RAJASTHAN TOURISM DEVELOPMENT CORPORATION: A STRUCTURAL & FUNCTIONAL ANALYSIS WITH SPECIAL REFERENCE TO PALACE-ON-WHEELS & ROYAL RAJASTHAN - ON- WHEELS

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SET-A

This Questionnaire is for the pursuance of Ph.d thesis with the purpose of analyzing the various variables included in our Research Design. Please go through the following questionnaire and identify the appropriate responses for each of them. There is no such as a correct answer, therefore feel free to respond unprohibitively.

Disclaimer: Your responses via this questionnaire will be used strictly for academic purposes. There will not be any commercial solicitation or usage of the response in any kind/form whatsoever.
### PART-I

**Target Group**

<table>
<thead>
<tr>
<th>1. Tourist</th>
<th>2. Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>International</td>
<td>Designation</td>
</tr>
<tr>
<td>Country ……………………</td>
<td>……………………</td>
</tr>
<tr>
<td>Domestic State …………..</td>
<td>Experience</td>
</tr>
</tbody>
</table>

### PART-II

**Personal Details**

<table>
<thead>
<tr>
<th>Name :</th>
<th>Number of Visits:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age :</td>
<td>First Time</td>
</tr>
<tr>
<td>Gender :</td>
<td>Second Time</td>
</tr>
<tr>
<td>Country of Origin :</td>
<td>Third Time</td>
</tr>
<tr>
<td>Coming From :</td>
<td>Fourth Time</td>
</tr>
<tr>
<td>Occupation :</td>
<td>More than Five Times</td>
</tr>
<tr>
<td>E-mail (Optional ) ………………</td>
<td>Days spend for Tour in Rajasthan:</td>
</tr>
<tr>
<td>Reason to Visit:</td>
<td></td>
</tr>
<tr>
<td>□ Business</td>
<td>□ 2 to 4</td>
</tr>
<tr>
<td>□ Personal</td>
<td>□ 5 to 7</td>
</tr>
<tr>
<td>□ Recreation</td>
<td>□ 8 to 15</td>
</tr>
<tr>
<td>□ Religious</td>
<td>□ More than 15</td>
</tr>
<tr>
<td>□ Any other ………………</td>
<td>Mode of Transportation used for Tour:</td>
</tr>
<tr>
<td></td>
<td>□ By Air</td>
</tr>
<tr>
<td></td>
<td>□ By Train</td>
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<tr>
<td></td>
<td>□ By Luxury Bus</td>
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<td></td>
<td>□ By Private Taxi</td>
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<tr>
<td></td>
<td>□ By Own Vehicle</td>
</tr>
<tr>
<td></td>
<td>□ Others</td>
</tr>
</tbody>
</table>
PART-III

Read the Items given below carefully and answer them in the attached answer key. There are five alternatives for answering each questions. Please choose the alternatives. Which apply to you the most, from and tick (   ) the number in the given answer sheet. There is no right or wrong answer. The correct response is one that applies to you the most. Do not leave any question unattempted.

**Special Set of Questions for Tourists**

1. How often do you visit Rajasthan?

☐ Once in a Year  ☐ Once in 6 months
☐ Once in 3 months  ☐ Every Month  ☐ Every Weak

2. What mode of transportation you prefer to visit Rajasthan?

☐ Air  ☐ Train  ☐ Bus
☐ Taxi  ☐ Own Vehicle

3. Where do you go most often during visit to Rajasthan?

☐ Historically Significant Places  ☐ Commercially Busy Cities
☐ Deserts  ☐ Wildlife Sanctuary or Parks
☐ Religious Places
4. How much do you spend on a trip?

