

## RESULTS AND DISCUSSION

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Commensurate with the objectives set forth for the present study, the results of the analysis so obtained are presented in this chapter in four sections. In the first section, the socio-economic profile of all the selected households viz. the general Respondents, Travel Agents/Transporters, Owners/Managers of the Hotels, Traders/Entrepreneurs, Dhabas/ Restaurants/Tea shops and the visitors/Tourist visiting the area more often. The visitors from the tourists have been selected from the persons who have visited the area earlier also. In the second section, the responses of respondents were analysed with the help of simple percentage method. The higher percentages indicated closer to the responses. The third section assessed the responses with the help of mean, standard deviation and mean ranking and T/Z tests. These were employed with the intension to find out the intensity of responses given by the respondents. Higher mean indicated the higher intensity of responses where as low ranking indicated low intensity. This section also included the analysis to ascertain the significance impact. In the next section, factor analysis was used to examine the respondents' responses. There were 40 items identified which were further grouped into five factors as per their relevance to the core factor viz. Economic Development, Cost of Living, Infrastructure Development, Socio-Economic Effect and Environment quality..The data analysed to find impact using Likert scale viz. Very True, True, No Idea/Not certain, Wrong and Very wrong formed the basis of analysis. Rank correlation formed the last section of analysis

### 5.1 PROFILE OF VARIOUS STAKEHOLDERS

To find out the impact of tourism, the various beneficiaries like the residents of the area, hoteliers, *dhabas*/restaurants/tea shop owners and the traders dealing with various goods like *karyana* merchants, bakery owners, grocery stores departmental stores etc. and the tourists who have visited the area at least one time earlier have been considered in the study. The socio-economic profile of the selected respondents from these categories has been discussed below:

#### 5.1.1 Respondents Profile

The residents of the area play a significant role in the impact assessment since they are considered as the real witnesses of tourism scene both as an actor and spectator

and eventually they are the ones who directly or indirectly are affected by tourism development. For the present study 384 locals residents were interviewed and their responses were recorded in response to the socio-economic profile.

#### 5.1.1.1 Age and Sex of the Respondents

The study of sex and age group of the respondent is of utmost importance as the adoption of technology and new ideas depend on these two factors. One can venture and take risk depending on the responsibilities and the productive age. The classification of respondents according to sex and age group presented in table 5.1 revealed that in general combining both the states together, the percentage of male respondents were 89 percent as compared to 11 percent females. This however, varied across states. In Haryana the percentage of males was 91 percent, while in Uttarakhand it was observed to be 86 percent. As a result percentage of female respondents was higher in Uttarakhand as compared to Haryana.

**Table 5.1 Classification of Respondents according to Age and Sex in Shivalik Hill Areas of Haryana and Uttarakhand**

States	Age Group				Gender		
	18-45	45-60	Above 60	Total	Male	Female	Total
Haryana	114	70	8	192	175	17	192
%	59.38	36.46	4.17	100	91.15	8.85	100
Uttarakhand	89	100	3	192	166	26	192
%	46.35	52.08	1.56	100	86.46	13.54	100
Overall	203	170	11	384	341	43	384
%	52.86	44.27	2.86	100	88.80	11.20	100

The classification of respondents according to age revealed that 53 percent of the respondents were in the most productive age group of 18-45 years followed by 44 percent in the age group of 45-60 years. Only around 3 percent of the respondents were above 60 years of age. The data across states revealed that the percentage of respondents in the most productive age was higher in Haryana, but reverse was observed to be true in the case of age group of 45-60 years. However, the percentage of respondents above 60 years of age was higher in Haryana (4%) as compared to 2 percent in Uttarakhand.

### 5.1.1.2 Education Status of the Respondents

The education status of the respondents moulds the respondent's response to the improved technology and adoption of new ideas and practices. Since the impact of tourism widely depends upon the respondent's knowledge and intelligence, it is therefore very essential to study the education status of the respondents. The education status of the respondents classified according to the education obtained has been presented in table 5.2

**Table 5.2: Classification of Respondents according to Education Standard in Shivalik Hill Areas of Haryana and Uttarakhand**

States	Education Status					
	Illiterate	Primary	Matric	Graduate	Post Graduates	Total
Haryana	5	32	110	36	9	192
%	2.60	16.67	57.30	18.75	4.68	100
Uttarakhand	4	32	128	26	2	192
%	2.08	16.67	66.67	13.54	1.04	
Overall	9	64	238	62	11	384
%	2.34	16.67	61.98	16.15	2.86	100

It was observed that in general, majority of the respondents were well educated. Around 62 percent of the respondents were matriculate. Another 16 percent and 3 percent were graduates and post-graduates respectively. Thus 81 percent of the respondents were well educated. Only 2 percent respondents were illiterate while the remaining 17 percent had their education up to primary level. Variations, however were observed in between the states. The percentage of graduates and post-graduates were higher in Haryana, while matriculates were higher in Uttarakhand. The percentage of primary passed was almost equal in both the states, while illiterates were marginally higher in Haryana.

### 5.1.1.3 Occupation Status of the Respondents

Occupation structure of the respondents has been classified into Service, Farming Business, Artisan, Labour and House wife etc. The number and percentage of respondents in each group has been presented in table 5.3

It could be observed from the table that in all, 27 percent were business men/traders engaged either as shop keepers or skilled technicians running their own business like pot makers, blacksmiths, carpenters and construction workers etc. followed by 22 percent farmers. 19 percent of the respondents were employees in Government or private jobs like hotels, restaurants, transporters or the traders. 14 percent and 11 percent were either artisans or labourers doing work on daily wage basis. The remaining 8 percent were the housewives.

**Table 5.3: Classification of Households According to Occupation Status in Shivalik Hill Areas of Haryana and Uttarakhand**

States	Occupation Status						Total
	Service	Business	Artisan	Farming	Labour	Housewife	
Haryana	39	41	26	51	24	11	192
%	20.31	21.35	13.54	26.56	12.50	5.73	100
Uttarakhand	33	61	26	35	17	20	192
%	17.19	31.77	13.54	18.23	8.85	10.42	100
Overall	72	102	52	86	41	31	384
%	18.75	26.56	13.54	22.40	10.68	8.07	100

#### 5.1.1.4 Income of the Respondents

Income of the respondents is another important indicator of development and well being. To have a realistic assessment of the impact of tourism, all the selected respondents were classified according to the income groups on the basis of income ascertained from them and have been presented in table 5.4

It could be observed from the table that 47 percent of the total respondents were in the income group of more than Rs 50,000 followed by 44 percent having their income in the group of Rs 25000-Rs 50000. Thus 91 percent of the total respondents had fairly good income exceeding Rs 25000. Another 8 percent of the total respondents had their income between Rs10000 to 25000. Only less than 1 percent respondents had their income less than Rs 10000. Not much variation was observed in the income groups across states, however, the percentage of respondents having higher income were higher in Uttarakhand than Haryana. Respondents having their income less than Rs 3000 were very insignificant (0.26%). Thus it could be generalised that most of the

selected respondents were financially sound and reaping the benefits of tourism and enjoying the life.

**Table 5.4: Classification of Respondents according to Income (Rs/month) in Shivalik Hills Area of Haryana and Uttarakhand**

States	Up to 3000	3001-10000	10001-25000	25001-50000	>50000	All
Haryana	0	1	19	80	92	192
%	0.00	0.52	9.90	41.67	47.91	100
Uttarakhand	1	1	12	88	90	192
%	0.52	0.52	6.25	45.83	46.88	100
Overall	1	2	31	168	182	384
%	0.26	0.52	8.07	43.75	47.40	100

#### 5.1.1.5 Caste Structure

Caste structure too affects the adaptability to the new technology and innovations. As such the caste structure of the selected respondents has been presented in Table 5.5 below:

**Table 5.5: Classification of Respondents according to Caste Structure in Shivalik Hills Area of Haryana and Uttarakhand**

States	Social Group			
	SC	BC	General	Total
Haryana	31	54	107	192
%	16.15	28.13	55.73	100
Uttarakhand	27	52	113	192
%	14.06	27.08	58.85	100
Overall	58	106	220	384
%	15.10	14.06	70.83	100

It could be observed from the table that 71 percent of the respondents were from General category. The respondents belonging to the Scheduled Castes and Backward classes were found to be 15 and 14 percent respectively. Not much difference was observed in the percentage of respondents in between the states.

### 5.1.1.6 Employment Pattern

Employment pattern (Table 5.6) of the selected respondents revealed that 69 percent of the respondents were fully employed. Partially/seasonally employed and pensioners were observed to be 15 and 1 percent respectively. The remaining 15 percent were unemployed. Not much difference was observed in between the two states.

**Table 5.6: Employment Pattern of the selected Respondents in Shivalik Hills Area of Haryana and Uttarakhand**

States	Employment Status			
	Unemployed	Seasonally Employed	Employed	Pensioner
Haryana	32	28	130	2
%	16.67	14.58	67.71	1.04
Uttarakhand	27	30	135	0
%	14.06	15.63	70.31	0.00
Overall	59	58	265	2
%	15.36	15.11	69.01	0.52

### 5.1.2 Repeat Tourists Profile

To know about the impact in the area, it is always better to ascertain the views of those respondents, who have visited the area more than once in the past, since they are better aware about the development of the area over their previous visit. So an attempt has been made to ascertain their views. Before eliciting their views, it is of utmost importance to study their profile. The socio-economic profile of the tourists has been presented below:

#### 5.1.2.1 Age and sex of the Tourists

Age and sex being an important aspect which affects the tourists visit to the same place again and again. The classification of respondents revealed that 83 percent of the respondents were males, the remaining 17 percent being females. The percentage of males in between the states varied. In Haryana the percentage of males was observed

to be 87 percent as against 80 percent in Uttarakhand. Similarly the percentage of females in Haryana and Uttarakhand was observed to be 13 and 20 percent.

The classification of the age group of tourists further revealed that 48 percent were in the age group of 18-45 years and the remaining 52 percent were 45-60 years old. None of the tourist was above 60 year of age. Variation however was observed in between the states. Percentage of tourists in the age group of 18-45 years was higher in Haryana (55%), while the tourists in the age group of 45-60 years were higher in Uttarakhand

**Table 5.7: Classification of Tourists according to sex and Age group in Shivalik Hills Area of Haryana and Uttarakhand**

	18-45	45-60	Above 60	Total	Male	Female	Total
Haryana	33	27	-	60	52	8	60
%	55.00	45.00		100.00	86.67	13.33	100.00
Uttarakhand	25	35	-	60	48	12	60
%	41.67	58.33		100.00	80.00	20.00	100.00
Overall	58	62	-	120	100	20	120
%	48.33	51.67		100.00	83.33	16.67	100.00

### 5.1.2.2 Education Status

The aesthetic interest to visit various hill stations, historical monuments, religious sites and natural sceneries depend on the education level. It is, therefore, necessary to study the education level of the tourists visiting the specific sites repeatedly, which has been presented in Table 5.8

It could be observed from the table that considering both the states together, 68 percent of the tourists were matriculate, followed by 26 percent graduates. Another 2 percent were post-graduates, while 4 percent were having their education up to primary level. None of the tourists was illiterate. Little difference was observed in between the states except for that primary passed tourists were higher in Uttarakhand as compared to Haryana.

**Table 5.8: Classification of Tourists according to Education Status in Shivalik Hills Area of Haryana and Uttarakhand**

States	Illiterate	Primary	Matriculate	Graduate	Post Graduate	Total
Haryana	0	1	42	16	1	60
%	0	1.67	70.00	26.67	1.66	100
Uttarakhand	0	4	40	15	1	60
%	0	6.67	66.67	25.00	1.66	100
Overall	0	5	82	31	2	120
%	0	4.17	68.33	25.83	1.67	100

### 5.1.2.3 Occupation Status of the Tourists

The occupation status has a great bearing on the tourists since the tourists need energy, money and time/leisure. The occupational status of tourists presented in table 5.9 revealed that majority of the tourists belonged to the business category (43%) followed by service category people (26%) and the farming community (23%). Only about 8 and 1 percent of the tourists belonged to the category of artisans and labour class. Not much difference was observed in between the two states.

