

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF SOCIAL SCIENCES AND HUMANITIES



Change and Adaptation: An analysis of the use and management of Chiremba National Monument during the Covid-19 pandemic era.

By

Christabel R. Chipanga (B1851736)

A Dissertation Submitted to the Department of Language and Communication Skills in partial fulfilment for the requirement for the Bachelor of Science Honours in Culture and Heritage Studies

June 2022

APPROVAL FORM

The undersigned confirm they have read and recommended this research project on '*Change and adaptation : The use and management of Chiremba National Monument during the Covid -19 pandemic era*', submitted to Bindura University of Science Education by **Christabel Chipanga(B1851736)** in partial fulfilment of the requirements of the Bachelor of Science Honor's Degree in Culture and Heritage Studies.

Supervisor

I certify that I have supervised **Christabel Chipanga (B1851736)** for the study entitled "*Change and adaptation: The use and management of Chiremba National Monument during the Covid -19 pandemic era*" in partial fulfilment of the Bachelor of Culture and Heritage Honours Degree (HBSc CHS) and recommend that it precedes for examination.

Supervisor's name Signature..... Date

Chairperson of Department Board of Examiners

The Department Board of Examiners is satisfied that this research report meets the examination requirement and I therefore recommend to the Bindura University to accept a research project by **Christabel Chipanga (B1851736)** for the study titled, *Change and adaptation: The use and management of Chiremba National Monument during the Covid -19 pandemic era* in the partial fulfilment of the Bachelor of Culture and Heritage Studies Honours Degree.

Chairperson's nameSignatureDate.....

Abstract

The study examines the impact of the Covid-19 pandemic towards the use and management of heritage sites in Zimbabwe. Some of the objectives that the research aimed at exploring the changes that were influenced by the pandemic in the use and management of heritage sites. It also aimed at understanding how the National Museums and Monuments of Zimbabwe (NMMZ-state heritage managing authority) has adapted to the operational changes brought by the Covid-19 pandemic. The Chiremba Balancing rocks located in Epworth is used as a case study to illuminate issues understudy. Purposive sampling was used to carry out the study. The study found out that the Covid-19 resulted in the closure of heritage sites, changing of working schemes, visitor statistics decreased, maintenance staff not carrying out its duties, proposed projects on the site were placed on hold and human-induced threats occurred during the strict lockdowns that were once placed. To mitigate challenges brought by the pandemic, the management team National Museums and Monuments of Zimbabwe adhered to the World Health Organization (WHO) regulations on Covid -19, new working schedules were introduced, and government intervened some projects that were proposed before Covid. The study recommends Zimbabwe Museum of Human Sciences under NMNZ to include community participation in the management of Chiremba National Monument, again the NMNZ must prepare a disaster management plan for future disease pandemics that might come after Covid-19 pandemic.

Declaration Form

I, Christabel Chipanga studying for the Bachelor of Culture and Heritage Studies Honours Degree, cognizant of the fact that plagiarism is a serious offence and that falsifying information is a breach of ethics in Culture and Heritage Studies research, truthfully declare that:

1. The research report titled, “*Change and Adaptation: The use and management of Chiremba National Monument during the Covid-19 pandemic era.*”
2. I followed research ethics in pursuit of Culture and Heritage Studies research.
3. I grant permission to the University to use this report for educational purposes.

Student

Name.....SignatureDate.....

PERMANENT HOME ADDRESS: 143 WESTWOOD DRIVE WESTWOOD

HARARE

Dedication

I dedicate this work to my mother and father I love you so much. Your support, love and encouragement gave me strength to reach this far. I Love you so much.

Acknowledgements

I would like to thank the Lord Almighty for guiding me throughout the process of this study.

I would also like to thank Bindura University, Department of Culture and Heritage Studies for guidance in particular Mr. Sagiya who dedicated his time to provide guidance, encouragement and support in the compilation of this dissertation.

My special thanks goes to my family and relatives who stood by me throughout the completion of this study. Thank you my parents Mr. and Mrs. Chipanga for you encouraged me with your prayers and financial support, gave me hope with your love. I love you always.

My appreciation also goes to my friend Stanley and colleagues especially those who assisted me tirelessly and stood by me during the difficult times of this research study.

I would like to express my special thanks to Zimbabwe Museum of Human Sciences for allowing me to conduct my research especially the Regional Director Mr. G. Bvocho and Senior Curator of Ethnography Mr. F.Chabata. Without you this research would have not materialized.

Acronyms and Abbreviations

UNESCO	United Nations Educational Scientific Cultural Organization
WHO	World Health Organization
CNM	Chiremba National Monument
COVID-19	Coronavirus Disease 2019
ICOMOS	International Council on Monuments and Sites
ICCROM	International Centre for the Study of the Preservation and Restoration of Cultural Property
NMNZ	National Museums and Monuments of Zimbabwe
ZMHS	Zimbabwe Museums of Human Sciences

Table of Contents

Abstract.....	3
Declaration Form	4
Dedication.....	5
Acknowledgements.....	6
CHAPTER ONE	11
1.1 Introduction.....	11
1.2 Background of the Study.....	11
1.3 Purpose of the Study	14
1.4 Statement of the Problem	14
1.5 Objectives of the Study	14
1.6 Research Questions	15
1.7 Assumptions	15
1.8 Significance of the Study	15
1.9 Delimitations of the Study.....	16
1.10 Limitations of the Study.....	16
1.11 Definition of Key Terms	16
1.12 Ethical Considerations.....	17
CHAPTER TWO	18
LITERATURE REVIEW AND THEORITICAL FRAMEWORK	18
2.1 Introduction	18
2.2 Conceptual Framework	18
2.3 Literature Review on the Impacts of Covid -19 on Different Sectors	19
2.3.2 Global Literature on Covid -19 and Its Impact to Cultural Heritage	22
2.3.3 Review on the Impacts of Covid -19 on the Use and Management of Heritage Sites in Africa.....	26
2.3.4 Chiremba National Monument.....	28

RESEACH METHODOLOGY	30
3.1 Introduction	30
3.2 Research Design	30
3.3 Reliability and Validity	30
3.4 Data Analysis	30
3.5 Target Population	31
3.6 Sampling and Techniques	31
3.7 Purposive Sampling.....	31
3.7.1 Semi-structured Interviews	32
3.7.2 Desktop Survey	32
3.7.3 Observations.....	33
3.8 Ethical Considerations.....	33
3.9 Chapter Summary.....	34
CHAPTER FOUR	34
DATA PRESENTATION, ANALYSIS AND DISCUSSION	34
4.1 Introduction	34
4.2 Response Rate	35
4.3.1 The Use of Chiremba National Monument during the Covid -19 era.....	36
4.3.2 Visitorship for Chiremba National Monument	39
Table 2 shows the visitor statistics of Chiremba National Monument from the year 2019 to 2021.....	39
4.4 Research Findings	40
4.4.1 Vandalism and theft	40
4.4.2 Limited manpower and security personnel	44
4.4.3 Shortage of Revenue	46
4.4.4 Shortage of Transportation.....	46
4.5. Measures taken by NMMZ during Covid-19.....	46
4.5.1 Introduction of a duty rooster.....	46
4.5.2 Installation of water tanks, construction of abolition block, reception block and installation of new signages at the site.....	47
4.5.3 Hiring of Casual Labour to maintain the monument.....	50
4.5.4 Transport assistance to tour guides	50
4.6 Data Analysis and Discussion.....	51

4.7 Chapter Summary	53
SUMMARY, CONCLUSIONS, RECOMMENDATIONS AND AREAS FOR FURTHER STUDY.....	54
5.1 Introduction	54
5.2 Summary of Findings	54
5.3 Conclusions	55
5.4 Recommendations	56
5.4.1 to the Heritage Professionals of NMMZ	56
5.4.2 To the Government	57
5.5 Areas of Future Research	57
REFERENCES	58
APPENDIX 1	61
APPENDIX 2	62
APPENDIX 4	Error! Bookmark not defined.

CHAPTER ONE

1.1 Introduction.

This Chapter introduces the study by outlining the background of the study, research statement, objectives, research questions, assumptions of the study, significance of the study, limitations and delimitations of the study and chapter summary.

1.2 Background of the Study

The COVID-19 is a disease which is caused by corona virus where it constitutes different viruses which can cause respiratory infections such as common cold to more some other diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) (Wang 2020, Chen, 2020, WHO, 2020). The corona virus was unknown before the outbreak in Wuhan, Hubei province in China in December 2019.