- □ 10K to 30K
- □ 30K to 50K
- □ 50K to 75K
- □ 75K to 1 Lakh
- □ More than 1 Lakh

5. How often do you board on Palace-On-Wheels?

- □ First Time
- □ Second Time
- □ Third Time
- □ Fourth Time
- □ More than Five Times

6. From where you got the information about destination?

- □ Newspaper
- □ Magazines
- □ Agents
- □ Tourism Office
- □ Friends/Relatives

7. What are the major constraints you face while travelling?

- □ Old Age
- □ Money
- □ Time
- □ Family Responsibility
- □ Any Other

8. Your Favorable Season for Tour to Rajasthan?

- □ Summer
- □ Winter
- □ Rainy
- □ Autumn
- □ Any Season

9. What are the facilities provided by RTDC used by you?

- □ Bus Service
- □ Hotels
- □ Tour

- Excellent
- Very Good
- Good
- Average
- Below Average

**Answer Key- III**

<table>
<thead>
<tr>
<th>Q.No.</th>
<th>Answer</th>
<th>Q.No.</th>
<th>Answer</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
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<td>6.</td>
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<td>5.</td>
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<td>10.</td>
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</tbody>
</table>

**Total**

**PART-IV**

Based on your experience give the variation on the spectrum given below by ticking one of the alternatives.

- Strongly Satisfied (SS)
- Just Satisfied (JS)
- Strongly Dissatisfied (SD)
Questions.

1. Friendly environment to visit Rajasthan.
2. Administrative Support to Tourist.
3. Quality of facilities & services of RTDC and Department of Tourism.
4. User friendliness of tourism website.
5. Infrastructure facilities in making tourism more innovative in approach.
6. Usefulness of Luxurious trains in order to attract more tourist.
8. Rating the facilities of Palace-On-Wheels.
9. Experience about the performance of travel agents or guides during visit to Rajasthan.
10. Information displayed on website and actually provided.

Answer Key- IV

<table>
<thead>
<tr>
<th>Q.No.</th>
<th>SS</th>
<th>JS</th>
<th>SD</th>
<th>Q.No.</th>
<th>SS</th>
<th>JS</th>
<th>SD</th>
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<td>TOTAL</td>
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</table>
PART-V

Read the Item given below carefully and answer them in the attached answer key. There are five alternatives for answering each questions (1) Always (2) Very often (3) Often (4) Not so often (5) Never. Please choose the alternatives, which apply to you the most from the above, given categories, and tick (✓) the number in the given Answer sheet. There is no right or wrong answer. The correct response is one that applies to you the most.

<table>
<thead>
<tr>
<th>Always</th>
<th>Very Often</th>
<th>Often</th>
<th>Not-So Often</th>
<th>Never</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

1. How often do you find to visit Rajasthan again & again?

1  2  3  4  5

2. How often do you find Administrators are supportive to your demand?

1  2  3  4  5

3. How often do you find the needed information easily accessible on Internet?

1  2  3  4  5

4. How often do you feel the provided information is as desired by you?

1  2  3  4  5
5. How often do you find any difference in services provided by RTDC & Private Sector?

1 2 3 4 5

6. How often do you find the Palace-On-Wheels needs more improvement?

1 2 3 4 5

7. How often do you fell that the RTDC is working as per policies (Tour Packages, Services etc) designed by Tourism Department?

1 2 3 4 5

8. How often do you find good behavior of Local people during visit to Rajasthan?

1 2 3 4 5

9. How often do you find administrators promptly acting towards your grievances?

1 2 3 4 5

10. How often do you find, local entrepreneurs providing clear information in respect of services provided by RTDC and Luxurious trains.

1 2 3 4 5

Answer- V

<table>
<thead>
<tr>
<th>Q.No.</th>
<th>Answer</th>
<th>Q. No.</th>
<th>Answer</th>
</tr>
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<tbody>
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<td>Total</td>
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</tbody>
</table>
PART VI

Read the Items given below carefully and answer them in the attached answer key. There are two alternatives for answering each questions Y for Yes and N for No. Please choose either of the alternatives, which apply to you the most from the above, given categories and tick the number in the given Answer sheet. There is no right or wrong answer. The correct response is one that applies to you the most. Do not leave any question unattempted.