**Table 5.9: Classification of Tourists according to Occupation Status in Shivalik Hills Area of Haryana and Uttarakhand**

States	Occupation Status					
	Service	Business	Artisan	Farming	Labour	Total
Haryana	15	27	4	14	-	60
%	25.00	45.00	6.67	23.33	-	100
Uttarakhand	16	25	5	13	1	60
%	26.67	41.67	8.33	21.67	1.66	100
Overall	31	52	9	27	1	120
%	25.84	43.33	7.50	22.50	0.83	100

### 5.1.2.4 Income of the Tourists

Income of the tourist is a prime factor since visit to a place needs money and time. The low or medium income group people can visit a place once a while, but not very often. The classification of tourists according to income revealed that 88 percent



of the tourists were in the income bracket of more than Rs 50000. Only about 12 percent of the tourists were in the income group of 25001-50000. None of the repeat tourist was from the low income groups (<Rs 25000 each).

#### 5.1.2.5 Caste structure

Caste structure of the repeat tourists revealed that in both the states combined together, majority of the tourists (68%) belonged to the general category followed by 25 percent from the backward classes. Only the remaining 7 percent belonged to the scheduled castes. In between the states, little difference was observed among the scheduled caste students. However the visitors in the general category were higher in Haryana, while BC category tourists were higher in Uttarakhand.

**Table 5.10: Classification of Tourists according to Income in Shivalik Hills Area of Haryana and Uttarakhand**

States	Monthly Income			
	Upto 10000	10001-25000	25001-50000	➤ 50000
Haryana	-	-	6	54
%			10.00	90.00
Uttarakhand	-	-	9	51
%			15.00	85.00
Overall	-	-	15	105
%	-	-	12.50	87.50

#### 5.1.2.6 Repeat Visitors

Many a times the tourists like a certain place due to the various reasons, could be to enjoy the natural beauty, climate, religious site or a place of historical importance or is related with specific games or due to any personal reasons. In the study, an attempt has been made to find out as to how often the visitors have come to the place and ascertain their views about the place. The classification of tourists according to the number of visits has been presented below in table 5.12

**Table 5.11: Classification of Tourists according to Caste Structure in Shivalik Hills Area of Haryana and Uttarakhand**

States	Social Group			
	SC	BC	General	Total
Haryana	5	13	42	60
%	8.33	21.67	70.00	100
Uttarakhand	4	17	39	60
%	6.67	28.33	65.00	100
Overall	9	30	81	120
%	7.50	25.00	67.50	100

**Table 5.12: Classification of Tourists according to number of visits in Shivalik Hills Area of Haryana and Uttarakhand**

States	Social Group				
	Once	Twice	Thrice	Routine visitor	Total
Haryana	4	11	34	11	60
%	6.67	18.33	56.67	18.33	100
Uttarakhand	16	26	15	3	60
%	26.67	43.33	25.00	5.00	100
Overall	20	37	49	14	120
%	16.67	30.83	40.83	11.67	100

It could be observed from the table that in the Shivalik range, combining both the states together, 41 percent of the visitors interviewed has reported visiting the specific place thrice earlier, followed by 31 percent having visited the place twice in the past. Almost 12 percent of the tourists were the routine visitors to the place. 17 percent of the tourists reported that they had visited the place only once earlier and this was their second visit. Variations were however observed in between the states. In Haryana, maximum number (57 %) of the tourists had visited the place thrice earlier followed by 18 percent tourists each visiting the place twice or in routine. As compared to this, in Uttarakhand, 43 percent of the tourists interviewed reported that they visited the place

twice earlier followed by 27 percent visiting the place second time. Almost all the tourists reported that the reason of their repeat visits to the spot were due to their liking for the said spot.

#### 5.1.2.7 Purpose of Visit of Tourist

Tourists visiting the area have multifold objectives like pleasure and sight-seeing, adventures (river rafting, rowing, climbing, canoeing and camping etc.), religious places and temples of historical importance, medical health (ayurvedic treatment, medication and practicing yoga), business, government duty and other unspecified purposes. The detailed classification of the visitors according to the purpose of the visit of the various tourists has been presented in the table 5.13 below:

**Table 5.13 Purpose of Visit of the Tourists in Shivalik Hills Areas of Haryana and Uttarakhand (in %)**

Particulars	Haryana (60)	Uttarakhand (60)	All (120)
Enjoyment & Sight Seeing	46.67	50.00	48.33
Adventure	25.00	21.67	23.33
Religious	15.00	18.34	16.67
Medical/Health	0	3.33	1.67
Business	6.67	3.33	5.00
Government Duty	5.00	3.33	4.17
Any Other	1.66	-	0.83
Total	100	100	100

It could be observed from the table that about 48 percent of the tourists visited the area for enjoyment, merry making and sight-seeing followed by 23 percent for adventure. They visited the area for various type of sports, water rafting, canoeing and mountaineering etc. Around 17 percent of the visitors, particularly above 50 generation visited the area for paying respect and gratitude to the various deities in whose memories various temples have been erected in the area. Around 5 percent and 4 percent visitors came to the area either for business purposes or were on Government duty respectively. Only around 2 percent of the visitors visited the area for getting medical treatment or learning Yoga etc. The remaining 1 percent tourists had reasons, which they did not like to disclose. More or less similar pattern was observed in both the states.

### 5.1.3 TOURIST AGENCIES/TRANSPORTERS

Survey included travel agencies, tour operators and travel agents having established their business at the important locations in the study area of both the states of Haryana and Uttarakhand. These business establishments were located at Dehradun, Haridwar and Udham Singh Nagar in Uttarakhand and Panchkula, Kalka, Chandigarh and Yamuna-Nagar in Haryana. A total 24 business establishments willing to co-operate and spare some time to give the valuable inputs for the study were interviewed. However, the questions pertaining to the business secrets were avoided. It was found that majority of these organizations were working as handling agents or ground operator. Like the other questionnaires, the questionnaire of agencies too comprised of two sections- first section included the information about their businesses like year of establishment, main functions of organization, number of employees, facilities hired by them, number and type of tourists being handled by them. The second section of questionnaire was for ascertaining the impacts of tourism.

#### 5.1.3.1 Particulars of the Tourist Agency

The status of the travel agencies in respect of the residential status and time spent in the said business has been presented in table 5.14 below:

**Table 5.14: Particulars of Travel Agencies in the Shivalik Hills Area of Haryana and Uttarakhand**

Particulars	Residential Status		Age of Establishment		
	Local	Outsider	<5yrs	5-10 yrs	>10 yrs
Haryana	11	1	0	0	12
%age	91.67	8.33	0.00	0.00	100.00
Uttarkhand	12	0	0	1	11
%age	100.00	0.00	0.00	8.33	91.67
Total	23	1	0	1	23
%age	95.83	4.17	0.00	4.17	95.83

It could be observed from the table that about 96 percent of the travel agencies were set up by the local people. Only about 4 percent of the agents belonged to the areas outside the state. The reason assigned could be the awareness to the area, local

contacts and understanding the local language. In between the states, the local people entering the trade were 92 percent in Haryana, while in Uttarakhand, the share of local people was 100 percent. To assess the stature/standing in the business, the agencies were classified into less than years, 5-10 years and more than 10 years. It could be observed from the table that in all 96 percent of the agencies were old agencies having more than 10 years standing. The remaining 4 percent of the agencies were 5-10 years old. None of the newly set up agencies figured in the sample, which could be due to the fact that the old giants didn't let the new agencies come up and succeed and as such they dominated the scene. In between the states, in Haryana State only 1 agency (8%) was between 5-10 years old, while in Uttarakhand, all the agencies were more than 10 year old. The organization structure of travel agencies based in study area has a simple structure. Normally two or three persons manage the business. Interestingly most of the travel agencies have employed guides as well as cooks for the tours.

#### **5.1.3.2 Type of Establishment**

Type of establishment is considered to be an important factor in the management of tourists and taking them round the area. All the agencies classified into proprietorship, partnership, co-operative, franchise and the sub agency of a bigger chain presented in table 5.15 revealed that in the area, most of the travel agencies were either owned by individuals or were in partnership set up. None of the agencies included in the sample was in the co-operative sector. Even the franchises or the sub agencies of a bigger set up at the national or state level did not figure in the sample. In all 75 percent of the agencies were the proprietorship concerns while in the remaining 25 percent, there was more than one partner. In between the states, the percentage of proprietorship firms was higher in Uttarakhand (83%) as compared to 67 percent in Haryana. As against this, the percentage of partnership firms was higher (33%) in Haryana as compared to Uttarakhand (17%).

**Table 5.15 Type of Establishment of Travel Agencies in Shivalik Hills range in Haryana and Uttarakhand**

Particulars	Proprietor	Partnership	Co-operative	Franchise	Sub-Agency
Haryana	8	4	0	0	0
%age	66.67	33.33	0.00	0.00	0.00
Uttarkhand	10	2	0	0	0
%age	83.33	16.67	0.00	0.00	0.00
Total	18	6	0	0	0
%age	75.00	25.00	0.00	0.00	0.00

### 5.1.3.3 Tourist Preferences by the Travel Agencies

Since the income of the tourist agencies widely depend upon the inflow of both domestic and international tourists, it was therefore considered very essential to study the type of tourists visiting the area and the preferences of the agencies. As such the tourists were classified into various groups viz. Individuals, Groups, Foreigners, Female exclusively and combined tourists. Detail of the data collected on this aspect from the Tourist agencies has been presented in table 5.16 below:

**Table5.16: Preferences of Tourists by the Travel Agencies in Shivalik Hills Areas in Haryana and Uttarakhand**

Particulars	Individuals	Groups	Foreigners	Ladies	Combined
Haryana	3	2	3	1	3
%age	25.00	16.67	25.00	8.33	25.00
Uttarkhand	2	2	4	2	2
%age	16.67	16.67	33.33	16.66	16.67
Total	5	4	7	3	5
%age	20.83	16.67	29.17	12.50	20.83

It could be observed from the table that maximum number of agencies preferred the foreign tourists followed by the mixed domestic tourists (ladies, gents and children) because of the financial considerations. Exclusive female tourists were not preferred because of security reasons. It is a general feeling among the travel agencies that foreign tourists were more generous in payments and rarely entered into bargaining. Some of the agencies preferred individuals for the same reasons. Variations however

were observed in between the states. In Uttarakhand preference was very clear for the foreign tourists. Preferences of the Travel agencies/agents across the various economic groups viz. elite class, budget class and the lower class groups presented in the table 5.17 revealed that 50 percent of the total agencies preferred budget class category of persons followed by the elite class (38%). Only 12 percent of the travel agencies preferred the lower class tourists for the obvious reasons.

**Table 5.17 Preferences of Travel Agents across Class of Tourists in Shivalik Hill Areas of Haryana and Uttarakhand**

Particulars	Haryana	% age	Uttarakhand	%age	Total	%age
Elite class	5	41.67	4	33.33	9	37.50
Budget Class	5	41.67	7	58.33	12	50.00
Lower Class	2	16.67	1	8.33	3	12.50
All	12	100	12	100	24	100

In between the states in Uttarakhand, the preferences for the budgetary tourists were much higher (58%) as compared to the Haryana agents (42%). However Haryana agents had higher preferences for the elite class tourists.

