ANNEX 1

Operational Definitions

Emergence = evolution of a tourist destination through various cycles as envisaged in Tourist Area Life Cycle (TALC) of Butler.

Stages of Emergence = Cycles of evolution such as exploration, involvement, development, consolidation, stagnation, decline or rejuvenation as proposed by Butler in TALC.

Host Population = Local people residing in the destination area. They can also be termed as residents.
THE EMERGENCE OF DARJEELING DISTRICT IN WEST BENGAL AS A TOURIST DESTINATION: A PERSPECTIVE

A RESEARCH FOR THE DEGREE OF DOCTOR OF PHILOSOPHY
at
INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI

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(To be filled by the Local People at the Tourist Site)

Note: This information is being collected for the purpose of Research, the analysis of which will be published as a paper or in a book. All personal information shall strictly be kept confidential. I will be grateful if you kindly fill it for me.

Date of Survey: ………………………..............................……

Site …………………………………………………………………………………

Name (Optional)……………………………………Sex Male ☐ Female ☐

Age Group (Please ✓) 18 to 30 ☐ 31 to 45 ☐ 46 to 59 ☐ 60 and above ☐

Educational Qualification
Plus 2 ☐ Graduate ☐ Post Graduate ☐
Ph.D ☐ Other ☐

Occupation: ………………………………………………………………………………………………………………………………………………………………………

Place of Residence ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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3. In your view does the arrival of tourist helps in:
   a) Providing job                   Agree  Disagree
   b) Increase the money flow in the locality       Agree  Disagree
   c) Improving the local economy                Agree  Disagree

4. Would you like your area to be developed as a better tourist destination?       Yes  No

5. Would you like to start some small business of yours for catering to tourists? Yes  No

6. Would you like to be employed in the tourism sector?       Yes  No

7. Has any of the Government agencies taken any initiative in developing tourism in your locality? Yes  No
   If yes, are you satisfied with the method adopted by government? Yes  No
   If no, what suggestions do you have? ___________________________________________________

8. Do you believe that the following infrastructure created for tourism will also be of local use?
   1. Markets                       Yes  No
   2. Entertainment /Amusements    Yes  No
   3. Accommodation                Yes  No
   4. Roads                        Yes  No
   5. Transport and Communication  Yes  No

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(To be filled by the Tourists at the Sites)

Note: This information is being collected for the purpose of Research, the analysis of which will be published as a paper or in a book. All personal information shall strictly be kept confidential. I will be grateful if you kindly fill it for me.

Date of Survey : ............................................ Site ...........................................................................................................

Name (optional) ..................................................................................................................................................................

Country/state of residence: _______________________________________________________________________

Sex (Please ✓) Male ☐ Female ☐

What is your employment status? (mark the appropriate answer)
Employed. ☐ 2. Unemployed. ☐ 3. Student / pupil. ☐ 4. Other, what: _______________________________________________________________________

Age Group (Please ✓) 18 to 30 ☐ 31 to 45 ☐ 46 to 59 ☐ 60 and above ☐

Education Qualification : High School ☐ Graduate ☐ Post Graduate ☐ PhD ☐ Other _________________

1. How do you first become aware of Darjeeling Town/ other destinations in Darjeeling District?
   1. I already knew it, ☐ 2. The internet and other Media ☐ 3. Travel agency ☐
   4. Other, specify: ____________________________________________________________________________

2a. Is this your first visit to this tourist destination? Yes ☐ No ☐

2b. How many times have you visited Darjeeling Town / other destinations in Darjeeling District?
   1. Twice ☐ 2. Three times ☐ 3. Four times ☐ 4. Five times ☐
   5. Other, Specify ____________________________________________________________________________

3. What is the main reason / reasons for your visit to this tourist destination?
   1. Rest, relaxation ☐ 2. Visiting Friends and Relatives ☐ 3. Attending a conference, congress, seminar, business etc. ☐

4. In your opinion what makes Darjeeling Town /other destinations in Darjeeling District a unique tourist destination?

   A. Scenic Beauty ☐
   B. View of Kanchenjunga ☐
   C. Climate ☐
   D. Heritage ☐
   E. Other, Specify ____________

(Please ✓)
5. In your opinion how tourist friendly are the following?
1= very much tourist friendly 2= tourist friendly 3= somewhat tourist friendly 4= less tourist friendly 5= least tourist friendly

<table>
<thead>
<tr>
<th>Rank</th>
<th>A. Drivers</th>
<th>B. Local people</th>
<th>C. Hoteliers, Lodge owners, Home stay owners</th>
<th>D. Touts</th>
</tr>
</thead>
</table>

6. How much do you spend per person daily during your visit to this tourist destination?
   a) below ₹6001 (US $ 120) □ b) ₹6001 - ₹1500 (US $ 120- US $ 300) □ c) above ₹15001 (US $ 301) □

7a. Do you plan to visit Sikkim?  Yes □ No □

7b. Have you visited Sikkim?  Yes □ No □

7c. Which of these do you rate higher as a tourist destination? (Please ✓)
   A Darjeeling District □ B Sikkim/Gangtok □

7d. State the reason /reasons for your choice in order of importance
   1. Most important 2. More important 3. Important 4. Less important 5. Least important

<table>
<thead>
<tr>
<th>Rank</th>
<th>A. Less Crowded</th>
<th>B. Clean Environment</th>
<th>C. Efficiency in Service</th>
<th>D. Better Infrastructure</th>
<th>E. Higher Quality Accommodation</th>
</tr>
</thead>
</table>

8. How was your trip to this tourist destination organized?
   1. Independent tour □ 2. Package tour by a Travel agency □

9. Do you think that Darjeeling Town/other destinations in Darjeeling District are accessible to tourist?  Yes □ No □
   If 'No' rank the following reasons in the order of importance
   1= first 2= Second 3= Third 4= Fourth 5= Fifth

<table>
<thead>
<tr>
<th>Rank</th>
<th>A. Inadequacy of Transport</th>
<th>B. Lack of quality accommodation</th>
<th>C. Lack of specific information</th>
<th>D. Insufficient infrastructure</th>
</tr>
</thead>
</table>

10. Do you think that your experience of following items represent value for money?
    1= Very Good 2= Good 3= Average 4= Poor 5= Very Poor

<table>
<thead>
<tr>
<th>Rank</th>
<th>A. Accommodation</th>
<th>B. Food and drink</th>
<th>C. Souvenirs and Handicrafts</th>
</tr>
</thead>
</table>
11. Do you feel that the travel to this tourist destination has been pleasant for you?  
   Yes ☐  No ☐

   **If 'NO' specify the factors**
   1. Bad condition of roads ☐  
   2. Excessive cost of transport ☐  
   3. Traffic jam ☐

12. Do you feel that the overall stay in this tourist destination has been satisfactory for you?  
   Yes ☐  No ☐

   **If 'NO' specify the factors**
   1. Water scarcity ☐  
   2. Overcrowding ☐  
   3. Inefficient services ☐  
   4. Environmental Pollution ☐

13. Did you visit a tea garden during your stay at Darjeeling?  
   Yes ☐  No ☐

14. Have you visited any religious centres/monasteries?  
   Yes ☐  No ☐

15. Do you plan to participate in the following adventure sports?  
   Yes ☐  No ☐


16. Would like to visit this tourist destination again?  
   Yes ☐  No ☐  May be ☐

17. Will you recommend this tourist destination to your friends, and acquaintances?  
   Yes ☐  No ☐

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Thank you very much for your time and answers!

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Babu Joseph
Research Scholar
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