The pandemic originated in Wuhan, in China and then spread throughout other countries in different continents. (Wang, 2020). The World Health Organization WHO situation report 97 stated that by 20 May 2021 the pandemic had infected 48 062 999 people and 318 519 deaths. (Chen and Zhou 2020) have highlighted that people with advanced age, diabetes, human immunodeficiency virus (HIV) infection or long term use of immune suppressive agents and those with commodities that are associated with high risk of exposure to Covid - 19.

The Covid -19 epidemic has proven to be a universal interrupter with international forums postponed, communal lectures cancelled, museums shuttered, gallery openings abandoned and heritage tourist attractions closed (United Nations Educational Scientific Cultural

Organization UNESCO, 2020). On the downside, monument assessments and required upkeep and maintenance work had to be delayed.

Enhanced financial incentive packages may have rationalized approval processes which were affected due to diligence in heritage approvals. In other case, the lack of labor led to staff losses. Hence these are some of the factors and challenges that motivated this study. Chiremba National Monument was purposively selected as a case study.

Chiremba National Monument also known as Chiremba Balancing Rocks is situated in Epworth fifteen kilometers to the southeast of the city of Harare. It covers an area of 26 ha (Maroyi, 2011). In 1890 Epworth mission was established on the site by a Methodist Reverend Shimmin but due to its population which was growing rapidly the Methodist church could not control the influx of people and they transferred ownership of site to the Ministry of Local Governance in 1983 (Nyabiya,2022). Chiremba National Monument was named after a headman called Chiremba who was also a traditional healer (Nyabiya, 2022). Chiremba was declared a National Monument in October 1994 largely because of its balancing rocks that symbolizes the peace and stability of the nation's economy (Nyabiya, 2022).

The Monument has balancing rocks which are *Domboremari* which means “the money rock” since it appears on the legal tender or notes of Zimbabwe as proposed by the Reserve of Bank of Zimbabwe in 1980 up to the time of writing this dissertation. This makes the currency unique from others since most legal tenders in the world have heads of kings, queens and head of states (Vumbunu and Manyanhaire, 2010). The monument offers picnic activities and weekend events such as weddings and birthday parties.

The monument is managed by National Museums and Monuments of Zimbabwe (NMMZ) which introduced fencing as one of its management plan for Chiremba National Monument in

2003. This was done to address the issue where by local people were destroying the environment by feeding cows and cultivating crops in the monument, cutting down trees for firewood, igniting up uncontrolled forest fires and breaking some of the rocks using them as construction resources (Nyabiya ,2022). As part of the management plan the NMMZ placed signages at every balancing rock and placed a reception facility where visitors are welcomed and pay their entry fees and braai stands. In 2004, the NMMZ engaged with a fertilizer company which supplied them with supplied the organization with equipment for controlling grass overgrowth and clearing the designated pathways. It is against this background that this study seeks to analyze the use and management of Chiremba Balancing Rocks National Monument during the Covid 19 Pandemic era.



Figure 1. Shows the location of Chiremba National Monument in relation to Epworth

1.3 Purpose of the Study

The study aims to analyze the use and management of heritage sites during the Covid -19 pandemic era .Chiremba Balancing rocks National Monument in Epworth will be used as a case study.

1.4 Statement of the Problem

The Covid-19 pandemic has ushered in unprecedented challenges in the use and management of heritage sites in Zimbabwe. Due to World Health Organization WHO and national Covid 19 containment measures such as lockdowns, most if not all heritage sites were shut down. Since March 2020 to the time of writing this dissertation, Zimbabwe has been under varying national lockdown levels. During levels 3 and 4, all the activities that are considered non-essential such as visiting heritage sites are been prohibited. More so, the day to day conservation of heritage sites has also been impacted during the level 3 and 4 which have tight restrictions. In the absence of comprehensive research, it remains uncertain to account how heritage managing institutions such as NMMZ have managed to mitigate and navigate through the Covid-19 induced problems. Using the case study of Chiremba National Monument, this study seeks to analyze the use and management of heritage sites during the Covid-19 pandemic which is still in existence.

1.5 Objectives of the Study

- To explore the challenges brought by Covid -19 pandemic in the managing of heritage places in Zimbabwe
- To highlight changes that were influenced by the Covid-19 pandemic in the use and management of heritage sites.
- To examine disaster preparedness in heritage management
- To showcase the challenges and opportunities in heritage management during and after disasters.

1.6 Research Questions

- What are the challenges brought by Covid-19 to the management of heritage sites in Zimbabwe?
- Which changes were influenced by the Covid-19 pandemic in the use and management of Chiremba National Monument?
- How can heritage managing organizations such as NMMZ enhance their disaster preparedness?
- What are the challenges and opportunities in heritage management during and after disasters?

1.7 Assumptions

- The Covid 19 pandemic is ushered in new challenges in the use and management of heritage sites in Zimbabwe.
- Relevant essential stakeholders will liaise with the researcher during the whole study period

1.8 Significance of the Study

Covid-19 pandemic is a recent disaster, whose effects have not been thoroughly researched in the cultural heritage sector. The pandemic which was firstly reported in 2019 in China, spread throughout the world, affecting different economic and social well-being of societies. In Zimbabwe, Covid -19 led to the imposition of strict national lockdowns which resulted in the closing of heritage sites and museums during different lockdowns. This study seeks to investigate the impact of Covid-19 pandemic on the use and management of Chiremba National Monument, located in Epworth, Zimbabwe. It is emanated that findings of this study will enhance disaster preparedness knowledge of national heritage managing authorities. The study also address the gap in knowledge on the impact of Covid-19 pandemic in the use and management of cultural heritage sites.

1.9 Delimitations of the Study

The study will be carried out inside Harare Province focusing on Chiremba National Monument in Epworth. The monument is located between Epworth Methodist Church and Munyuki Businesses Centre.

1.10 Limitations of the Study

The major challenge that was faced during the field work was getting hold of the respondents especially from the NMMZ and Epworth Rural and Urban District Council officials for interviews. Some of the community's thought leaders were not comfortable in participating due to reasons that the researcher could not establish.

1.11 Definition of Key Terms

- **Adaptation:** is the process of adapting to something. For example changes brought by the Covid-19 people had to get used to wear masks and practice social distancing when visiting museums, archives and libraries.(Eric,2020)
- **Pandemic:** a virus epidemic that spreads throughout countries or continents. It affects more people and takes more lives than a wave (Robson, 2022).
- **Heritage management:** is a growing field that is concerned with the identification, protection and stewardship of cultural heritage. It comprises of applying techniques of conserving cultural resources.(Ricardo,2019)
- **Covid 19 :** is a disease which is caused by corona virus where it constitutes different viruses which can cause respiratory infections such as common cold to more some other diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS) (Wang 2020, Chen, 2020, WHO, 2020)

- **National monument:** a place such as an area of land that is declared by the minister or statutory instrument (National Museums and Monuments of Zimbabwe act 25:11)

1.12 Ethical Considerations

Ethics define the correct and the incorrect ways in a certain study. According to Saunders et al (2009), ethics of research include informed agreement, concealment, and fortification of confidentiality, protection against harm and protection in contradiction of identity. Ethics includes intended participation, questioning, informed permission, privacy or clandestineness and pulling out of participation. The researcher will observe fair consideration by informing the partakers about the study.

1.13 Chapter Summary

The chapter presented the study by delineating the background of the study, research statement, objectives, research questions, assumptions of the study, significance of the study, limitations and delimitations of the study and definition of key terms of the study.

CHAPTER TWO

LITERATURE REVIEW AND THEORITICAL FRAMEWORK

2.1 Introduction

The chapter will highlight the gaps in knowledge of the subject under study that is about the use and management of heritage sites during the ongoing Covid-19 pandemic era globally. An attempt would be made on reviewing literature on Chiremba balancing rocks monument. The chapter will highlight the effects of Covid-19 on the use and management of heritage sites and how the changes were adapted by heritage professionals. Again the chapter will highlight the conceptual framework that the researcher will use.

2.2 Conceptual Framework

The study used was informed by the guidelines of World Heritage Resource Manual for managing disaster risk (2010). This manual recognizes the challenges that are faced during disasters that is the vulnerability of heritage properties to disasters. Its major partners and stakeholders are organizations accountable for national disaster management programmers and doings like public protection, health executives dealing with epidemics and flood control engineers and also organizations accountable for guarding and handling cultural and natural properties like international organizations such as United Nations Educational Scientific Cultural Organization (UNESCO) and International Council on Monuments and Sites (ICOMOS) and national agencies like NMNZ.