#### **5.1.3.4 Jobs undertaken by the Travel Agencies**

The travel agencies in the various cities have been set up in the area for the convenience of tourists. These tourist agencies provide various facilities to the tourists in respect of making the vehicles available for visit to various sites and providing the services of guides. In addition to these they provide the facility of hotel reservation at various sites as also in the city like Bus reservation for their back journey, railway ticket booking, taxis with varying capacities from 4 to 9 tourists. All sort of air condition, non air condition, video coach and Volvo mini buses and big buses are also arranged for the tourists groups depending upon the amount they would like to spend. 75 percent of these agencies were engaged in making the Ticket reservation for day and night service buses going to the reservation and the air ticket booking. The jobs undertaken by the selected tourist agencies presented in table revealed that all the agencies were undertaking the job of reservation of tourists for various hotels in the city, tourist spots and even hotels in other cities.

**Table 5.18 Jobs undertaken by the travel Agencies in Shivalik Hill Areas in Haryana and Uttarakhand**

<b>Particulars</b>	<b>Haryana</b>	<b>%age</b>	<b>Uttarakhand</b>	<b>%age</b>	<b>All</b>	<b>%age</b>
<b>Hotel Reservation</b>						
Yes	12	100	12	100	24	100
No	0	0	0	0	0	0
<b>Local Transport</b>						
Yes	12	100	12	100	24	100
No	0	0	0	0	0	0
<b>Ticket Reservation Bus</b>						
Yes	10	83.33	8	66.67	18	75.00
No	2	16.67	4	33.33	6	25.00
<b>Ticket Reservation- Rail</b>						
Yes	11	91.67	7	58.33	18	75.00
No	1	8.33	5	41.67	6	25.00
<b>Ticket Reservation-Air</b>						
Yes	1	8.33	4	33.33	5	20.83
No	11	91.67	8	66.67	19	79.17
<b>Any other</b>						
Yes	3	25.00	2	16.67	5	20.83
No	9	75.00	10	83.33	19	79.17

Due to their contacts, they get not only preferences for their customers, but are paid handsome commissions. Some of the tourist agencies give special concession to their customers out of their commission. No variation was however observed in between the states in this respect. Likewise the local transport was also provided to the tourists according to their requirement for various destinations in far flung cities. In between the states, the percentage of agencies selected making the bus reservations varied from 67 percent in Uttarakhand to 83 percent in Haryana. In respect of railway ticket reservation, only 25 percent of the agencies were operating. Small number of



agencies engaged in the process could be due to the tedious job and engaging a special person to stand in queue for making the reservations, which sometimes was found to be un-economic. However some agencies have registered themselves for 'e' booking. Similar was the case for air reservation for which special agency was to be taken. In addition to this, about 21 percent of the agencies were undertaking various other jobs like helping the tourists in their shopping and miscellaneous other unspecified jobs.

#### **5.1.3.6 Availability of Facilities with Travel agencies**

The success of a tourist agency depends upon the facilities he owns or on which he has got a command. The facilities available with the tourist agencies as given in table 5.19 revealed that most of the tourist agencies did not own their own fleet of vehicles rather they had a contact with various private car owners, taxis (having various seating capacities) and buses etc, which they call at short notice. These agencies have settled the terms of contract with the owner of these facilities and on the bases of these, they quote to the various passengers after adding their commission and the other expenditure to be met by them like toll barrier, parking and other taxes etc. It could be further observed from the table that on an average a tourist agency has on its panel 2.46 cars of various seating capacities, 2.88 taxis and 1.33 buses. For emergency purposes, some of the agencies have kept their own cars and are using these for the tourists. The percentage of self owned cars however was very small (20%), which varied from 17 percent in Haryana to 24 percent in Uttarakhand. The monthly, weekly or fortnightly contract was avoided and almost all the 100 percent agencies reported calling for these services at need. For large capacity buses to make the optimal use of seats, even two to three agencies pooled together and shared one vehicle economizing the cost of travel per tourist. The only viable contract with the car/taxi and bus owners was "At need". The tickets were booked and the owner sends the vehicle at the proposed date and time. Some of the agencies pooled together and provided daily services.

**Table 5.19 Availability of Vehicles with Travel agents used in Transportation of Tourists in ShivalikHillsRange in Haryana and Uttarakhand**

Particulars	Haryana	%age	Uttarakhand	%age	All	%age
<b>CARS</b>						
No. of vehicles	30		29		59	
No. of Seats (each)	5.75		4.25		5.0	
Arrangement of Vehicles- Owned	5	16.67	7	24.13	12	20.34
Hired	25	83.33	22	75.87	47	79.66
Hiring Arrangements						
Monthly	-	-	-	-	-	-
Seasonal	-	-	-	-	-	-
Weekly	-	-	-	-	-	-
At need	25	100	22	100	47	100
<b>TAXIS</b>						
No. of vehicles	25		44		69	
No. of Seats (each)	6.00		7.25		6.59	
Arrangement of Vehicles- Owned	2	12.50	-	0	2	6.25
Hired	14	87.50	16	100	2	93.75
Hiring Arrangements						
Monthly	-	-	-	-	-	-
Seasonal	-	-	-	-	-	-
Weekly	-	-	-	-	-	-
At need	14	100	16	100	-	100
<b>BUS</b>						
No. of vehicles	16		16	32		
No. of Seats (each)	38.63		34.56	36.59		
Arrangement of Vehicles- Owned	-	-	-	-	-	-
Hired	16	100	16	100	32	100
Hiring Arrangements						
Monthly	-	-	-	-	-	-
Seasonal	-	-	-	-	-	-
Weekly	-	-	-	-	-	-
At need	16	100	16	100	32	100

### 5.1.3.7 Clientage of Travel agencies

Clientage of the tourist companies comprised of the various tourists and visitors coming to the area. Since they were unaware of the system in general and the area in particular, they needed some assistance regarding where to go, how to go, which were the important sites, what was the normal tariff and where these services were available. To get the required assistance, they either visited the tourist centres set up by the Government or Tourism Department. Since the tourist centres were not available and again to avail all the services at one place like booking the bus tickets/rail and air tickets at all the places, the only option was to contact the privately managed tourist agencies. Though most of the tourist agencies were not maintaining proper records and were unwilling to impart the data on these aspects, yet an attempt was made to ascertain the information. The information received in this respect has been presented below:

**Table 5.20 Domestic and Foreign Tourists availing the facilities at the Tourist Agencies in Shivalik Hill Areas in Haryana and Uttarakhand**

Particulars	Haryana	% age	Uttarakhand	%	Total	%
Domestic	190	74.80	236	71.52	426	72.95
Foreign	64	25.20	94	28.48	158	27.05
All	254	100	330	100	584	100

It could be observed from the table that on an average about 24 tourists (individuals or groups) sought the services of a tourist agency in the past week, the share of domestic and foreign tourists being 73 and 27 percent respectively. Variation was observed in between the states.. In Haryana, the total number of tourists was 21 and the share of domestic and foreign tourists was 75 and 25 percent, while in Uttarakhand the respective percentage was 72 and 28 and the total number of tourists was 27. These foreign tourists descended from the various European and Asian countries, while the domestic tourists were from the different parts of the country. The details of the tourists visiting from the various countries and contacting the selected agencies are placed below in table 5.21:

**Table 5.21 Country wise Arrival of Foreign Tourists in Shivalik Hill Areas in Haryana and Uttarakhand**

Country	Haryana	% age	Uttarakhand	%	Total	%
Australia	13	20.31	15	15.96	28	17.72
Canada	14	21.88	19	20.21	33	20.89
France	2	3.12	2	2.13	4	2.53
Germany	1	1.56	2	2.12	3	1.90
Holland	3	4.69	3	3.19	6	3.80
Israel	1	1.56	-	0	1	0.60
Italy	1	1.56	2	2.13	3	1.90
Japan	1	1.56	3	3.19	4	2.53
U.K	18	28.13	32	34.04	50	31.65
USA	10	15.63	16	17.03	26	16.46
Total	64	100	94	100	158	100

It could be observed from the table that maximum number of tourists visiting this area and contacting the tourist agencies were from U.K. (32%) followed by 21 percent from Canada and 18 percent Australia. USA was in close race and the percentage of visitors was observed to be around 16.5 percent. Some variations were observed in between the states, but more or less the trend was the same.

#### **5.1.4 Profile of Hoteliers**

To cater to the lodging and boarding arrangements of the tourists, all the category of hotels from ordinary hotels to five star hotels have come up in the various cities and tourist locations in the private sector in addition to the facilities provided by the State Governments and the Tourism Development Corporation. These hotels played an important role in developing the area. They were not only the consumers of the various goods and consumables produced in the area, but a major source of employment. The educated persons were being absorbed as managers and on clerical/supervisory jobs, the skilled and semi skilled being recruited for the jobs of

cooks, helpers, waiters, chefs and sweepers etc. The producers of various consumables like eggs, milk, bakery products, meat, vegetables and other consumables were getting the incentive price as compared to the sale in the market through intermediaries/commission agents etc. It was therefore necessary to include this category in the sample to ascertain the impact in the area. To have an idea as to how the hotel industry has benefited the local area, a sample of 24 hotels, 12 each from Haryana and Uttarakhand was drawn. The owner/manager or any other responsible person of the hotel was interviewed by the researcher on the specially structured open ended schedule and the results obtained have been discussed in this section.

#### 5.1.4.1 Type of Establishment

To ascertain the type of establishment of hotels, the hotels were categorized in to Single Proprietorship, Partnership, Cooperative, Private Ltd., Public Ltd. Franchises and the associate of a big chain. The detail of the establishment type of the hotels in the area has been presented in table 5.22 below:

**Table 5.22 Type of Establishment of Hotels in Shivalik Hill areas in Haryana and Uttarakhand**

Particulars	Type of establishment							
	Proprie- tor	Partner- ship	Cooper- ative	Pvt. Ltd	Ltd.	Member of a chain	Fran- chise	Assoc -iate
Haryana	6	6	0	0	0	0	0	0
%age	50	50	0	0	0	0	0	0
Uttarkhand	2	10	0	0	0	0	0	0
%age	16.67	83.33	0	0	0	0	0	0
Total	8	16	0	0	0	0	0	0
%age	33.33	66.67	0	0	0	0	0	0

It could be observed from the table that in general, combining both the states together 67 percent of the hotels were in the partnership type, while the remaining 33 percent were under the management of a sole proprietor. None of the hotels in the sample was in the co-operative, Pvt. Ltd., Ltd., Member of a bigger chain, franchisee or associate of a bigger hotel sector. The sole proprietor or the partnership hotels were being managed

either by the owners themselves or by paid managers and supervisory staff/clerks/receptionists. The other employees like the cooks, helpers, waiters, sweepers or the security persons too were employed by the hotel management on salary basis and were supervised/managed by the senior staff. However they were allowed the tips by the visitors/tourist for providing excellent services. Variation was observed across the states in terms of type of establishment. In Haryana, the ratio of sole proprietor and partnership hotels was 50:50, while in Uttarakhand, the percentage of partnership hotels was 83 percent as compared to 17 percent in Haryana. Residential status of the owners of the hotels revealed that in both the states, the owners and the partners in the hotels belonged to the respective states. None of the owners migrated to the states to settle and make fortunes in the hotel industry. This could be due to their local contacts and language skill in the area, which helped them to grow into the business and succeed.

#### 5.1.4.2 Grading of Hotels

The hotels as universally classified are the ordinary hotels- essentially required for the budgetary class tourists, one star/single star, two star, three star, four star and five star hotels. The one star and two star hotels cater to the requirement of upper middle class tourists, while three star and four star hotels are meant for the elite class tourists. For the survey only first four categories of hotels were selected since the bigger hotels were not co-operating and were hesitant to part with the information due to the hierarchy in their management systems. The details of the hotels selected in both Haryana and Uttarakhand State and overall for the area have been presented in table 5.23 below:

**Table 5.23 Grading of Hotels in Shivalik Range Area of Shivalik Hill areas of Haryana and Uttarakhand**

Particulars	Grading of hotels					
	Ordinary	single*	two **	Three***	Four ****	Five *****
Haryana	5	2	3	2	0	0
%	41.67	16.67	25.00	16.67	0	0
Uttarkhand	5	3	3	1	0	0
%	41.67	25.00	25.00	8.33	0	0
Total	10	5	6	3	0	0
%	41.67	20.83	25.00	12.50	0	0

It could be observed from the table that 42 percent of the total hotels selected were meant for the budget class tourists. Another 46 percent hotels-One star and two star hotels were catering to the needs of upper medium class tourists and the remaining 12 percent were serving the upper strata and elite category of tourists. Some variation was observed in between the states of Haryana and Uttarakhand.

