supporting their businesses though few lodges responded to that. Some establishments are also fully involved in the management of the community schools. This was eroded by one of the hospitality managers in lower Kafue “As a hotel we have people from the community who are working as boat operators, cleaners, housekeepers and security guides...” (P3) “We provide training materials to the local communities...” (P17). These findings agree with Mbaiwa (2018) who declared that local communities can be supported by hospitality industry by responding to the community needs.

The findings on the stakeholder collaboration revealed that some hospitality establishments helped the local people by providing trains in food and beverage, food production and housekeeping while others did not. One resort manager (P9) and lodge manager (P11) pointed out that, “We train local people in housekeeping, restaurant and kitchen.” This is in consistent with Wang and Ap (2013) who reported findings on the capacity building by using training to build the community by adhering to the rules and regulations of the policy.

On the other hand, it was revealed that government is not fully involved in training the local people despite being governed by the policy. One of the members from the Catering Association also confirmed that they encourage establishments to engage in community works in the areas where they conduct their businesses, but this communication is done through workshops and not on a written document. “We normally conduct workshops for hospitality establishment where we encourage them to attend to community needs ...” (P13), a perspective collaborated by others

(P21, P22). This concurs with Sakshi et al. (2020) who agreed that hospitality industry should conduct their business based on the stipulated structure for policies for them to have sustainable business and community development.

Additional insights from participants on the challenges and gaps of the policy demonstrated that community leaders had access to the policy and its requirements on both parts, but they do not fully communicate its contents to the community. One community leader (P6) and community member (P8) pointed out that, “We are aware of the tourism and hospitality policy and its content.” This is inconsistent with Wang and Ap (2013) reported findings on the capacity building by using training to build the community or one of the activities which was used in community involvement.

However, some community members showed ignorance of not being aware of the hospitality and tourism policy. They also eroded that some hospitality establishments, especially on the middle Kafue do not allow local people to go near the establishments. As one community member from middle Kafue attributed “we are not allowed to go near hospitality establishment once it is established...” another in lower Kafue “we are not supposed to pack our boats to the waterfront of the river where the establishments are, once we do that, they will call the police, they say we are trespassing...”

These findings demonstrate the wide range of activities which hospitality establishments and the local community are involved with in the Kafue River catchment both middle and lower catchment by adhering to a structured framework policy. The consistency of participant narratives and supporting literature draws attention to the urgency of proper coordination of the policy that does not constrain inclusive development.

4.2 Discussion

The study demonstrated that government policies and regulatory frameworks play a central role in shaping hospitality operations in the Kafue River catchment. Most establishments adhered to licensing requirements and safety standards, reflecting the importance of legal compliance for business continuity. This finding is consistent with Barth and Barber (2017), who emphasized that adherence to regulatory frameworks is critical for entrepreneurs in the hospitality sector to operate successfully. However, environmental compliance was uneven, with some establishments disregarding regulations such as the 50-meter buffer zone along the river. Community members expressed concern that these violations disrupted ecosystems and livelihoods, echoing Mbaiwa (2018), who noted that while hotels are generally aware of policy requirements, enforcement gaps often undermine sustainable development.

Community participation emerged as another significant theme. Some establishments engaged local leaders in decision-making, provided employment, and supported community initiatives such as schools. These practices resonate with World Economic Forum (2024) who argued that hospitality enterprises can foster community development by responding to local needs. Similarly, Sakshi et al (2020) highlighted the importance of training and capacity building in empowering communities to participate meaningfully in the hospitality industry. In the Kafue catchment, certain lodges provided training in housekeeping and food production, equipping locals with employable skills. Yet, government involvement in such initiatives was limited, with associations relying on workshops rather than formalized directives. This gap reflects Mbaiwa (2018), who stressed that structured policy frameworks are essential for balancing business sustainability with community development.

Despite these positive contributions, challenges persisted. Community leaders acknowledged awareness of policy requirements but admitted that these were not effectively communicated to the wider population, leaving many community members uninformed. This inconsistency mirrors Wang and Ap (2013) observation that capacity building requires systematic communication and training to achieve inclusive participation. Moreover, restrictive practices such as denying locals access to waterfronts or prohibiting them from docking boats near lodges created friction between establishments and communities. Such exclusionary measures contradict the principles of inclusive development and exacerbate perceptions of marginalization.

Taken together, the finding highlight a dual reality, while hospitality establishments contribute to employment, training, and community support, gaps in policy enforcement, communication, and inclusivity hinder broader participation. The literature consistently underscores the need for stronger coordination between government, industry stakeholders, and communities. Without effective dissemination of policy content and consistent enforcement of environmental and participatory regulations, the potential of the hospitality industry to drive sustainable and inclusive development in the Kafue River catchment remains constrained.

V. CONCLUSIONS & RECOMMENDATIONS

5.1 Conclusion

The study explored how government policies and regulatory frameworks facilitates or hinder local community participation in the hospitality industry in the Kafue River Catchment in Zambia. The study reveals that stakeholders in the catchment are governed by the policy which is well structured. Stakeholders are well informed of the structured frameworks policies. However, some local people expressed ignorance about the tourism and hospitality policy and its contents. Economically, community members were not fully supported by hospitality entrepreneurs as it was discovered

that only few numbers from the community were employed with low salary jobs. Furthermore, hospitality establishments did not support local small business. The purchase of local produce was very minimal from the establishments.

General support was performed by some establishments who responded to the needs of the communities by providing learning materials, painting of schools and setting of boreholes in schools and communities. Environmentally, it was discovered that some hospitality establishments polluted the communities and disturbed the ecosystem of the river because of their activities. This displeases the local people.

A major constraint of this study is its geographic area of application, which was limited to middle and lower Kafue River. As a result, the findings may not comprehensively describe the experiences of hospitality establishments in other parts of Zambia. Further research could explore increasing the sample size and coverage area, integrating various hospitality settings and implementing mixed methods approaches to enhance comprehension throughout the sector.

The study further demonstrates that institutions that are given the powers by the government to oversee the running of hospitality businesses and the communities at large should clearly see to it that local communities benefit directly from the establishments as well as the government at large. The government, as the primary guardian of land, should see to it that both stakeholders in the catchments are adhering to the policy to avoid conflicts between hospitality establishment and local communities

5.2 Recommendations

Government as the main custodian should adhere to the policy and let every stakeholder be aware of the policy and its contents so that there are no conflicts among the stakeholders and government should adhere to the content of the structured policy and make sure it is implemented and well-articulated to the stakeholders.

The hospitality establishments and Government can do better on the employment for the local people by identifying those with skills or those who have completed school, to help them upgrade their future by training them as there is a provision for that in the policy. This will help in shaping the local people's livelihood. (HCAZ) instead of just conducting the workshops on sensitizing the establishments on responding to community matters. They should develop a written document which can be circulated to the hospitality establishments in the catchment and should be well communicated and implemented to the stakeholders. Through hospitality and tourism policy, the Government can further develop cooperatives for communities in agriculture and monitor the projects so that hospitality industry can support communities by purchasing local garden produce from them and use them in their businesses. This agrees with the Tourism policy from the Ministry of Tourism on page thirteen which describes local people's participation in selling local produce to the hospitality establishment. It will also reflect the underpinned theory of the study.

Declaration of Interest

The authors declare that they do not have any known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

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