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USA.


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Annexure B

Questionnaire:

A. Local Community

Dear respondent,

The undersigned is pursuing Doctoral Research on the problem, “Tourism Potential and its Impact in Himachal Pradesh: A Case Study of Lahul-Spiti, Kullu and Una Districts”. Information given by you will be highly valuable for researcher and for the tourism development in the state. The information provided by you will be kept secret and will be strictly used for research purpose only. The questionnaire will take no longer than 10 minutes to complete.

Jaswinder Kumar
Research Scholar
IVS, MTA, HP University Shimla-5

Name of the Resident

1. Your native area
2. Gender
3. Age
4. Marital Status
5. Educational Qualifications
6. Occupation

Please indicate your opinion by placing a check mark (√) in the relevant box below.

Strongly agree=1, Agree=2, Neutral=3, Disagree=4, Strongly Disagree=5

<table>
<thead>
<tr>
<th>Impact Statements</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td><strong>I Social Impacts</strong></td>
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<tr>
<td>1. Tourism encourages a variety of cultural activities by the local population (e.g. crafts, arts, music)</td>
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</tr>
</tbody>
</table>
2. Tourism has led to an increase in infrastructure for local people.
3. The money that tourism brings in is of benefit to the whole community.
4. Tourism Impacts are advantageous to our family.
5. Tourism Impacts are advantageous to our social life?
6. Our household's standard of living is higher because of the money that tourists spend here.
7. Tourism benefits a small group of people in the region.

II ECONOMIC IMPACTS

8. Tourism Impacts are advantageous to the economy of the local area?
9. Tourism Impacts are advantageous to the economy of the local area HP government's income?
10. Tourism Impacts are advantageous to employment in local area?
11. Tourism Impacts are advantageous to national economy?
12. Tourism attracts more spending in the region.
13. Tourism attracts more investment in the region.
14. There should be government incentives for tourism development.
15. Prices of many goods and services in the region have increased because of tourism.
16. Non-residents should be allowed to develop tourism attractions in this area.
<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.</td>
<td>Non Himachali owned businesses are beneficial for the region’s tourism industry</td>
</tr>
<tr>
<td>18.</td>
<td>There should be a specific tax on tourists</td>
</tr>
<tr>
<td>19.</td>
<td>Tourism creates more jobs for outsiders than for local people in the region</td>
</tr>
<tr>
<td><strong>III ENVIRONMENTAL IMPACTS</strong></td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td>Local community should control tourism Development</td>
</tr>
<tr>
<td>21.</td>
<td>Tourism provides an incentive for the restoration of historic buildings</td>
</tr>
<tr>
<td>22.</td>
<td>The construction of hotels and other tourist facilities has destroyed the natural environment in the region</td>
</tr>
<tr>
<td>23.</td>
<td>Tourism provides an incentive for the conservation of natural resources</td>
</tr>
<tr>
<td>24.</td>
<td>Impacts of tourism are advantageous for the environment?</td>
</tr>
<tr>
<td><strong>IV OVERALL IMPACT</strong></td>
<td></td>
</tr>
<tr>
<td>25.</td>
<td>The benefits of tourism are greater than the costs to the people of the area</td>
</tr>
</tbody>
</table>
B. Tourism Stakeholders

Dear respondent,

The undersigned is pursuing Doctoral Research on the problem, “Tourism Potential and its Impact in Himachal Pradesh: A Case Study of Lahul-Spiti, Kullu and Una Districts”. Information given by you will be highly valuable for researcher and for the tourism development in the state. The information provided by you will be kept secret and will be strictly used for research purpose only. The questionnaire will take no longer than 10 minutes to complete.

Jaswinder Kumar
Research Scholar
IVS, MTA, HP University Shimla-5

1. Name ________________________________
2. Your native area ________________________________
3. Gender ________________________________
4. Age ________________________________
5. Marital Status ________________________________
6. Educational Qualifications ________________________________
7. Occupation/ Profession ________________________________

Please indicate your opinion by placing a check mark (✓) in the relevant box below.
Strongly agree=1, Agree=2, Neutral=3, Disagree=4, Strongly Disagree=5

7. The following are statements about tourism and its relationship to the environment. Please respond by circling the number that most represents your agreement with the statement.