#### 5.1.4.3 Mode of Attracting Tourists

Most of the hotels in the cities and more particularly the tourist areas use various facilities for attracting the tourists. Most of the tourists plan at their home in advance the area to be visited and the number of days to spend there. They were not fully aware of the good and comfortable hotels and the type of food being served in various hotels. Though some exercise was being done by them to search the hotels at the internet, but many a times, this did not match with the ground realities and the rates mentioned in the internet were exorbitant and varied widely when contacted personally. The hotel people being aware of the fact used various advertisement techniques for attracting the visitors. It is needless to say that on the main highways connecting the tourist areas, the hotel owners put up big size billboards mentioning the various facilities in their hotels, so that the visitors visiting the area could have a glimpse on these bill boards and keep their hotel in mind and short list their hotel while making the final selection. These hoteliers even had contacts with various local transporters like rickshaw owners, auto rickshaws and taxi owners operating from the various bus stands and railway stations, who brought the passengers to their hotels and as a gesture for bringing them got commission. The hotel owners advertised about their hotels in the National, local papers and magazines having considerable sales. Not only this, even in the cinema halls, slides mentioning the various facilities at their hotels were inserted. The details of the advertisement mode used have been presented in table 5.24 below.

**Table 5.24 Mode of Advertisement of Hotels in Shivalik Hill Areas of Haryana and Uttarakhand**

Particulars	Paper National	Paper Local	Bill Boards	Cinema Slides	Any Other
Haryana	1	4	3	2	2
%	8.33	33.33	25.00	16.67	16.67
Uttarkhand	-	5	3	1	3
%	-	41.67	25.00	8.33	25.00
Total	1	9	6	3	5
%	4.17	37.50	25.00	12.50	20.83

The data presented in table revealed that 38 percent of the hotel owners inserted the advertisement in the local papers since these were not only cheap, but reached the maximum hands. These days a trend has come up that some local papers earn from the advertisement inserted in their papers and as such were distributed free of charge to the people in various houses and were kept at some important points at the bus stands and railway stations for the people to pick up. The second important mode of advertisement were the big size bill boards put up on strategic points on the entrance roads to the cities and near the railway line, so that the people traveling by road or rail could have a glimpse on them. These bill boards highlighted the salient features of the hotels mentioning the various facilities available and the type of food served etc. The third important mode of advertisement was through the rickshaws, auto rickshaws and taxi owners, who operated from the bus stand and railway station more particularly at the night time. These local transporters took the passengers to the hotels having contact with them and pocketed the commission for favouring the hotel people. Only 4 percent of the hotel owners inserted the advertisement in the national papers. Low percentage of hoteliers to advertise in the national papers could be high cost and comparatively low advantage. Some variations across the states were found to be there in respect of issuing the advertisement in local papers and cinema slides etc.

#### **5.1.4.4 Mode of Conveyance used**

The tourists arrived to the places of their interest using the various modes of conveyance. The various modes of conveyance could be travelling by ordinary buses plying on a particular route from one bus stand to the other bus stand at specified time and at regular intervals, luxury coaches started by Department of Tourism/State Government and the Private Bus Operators to carry the tourists from one destination to the other. Its place of start and the destination were the tourist places. These days the luxury coaches are being run for elite citizens between two important stations. Taxis hiring in full or on single seat basis too were plying regularly at short intervals. Some of the travel agents transported the tourists from one point to the other in their own vehicles/buses driving themselves or with their drivers. Some of the tourists who wish to stay for a long period hire their own vehicle and employ a driver or enter into a contract with some travel agency to hire a taxi/car on monthly basis. In addition to this, the tourists use various other modes of conveyance and travel by rail or air and from there reached the hotels either by the air lines bus or hiring local taxis. To ascertain the



mode of conveyance used by the tourists, data from 120 tourists, who have visited the area earlier was ascertained, the details of which have been presented in table 5.25

It could be observed from the table that maximum number of tourists (40%) reached the hotels by taxis hired by them from the place of their residence or the main city from where they resumed their journey for the tourist place, followed by the tourists traveling by their own conveyance (18%) and travel agents vehicle (17%). About 16 percent of the tourists travelled by ordinary buses and from there arranged for the local conveyance to reach the hotels. Some of the private buses leave the passengers/tourists more specifically at the night time near to the place, where a good number of hotels were located. Only about 5 percent and 4 percent of the tourists used any other mode of conveyance or luxury buses respectively to reach the hotels. Variation was however observed in between the states, but was not well marked.

**Table 5.25 Mode of Conveyance used for reaching the Hotels in Shivalik Range Area of Haryana and Uttarakhand**

Particulars	Bus	Luxury Coaches	Taxis	Travel Agent's Vehicle	Tourists Direct/ Own Conveyance	Any other
Haryana	19	-	51	22	23	5
%	15.83	0	42.50	18.33	19.17	4.17
Uttarkhand	20	10	44	18	21	7
%	16.67	8.33	36.67	15.00	17.50	5.83
Total	39	10	95	40	44	12
%	16.25	4.17	39.58	16.67	18.33	5.00

#### **5.1.4.5 Infrastructure Facilities available at the Hotels**

Availability of required infrastructure is the primary requirement of the hotels to make the tourists stay comfortable. It is needless to say that the tourists spare some of their busy time and come to these places to enjoy, recreate and refresh themselves and spend the available time in the lap of nature. Throughout the day they roam and enjoy nature, visit historical or religious places and in the evening they come to the hotel a bit tired. As such their immediate need is to have a good and comfortable stay and good nourishing food of their choice, which they get in the hotels they stay. The basic infrastructure available in the room of the hotels is a homely environment having the facility of an air conditioner or heating arrangement as per the seasonal requirement, a

comfortable bedding, facility of a refrigerator, television, phone to talk to reception and facility of getting meals in the bed room or a good dining hall. The facilities like the recreational programmes in the central hall too are appreciated. The infrastructural facilities available in the hotel have been ascertained and presented in table 5.26 below:

It could be observed from the table that to cater to the needs of all sort of tourists, most of the hotels had single bed rooms to accommodate single persons, double bed rooms for couples or small families, set of 3-4 beds to accommodate bigger families and the halls for the use of students or other groups having budget restrictions on the one hand or would like the company of each other to enjoy at night time too. It could be observed from the table that on an average a hotel in the area had 9 single bed rooms, 31 double bed rooms, around 1, 3-4 bed room suite and 1.5 number common halls. These however varied from hotel to hotel. Across the states too, variations were observed. The number of single bed rooms, double bed rooms, 3-4 bed room suites in Haryana hotels was comparatively less as compared to Uttarakhand, showing the higher demand of rooms due to higher number of tourists visiting Uttarakhand. However common halls in the hotels of both Haryana and Uttarakhand were almost at the same level.

Detailed analysis of the table revealed that the facilities in the rooms were adequate. In the single bed rooms, almost 40 percent of the total rooms were equipped with air conditioner, while the remaining 60 percent were non air conditioned with room cooler facility kept for the budget class people. 94 percent of the total rooms were having the television facilities and the people staying in the rooms had an access to the cable net work and could watch the programmes of their choice at will. Some of the rooms were elite class rooms fully equipped with best quality beds and beddings, television, refrigerator and phone etc. Only about 6 percent of the total rooms did not have television, which could be, either television has gone out of order, needs heavy repairs or replacement or purposely kept as such since a few visitors preferred quiet environment. Among the double bed rooms too, almost 98 percent rooms had the facility of television. Among these rooms also, 2 percent of the rooms were kept for elite people having the facility of refrigerator, television, intercom, room bell and other amenities. The 3-4 bed room suites though not many too were equipped with most of the facilities. These types of rooms were not encouraged, however, in most of the hotels additional beds were allowed with extra charges in double bed rooms.

**Table 5.26 Infrastructure Facilities available at the Hotels in Shivalik Hill Areas of Haryana and Uttarakhand**

Particulars	Haryana	%	Uttarakhand	%	Total	%
<b>SINGLE BEDROOMS-A.C.</b>	28	32.94	56	43.75	84	39.43
Non AC	57	67.06	72	56.25	129	60.57
With Refrigerator	5	5.88	12	9.38	17	7.98
With T.V.	76	89.41	120	93.75	196	92.02
With both T.V & Ref.	5	5.88	11	8.59	16	7.51
With phone/intercom	85	100	128	100	213	100
TOTAL	85	100	128	100	213	100
Rooms per hotel	7.08		10.67		8.88	
<b>DOUBLE BED ROOMS-A.C.</b>	122	42.66	132	28.27	254	33.73
Non AC	164	57.34	335	71.73	499	66.27
With Refrigerator	4	1.40	9	1.93	13	1.73
With T.V.	280	97.90	456	97.64	736	97.61
With both T.V & Ref.	4	1.40	9	1.93	13	1.73
With phone/intercom	280	100	467	100	753	100
TOTAL	286	100	467	100	753	100
Rooms per hotel	23.83		38.92		31.38	
<b>FAMILY SUITES (3-4 Bed ROOMS-A.C.)</b>	-	0	5	27.78	5	21.74
Non AC	5	100	13	72.22	18	78.26
With Refrigerator	0	0	2	11.11	2	8.70
With T.V.	5	100	18	100	23	100
With both T.V & Ref.	0	0	2	11.11	2	8.70
With phone/intercom	5	100	18	100	23	100
TOTAL	5	100	18	100	23	100
Rooms per hotel	0.42		1.50		0.96	
<b>COMMON HALLS for Groups -A.C.</b>	2	10.53	2	12.50	4	11.43
Non AC	17	89.47	14	87.50	31	88.57
With Refrigerator	0	0	0	0	0	0
With T.V.	0	0	0	0	0	0
With both T.V & Ref.	0	0	0	0	0	0
With phone/intercom	19	100	16	100	35	100
TOTAL	19	100	16	100	35	100
Rooms per hotel	1.58		1.33		1.46	

Even some of the double bed rooms had an opening in between the two rooms and the visitors staying in these rooms could take the advantage of availing this facility. Most of the hotels had one or two halls, which the groups could use for staying/sleeping and also could be used for small functions for the groups staying in the hotels. Staff employed by the hotel, who were not provided with the stay arrangement could also use the space in the halls for sleeping or rest at odd hours.

#### **5.1.4.6 Facilities at the Hotels**

For proper functioning of the hotel and to provide efficient services to the consumers, the management of the hotels appoints the staff at various positions. The staff positions are at managerial and supervisory levels, clerical and reception levels, cooks, attendants, helpers, waiters, sweepers/cleaners and the persons entrusted with the job of security. To ascertain the pattern of employment and see the impact on employment, the information was ascertained on the domicile of persons employed or preferred for employment with the state domicile as also the people belonging to the other states. The number of persons employed and the state of their domicile has been presented below in table 5.27.

It could be observed from the table that on an average, a hotel employed between 15-16 persons, which comprised of a manager, 1.25 supervisors, 1.75 clerks/receptionist, 2.33 cooks, 5.5 helpers/waiters, 1.92 sweepers/cleaners and 1.54 security people. Over 95 percent of the total employees belonged to the respective states, while the remaining less than 5 percent (4.59%) belonged to the other states. Domicile of the employees in Uttarakhand was observed to be around 98 percent, while in Haryana it was found to be around 93 percent, which could be due to the reason that Uttarakhand and Himachal Pradesh being very close to Haryana, the employees belonging to these states could be hired at lower rates. At the managerial and supervisory level, the outside state employees were employed due to availability of better candidates and a strategy applied by the management to have a distance between the two categories of employees. In short, the hotel industry absorbed a good number of educated, skilled and semi skilled employees.