The manual helps managers and managing experts of both cultural and natural heritage properties to decrease the dangers to these properties from natural and human made disasters as emphasized by the World Heritage at its 2006 session (UNESCO /WHC, 2006) section A5, paragraph19. It

highlights disasters that mark from many types of threats either natural in origin such as tremors and cyclones, human induced such as fire, vandalism, armed conflicts and disease epidemics.

In section 5.1 of the manual establishes measures that can be adopted in preventing or mitigating disasters. It highlighted that prevention and alleviation measures require harmonization among various staff members and departments responsible for managing the property as well as contact with outside agencies and experts in relevant fields. Particular equipment may be needed to prevent or downgrade the effect of dangers on the property. The cost-effectiveness of this equipment needs to be evaluated on the foundation of various elements such as obtainable resources and staffing.

The World Heritage Resource Manual for managing disaster risk management was used as a conceptual framework when steering this study since it is relevant to the study and incorporates other forms of heritage during disasters. This notion has led the researcher of this study to use the World Heritage Resource Manual for managing disaster risk management as the conceptual framework in examining the impact of Covid-19 in the use and management of Chiremba National Monument.

2.3 Literature Review on the Impacts of Covid -19 on Different Sectors

Lu. (2020) highlighted that in early December 2019, an outbreak of Covid-19, caused a severe acute respiratory syndrome corona virus 2 (SARS-Cov-2) occurred in Wuhan city, Hubei Province, China. On January 2020 the World Health Organization declared the outbreak as a Public Health Emergency of International Concern (Lu, 2020). Covid-19 is discreetly transferable with a comparatively high death frequency. The position of the Wuhan Seafood Wholesale Market in spreading of the disease is unclear.

Wang et' al (2020) established that Covid-19 cases were associated to this market proposing that SARS-CoV-2 was conveyed from animals to humans. However, genomic study has provided confirmation that the virus was hosted from another. Masses of infected family members and medical workers have deep-rooted the presence of person to person transmission. Person to person transmission is thought to take place among close interactions mainly through respiratory droplets produced when an infected person coughs or sneezes.

Some of its risk factors are that the incidence of SARS-Cov-2 infection is seen most often in adult patients with the median age between 34 and 59 years. It is also likely to infect people with chronic diseases like diabetes. The most shared indications are fever, dry cough, chest discomfort and exhaustion. Some of the less shared indications include headache, faintness, unusual pain, diarrhea, unsettled stomach and vomiting.

Chan et' al (2019) established the control and prevention strategies in different set ups. It is clearly a disease of universal concern. In a health care setting, corona is unfortunately an important basis of virus-related transmission. Health officials were advised to apply triage, following correct contagion control measures, separating the cases and contact tracing are key to limit the further increasing of the virus in clinics and hospitals (Chan 2019).

Furthermore, in a communal setting, isolating infected persons as major measures to stop the spread of the disease. For instance, instant actions were taken by Chinese health authorities involved separating the infected people and quarantine of supposed people and their close interactions (Wang, 2020). However, (Heymaan 2020) highlighted that in a global setting lockdown measures were used in to curb the spreading of the disease. For example, the lockdown

Wuhan City is one of the instant measure taken by Chinese authorities and hence reduced the universal coverage of Covid -19 pandemic.

Furthermore, Janetsky and Faiola (2020) established that Covid-19 compressed politics both international and domestic, by affecting the governing and political systems of multiple countries, causing suspensions of legislative activities, isolation or deaths of multiple politicians and rescheduling of elections due to fears of spreading the virus. The deadly disease postures unique encounters to state constancy and could mix dangers of political violence, internal armed disagreement, and confrontations of state letdown. Protesting factions and other militant actors have grabbed chances to increase control, advance political intentions and validate the ability to govern and enforce rules. For example, armed actors who were working along the southwest coast of Colombia made public announcements that restriction violators would be treated as military targets.

According to Fitzgerald (2020), Covid-19 has also had a radical influence on social life around the universe. Government measures related to social estrangement rules, stay –at –home orders, business lockdowns and blackouts have in many cases eroded communal interactions by decreasing chances for physical face to face interaction. These measures have considerably affected families. In some circumstances, big social occasions like weddings were suspended. Institutions of higher educations were forced to adjust courses curriculum for online delivery. While this is almost achievable, leaners may have less chances to partake in the off-line social interacting that is necessary for career improvement.

Economically, Scott (2020) established that masses of relations are under pressure to make ends meet deprived of access to paid sick or family leave or health coverage specifically Covid-19

payments. Social distancing, distant working and the difference between essential and non-essential workers have had differential effects by gender, race, education and occupation. The most vulnerable have faced greater dangers including low-wage employees, the ageing, those with chronicle health circumstances and those living in close quarter, like jails and prisons or migrant detention. Relatedly, the tourism industry faced extraordinary monetary encounters due to travel constraints.

Furthermore, Bhosale (2020), the agriculture sector had also encountered substantial trials. At the early phases of the pandemic, the prices of agriculture goods fell drastically, mainly due to lower demand from hotels and restaurants. While growing demand from grocery stores seems to have slowly offset those primary losses, farmers face new complications resulting from labor shortages and from the need to familiarize to new social isolation rules (Tally 2020). Labor unavailability may also upshot higher prices for fruit and vegetables.

Jacobson (2020) established that the creative arts sector was also impacted by Covid -19 pandemic. Numerous music spots, playhouses and cinemas around the universe were involuntary asked to preserve their doors closed due to social isolation rules and reduce dangers connected with the spread of Covid -19 pandemic in indoor surroundings. The music has been drastically affected with shows and festivals cancelled and album releases suspended.

2.3.2 Global Literature on Covid -19 and Its Impact to Cultural Heritage

Europa (2020) had its research on the influences of Covid-19 on heritage which wedged every component of cultural heritage value sequence from investigation to preservation and safeguarding. It highlighted some of the implications such as finance and security of heritage sites. However, the organization did not give an account on the measures taken to lecture the

consequences of Covid-19 pandemic. Hence there is gap of knowledge on the impact of Covid-19 on the use and management.

World Heritage Committee (2020) highlighted on the implication of personal and security of jobs giving an estimation of the jobs that were in jeopardy due to the Covid -19 outbreak. It grouped the implications in two that is immediate and medium. One of the immediate impacts that occurred were directors, heritage sites managers were working remotely during the lockdown. Staff were no longer dealing with the public or being involved in maintenance of sites and restoration of works hence a strategy of making a duty rosters of who should be working on a certain day was established in some countries but to the others the issue of increase of Covid-19 pandemic cases at work places the strategy could not apply to them. It also researched on the need for danger management awareness in the occurrence of health tragedies, in addition to man-made and natural risks. During the lockdown period some sites faced the risk of decays were unattended and maintenance works were suspended. However, they gave it a recommendation that heritage operators to strengthen the development of heritage management strategies based on the prevention and disaster response and also train workers on hygiene and physical distancing measures to prevent future spreads. Hence the gap of knowledge on Chiremba National Monument as there is need for risk management in the event of health disasters like Covid- 19 pandemic.

UNESCO (2021) made a report on positive and negative trends that emerged since 2020 giving suggestions that most countries in the world were partially and natural heritage sites were affected with cases of poaching, mining and vandalism since there was reduction in monitoring of visitors at different sites. Furthermore, according to UNESCO the incorporation of technology is helping curb against these threats and assisting in the management of sites.

Again, they use digital platforms conducting visual tours, allowing people with internet access to remain connected to their heritage. Hence the gap of knowledge on CNM is based on the positive and negative effects of Covid -19 pandemic which this study seeks to address.

Europa (2020) emphasizes on the issues of social challenges among individuals and countries. Isolation is one of the negative impacts on the wellbeing and mental health of people which at the same time shows the importance of the interaction among heritage operators and visitors at heritage sites. Europa (2020) further highlighted that the crisis to the stopping of activities by heritage professionals and custodians that is cultural participation at sites which relied on physical attendance were suspended hence social links were weakened, also travelling bans to countries with heritage sites, international knowledge exchange and networking slowed down. Hence there is a gap of knowledge on how heritage operators and visitors addressed issues of social challenges at Chiremba National Monument during the Covid-19 pandemic.