1. Do you regularly visit Rajasthan? Y/N
2. Do you use any online website for information about Rajasthan Tourism? Y/N
3. Do you ever recommended to family/friend/relatives to visit Rajasthan? Y/N
4. Have you ever heard about Palace-On-Wheels & Royal Rajasthan-On-Wheels? Y/N
5. Do you wish to aboard on Palace-On-Wheels & Royal Rajasthan-On-Wheels? Y/N
6. Have you ever used the facilities provided by RTDC? Y/N

Answer Key-II

<table>
<thead>
<tr>
<th>Q.No.</th>
<th>Q.No.1</th>
<th>Q. No. 2</th>
<th>Q.No. 3</th>
<th>Q.No. 4</th>
<th>Q.No. 5</th>
<th>Q.No. 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (Y)</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No (N)</td>
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</tbody>
</table>

Total
PART-VII

Note: Kindly give additional information other than above asked question.

1. State the problems faced by you while visiting Rajasthan?

2. What according to you, The special manpower and HRD training programmes should be provided for the employees of RTDC and Palace-On-Wheels?

3. State whether, Rajasthan could become the model state for Tourism in India?

4. What measures could take to meet the demands regarding the improvement in the policies and programmes of tourism department of Rajasthan.

5. Whether RTDC performs complex and district group of activities within a set structural pattern and organization not?

6. Do you think RTDC should add more destination of Rajasthan to attract tourists for Palace-On-Wheels?

7. How do you compare Palace-On-Wheels with Rajasthan Royal-On-Wheels?
Set-B

Read the items given below carefully and answer them in the attached answer key. There are two alternatives for answering each question Y for Yes and N for No. Please choose either of the alternatives, which apply to you the most from the above, given categories and tick ( ) the number in the given answer sheet. There is no right or wrong answer. The correct response is one that applies to you the most. Do not leave any question unattempted.

**Special Set of Questions for Administrators**

Designation:

Experience: …………………….. Years

1. Whether the services provided by RTDC are actually assessed from the level of satisfaction to the tourist?

2. Whether the branding and marketing efforts of the Rajasthan Government, to have insights into the tourists mind what product, he requires?

3. Whether, the government does have a proper marketing for promoting the luxurious trains (Palace On Wheels and Royal Rajasthan On Wheels)?

4. Whether the RTDC Ltd. has created the employment avenues in Rajasthan?

5. Whether the RTDC has improved the economy of Rajasthan with reference to luxury trains?
6. Whether the innovative approach of RTDC Ltd. need to continue the good work by marketing its services for the promotion of Luxurious trains or not?

8. Whether Rajasthan Tourism Development Corporation performs complex and distinct group of activities within a set structural patterns and organization or not?

9. Whether the Rajasthan could become the model state for tourism in India?

10. Do you find that RTDC should add some more destination in order to attract more tourist who wish to aboard on Luxurious trains?

11. Whether the special manpower and HRD training programmes should be provided for employees of RTDC and Palace-on-Wheels & Royal Rajasthan-on-Wheels or not?

12. What are the facilities provided on Palace-on-Wheels and Royal Rajasthan-on-Wheels which makes different from other luxurious trains?

13. What are the reasons of gap between the proposed goals and objectives set by RTDC and its actual performance?
14. What measure would be taken to meet the demand of domestic tourist so that they would be able to go aboard on Palace on wheels and Royal Rajasthan on Wheels?

……………………………………………………………………

……………………………………………………………………

……………………………………………………………………

15. How does scrutinize the working of RTDC regarding its achievement and lapses, successes and failure landmarks and short comings?

……………………………………………………………………

……………………………………………………………………

……………………………………………………………………
RESEARCHER INTERVIEWING WITH TOURISTS
RESEARCHER INTERVIEWING WITH ADMINISTRATOR