**Table 5.27 Staff Facilities available at the Hotels in Shivalik Range Area in Haryana and Uttarakhand**

Particulars	Haryana	%	Uttarakhand	%	Total	%
<b>Managerial</b>						
Total	12	100	12	100	24	100
From state	10	83.33	11	91.67	21	87.50
From other states	2	16.67	1	8.33	3	12.50
Per hotel	1.0		1.0		1.0	
<b>Supervisory</b>						
Total	14	100	16	100	30	100
From state	12	85.71	14	87.50	26	86.67
From other states	2	14.29	2	12.50	4	13.33
Staff per hotel	1.17		1.33		1.25	
<b>Clerical</b>						
Total	20	100	22	100	42	100
From state	18	90.00	21	95.45	39	92.86
From other states	2	10.00	1	4.55	3	7.14
Staff per hotel	1.67		1.83		1.75	
<b>Cooks</b>						
Total	30	100	29	100	59	100
From state	27	90.00	29	100	56	94.92
From other states	3	10.00	0	0	3	5.08
Staff per hotel	2.50		2.42		2.33	
<b>Helpers/waiters</b>						
Total	64	100	68	100	132	100
From state	60	93.75	68	100	128	96.97
From other states	4	6.25	0	0	4	3.03
Staff per hotel	5.33		5.67		5.50	
<b>Cleaners/Sweepers</b>						
Total	25	100	21	100	46	100
From state	25	100	21	100	46	100
From other states	0	0	0	0	0	0
Staff per hotel	2.08		1.75		1.92	
<b>Security people</b>						
Total	18	100	19	100	37	100
From state	18	100	19	100	37	100
From other states	0	0	0	0	0	0
Staff per hotel	1.50		1.58		1.54	
<b>TOTAL PER HOTEL</b>						
Total	183	100	187	100	370	100
From state	170	92.90	183	97.86	353	95.41
From other states	13	7.10	4	2.14	17	4.59
<b>Total staff per hotel</b>	15.24		15.58		15.42	

#### 5.1.4.7 Eco-friendly Services provided by the Hotels

The hotels are the consumers of polythene bags, tissue paper, napkins and disposable plates, tumblers and saucers etc. They are also the users of vegetables and and there is a lot of organic waste on account of peeling of vegetables and the left over meals in the plates of the consumers which, if not disposed of properly could lead to the dumping of left over near or on the backside of the hotels creating problem for the passerby's. It was therefore considered very necessary to ascertain the usage of these materials in the hotel and the way these were disposed off. The disposable material used in the hotels has been given below in table 5.28

**Table 5.28 Use of disposable Material in Hotels in Shivalik hills Range of Haryana and Uttarakhand**

Particulars	Restriction on use of Polythene - Bags		Type of Tissue paper/ Napkins Used				Restriction on use of Disposable Plates/ tumblers/ saucers etc.	
	Yes	No	Ordinary paper	Recycled Paper	Cloth	Any other	Yes	No
Haryana	12	0	11	1	5	-	12	0
%age	100	0	91.67	8.33	41.67	-	100	0
Uttarkhand	12	0	12	0	4	-	12	0
%age	100	0	100	0	33.33	-	100	0
Total	24	0	23	1	9	-	24	0
%age	100	0	95.83	4.17	37.50	-	100	0

It could be observed from the table that almost hundred percent of the hotels were restricting the use of polythene bags in both Haryana and Uttarakhand. They were either using paper bags or the bags of specified material as approved by the environment ministry. Regarding the use of tissue papers and the napkins, they were using the approved grades of paper which were easily absorbed and washed by water and did not create sewerage blockage. Only about 4 percent were using the recycled paper. 38 percent of the hotels were using cloth napkins, which were washed properly and given to the consumers at lunch, dinner and breakfast times. These napkins were used only once and replaced every time with the newly washed napkins. The disposable saucers, tumblers and plates were being used by almost all the hotels not in routine, but when groups were served or when the tourists had to take their meals during the field

visits or when the consumers wanted packed meals. These were collected and disposed of in a proper manner and the garbage collectors were instructed to burn these at the site where the garbage was dumped. None of the hotels reported having any system of sewage treatment plant.

The hotels reported using the various energy saving measures. The burning of wood and charcoal were replaced by diesel 'chulhas' or the LPG burners. Only while baking the 'tandoori rotis' wood was being used as fuel. To keep the rooms heated in winter season, electric heaters were being used. Every effort was being made to use the energy saving measures. In most of the hotels, outside every room, main switch was fixed which stopped the electricity flow in the room when the tourists or occupants of the room were away. In a few hotels, there was an automatic system of switching of the electricity. When the room was locked from outside, the electric supply to the room was stopped instantly and vice versa.

Almost all the hotels were connected with generators, which were run to supply the power to the rooms in case of power failure or cut by the Government. There was round the clock supply of water in almost all the hotels.

For the supply of various essential things like eggs, milk, meat, fish, fruits and vegetables etc. most of the hotel owners entered into a contract either with the suppliers or the producers of these commodities. Almost all the hoteliers reported to be procuring these things locally from either the producers or the traders dealing with these products. The grocery too was being procured locally from the wholesalers in the area. Thus the benefit was being shared by the local people.

#### **5.1.4.8 Occupancy status of the hotels**

To ascertain the work load of the hotels in various seasons, the hoteliers were enquired about the occupancy of rooms in various seasons and the average number of days a visitor was staying in the hotel. Though most of the hotels were hesitant to impart with the details due to fear of taxation etc. yet the information gathered has been presented in table 5.29 below:

It could be observed from the table that the occupancy status of the hotels varied widely since the flow of tourists depends upon seasons. To ascertain the occupancy status of rooms in the hotels, the year was divided into three season viz. summer, rainy and winter season. Again the occupancy rate was measured in terms of <25 percent, 25-

50 percent, 50-75 percent and >75 percent occupation of rooms. Considering all the year round, 42 percent hotels reported maximum (35%) occupancy rate followed by 42 percent between 50-75 percent. Only 6 percent reported occupancy rate <25 percent. In between seasons >75percent occupancy was reported by 54 percent hotels in summer season followed by 46 percent in winter seasons. In winter season 50-75 percent occupancy was reported by 54 percent hotels followed by 37 percent in summer and 33 percent in winter season. In simple words, majority of the rooms in the hotels were occupied in summer season (92%) followed by 79 percent in winter season and 63 percent in rainy season. In summer season, the position was so good that many a times, the hoteliers had to refuse the visitors and sometimes on insistence they had to put extra beds in the halls or the places kept aside for the drivers or the staff for night rest.

**Table 5.29: Occupancy rate of hotels across seasons in Shivalik hill Range of Haryana and Uttarakhand**

Particulars	Haryana	Uttarakhand	ALL
<b>Summer season</b>			
<25 percent	0	0	0
25-50 percent	8.33	8.33	8.33
50-75-percent	33.33	41.67	37.50
>75 percent	58.34	50.00	54.17
<b>Rainy season</b>			
<25 percent	8.33	8.33	8.33
25-50 percent	33.33	25.00	29.17
50-75-percent	50.00	58.33	54.16
>75 percent	8.34	8.33	8.34
<b>Winter season</b>			
<25 percent	8.33	0	4.17
25-50 percent	16.67	16.67	16.67
50-75-percent	33.33	33.33	33.33
>75 percent	41.67	50.00	45.83
<b>Around the year</b>			
<25 percent	8.33	2.78	5.56
25-50 percent	19.45	16.67	18.06
50-75-percent	38.89	44.44	41.66
>75 percent	33.33	36.11	34.72

About the period of stay in the hotels (Table 5.30), in summer season maximum (62 %) of the visitors were staying in the hotels for the period between 3-7 days



followed by 38 percent each in winter and rainy season. Only around 17 percent of the tourists were staying for overnight, which varied from 8 percent in summer season to around 25 percent in winter season. It was further observed that overnight stay was reported either by the persons on Government duty or business people who were busy and could not afford to stay more.

**Table 5.30 Period of Stay of Tourists in Hotels in Shivalik Hills Range of Haryana and Uttarakhand**

<b>Particulars</b>	<b>Haryana</b>	<b>Uttarakhand</b>	<b>ALL</b>
<b>Summer season</b>			
Overnight	8.33	8.33	8.33
1-3 days	25.00	25.00	25.00
3-7 days	58.34	66.67	62.50
>7days	8.33	0	4.17
<b>Rainy season</b>			
Overnight	16.67	16.67	16.67
1-3 days	33.33	41.67	37.50
3-7 days	41.67	33.33	37.50
>7days	8.33	8.33	8.33
<b>Winter season</b>			
Overnight	25.00	25.00	25.00
1-3 days	41.67	33.33	37.50
3-7 days	33.33	41.67	37.50
>7days	0	0	0
<b>Around the year</b>			
Overnight	16.67	16.67	16.67
1-3 days	33.33	33.33	33.33
3-7 days	44.15	47.22	45.83
>7days	5.55	2.78	4.17

### 5.1.5 Traders/Entrepreneurs

Like any other city, town or tourist spot, the facility of shopping of all the essential items existed in the area. All type of shops like the 'karyana'/'grocery', bakery/confectionary/gift items particularly the locally produced articles, departmental stores, crockery stores and at most of the places of religious interest the 'parshad' shops were doing the business. Even though the proper sampling was not possible, some shops from the various categories were picked up for the survey, the details of which have been given in table 5.31 below:

**Table 5.31 Classification according to Type of Trading Activities in Shivalik Hill Areas of Haryana and Uttarakhand**

Particulars	Haryana	%	Uttarakhand	%	Total	%
<b>KARYANA GOODS</b>						
Total number	4	100	5	100	9	100
Stockist	0	0	0	0	0	0
Wholesaler	1	25.00	1	20.00	2	22.22
Retailer	3	75.00	4	80.00	7	77.78
<b>BAKERY/CONFECTI ONARY GOODS</b>						
Total number	1	100	3	100	4	100
Stockist	0	0	0	0	0	0
Wholesaler	0	0	1	33.33	1	16.67
Retailer	1	100	2	66.67	5	83.37
<b>GIFT ITEMS</b>						
Total number	2	100	1	100	3	100
Stockist	0	0	0	0	0	0
Wholesaler	1	50.00	0	0	1	33.33
Retailer	1	50.00	1	100	2	66.67
<b>DEPARTMENTAL STORES</b>						
Total number	2	100	1	100	3	100
Stockist	0	0	0	0	0	0
Wholesaler	1	50.00	0	0	1	33.33
Retailer	1	50.00	1	100	2	66.67

<b>CROCKERY STORE</b>						
Total number	1	100	1	100	2	100
Stockist	0	0	0	0	0	0
Wholesaler	0	0	0	0	0	0
Retailer	1	100	1	100	2	100
<b>PARSHAD Etc</b>						
Total number	2	100	1	100	3	100
Stockist	0	0	0	0.00	0	0.00
Wholesaler	1	50.00	0	0.00	1	33.33
Retailer	1	50.00	1	100	2	66.67
<b>TOTAL</b>						
Total number	12	100	12	100	24	100
Stockist	0	0	0	0	0	0
Wholesaler	4	33.33	2	16.67	6	25.00
Retailer	8	66.67	10	83.33	18	75.00

In all 24 shops, 12 each from Haryana and Uttarakhand comprising of 9 '*karyana*' shops, 4 bakery shops, 3 gift items, 3 departmental stores, 2 crockery and 3 shops selling '*parshad*' and other religious books/articles were selected randomly. Among the various shops, categorisation into stockiest, wholesalers and retailers were made. In all 6 wholesalers and 18 retailers were selected for the collection of data. However, no stockiest figured in the sample. The share of Haryana in the total sample in respect of '*karyana*', bakery, gift, departmental, crockery and '*parshad*' stores was 4, 1, 2, 2, 1 and 2 stores respectively. The sample size in Uttarakhand in respective stores was observed to be 5, 3, 1, 1, 1 and 1. It was further observed that the overall ratio of wholesalers and retailers was 1:3. This ratio however varied across states. In Haryana the ratio between wholesalers and retailers was 1:2, the respective ratio in Uttarakhand was 1:5.