UNESCO (2020) established a global survey evaluating the influence of lockdowns during the Covid-19 pandemic era. One of the impacts is heritage professionals lacking experience in home –office approach, in some continents such as Africa and Latin America conservation of heritage and its management of sites. The researchers discovered that heritage officers cannot plan for the future of their heritage sites due to the increase of lockdowns since they wait for Government updates so that they can map the way forward. Unlike during the pre-Covid era many future plans could be easily planned when everyone is present. However the researcher did not highlight how the sites during the Covid-19 were managed using effective measures. Hence there is gap in knowledge of the impacts of lockdowns on heritage sites such as Chiremba National Monument during the Covid -19 pandemic.

Sofaer (2021) highlighted that on the use of heritage sites during the Covid -19, it brought issues of lack of agency and social isolation and increase in boredom hence the reopening of heritage sites after relaxation of lockdowns gave families time to spend and engage in self-reflection. She also highlighted on her findings that booking systems were introduced to restrict visitors. Visitors benefitted from interactive comfort effects by feeling an appreciation of belonging that is sharing values of different cultures on heritage site. The researcher also highlighted that during the Covid-19 pandemic, some sites were used to assist visitors to connect with their loved ones who died during the pandemic era. Often it recommended that since visitors use heritage sites it is a powerful habit of using heritage sites as national trust possessions for such commemoration doings. Hence there is gap in knowledge on sites like Chiremba National Monument on how it was used as national trust properties during the Covid-19 pandemic.

UNESCO (2021) established that there are economic impacts like loss of revenues from heritage sites which often provided funding regular management and conservation activities. The conservation of heritage sites includes cutting of grasses and maintaining fencing buffer zones placed to curb vandalism by nearby communities. It recommended its member states of the 1972 World Heritage Convention to establish recovery programs in the rouse of Covid -19 pandemic. However, UNESCO only focused on the financial impacts of the Covid -19 on the heritage sites leaving out the social effects in its report. Hence there is gap in knowledge on economic impacts on monuments such as Chiremba National Monument which this study seeks to be address.

The International Centre for the Study of the Preservation and Restoration of Cultural Property ICCROM (2020) an international corporation committed to the safeguarding of cultural heritage universal through training, information, research, teamwork and backing program established that the closing of heritage sites enlarged risks of theft, vandalism and in some instances flooding, due

to lack of monitoring and weak security measures. Heritage sites get exposed to falling trees, lightning and storms and in some instances blocked drains from ablution buildings within the site. Furthermore, ICCROM (2020) recommended heritage managers to conduct rapid assessments on heritage sites that have interpretive centers and receptions like reviewing disaster preparedness equipment and supplies such as fire extinguishers and protective gear and again introducing staff rotation in order to assist maintained that is general cleaning of sites.

2.3.3 Review on the Impacts of Covid -19 on the Use and Management of Heritage Sites in Africa

Literature on the impacts of Covid -19 on the use and management of heritage sites in Africa is limited since the pandemic is a new and is an ongoing trance and most of it have been published by few organizations such as UNESCO. However, UNESCO literature tend to focus on sites in Africa that are listed on World Heritage List. Hence there is knowledge in gap on many heritage sites in Africa that are not on this UNESCO List of World Heritage Sites.

UNESCO (2020) highlighted that in Africa the national closures led to many company closures and job losses hence poaching, illegal extraction and tree cutting for fire wood in heritage sites such as Magaliesberg Reserve in South Africa became the daily activities as people were taking advantage of the situation. Hence there is a gap in knowledge on how company closures and job losses affected monuments like CNM.

Warba, et al (2020) highlighted in their research that the weakening in human and monetary reserves has impacted the operation and maintenance arrangements of heritage sites, with archaeological monuments particularly at risk, including from overgrown vegetation. As

experienced in numerous countries, reduced security can promote the danger of stealing of artifacts in cultural sites and illegal activities in natural heritage areas in such countries like Sir Lanka.

African Union (2020) an organization for African countries conducted a virtual forum which was attended by ministers of arts and culture of its member states. It discussed about the impacts of Covid-19 on arts, culture and heritage sector and agent actions to upkeep the sector on the continent in line with the AU Continental Strategy in Response to the Covid -19 pandemic. It highlighted that most institutions were closed with their facilities such as exhibitions, events and performances were cancelled or suspended. Furthermore, it was also concerned with the closure of heritage sites. The member states agreed to assist artists and musicians in producing more music in such times and sponsor for heritage professionals and African heritage site managers to continue fostering and distributing information on African sites of Outstanding Universal Value (OUV) through online / virtual platforms and communicating programs.

Makonya (2022) conducted a research on the effects of Covid-19 pandemic on public relations in African Museums. He asserts that Covid-19 pandemic affected the world and non-profit institutions such as museums. The institutions could not meet the expenditure and operational costs. He highlighted that museums in Africa were finding themselves competing for money and visitors in order for them to sustain. Makonya (2022) used Mutare Museum located in Mutare in Zimbabwe as his case study. He went on to highlight the decrease of visitorship at the museum due to Covid-19. He emphasized on the issues of public relations and encouraged heritage managers to identify new visitor needs which make the visitorship of Mutare Museum as one of the measures to adapt during the pandemic. Hence the knowledge in gap is based on the effects of Covid-19 on the public relations of a monument such Chiremba National Monument.

2.3.4 Chiremba National Monument

Maroyi (2011) conducted research on the conservation of Chiremba National Monument specifically its natural attributes. In his research he gave a description of vegetation and giving suggestions on how the monument should be managed involving the community. He emphasized on the use of the heritage site as it was selected based on the “Domboremari” (money rock) as a logo for money currencies in Zimbabwe. However, his study does not address disaster management plan on disease pandemics such as Covid -19, fluenza and Ebola. Hence there is gap of knowledge on how Covid-19 pandemic affected Chiremba National Monument which this study seeks to address.

In Nyongoro’s (2005) dissertation, his research was based on the documentation and characterization of rock paintings that are situated at Chiremba National Monument. He emphasizes on Chiremba as an area that needs to be protected since the rock art is prone to different threats such as human vandalism and weathering hence there is gap of knowledge on the use and management of Chiremba during the Covid-19 pandemic.

Vumbunu and Manyaire (2005) did a research on tourist’s arrivals at monuments such as Chiremba National Monument. In their research the researchers discovered that there is low percentage of visits unlike some destinations like Matopos and Kariba have attracted sizeable number of visitors at their time of research. The researchers discovered that there was staffing at NMNZ which created problems of maintained. Community participation is crucial in development especially in destinations located within or near settlements such as Chiremba balancing rocks since negative impacts occur like open hostility .

Chigundu (2020) wrote an article based on the why Chiremba National Monument should be developed. In his article he highlighted the key issues that need to be addressed that is the need for

cafes, restaurants which would sell light snacks to tourists. He established that many complaints were coming from visitors that there is lack of activities hence Chiremba Balancing Rocks Monument must be developed. However there is gap of knowledge on Chiremba monument developments that might have occurred during the pandemic that this study seeks to address.

2.4 Chapter Summary

The chapter has reviewed pertinent to this study. The focus has been on reviewing literature that addresses issues on the impact of Covid-19 on different cultural heritage. The chapter highlighted the knowledge in gap which pushes the researcher to undergo this study on the use and management of monuments such as Chiremba

CHAPTER THREE

RESEACH METHODOLOGY

3.1 Introduction

This chapter presents research methodology adapted for this study. The chapter describes the research design, research instruments, data collection procedures and data analysis procedures used in this study and justify their use.

3.2 Research Design

In this study the researcher used qualitative research in order to unpack the facts about the use and management of Chiremba National Monument during the Covid-19 pandemic. On the qualitative assessment design which lend itself to dealing with existing conditions in prevailing situations. It was probably the best available method of collecting data original data. According to Copper and Swindler (2003), a research design is a plan and structure of an investigation done as to obtain answers to research questions.

3.3 Reliability and Validity

Reliability provides information on whether the information collection methods is reliable and accurate (Bell 2005). According to Bell (2005), validity is the degree to which a test measures what is supposed to measure and also appropriateness with which conclusions can be made on the basis of the results. Validity involves collecting and evaluating data to access the correctness of the instrument.

3.4 Data Analysis

The data collected was organized and presented using what is user friendly as all results are presented in a narrative form. Saunders (2007) explains presentation as a process of collection and evaluation of data that data discount, data presentation and confirming conclusions.

3.5 Target Population

A research population is commonly a huge assembly of persons or items that is the main focus of scientific enquiry. According to Best and Khan (1993), population is a set of objectives that possess some common set of characteristics with the research problem. The population that is actually surveyed is the study population. The research relied on sampling techniques. The research is mainly targeting heritage site managers, locals and grounds men particularly in Epworth Harare at Chiremba National Monument.