<table>
<thead>
<tr>
<th>Impact Statements</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tourism protects the environment.</td>
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<tr>
<td>2. Tourism creates new jobs.</td>
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<tr>
<td></td>
<td>Statement</td>
<td>Strongly agree</td>
<td>Agree</td>
<td>Neutral</td>
<td>Disagree</td>
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<tr>
<td>3</td>
<td>Tourism activities should be integrated with the county's conservation programs.</td>
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<tr>
<td>4</td>
<td>Tourism development should be discouraged when it harms the natural environment.</td>
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<tr>
<td>5</td>
<td>Economic gains are less important than the natural environment.</td>
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<tr>
<td>6</td>
<td>Tourism must be managed so that the environment is sustainable over time.</td>
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<tr>
<td>7</td>
<td>Tourism must not be allowed to damage natural resources.</td>
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<tr>
<td>8</td>
<td>In general, all tourism development is friendly to the environment.</td>
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<tr>
<td>9</td>
<td>There is a lack of educational opportunities to learn more about the environment.</td>
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<tr>
<td>10</td>
<td>Environmental education programs lead to improvements in natural resources.</td>
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<tr>
<td>11</td>
<td>The environment needs more protection.</td>
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<tr>
<td>12</td>
<td>Children need to learn about the environment.</td>
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<tr>
<td>13</td>
<td>A community's economic stability is more important than its environmental concerns.</td>
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</tbody>
</table>

8. The following are statements about ways tourism can be developed in a community. Please indicate your opinion by placing a check mark (√) in the relevant box below. Strongly agree=1, Agree=2, Neutral=3, Disagree=4, Strongly Disagree=5
<table>
<thead>
<tr>
<th>Statements</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
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</thead>
<tbody>
<tr>
<td>1. Tourism should be managed to meet the needs of the present.</td>
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<tr>
<td>2. Tourism should be managed to meet the needs of the future.</td>
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<tr>
<td>3. Tourism development should respect the scale, nature, and character of region.</td>
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<tr>
<td>4. Involvement of residents in environmental activities enhances tourism.</td>
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<tr>
<td>5. The tourism industry is a disruptive force that undermines integrity of region.</td>
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<tr>
<td>6. Economic development funds should be used to promote tourism.</td>
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<tr>
<td>7. Local government should be involved in tourism development.</td>
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<tr>
<td>8. Tourists should pay more than local residents to visit parks and outdoor recreation facilities.</td>
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<tr>
<td>9. Tourists should pay a special tax on hotel and motel room fees.</td>
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<tr>
<td>10. I am happy with the way tourism is being developed in my community.</td>
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<tr>
<td>11. I consider the region as a tourist destination.</td>
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</tbody>
</table>

9. The following questions are about your participation in your community activities.

Please indicate your opinion by placing a check mark (√) in the relevant box below.
Strongly agree=1, Agree=2, Neutral=3, Disagree=4, Strongly Disagree=5
1. I have more money because of increased tourism.

2. Tourism decreases unemployment.

3. Shopping facilities benefit from tourism.

4. Tourism development increases the traffic problems.

5. Tourism development increases property taxes.

6. Tourism development increases crime.

7. Tourism reduces the quality of outdoor recreational opportunities.

8. Increased tourism improves the local economy.

9. Tourism development increases the number of recreational opportunities for local residents.

10. Tourism development improves a community’s appearance.

11. Tourism development increases a community’s quality of life.

12. Stricter laws are needed to protect the environment.

13. Tourism produces long-term negative effects on the environment.

If there are any additional comments that you would like to add please do so below.
Dear respondent,

The undersigned is pursuing Doctoral Research on the problem, "Tourism Potential and its Impact in Himachal Pradesh: A Case Study of Lahul-Spiti, Kullu and Una Districts". Information given by you will be highly valuable for researcher and for the tourism development in the state. The information provided by you will be kept secret and will be strictly used for research purpose only. The questionnaire will take no longer than 10 minutes to complete.

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Research Scholar
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Comparison between domestic and foreign tourists about their perception and satisfaction of various products and services in Himachal Pradesh

1. Nationality
   a. Indian
   b. Foreigner

2. Gender
   a) Male
   b) Female

3. Age
   a. 18–24
   b. 25–34
   c. 35–44
   d. 45–54
c. 55–64
f. 65 and above

4. **Occupation**
   a) Employed
   b) Student
   c) Retired
   d) Unemployed
   e) Other

5. **Length of stay**
   a) One Night
   b) 2 Nights
   c) 3 Nights
   d) 4 Nights
   e) More than 4 Nights

6. **Purpose of visit**
   a) Touring and sightseeing
   b) Religious
   c) Friends and/or relatives (VFR)
   d) Business

7. **Education**
   a) Higher (post-secondary) education
   b) Secondary
   c) High school
   d) Primary and

8. **Annual Income**
   a) Up to 2 lakhs
   b) 2 to 4 lakhs
   c) 4 to 6 lakhs
   d) 6 to 10 lakhs
e) More than 10 lakhs

9. **Children Accompanying**
   a. None
   b. 1
   c. 2
   d. 3 or more

10. **Accommodation**
   a. Dharamshala
   b. Guest House/ Lodges
   c. 1-2 Star Property
   d. 3-4 Star Property
   e. 5 star
   f. Others

Please indicate your opinion by placing a check mark (✓) in the relevant box below.

| Strongly agree=1, Agree=2, Neutral=3, Disagree=4, Strongly Disagree=5 |
|---|---|---|---|---|