#### **5.1.5.1 Particulars of the Traders/Entrepreneurs**

The particulars of the traders regarding the area to which they belong, year of setting up the enterprise/age of the enterprise and type of establishment viz. proprietorship, partnership, co-operative enterprise, franchise or the sub agency of a

bigger chain etc. have been ascertained from the selected entrepreneurs and presented in table 5.32.

**Table 5.32 Particulars of the Traders/Entrepreneurs in the Shivalik Hills area of Haryana and Uttarakhand**

Particulars	Area to which belongs		Year of setting the trade/enterprise			Type of establishment				
	Local	Outsider	<5yrs	5-10 yrs	>10 yrs	Proprietor	Partnership	Co-operative	Franchise	Agency
Haryana	12	0	1	2	9	8	4	0	0	0
%age	100	0	8.33	16.67	75.00	66.67	33.33	0	0	0
Uttarkhand	12	0	0	2	10	9	3	0	0	0
%age	100	0	0	16.67	83.33	75.00	25.00	0	0	0
Total	24	0	1	4	19	17	7	0	0	0
%age	100	0	4.17	16.67	79.16	70.83	29.17	0	0	0

It may be observed from the table that all the traders belonged to the area and were local residents and none of them belonged to other area/state. Almost similar situation was observed in respect of both the states viz. Haryana and Uttarakhand. Regarding the year of establishment or the age of the enterprise, it was observed that in general, 79 percent of the enterprises were established more than 10 years back. Enquiry further revealed that most of these enterprises were started as very small units with a few thousand rupees, but as the time passed and the development of the area took place due to the inflow of tourists, the business expanded and today these are considered as big stores with lakhs of investment. 4 enterprises accounting for about 17 percent of the total shops were started between 5-10 year back. Only one enterprise was a new enterprise set up in the last 5 years. The enquiry further revealed that the new enterprise came in to being due to the problem between two partners and the business was bifurcated. Since both the partners were having close link with the area and the people running the business efficiently and effectively. This goes to show that in the area most of the business owners were old residents, expanded the business by opening more shops as the area developed. Little scope was observed for the new entrants since the old guards did not allow the new entrants to succeed. Not much difference was observed in between the states. It may be further observed from the table that 71

percent of the enterprises were the sole proprietor concerns and the remaining 29 percent were partnership concerns. None of the firms were in the co-operative sector or was a franchise or sub agency of a bigger chain of enterprises. Across the states very little significant difference in the type of establishment was observed.

### 5.1.5.2 Particulars of Employees

Traders doing the business in the tourist areas were not only earning a good living, but acted as a source of earning for others. They were procuring the goods produced in the area and selling to the tourists by adding a certain amount of profit. As such they were creating the employment for several self employed producers. These traders also employed several persons, who helped them in the efficient running of the business. The number of persons employed, type of employment and the area of residence of these employees has been presented in table 5.33 below:

**Table 5.33 Particulars of the Employees with Traders/ Entrepreneurs in the Shivalik Hill Areas in Haryana and Uttarakhand**

Particulars	Status of Employee				Residence of Employee		
	Permanent	Casual	Seasonal	Total	Haryana	UK	Total
Haryana	9	11	0	20	17	3	20
%age	45.00	55.00	0	100	85.00	15.00	100
Uttarkhand	6	9	0	15	0	15	15
%age	40.00	60.00	0	100	0	100	100
Total	15	20	0	35	17	18	35
%age	42.86	57.14	0	100	45.71	54.29	100

It may be observed from the table that all these traders were employing around 35 persons or on average a trader was giving employment to 1.46 persons. The persons were being employed in the capacity of permanent workers, casual workers or the seasonal workers. It may be further observed that none of the workers got the seasonal employment. On an average, 43 percent of the total workers were permanent employees and the remaining 57 percent were casual workers. Variation was observed in the employment of workers across the states. The number of workers per trader in Haryana was 1.67 as compared to 1.25 in Uttarakhand. The percentage of permanent workers in

Haryana too was higher (45%) as compared to 40 percent in Uttarakhand. Regarding the domicile of these workers, in Haryana 85 percent of the total employees belonged to Haryana, but in Uttarakhand all the employees belonged to the state itself.

#### **5.1.5.3 Supplies/Inputs Received**

These shopkeepers were selling various consumable, food articles, cold drinks, bakery products, vegetables, fruits, milk and eggs etc. All these items were being purchased from different sources by these shopkeepers. Most of the daily consumables like milk, eggs, meat and broilers etc. were being purchased from the local producers supplying these goods directly. The grocery etc. was being purchased by the retailers from the wholesalers/stockists in the town. The bakery products like biscuits and bread etc. were being produced locally by the bakeries. The packed biscuits produced by big bakeries like Dalima available at tea shops and retail stores were being procured from the wholesalers/stockists in the area. In short, the benefit of increased sales due to tourist's inflow went to the local people.

#### **5.1.6 Restaurants/Dhabas/Tea Shops**

The socio-economic profile and other details of the restaurants, *dhabas* and tea shop owners/operators have been discussed as under:

##### **5.1.6.1 Socio-Economic Profile**

Restuarants, *Dhabas* and Tea shops have come up in almost all the tourist areas to meet the requirements of budget tourists, who are unable to stay and dine in star hotels because of comparatively low income. To satisfy their urge and instinct in life to have some pleasure and enjoyment by visiting the various tourist places, hill stations, places of adventure, historical monuments, they use these facilities. The restaurants, *dhabas* and tea shops have not only blossomed near the tourist cities or in urban areas, but on all the motor able roads for the convenience of tourists. While going on tour, the tourists could stay put at points on their convenience and freshen up by taking a cup of tea/coffee/cold drinks with all sort of snacks, fast foods or the lunch/dinner etc.. These facilities developed in the rural settings near the roads but provide the direct and indirect employment too. Particulars of the selected restaurants, *dhabas* and tea stalls, their type of establishment and residential status of the entrepreneurs has been presented in table 5.34 below:

**Table 5.34 Particulars of the Restuarants/*Dhabas*/Tea Stalls in the Shivalik Hills Range of Haryana and Uttarakhand**

Particulars	Type of establishment							Residenti al Status	
	Proprietorship	Partnership	Co-operative	Pvt Ltd	Ltd	Chain Member	Franchise	Local	Outsider
Haryana	3	9	0	0	0	0	0	12	0
%age	25.00	75.00	0	0	0	0	0	100	0
Uttarkhand	4	8	0	0	0	0	0	12	0
%age	33.33	66.67	0	0	0	0	0	100	0
Total	7	17	0	0	0	0	0	24	0
%age	29.17	70.83	0	0	0	0	0	100	0

It may be observed from the table that 29 percent of the total establishments were the proprietorship concerns and the remaining 71 percent were having two or more partners each. The reason of higher number of partnership concerns could be due to the reason that these being on the highways or strategic points and most of these were open for almost round the clock. One man could not afford to sit on the counter for all the time and needed rest too. Moreover in smaller *dhabas*/tea shops, the owner himself, many a times acted as a cook, a waiter, a receptionist as well the owner/manager of the unit. Most of these had the arrangement that one of the partner was on morning duty, while the other attended the evening work and after a few days they rotated the shifts. It could be further observed from the table that none of the establishments was in the co-operative/ Pvt. Ltd or Ltd. sector. None of the selected restaurant or a place of refreshment belonged to a franchise or was a sub agency or a member of a bigger chain. The table further revealed that almost all the establishments were set up by the local people belonging to the nearby place/village etc. The enquiry further revealed that the shops/enterprises were set up in the open area or part of the house belonging to them or the encroached upon land of the *Panchayat*/Municipal Committee lying vacant and were now paying nominal rent/lease.

### 5.1.6.2 Facilities Available

All the tourists desired to avail the various facilities available at the various places would like to stay at night or on the way would like to sit comfortably at a proper place in the room or the open area as per the seasonal requirement. The comfortable stay could be in the form of sitting in the chairs and tables and taking the necessary food stuff of their choice after the long driving or would relax and lie down on the bed for a few minutes. To freshen themselves, they required the wash room facilities and again when going to visit some families, some gift items on the way. The data on the available facilities has been ascertained and the details have been presented in table 5.35 below:

**Table 5.35: Facilities Available at Restaurants/Dhabas/Tea Shops in the Shivalik Hill Areas of Haryana and Uttarakhand**

Particulars	No. of rooms	No. of chair & Tables	Kitchen	Availability of toilets/ wash rooms	Beds in the open area (No. of Dhabas)	Other facilities (mention Details)
Haryana	23	154	12	10	43 (4)#	5
Per Rest./Dhaba	1.94	12.83	1.00	0.83	10.75	0.17
Uttarakhand	17	136	11	9	26 (3)#	3
Per Rest./Dhaba	1.42	11.33	0.92	0.75	8.67	0.17
Total	40	290	23	19	69 (7)#	8
Per Rest./Dhaba	1.67	12.08	0.96	0.79	9.86	0.33

# No. of *dhabas*/Restaurants having this facility

It could be observed from the table that on an average a restaurant/*dhaba*/tea shop has 1.67 rooms, which varied from 1.42 rooms in Uttarakhand to about 1.94 rooms in Haryana. The number of chairs put for the visitors varied from 11.33 in Uttarakhand to 12.83 in Haryana, the average for the region being 12. Almost all the restaurants/*dhabas* and tea shops had a separate kitchen except in a lonely case that a tea shop had a kitchen in one corner of the verandah of the room/shop. The tea shop had the facility of only preparation of tea and omelets etc., otherwise it had a small show case in which the ready to eat snacks were kept for the customers. These snacks



included the biscuits of different types, some saltish snacks like '*mathis*' and a few sweets, which were purchased by the tea shop owners locally and were served to the consumers. Almost on 79 percent of the restaurants/*dhabas*/tea shops, the facility of washrooms/toilets existed for the visitors, which varied from 75 percent in case of Uttarakhand to 83 percent in Haryana. Mainly the tea shops meant for the workers class or the drivers and the low category of people were not having this facility. Only 29 percent *dhabas*/restaurants varying from 25 percent in Uttarakhand to 33 percent in Haryana had some beds which were used by the people to relax and take rest as also could take the food/tea or snacks by sitting comfortably in a homely atmosphere. On an average, these hotels had the arrangement of about 10 bed each varying from 9 in Uttarakhand to 11 in Haryana. Only 4 *dhabas*/restaurants in all comprising of two each in Uttarakhand and Haryana had the facility of a small shopping complex where some items of daily use or the gift items/ children toys were available.

#### **5.1.6.3 Staff/workers employed**

Though these were small enterprises, the entrepreneurs/owners or the partners could not perform all the jobs like procuring the required materials/inputs, cooking, serving, collecting the payment, talking to the consumers and replying to their enquiries and above all managing the business. They needed the help of other people, who were trained and experienced in the job. The persons employed for performing these jobs have been presented in the table 5.36 below:

It may be observed from the table that none of these entrepreneurs appointed a manager or a person at supervisory level and the owners or the partners in the business were looking after that work themselves. In most of the cases, the owner/partner handled the counter and dealt with the customers directly, prepared the bills and collected the cash directly or through waiters. Rather the entire account of the business was kept by them. Only in case, the entire business was being managed by a single owner, took the help of an employee, who in his absence manages the counter, replied to the enquiries of consumers, prepared bills, collected the payments and managed the entire team of cooks, waiters and sweepers etc. In all 50 percent of them appointed to work as a clerk or receptionist, which however varied from about 42 percent in Uttarakhand to 58 percent in Haryana. All the employees from this category were the domicile of the respective states.