3.6 Sampling and Techniques

A sample is a small fraction of the population nominated for observation and evaluation which is intentionally selected. The sample size was selected using purposive sampling to a size of 8 respondents'. The data gathered through interviews, observations and desktop survey or documentary analysis which were the main methods which the researcher used.

3.7 Purposive Sampling

Creswell (2009) states that the impression behind purposive or ruling sampling is to purposefully select partakers or sites that will best help the research understood the problems or the research question. Individuals to be included in the sample were taken by the researcher based upon a variation of principles which may include specialist knowledge of the research issue or capacity or willingness to participate in the research.

The main advantage of using purposive sampling was that the research ends will not be prone to bias since the researcher was targeting the collect and rightful candidates. The purposive sample was used to gather information among the heritage professionals in Epworth at Chiremba National Monument.

3.7.1 Semi-structured Interviews

Interviews are methods for contributors to get involved and talk about their views. Interviews are able to deliberate their sensitive clarification in regard to a given situation. According to Farley (1989), an interview is a focused discussion of two or more people. Interviews have a valid immediate information because there is guarantee of getting information from the right person unlike questionnaires where third parties such as friends and associates may be used to assist in answering to questions, thereby making data unsound. The researcher used semi-structured interviews which are conducted conversationally with one respondent often accompanied by follow up why or how questions. There are relaxed, engaging and also can be longer than telephone surveys. The researcher interviewed NMNZ employees and Chiremba Community on the use and management of Chiremba site. The researcher managed to collect information on how the site has been managed during the Covid-19 Pandemic era. Some of the advantages are there is direct feedback from the respondent. One is assured that the responses are from the person intended. Interviews yield rich data. Allow respondents to describe what is meaningful important to them using their own words. However it is time consuming, scheduling the interviews and imputing notes for analysis takes times.

3.7.2 Desktop Survey

According to Cooperative Innovation Project CIP (2011) established that desktop survey consist of document and data base review of available information, statistics and other data from private, provincial, regional and local sources. A statically research was done on the study using visitor statistics of before, during Covid-19 lockdowns and after the relaxation of lockdowns and visitor comments book of Chiremba National Monument.

3.7.3 Observations

Borg and Gall, (1974) notes that observations include the use of all our wisdom in practice, it also involves the explanation of the profound data. This research used observations in evaluating the state of management of Chiremba National Monument. The research approach helps the researcher to evaluate data attained from partakers and what is really happening on the actual ground, therefore the researcher did a field walk within Chiremba National Monument. Perceiving what is at stake through taking photos in an attempt to authenticate other data collection sources used in research.

3.8 Ethical Considerations

Bhandari (2021) defines ethical considerations as a set of ideologies that guide one's research designs. These principles work to protect the rights of research participants and increase soundness. During the research, the researcher made sure that there was voluntary participation were by the participants were free to choose to participate without any pressure or coercion. The researcher was given permission to mention names when presenting her data since this is educational study and for further clarification.

During the research, researcher made sure that there was privacy and confidentiality to secure the information, discretion of the research participant and of the research is a principled issue that can be easily overlooked. It can refer to physical and social confidentiality and personal expressive and knowledge related privacy.

The no harm principle was also considered by the researcher during the research. The no harm code is grounded on the impression that participants should not be maltreated by their participation

in the research. Harm can be physical, mental and emotional or it can involve social, political, religious or other sorts of harm (Russ-Fft and Preskill 2001).

3.9 Chapter Summary

The chapter discussed how the researcher arranged data collection procedures. This chapter focused on research design, data collection techniques and sampling techniques. The data collected using different techniques was clearly analyzed in the following chapter that is based on data presentation and analysis.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND DISCUSSION

4.1 Introduction

This chapter focuses on the presentation and analysis and discussion of data. Founding on the methodologies used in this study, this chapter reviews data collected from observations, interviews and information gathered through desktop survey. The community surrounding Chiremba and the

NMNZ workers were consulted on the use and management of Chiremba National Monument during the Covid-19 pandemic era. Many challenges were pointed out and also highlighted the measures taken to adapt the changes brought by Covid-19.

4.2 Response Rate

Interviews were conducted to gather primary data of the use and management of Chiremba National Monument during the Covid -19 pandemic era and the table below shows the number of interviews, respondents and the meetings.

Table 1

Category	Number	Meeting
NMMZ	4	4
Epworth Rural and Urban Council	1	1
Locals	3	3
TOTAL	8	8

Table 4.1 shows that of the 8 respondents were interviewed and the researcher succeeded in interviewing all of them giving a success rate of 100%. The researcher achieved a 100% on the interviews because she targeted director of the Zimbabwe Museum of Human Sciences ZMHS, Chiremba National Monument tour guide, three locals who reside in Epworth and the Councilor of Ward One in Epworth where Chiremba Monument is situated. She planned her things in such a way she asked for a meeting especially NMMZ and Epworth rural and urban council.

4.3.1 The Use of Chiremba National Monument during the Covid -19 era

The researcher interviewed some of the locals who gave their accounts on the use of Chiremba National Monument during the pandemic. Locals would come and perform rituals on the money rock 'Domboremari' (Money rock) as they believe that one can get rich when he or she performs a ritual on the rock as shown on fig.2.



Figure 2 shows evidence of some traditional beer that was poured on the money rock whilst performing a ritual

Interviews done with the local community shows that during the pandemic ,locals would come and perform rituals on the money rock 'domboremari 'as they believe that one can get rich when he or she performs a ritual on the rock as shown on fig 2.

According to one of the locals Mrs. Chiyambiwa who is a Mugodhi apostolic faith church member which is locate near Jacha area in Epworth who also prophecies people said,

Mazuva ekuti covid yainge yakanyanya tairambidzwa kupinda mukati isu tichida kuita minamoto yedu asi kare covid isati yavepo taipinda tichiita minamoto yedu nekunoshandira vanhu vedu ipapo. Dzimwe nguva taimboenda kunonhonga tumatombo tudiki tunenge turi pasi pematombo akaturikidzana tichiitira kuti tizotushandisa patinenge tichishandira vanhu (Interview done with Mrs. Chiyambiwa, in Shona language 15/04/22).

During the pandemic we were not allowed to enter into the monument to do our prayers unlike before Covid-19 came. The same case with the African Traditional followers they were also not allowed to enter the monument to perform their rituals at the muhacha trees.

In an interview with Councilor of Ward One in Epworth area where Chiremba National Monument is situated Mr. Joshua Chinonyengerwa said

Before the Covid pandemic Chiremba monument would receive many visitors as people are mainly attracted by the balancing rocks that are formed in different shapes but however during covid the number of visitors decreased, no activities were offered at the monument up to now. As a community we would want to sell sculptures and offer catering services to the monument but NMMZ does not offer that kind of opportunity. Yes this would not be possible during the covid pandemic era as many businesses were closed down (Interview with Mr. Chinonyengerwa, 15/04/22)

In an interview with Mr. Shonhiwa a businessman, who owns a restaurant near the monument about 800 m away at Munyuki Business Centre said,

During the pick of Covid-19, business went down as we were closed during the

strict lockdowns I remember before Covid came my businesses was running smoothly as visitors who come to visit Chiremba National Monument would come and have their meals at my restaurant or would ask for take away to eat at the picnic area at Chiremba National Monument. However when covid 19 my sales went low even during the relaxation period (Interview with Mr Shonhiwa, 15/04/22)

This goes hand in hand with what (Fitzgerald, 2020) said on what COVID -19 has done on social life around the globe that is government measures related business lockdowns, and curfews.

The researcher interviewed one of school pupils from Epworth High School Tinashe Mutomba who is in form four since school pupils are one of the group of visitors that mainly visit the national monument for educational purposes but during the national closures on covid-19 they could not visit Chiremba national Monument for educational purposes. She said,

Before covid -19 I was used to visiting Chiremba National Monument with my fellow classmates, to learn more about the monument and my key interest is on the Money rock and the lookout point view spot where I can see the CBD from afar. But as covid 19 came we could no longer have educational trips to Chiremba as schools were closed and the site also (Interview with Tinashe Mutomba, 15/04/22).