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<th>Statements</th>
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<tr>
<td><strong>Accommodation services</strong></td>
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<tr>
<td>1. Level of services at accommodation</td>
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<td>2. Cleanliness of accommodation</td>
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<td>3. Security of rooms at accommodation</td>
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<td>4. Sign posting to bedrooms and public places at accommodation</td>
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<td>5. Quality of food at accommodation</td>
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<td>6. Adequacy of water and electricity supply at accommodation</td>
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<td>7. Speed of check-in and check-out at accommodation</td>
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<td><strong>Local transport services</strong></td>
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<td>1. Level of local transport prices</td>
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<tr>
<td>Questionnaires</td>
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<td>2. Comfort of local transport services</td>
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<td>3. Variety of attractions</td>
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<td>4. Frequency of local transport services</td>
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<td>5. Network (accessibility) of local transport services</td>
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<td>6. Attitude of local drivers</td>
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</table>

**Hygiene sanitation and cleanliness**

| 1. Level of hygiene and sanitation overall |
| 2. Overall cleanliness of the destination |
| 3. Cleanliness of beaches and sea |
| 4. Availability of space on beaches |
| 5. Availability of facilities on beaches |
| 6. Attractiveness of natural environment |
| 7. Feelings of personal safety and security |

**Hospitality and customer care**

| 1. Cleanliness of destination’s bars and restaurants |
| 2. Attitude of staff in tourism |
| 3. Attitude of staff at bars and restaurants |
| 4. Friendliness of local people |
| 5. Attitude of local people and staff towards female tourists |
| 6. Attitude of local shopkeepers |

**Facilities and activities**

| 1. Availability of daily tour services to other destinations and attractions |
| 2. Availability of shopping facilities |
| 3. Suitability of night life and entertainment |
| 4. Availability of health services |
| 5. Availability of facilities for children |
6. Availability of sports facilities and activities

**Level of prices**
1. Overall value for money
2. Level of souvenir and gift prices
3. Level of food and beverage prices
4. Quality of food at destination's restaurants and bars

**Language communication**
1. Level of Indian/foreign language at destination's bars and restaurants
2. Level of Indian/foreign language at accommodation
3. Sign posting to attractions and facilities
4. Level of Indian/foreign language in the destination overall
5. Adequacy of written information in Indian/foreign language

**Destination airport services**
1. Availability of facilities and services at the destination airport
2. Travelling time between the destination airport and the destination
3. Speed of check-in and check-out at the destination airport

**Travel environment**
1. Safe and secure environment
2. Clean and tidy environment
3. Friendly and helpful local people
4. Tranquil and restful atmosphere
5. Pleasant weather
<table>
<thead>
<tr>
<th>Natural attractions</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1. Scenic mountain and valleys</td>
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<tr>
<td>2. Breathtaking scenery and natural attractions</td>
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<tr>
<td>3. Gorgeous gardens and springs</td>
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<td>4. Fabulous scenic drive</td>
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<td>5. Picturesque parks/lakes/rivers</td>
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<tr>
<td>6. Unspoiled wilderness and fascinating wildlife</td>
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<td>7. Spectacular caves and underground formations</td>
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<tr>
<th>Entertainment and events</th>
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<tbody>
<tr>
<td>1. Wide arrays of shows/exhibitions</td>
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<tr>
<td>2. Tempting cultural events and festivals</td>
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<tr>
<td>3. Excellent quality and fun country/western music</td>
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<tr>
<td>4. Colorful nightlife</td>
<td></td>
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<td>5. Wide variety of entertainment</td>
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<table>
<thead>
<tr>
<th>Historic attractions</th>
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</thead>
<tbody>
<tr>
<td>1. Distinctive history and heritage</td>
<td></td>
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<tr>
<td>2. Vintage buildings</td>
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<tr>
<th>Infrastructure</th>
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<tbody>
<tr>
<td>1. Wide selection of restaurants/cuisine</td>
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<td>2. Wide variety of shop facilities</td>
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<tr>
<td>3. Wide choice of accommodations</td>
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<th>Accessibility</th>
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<tr>
<td>1. Well communicated traffic flow and parking information</td>
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<td>2. Available parking downtown</td>
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<td>3. Easy access to the area</td>
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<td>4. Easy-to-use and affordable trolley system</td>
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<th>Relaxation</th>
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<tbody>
<tr>
<td>1. Relaxing day spa and healing getaway</td>
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2. Great place for soothing the mind and refreshing the body
3. Spiritual rejuvenation

**Outdoor activities**

1. Exciting water sports/activities (boating, fishing, etc)
2. Terrific place for hiking/picnicking/camping/hunting
3. Enormous opportunities for outdoor recreation
4. Good facilities for golfing

**Price and value**

1. Reasonable price for food and accommodation
2. Good value for money
3. Reasonable price for attractions and activities
4. Good bargain shopping