**Table 5.36 Staff Facilities available at the Restaurants/*Dhabas* and Tea shops in Shivalik Hill Areas in Haryana and Uttarakhand**

Particulars	Haryana	%	Uttarakhand	%	Total	%
<b>Clerical/Reception</b>						
Total	7	58.33	5	41.67	12	50.00
From state	7	100	5	100	12	100
From other states	0	0	0	0	0	0
<b>COOKS</b>						
Total	18	150.00	16	133.33	34	141.67
From state	15	83.33	16	100	31	91.18
From other states	3	16.67	0	0	3	8.82
<b>Helpers</b>						
Total	24	200.00	18	150.00	42	175.00
From state	23	95.83	18	100.00	41	97.62
From other states	1	4.17	0	0	1	2.38
<b>Waiters/Cleaners/Sweepers</b>						
Total	21	100	22	100	43	100
From state	21	100	22	100	43	100
From other states	0	0	0	0	0	0
<b>TOTAL STAFF</b>						
Total	70	583.33	61	508.33	131	545.83
From state	66	94.29	61	100.00	127	96.95
From other states	4	5.71	0	0	4	3.05

The cooks were the other category of employees, which were necessary since the entire business of the restaurant/*dhaba* depends upon the quality of food cooked. Better the quality of food, more customers, it will attract. The quality again could be taken in terms of hygiene as well as taste. The number of cooks per *dhaba*/restaurant was observed to be 1.4, which varied from 1.3 in Uttarakhand *dhabas*/restaurants to 1.5

in Haryana. It could be further observed that in Haryana, 83 percent of the cooks belonged to the state itself. However almost 100 percent of the cooks employed in Uttarakhand were the domicile the same state. Helpers were employed in the restaurants/*dhabas* to help the cooks in peeling the vegetables, baking *chapatis on 'tawa' or Tandoor*, kneading the flour and all other matters pertaining to the kitchen. The number of helpers employed per unit in the area as a whole was 1.8, which varied from 1.5 in Uttarakhand to 2.0 in Haryana. 98 percent of these employees belonged to their respective states. Only one helper in the state of Haryana belonged to Himachal Pradesh. To maintain the cleanliness in the *dhaba*/restaurants and its surroundings, cleaners/sweepers and to take orders for the dish, to get it prepared by the cook and serve these to the consumers, the waiters were employed. However there was no rigidity in the allocation of work. In emergency or at need any work could be assigned to any of them. Thus all three categories of employees could substitute for each other and considered as one cadre. In all, average number of employees at a restaurant/*dhaba* was 5.5, which varied from 5.1 in Uttarakhand to 5.8 in Haryana. 97 percent of the total employees were the domicile of their respective states. The hours of work of these employees were not fixed. Most of them were made to stay and sleep in the *dhaba*/restaurant and were entitled for full meals in addition to their salary and were called whenever required..

#### **5.1.6.4 Environment Awareness**

To keep the environment clean and take care of the cleanliness in the surrounding areas, the information ascertained from the entrepreneurs revealed that majority of the restaurants/*dhabas* were not following the Government notification regarding the ban on polythene and other material which cannot be recycled easily. In all, 42 percent of the entrepreneurs revealed that they were restricting the use of polythene bags. They however revealed that these were being used in emergency and that too when the consumers required packed food to consume it on the way or at some picnic spot. In the absence of any alternative, they packed the lunch in Polythene bags and gave them the disposable plates, saucers and the tumblers etc. to meet their needs. However 58 percent reported using of small bamboo baskets, news papers, napkins, aluminium foil/wrapper, wax paper etc. which also could not be disposed of easily and were a health hazard. Some of the tea shops were using only disposable tumblers for serving tea due to health reasons. They argued that the cups were being used by all

categories of people and in the absence of properly washing and sanitising, communicate the diseases from one person to the other. However following the law is better in Haryana as compared to Uttarakhand. Regarding the use of paper/cloth napkins, 63 percent reported using paper napkins. None of the *dhabas*/restaurants reported using washable cloth napkins. Almost all *dhabas*/restaurants were using the disposable plates, saucers and tumblers for packing food and supplying them.

**Table 5.37 Use of Polythene or other health hazard materials in Shivlik Hills Range of Haryana and Uttarakhand**

Particulars	Restriction on use of Polythene - Bags		Type of paper/ Napkins Used				Restriction on use of Disposable Plates/ tumblers/ saucers etc.	
	Yes	No	Ordinary paper napkins	Recycled Paper	Cloth napkins	Do-not Use	Yes	No
Haryana	6	6	8	0	0	4	0	12
%age	50.00	50.00	66.67	0	0	33.33	0	100.00
Uttarkhand	4	8	7	0	0	5	4	8
%age	33.33	66.67	58.33	0	0	41.67	33.33	66.67
Total	10	14	15	0	0	9	4	20
%age	41.67	58.33	62.50	0	0	37.50	16.67	83.33

However 17 percent reported not using these, probably these small tea shops were using earthen pots (*kulhars*), which too were used only once and were to be broken after use. These *kulhars*/earthen pots were being used mainly in Uttarakhand area. For the removal of garbage, there was no permanent arrangement for a large number of units as these units were located in the rural setting or in an isolated area. However the garbage was collected and at convenience was either burnt or stored in pits at a distant place. Some of the organic waste was however converted into farm yard manure and was used for increasing the yield of the crops. The electric supply though was available at almost all the units, but the standby facility of generators was available for almost 63 percent of the total units. However, some of the units which were close by and the requirement was low had installed the generators on share basis and thus were reducing the cost on the energy produced. Almost 63 percent of the

establishments had the facility of generators of different capacities. All the types of cooking material viz. LPG, coal, wood and kerosene was being used by these units. For baking '*chapatis*' in the '*tandoor*', wood and coal was being used. Even when the fire was ignited in the '*tandoor*' and by the time it was ready, vegetables or pulses were cooked. Electricity was rarely used as a cooking material, but some of the units had micro-oven being operated on electric current for heating snacks and sweets like *GulabJamun*, *bread pakora*, *kheer* and sandwich etc. LPG was widely being used for tea making when coal *bhatti* was not working. In simple words they were using various devices at need and thus were reducing the cost on energy.

All these *dhabas* and restaurants needed various inputs like milk, eggs, meat, vegetables and other *karyana* supplies for the production of food for the visitors. The supply of perishable consumables like milk and eggs, etc. was being procured from local resources. The *paneer* required by these entrepreneurs was either prepared by themselves or was procured from the nearby town, where creameries were producing these items. Meat too was being procured from the nearby town, but the chicken birds or the broilers were procured from the local resources or the suppliers from the nearby town were supplying these regularly. The procurement benefitted the local people and helped them increasing their income by creating self employment.

## **5.2 IMPACT ANALYSIS**

To ascertain the impact of tourism, the data on various aspects like economic Development, Cost of living, Infrastructure Development, Socio-Cultural and the Environment Affect was collected from all the categories of respondents referred above. The respondents views were ascertained on five point Likert Scale viz. Very True, True, No Idea/ Not certain, Wrong and Very wrong, by enquiry method by the researcher himself. The data so collected was subjected to analysis using the simple statistical technique of frequency distribution and the percentages for each type of impact in each of the state separately. The results so obtained have been discussed below:

### **5.2.1 Residents Responses on Economic Development Impact**

The residents views for the State of Haryana and Uttarakhand ascertained through were analysed. The results so obtained have been presented in table 5.38 and 5.39.

### 5.2.1.1 Response of Haryana Residents

The results presented in Table 5.38 for Haryana revealed that in response to the question "creation of more jobs", 76 percent of the respondents reported that the statement was true/very true, as against this 19 percent of the respondents were of the view that more jobs have not been created, while the remaining 4 percent were not having any idea or were not certain in their mind or were unaware of the ground situation. Regarding the question "Creation of Seasonal Jobs", 78 percent of the respondents mentioned the statement as very true/very true.

**Table 5.38 Resident's Response about the Impact on Economic Development in the Shivalik Hill Areas of Haryana**

S.No.	Development Criterion	Very True	True	No idea (Not certain)	wrong	Very wrong
ED-1	Created more Jobs for locals	34 (17.71)	113 (58.85)	8 (4.17)	21 (10.94)	16 (8.33)
ED-2	Created more Seasonal Jobs	45 (23.44)	106 (55.21)	12 (6.25)	18 (9.38)	11 (5.73)
ED-3	Made people depended on Tourism	30 (15.62)	103 (53.65)	15 (4.69)	33 (17.19)	11 (5.73)
ED-4.	Increased the income of Res.	49 (25.52)	121 (63.02)	4 (2.08)	12 (6.25)	6 (3.13)
ED-5.	Increased the business of local traders	65 (33.85)	115 (59.90)	2 (1.04)	7 (3.65)	5 (2.60)
ED-6	Encouraged the optimal use of resources	45 (23.44)	111 (57.81)	13 (6.77)	15 (7.81)	8 (4.17)
ED-7	Increased ancillary Enterprises	52 (27.08)	116 (60.42)	7 (3.65)	9 (4.69)	8 (4.17)
ED-8	Withdrawal of Labour from other Occupations	32 (16.67)	96 (50.00)	19 (9.90)	24 (12.5)	21 (10.93)
ED-9	Created Scaracity of Labour in other Enterprises	51 (26.56)	105 (54.69)	21 (10.94)	6 (3.13)	9 (4.69)

Note: Figures in parentheses indicate percentages

In this case too, 19 percent of the respondents mentioned that the statement was either wrong or very wrong, the remaining 6 percent were not certain or were having no idea. Regarding the question "Made people dependent on Tourism", 70 percent of the respondents mentioned the statement as very true/True. 23 percent of the respondents were of the opinion that the statement was either wrong or very wrong, while the remaining were not certain. To the question "Increased the income of residents", about 89 percent were of the opinion that the statement was either true or very true, 9 percent did not agree with the statement and gave their opinion as wrong or very wrong, while the remaining 2 percent could not form any opinion. 93 percent of the respondents believed in the statement that the tourism has "increased the business of the traders" in the area. Only the remaining 7 percent were having the negative opinion or were having no idea. 81 percent of the respondents mentioned that the statement "encouraged the optimal use of resources" as true or very true, 7 percent could not decide and were having no idea about the truthfulness of the statement and 12 percent believed that the statement was either wrong or very wrong. 87 percent believed that the tourism has "created additional ancillary enterprises" like producing various local goods, handicrafts, clothes and other goods in addition to the various consumable products like production of milk, eggs and poultry birds and bakery products etc. for the tourists as well as local residents. 9 percent did not believe in the statement and graded it as wrong or very wrong and the remaining 4 percent were uncertain. 67 percent of the respondents believed in the statement "withdrawal of labour from other enterprises" as true or very true. 23 percent opined the statement as wrong or very wrong, while the remaining 10 percent were uncertain. 81 percent mentioned that tourism has created scarcity of labour in other enterprises since it has absorbed many persons in the trade. 8 percent did not believe in the statement and the remaining 11 percent were undecided. In short, according to almost all the statements, the impact of tourism on the economic development of local residence was positive.

#### **5.2.1.2 Response of Uttarakhand Residents**

The response analysis of Uttarakhand residents residing has been presented in table 5.39. Like Haryana, 80 percent of the residents opined that tourism has "created additional jobs in the area" for the residents. 16 percent were negative in their approach, while the remaining 4 percent had no idea. About the "creational of seasonal

jobs", 83 percent opined in positive and mentioned the statement as true/ very true. 10 percent and 7 percent mentioned the statement as wrong/very wrong and no idea/uncertain respectively. 80 percent of the resident respondents that tourism has made them dependent. The failure of the season due to climatic or other political reasons affects their income. 10 percent each did not believe in the statement or were uncertain. The results further revealed that 89 percent of the residents agreed to the statement that tourism has increased their income. Only 8 percent did not agree with the statement, while 3 percent had no idea. Almost similar findings were observed in case of "increased business of local traders".