4.3.2 Visitorship for Chiremba National Monument

Table 2 shows the visitor statistics of Chiremba National Monument from the year 2019 to 2021

Visitors	Number of visitors before Covid -19 (2018-2019)	Number of Visitors during the Covid-19 (2020)	Number of visitors during the relaxation period of Covid -19 (2021)
Local Adults	828	375	274
Local Children	58	41	37
Schools	292	25	118
SADAC	32	16	5
International	57	11	2
Visitors			
tertiary	79	0	0

Table 2 shows the visitor statistics of Chiremba National Monument from the year 2019 to 2021

Table 2 in column 1 reviews that in the year 2019, there were a lot of visitors since Covid-19 was not in the country. School children and tertiary institutions were coming to see the National Monument for their educational purposes. International visitors and visitors from SADAC were coming in before travelling restrictions were being imposed by His Excellency the President of the Second Republic of Zimbabwe Emerson Dambudzo Munangagwa in accordance to the World Health Organization WHO containment measures of Covid -19.

Furthermore, in column 2 reviews that in the year 2020, Covid-19 came in, the number of visitors decreased due to the strict lockdowns which led to the site being closed. One of the tour guide Mr. Clive at Chiremba National Monument was interviewed as part of the study. He said,

The site closed and only the security team was left at the site hence the security does not have the jurisdiction to admit visitors into the monument (Interview with Mr. Clive, 14/04/22).

The number of school children decreased since in March 2020 schools were closed to curb the spread of Covid-19. The same as tertiary institutions were closed down and now doing online learning. Moreso, international visitors and SADAC decreased due to the travel restrictions imposed worldwide.

Moreover, in column 3 reviews that the number of local visitors was still decreasing and that the number of school children increased since the lockdown restrictions were relaxed. There were able to visit and schools were open in different stages placed by the government. Furthermore, the number of international visitors and SADC continued to decrease due to the travel restrictions and measures imposed that is proof of vaccination card and PCR Tests results.

4.4 Research Findings

4.4.1 Vandalism and theft

The researcher discovered that there was high rate of signage theft at the monument during the Covid-19. Again the local community removed some parts of the fence that fenced the entire monument. Illegal entry into the monument was the mandate of the community cutting down of trees and create veld fires which destroyed gazebos, ablution block and reception block. At the monument the local and visitors would make graffi on rock paintings and pill off the paintings on

rocks since there was no staff member who was present to monitor them whilst one security will be on duty posted at the gate. Hence the shortage of staff members affected the management of Chiremba due to the national closures staff were forced to work from home.

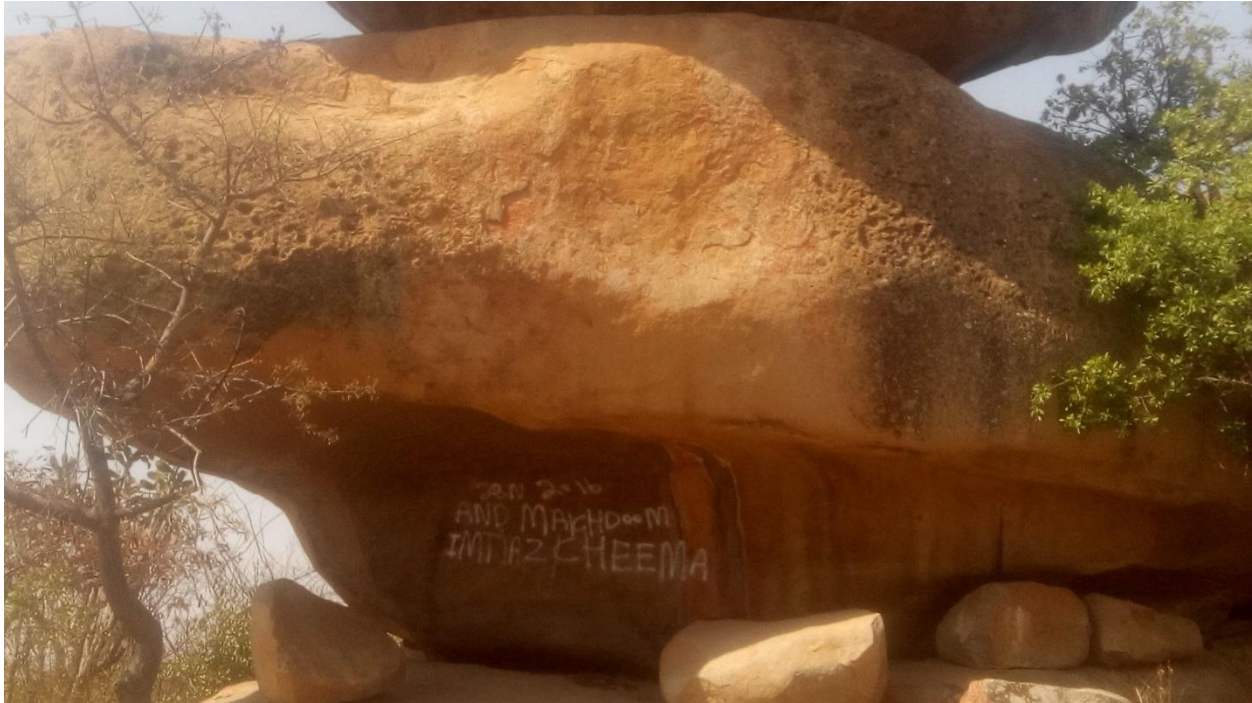


Figure 3 shows graffi inscribed on a balancing rock at Chiremba National Monument

Locals near the monument would enter the site illegally and write on the balancing rocks using spray painting as shown on fig 3 and others would also write rock paintings during the covid -19.

In an interview the with the tour guide Mr. Clive at Chiremba National Monument he said,

Locals and visitors who visit the site would write on the balancing with spray paints , others would use stones to scrub of rock paintings and plant fruits which are difficult to remove when trying to conserve the rock paintings(Interview with Mr. Clive,14/04/22).

This shows that in future if this vandalism continues the rock paintings will not be available for future generations to see. Hence there is urgent need to address this issue before it gets out of hand.

During fieldwork, the researcher observed that some parts of the fence were removed by locals. In an interview with the tour guide Mr. Clive at Chiremba National Monument, he said

The fence was removed by the nearby locals, for their personal uses that is making sign posts, cages for chickens for those are into that kind of business. (Interview with Mr. Clive, 14/04/22).

This is the same on what (UNESCO, 2020) in its report on the negative effects of Covid 19 on heritage sites, which mentioned human vandalism such as removal fences around monuments.



Figure 4 shows part of the fence that was removed by the local community in order for them to enter the monument illegally.

The researcher also observed that trees were being cut down for firewood during covid-19 since there was one security personal to monitor the entire monument which was a difficult task. Some of the trees like muhacha (*parinari curatellifolia*) mainly used for rituals and mubvaropa used by the vegetables sellers to pack their vegetables such as spinach, covo and rape using the bark skins of the trees. This also goes hand in hand with Maroyi's (2005) findings on the vegetation of Chiremba monument. If this continues there is high risk of losing much vegetation at the monument and affects the ecosystem before Covid 19 security personals were posted at different posts at the monument to monitor what was going and to arrest trespassers.



Figure 5 shows one of the trees called mubvaropa (blood wood /*pterocarpus erinaceus sensu auctat*) the monument which was cut down which is used in rituals.

4.4.2 Limited manpower and security personnel

Outgrowing vegetation at Chiremba National Monument mainly affects trees as shown on fig 5 hence during Covid -19. Only one groundsman maintains the 24 hectare by himself using a slasher as shown on fig 7 outgrowing grass at the monument. The site has also had limited security personals. The researcher interviewed with the NMNZ Northern Regional Director Mr. Bvocho. His region is in charge of managing Chiremba National Monument. He said,

One could discover that were a shift had 3 security personals in normal circumstances, during Covid-19 would see one security personal doing his and could not conduct his patrols on every disgnated point that needs to be checked hence there was a great shortage. (Interview with Mr. G. Bvocho 13/04/22)

This goes hand in hand with what (WHC, 2020) on the implication of Covid-19 on jobs especially to the security personnel and heritage sites' managers.



Figure 6 shows lantana camara which need to be cut since it is harmful to the vegetation at the monument especially at trees.



Figure 7 show lack of maintance on the parking area for the Chiremba National Monument



Figure 8 shows long grass that has not been cut due to shortage of manpower and equipment.

4.4.3 Shortage of Revenue

Due to the decreasing of visitorship at Chiremba National Monument, the revenue decreased which could be used to get resources used to maintain the site. Some resources include water deliveries since local board no longer supplies water to the site, the NMNZ had to purchase water but due to lockdown restrictions the water could not be delivered. Some projects were put on hold such as refurbishment of ablution and reception block as the contracted construction company could not conduct its duties due lack of finance to purchase the materials they needed to use.

4.4.4 Shortage of Transportation

Shortage to transport site workers due to the lockdown restrictions imposed by the government. The monument would be opened late as tour guides and groundsmen would arrive late at the site and close early in order to get transport in time before curfew time starts. More so, there was shortage of transporting resources used to maintain sites such as water, equipment for maintaining.

4.5. Measures taken by NMMZ during Covid-19

4.5.1 Introduction of a duty rooster

NMMZ compiled a roaster for tour guides and security personnel whereby they rotate working at the site. The researcher interviewed one of the tour guides Mr. Clive who said,

During the week I might come to work two-three per week exchanging the duties with my fellow colleagues. This was done in order to address the issue whereby security personals on duty during Covid-19 lockdowns they were selling firewood at the site to the locals to earn a living hence it was a matter of emergency whereby we were called back to work and were now part of the skeleton staff (Interview with Mr. Clive14 /04/22).

In an interview the NMMZ Northern Regional Director Mr. Bvocho he said,

As an organization we decided to make a duty rooster for our staff members, so that every member has an opportunity to work outside home. Each member would work two to three times per week especially the tour guides .for the tour guides we decided to give them more days since we had a problem were by security personals were admitting visitors in the monument, taking the revenue for their own benefit.(Interview with Mr. Bvocho 13/04/22)

Hence the introduction of new working schedule during Covid was adapted to cover up the normal daily.

4.5.2 Installation of water tanks, construction of abolition block, reception block and installation of new signages at the site.

The researcher interviewed Northern Regional Director of ZMHS and NMMZ on the measures that were placed to adapt the challenges brought by Covid-19. One of the measures was that of the installation of water tanks at the site. He said,

Since the City of Council of Harare is not supplying water to our site for quite some time, we installed a water tank and purchase bulk water here and there from contracted company (interview done on13/04/22)

The water is used for the abolition block and for visitors to use when they visit as part of addressing the issue of water supply at the monument. The water was needed to water flowers and cleaning of toilets and reception area.



Figure 9 shows the abolition block that was constructed during lockdown relaxation period

The abolition block constructed during the relaxation period is one the projects that was once affected by the Covid -19. The budget of for the construction was adjusted as the country was affected by inflation. Some of the materials that were purchased before national closures were stolen by the nearby locals. Hence there was need to purchase another set of materials to construct the abolition block and improve sanitization at the monument. However the abolition block project was one way of improving the visitor facilities at Chiremba National Monument.



Figure 10 shows reception block constructed during the relaxation period of the Covid -19 lockdowns

NMMZ decided to remove the old signages at Chiremba National Monument and insert new ones as part of the management tasks at the monument. The old signages most of them have cracks as they were made from concrete and some them had. The new signages were placed as shown on fig 11 to improve the visualization of visitors so that they could which type of balancing rock are they seeing and also know the significance of the rock.



Figure 11 shows one of the new signages placed at Chiremba National Monument

4.5.3 Hiring of Casual Labour to maintain the monument

On the issue of limited manpower and security personnel, there was the hiring of casual labor that is locals from the Epworth community during the relaxation of lockdowns. The locals were hired to cut outgrowing grass on the picnic area, near balancing rocks, clearing paths were visitors pass through during tours and placing new signages at the site. NMNZ also offered contract security personnel to increase the number of security officers at the National Monument.

4.5.4 Transport assistance to tour guides

NMNZ offers transport allowance to the monument workers. The monument workers are given transport fare that would help them to get to the monument in time, without only basing on cheap transport from ZUPCO but also they can board private vehicles in order for them to arrive early and open the monument in time.

4.6 Data Analysis and Discussion

The data collected shows that the management of Chiremba National Monument during the covid pandemic was poor as the main stakeholder NMMZ had no disaster management plan for such epidemics. The monument faced a lot of challenges which includes vandalism, theft and shortage of labor in maintaining the site.

The data collected shows that vandalism and theft occurred during Covid-19 vandalism are the most challenge that affected the use and management of Chiremba national monument. Graffiti on rock art being placed by humans as shown on fig3, removal buffer zone fences and stealing of signages at the national monument. Land pollution is also a human factor that also affects the management of a site hence there is need to fix the buffer zone fences and establish public awareness to the locals so that they could know the importance of the Chiremba monument and should embrace safeguarding it. This is one of the issues discussed by (Nyongoro, 2015) in his dissertation on impacts human vandalism on rock art but never discussed its effect on the entire monument hence this study had to fill up the gap.

Communities are often involved contracts on casual labor only and not in decision making but the final say is left for the NMMZ. In this case the researcher would argue that to be given contracts in maintaining the monument does not mean that you are eligible to cast a vote. Therefore the NMMZ are not achieving a proper management of the monument there is need to include the local communities in all aspects of stakeholder involvement. The local communities were not feeling a sense of belonging on the use of Chiremba national monument during Covid-19.

On the data collected by the researcher it shows that Covid -19 affected the daily management of the monument such as maintaining the grounds and parking area of Chiremba National Monument.

The introduction of duty rooster also affected the daily routines of the staff members, the skeleton could not manage everything at the monument since there was great shortage of staff members. Some of the staff were forced to perform some duties that they were not trained for hence there was poor management at the site.

Moreso, the data collected by the researcher shows that during Covid-19 there was shortage of revenue to purchase equipment for maintaining the monument. The revenue was not enough since the number of visitors had decreased due to the travelling restrictions that were imposed by the government as part of the containment measures of World Health Organization WHO. The entry fee at Chiremba National Monument is the only source of income which helps in the daily management of the monument. This shows that without revenue the management of the monument is greatly affected.

The decrease on visitorship on Chiremba National Monument during Covid-19 shows that national closures and travelling restrictions were the effects as visitors could not travel, on international visitors air travels were banned for a certain period, where only diplomats were allowed to travel. Again the decrease of visitorship at Chiremba national monument also affected businesses near the monument such as restaurants where visitors could buy meals at the nearby shops hence covid affected the use of the Chiremba National Monument. In this case it will be different with (Vumbunu and Manyaire 2010) their study on visitorship where they discovered that there was lack of marketing Chiremba National monument which led to the decrease of visitorship.

Furthermore, the data collected shows that NMMZ took some measures during the Covid-19. Some of the measures were improving the visitor facilities such the construction of an abolition block and a reception. It managed to replace some of the signages at the monument as the old ones

were having cracks and some were fading the text that was written on the signposts. This was some of the strategies which are part of managing the monument.

Moreover, the data findings shows that the vegetation at Chiremba monument is at risk as locals are cutting down trees, collecting herbs from the monument, starting uncontrolled fires which disturb the biodiversity and the ecosystem of the monument during the covid-19 pandemic. These are some the challenges that were faced by the skeleton staff that was placed to manage the monument.

4.7 Chapter Summary

The chapter has presented the research findings of this study through interviews, desktop survey and observations and the analysis of the data that was collected during research. The next chapter shall present the summary of the findings, conclusions of the study, recommendations and areas for further study.

CHAPTER FIVE

SUMMARY, CONCLUSIONS, RECOMMENDATIONS AND AREAS FOR FURTHER STUDY

5.1 Introduction

The chapter gives a summary of the researcher carried out. It discusses the major problem and results of the study. The researcher will conclude and provide answer to the research in the chapter. The researcher will make recommendations to address the challenges which existed and recognized.

5.2 Summary of Findings

The study aimed at understanding how the National Museums and Monuments of Zimbabwe (NMMZ – state heritage managing authority) has adapted to the operational changes brought by the covid-19 pandemic. It looked at the challenges that were brought by Covid-19 in the use and management of Chiremba National Monument. The study also aimed at looking at the possibilities and opportunities in heritage management during and after disasters. The study managed to get its data from observations during the field walk, interviews with essential stakeholders such as NMMZ and the local community and desktop surveys or documentary sources

The researcher found out that there are many challenges that were brought by Covid-19 which were vandalism, theft by locals, shortage of revenue, transportation, visitorship decreasing at the monument, limited manpower and security personals.

The study found out that there were measures that were used to mitigate the management of Chiremba National Monument. Some of the measures are hiring of casual labor that is employing locals, NMNZ offering transport assistance to its workers during the strict lockdown periods and also opened the site for site-seeing for the mean time. On the use of Chiremba National Monument

during Covid-19 pandemic, visitors and locals who would want to conduct their churches, rituals and educational were not allowed.

5.3 Conclusions

The study concludes that Covid-19 brought challenges that affected the management of heritage sites in Zimbabwe. Heritage professionals were not used to home-office working routings, lack of revenue to maintain sites that is cutting down of overgrown grass due to the decrease of visitorship at sites. Heritage sites faced challenges on the vandalism, theft of properties at respective sites during the covid -19 pandemic. National closures is another challenge brought by the pandemic.

The study concludes that there we changes that were influenced by the pandemic which were the use of heritage sites, management plans changing to suit the epidemic era that is changing of working routines, placing new strategies of safeguarding the values that are embedded at the heritage sites. The introduction of wearing of masks and placing sanitization facilities to curb the spread of the epidemic disease.

The study also concludes that there was no disaster preparedness in heritage management especially in disasters such as covid-19 diseases. Preparedness occurred when the pandemic was at its pick. Measures were drowning out of the government directives. Most disaster preparedness plan addresses natural disasters like hurricanes and earthquakes and human influenced that is fires and buffer zone disputes.

Additionally, the study also concludes that there are possibilities and opportunities in heritage management during and after disasters which include possibilities like the embracing of technologies through the use of electronic equipment, monitoring systems on structures that would be available at heritage sites. Use of cameras for the security personnel to know what is going on

all points of a site. The use of digital platforms such as facebook, twitter and instagram as a tool for marketing and online tourism, attracting more visitors. Another possibility in heritage management is probably it might take time for heritage professionals to adapt to the new systems of managing heritage sites.

5.4 Recommendations

5.4.1 to the Heritage Professionals of NMMZ

There is the need to engage with the community. The Community should be educated on the concept of biodiversity and ecosystem of Chiremba National Monument. The organization should consider offering permanent posts for the locals who will be maintaining the monument. For sustainable development, they should create recreational facilities for visitors in order to improve the visitorship at the monument.

Should do public awareness campaigns on heritage management so that the public would know the importance of a heritage site. That is there is a need for both local people NMMZ to acknowledge traditional cultural values. Hence there is need for documenting the history that is the cultural group that inhabited the area. The locals will be educated on how they should maintain the monument what role they can play and what are the long term benefits of having that monument in their area.

Establish disaster heritage management plan for future use especially on epidemic diseases. The management plan would help the management staff to know the necessary measures they can apply when maintaining the monument in times of epidemics such as Covid-19 and others to follow.

5.4.2 To the Government

To assist heritage organizations with capital for them to continue their maintenance routines as they only base on revenue from visitorship. Funds from the government would help the monument to purchase enough equipment for maintaining the site as most of the revenue comes from the visitorship but when it comes to epidemics that revenue would not be easy to get due the national closures .Hence the government should intervene.

5.5 Areas of Future Research

For future research, there is the need to look at sustainable development projects that can be placed at the monument. There seems to be a missing part at the monument where by it does not have enough visitor facilities. Again for future research there is need to look at making Chiremba National Monument a World Heritage site because of its ecosystem and beautification of the balancing rocks which is unique showing different kinds of shapes and images of animals, humans and food (egg rock)

REFERENCE

Bhosale, J. (2020).Prices of Agricultural commodities drop 20% Post Covid-19 outbreak *The Economic Times*. Available at http://www.the_economic_times.com (Accessed on 9 November2021)

Borg, W.R and Gall, M.D., (1974).Critical Evaluation of Research, Educational research. David Mckey Company. 106

Creswell .W. (2009), Mapping the field of mixed methods of research, *Journal of Mixed method research* 3 (2) 95-108

Chen, X., Shang,Y.,Yua,S. andLiu,H.,(2020).Perioperative care providers considerations in managing patients with Covid-19 infections . *Transl Perioper ,Pain Med* 7, (2) 216-224

Chingundu, D., (2020).Why Chiremba Balancing Rocks Must Be Developed ? *Tourism Focus Zimbabwe* .Available at <http://www>

Cooper, N and Schender C.(2003).Business Research Method 7th edition .New York

Europa ,(2020) .The Impact of Covid 19 on the Heritage in the World.Available at <http://www.europa.org>. (Accesed 21 November 2021)

Fitzgerald,H.,(2020),Coronavirus Risk Doesn't Stop A Front Door, *The Antilantic*. Available at www.the_antilantic.com/coronavirus-risk-doesn-t-stop-a-front-door (Accessed 15 March 2020)

Heymaan, D.H., and Shindo,N.(2020).Covid-19 :What is next for Public Health? *International Journal of Environmental Research and Public Health* (11) 6559

Janetsky,M.,and Fiola,A.,(2020).Columbian Guerillas are using Corona Virus curfews to expand control: Violators have been killed. *The Washington Post*. Available at www.the_washington

post.com/columbian-guerillas-are-using-coronavirus-curfews-to-expand-control-violators-have-been-killed.(Accessed 26 July 2021)

Jacobson,K(2020).Theatre Companies are pushing story telling Bondaries with Online Audience Amid Covid -19.*The Conservation*. Available at :<http://theconservation.com/theatre-companies-are-pushing-story-telling-boundaries-online-audience-amid-covid-19>

Lu,H.,Statton ,C. W.andTang ,Y.W.,(2020).Outbreak of Pneumoniaof Unknown etiology in Wuhan China :The Mystery and Miracle. *Journal of Medical Virology*92 (4) .pg 401

Makonya L.,(2022), Post the ravaging Covid-19 pandemic :Public Relations in African Museum should step up, Zimbabwe Open University

Maroyi,A.,(2011), Protection of an archaeological site: A case study of Chiremba balancing rocks, Epworth, Harare, Zimbabwe. *Scientific Research and Essays* Vol. 6(27), pp. 5718-5725

Nyabiya,W.,(2022).Chiremba/EpworthBalancingRocks.Availableat :<http://www.ZimFieldGuide.com>.(Accessed 14 February 2022)

Nyongoro,R.(2015),The documentation and characterization of Rock Art in the Chiremba Area of Epworth

Patton,M.,(2001), *Qualitative evaluation*. Sage Publications, Beverly Hills California,

Russft,D.,and Preskill,H. (2001). *Evaluation in Organization*, Basic Books , New York

Scott, D.,Gossling,S.,Hall,M. (2020),Pandemics ,tourism and global change ,A rapid assessment of Covid-19 ,*Journal of Sustainable Tourism* 29 (1) 1-20

Sofaer,J, Davernport,B,Louse,M.S., Gallou,E. and Uzzell .D,(2021),Heritage sites,value and well being :Learning from the Covid 19 Pandemic in England. *International Journal of Heritage Studies* (11) ,1117-1132

United nations Educational Scientific Cultural Organization UNESCO (2020).Museums around the world in the face of Covid-19,Paris,Franc:<http://unesco.org/ark/48223pf0000373530> (Accessed 22 October 2020)

United nations Educational Scientific Cultural Organization UNESCO (2021),World Heritge in the Face of Covid-19, Paris , France.Available at :[http:// www.unesco.org/open access](http://www.unesco.org/open access)(Accessed 19 November 2021).

United nations Educational Scientific Cultural Organization UNESCO (2020),Methodological Note-taking Covid-19 caused school and university closures.Available at <http://en.unesco.org/sites/default/methodological-note-map-on-covid-19-school -and uniersity-closures-final>.(Accessed 4 December 2021)

Vumbunu and Manyaire (2010).Tourist Arrivals at Chiremba Balancing Rocks in Epworth, Zimbabwe,*Journalof Sustainable Africa* Vol 2 (8)

Wang,D,Hu,C.,Zhou, F., Zhang,J.(2020).Clinical and biochemical indexes from 2019-nCoV infected patients linked to viral loads and lung injury.*China life Sciences* (3),364-374

World Heritage Comitee WHc (2020) Impact of Covid -19 pandemic on World Heritage responces Paris , France

APPENDIX 1

Interview Guidelines Questions for Local Community

1. Are you involved as stakeholders in the management of Chiremba National Monument?
2. Are you in decision making on management of Chiremba before and during Covid-19 pandemic?
3. Are you allowed to use the site for rituals and festivals?
4. What are the challenges have you faced in managing Chiremba balancing rocks?
5. Are you incorporated as stakeholders in the management of the site
6. Is the current state of conservation of Chiremba National Monument pleasing?

APPENDIX 2

INTERVIEW GUIDELINE QUESTIONS FOR NMNZ

1. What are the challenges have you faced in managing Chiremba national Monument?
2. Have you allowed the local community to use the site during the Covid-19 pandemic?
3. What are the strategies have you used to address the challenges brought by Covid -19 in managing Chiremba?
4. Do you involve the local community in decision making?
5. Have you incorporated the local community in managing Chiremba national monument?
6. Is the current state of conservation of Chiremba Balancing Rocks pleasing?