**Table 5.39 Resident's Response about the Impact on Economic Development in the Shivalik Hill region of Uttarakhand**

S.No.	Development Criterion	Very True	True	No idea (Not certain)	wrong	Very wrong
ED-1	Created more Jobs for locals	39 (20.31)	115 (59.90)	8 (4.17)	17 (8.86)	13 (6.77)
ED-2	Created more Seasonal Jobs	43 (22.40)	116 (60.42)	13 (6.77)	16 (8.33)	4 (2.08)
ED-3	Made people dependent on Tourism	37 (19.27)	117 (60.94)	18 (9.37)	13 (6.77)	7 (3.65)
ED-4.	Increased the income of Res.	47 (24.48)	123 (64.06)	6 (3.13)	11 (5.73)	5 (2.60)
ED-5.	Increased the business of local traders	71 (36.98)	119 (61.98)	3 (1.56)	6 (3.12)	3 (1.56)
ED-6	Encouraged the optimal use of resources	39 (20.31)	118 (61.46)	18 (9.38)	9 (4.69)	8 (4.17)
ED-7	Increased ancillary enterprises	52 (27.08)	116 (60.41)	7 (3.65)	9 (4.69)	8 (4.17)
ED-8	Withdrawal of Labour from other Occupations	32 (16.67)	102 (53.12)	31 (16.15)	14 (7.29)	13 (6.77)
ED-9	Created Scarcity of Labour in other Enterprises	54 (28.13)	102 (53.13)	23 (11.98)	8 (4.17)	5 (2.60)

Note: Figures in parentheses indicate percentages



Regarding the "optimal use of resources", more than 9 percent did not have the idea while 82 percent agreed with the statement. 88 percent of the selected households found the statement "increased ancillary enterprises" as true/ very true. The remaining 12 percent did not find the statement true or were uncertain. 70 percent of the residents were of the opinion that the "labour has been withdrawn from other occupations", while 81 percent found that tourism has created "scarcity of labour" in the area.

### 5.2.2 Resident's Response on Cost of Living

The impact of tourism on the cost of living of the residents ascertained through four questions viz. increase in general price level, increase in cost of land and housing, increase in the rent and improvement in the standard of living has been presented in table 5.40 and 5.41 for the state of Haryana and Uttarakhand respectively.

#### 5.2.2.1 Haryana Residents

69 percent residents (Table 5.40) found the statement " increased the general price of various goods and services' as true/ very true due to the increase in tourists in the area, at the same time almost 17 percent of the residents mentioned the statement either wrong/ very wrong and the remaining 14 percent were uncertain.

**Table 5.40 Residents Response about the Impact on Cost of Living in the Shivalik Hill Areas of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	Wrong	Very wrong
CL-1	Increased the General Price of various Goods/Services	16 (8.33)	116 (60.42)	28 (14.58)	22 (11.46)	10 (5.21)
CL--2	Increased the cost of land and Housing in the area	19 (9.90)	114 (59.38)	29 (15.10)	17 (8.85)	13 (6.77)
CL-3	Increased the rent of accommodation and shops	22 (11.46)	105 (54.69)	23 (11.98)	33 (17.18)	9 (4.69)
CL-4	Improved the living standard of masses	24 (12.50)	128 (66.67)	14 (7.29)	18 (9.37)	8 (4.17)

Note: Figures in parentheses indicate percentages

Similar was the position in case of "increase in the cost of land and housing" and the percentage of households mentioning the statement as true and wrong were 69

percent and 17 percent respectively, the residents having no idea being 15 percent. In case of "increase in the rent of accommodation and shops", the percentage of households finding the statement as true/very true was 66 percent as compared to 22 percent, who did not agree with the statement. The percentage of households, who could not reply to the question either in positive or negative were 12 percent. 79 percent of the households found the statement "Improved the living standard of masses" as true or very true as against 14 percent, who found the statement wrong/ very wrong, while the remaining 7 percent were un-certain. In short, the residents of the area in Haryana were of the strong opinion that tourism has resulted in the increase in the standard of living of masses in the area. However the residents had the general feeling that the increase in prices of goods and services, cost and rent was not due to tourism, but due to the inflationary effect throughout the country.

#### 5.2.2.2 Uttarakhand Residents

Table 5.41 revealed that the position in case of residents of Uttarakhand was no different to that of Haryana. The reaction to the statement "increased general price of goods and services" was true/ very true for 66 percent of the residents, while reported wrong by 25 percent of the residents.

**Table 5.41 Residents Response about the Impact on Cost of Living in the Shivalik Hill Region of Uttarakhand**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	Wrong	Very wrong
CL-1	Increased the General Price of various Goods/Services	18 (9.38)	108 (56.25)	18 (9.37)	37 (19.27)	11 (5.73)
CL--2	Increased the cost of land and Housing in the area	19 (9.90)	113 (58.85)	24 (12.50)	21 (10.94)	15 (7.81)
CL-3	Increased the rent of accommodation and shops	22 (11.46)	105 (54.68)	23 (11.98)	23 (11.98)	19 (9.90)
CL-4	Improved the living standard of masses	24 (12.50)	118 (61.45)	20 (10.42)	21 (10.94)	9 (4.69)

Note: Figures in parentheses indicate percentages

The remaining was uncertain. In case of "increase in price of land and housing property" percentage of households grading these as true or false were 65 and 23 percent respectively. 66 percent agreed with the statement that there was an increase in the "rent of housing accommodation and shops" as against 22 percent, who did not agree with the statement and termed it as wrong/ very wrong. Like Haryana in Uttarakhand too, 74 percent of the respondents agreed with the statement that the living standard of the masses has improved. Only, a little less than 16 percent mentioned that the statement was wrong, while 10 percent was uncertain. In short, in Uttarakhand too, the impact was positive and the living standard of masses was undergoing an increase.

### **5.2.3 Resident's Response on Infrastructure Development**

No doubt, Infrastructure Development is very important for the entire country rather a need of the hour. Everybody in the country expects the Government-centre as well as state, to provide the basic infrastructure facilities like roads, mode of transport and communication, supply of electricity and water, drainage and sanitation, but in tourism area, the importance of all these is much more. The views of the residents on these aspects were ascertained and presented in the tables 5.42 and 5.43 for Haryana and Uttarakhand respectively.

#### **5.2.3.1 Views of Haryana Residents on Infrastructure Development**

79 percent of the selected respondents replied as true/very true the statement "improved the road conditions in the area". Some critics (10%), however mentioned that the maintenance of roads was poor and as such termed the statement as wrong/very wrong, while the remaining 11 percent were uncertain and could not make an idea. 86 percent of the households endorsed the statement "helped the small scale industry and handloom industry grow" as true/ very true. Only a very small percentage of households mentioned the statement as wrong/ very wrong. Undoubtedly the transport facilities in the area had increased for the convenience of the tourists and the local residents, who were making full use of these facilities and as such almost 88 percent of the residents termed the statement as true/very true. Similar was the position in terms for communication facilities. Almost 93 percent of the selected residents mentioned

that the facilities have tremendously improved in the area. The statement "lead to the improvement of infrastructure development" in the area, more that 83 percent agreed with the statement.

**Table 5.42 Resident's Response about the Impact on Infrastructure Development in the Shivalik Hill Areas of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
IS-1.	Improved the road conditions in the Area	29 (15.10)	122 (63.55)	21 (10.94)	16 (8.33)	4 (2.08)
IS-2	Helped the Small Scale and Handloom Industry	36 (18.75)	129 (67.19)	21 (10.94)	3 (1.56)	3 (1.56)
IS-3	Increased the transport facilities	40 (20.83)	128 (66.67)	14 (7.29)	6 (3.13)	4 (2.08)
IS-4	Increased the mode of communication in the area	37 (19.27)	141 (73.44)	10 (5.21)	3 (1.56)	1 (0.52)
IS-5	Lead to the Infrastructure Development in the Area	32 (16.67)	127 (66.15)	18 (9.38)	9 (4.69)	6 (3.13)
IS-6	Improvement in electricity, water supply and sanitation in the area	48 (25.00)	111 (57.82)	24 (12.50)	5 (2.60)	4 (2.08)

Note: Figures in parentheses indicate percentages

Only 8 percent of the selected residents were not convinced and mentioned the statement as wrong. Again 83 percent of the selected respondents believed and termed the statement as true that there was an "improvement in the electricity, water supply, drainage and sanitation" condition in the area. A little less than 5 percent did not agree with the statement, mentioning it wrong/very wrong while about 12 percent were uncertain.

### 5.2.3.2 Views of Uttarakhand Residents on Infrastructure Development

The views expressed by Uttarakhand residents summed up in table 5.43 revealed that the statement "Improved road condition" was reported to be true/very true by 79 percent of the selected residents. According to 10 percent of the respondents, it

was either wrong or very wrong, while the remaining 11 percent were uncertain. 86 percent reported that the tourism has helped the "small scale and handloom industry" to grow. 3 percent of the household had the negative attitude and replied no idea. To the statements "increase in transport" and "increase in Communication facilities" 88 and 93 percent respondents respectively found the statement true. 83 percent residents in each state reported the statements "lead to infrastructure development" and "improvement in electricity, water supply, drainage and sanitation as true/very true. In short, in Uttarakhand like Haryana tourism had a positive impact on infrastructure development.

**Table 5.43 Resident's Response about the Impact on Infrastructure Development in the Shivalik Hill Areas of Uttarakhand**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
IS-1.	Improved the road conditions in the Area	29 (15.10)	122 (63.55)	21 (10.94)	16 (8.33)	4 (2.08)
IS-2	Helped the Small Scale and Handloom Industry	36 (18.75)	129 (67.19)	21 (10.94)	3 (1.56)	3 (1.56)
IS-3	Increased the transport facilities	40 (20.83)	128 (66.67)	14 (7.29)	6 (3.13)	4 (2.08)
IS-4	Increased the mode of communication in the area	37 (19.27)	141 (73.44)	10 (5.21)	3 (1.56)	1 (0.52)
IS-5	Lead to the Infrastructure Development in the Area	32 (16.67)	127 (66.15)	18 (9.38)	9 (4.69)	6 (3.13)
IS-6	Improvement in electricity, water supply and sanitation in the area	48 (25.00)	111 (57.82)	24 (12.50)	5 (2.60)	4 (2.08)

Note: Figures in parentheses indicate percentages

#### **5.2.4 Resident's Response on Impact on Socio-Cultural Effect**

For any impact study, its effect on the society both in social and culture terms is considered as of utmost importance. Since in the tourist area, the tourists arrive from different areas from the country, different civilisations/cultures, communities and other countries of the world having different ways and methods of leading their lives, leave a

certain impact in the area consciously or un consciously. In this study, the said effect has been studied by asking the respondents their views on a questionnaire comprising of 15 questions. The data so analysed and the results obtained have been presented in table 5.44 and 5.45 separately for Haryana and Uttarakhand.

#### **5.2.4.1 Views of Haryana Residents on Socio-Cultural Effect**

Views of Haryana residents presented in table 5.44 revealed that according to 64 percent of the residents the statement "tourism has created additional recreational facilities in the area" was true/very true. A sizable number of residents (24%) had no idea since they were busy with their work and did not have the time to think of leisure time and enjoyment, while the remaining 12 percent reported the statement to be wrong/ very wrong. The statement "changed the local values, norms and customs" was reported to be true by 49 percent of the respondents. In this case too, the uncertainty prevailed among the respondents and almost 20 percent respondents could neither say that the statement was right nor wrong. Only around 32 percent could clarify that the statement was wrong. Almost 79 percent of the tourists could say that tourism has created the "opportunity for shopping in the area". Only a little less than 5 percent of the residents considered the statement as wrong, while 16 percent had no idea. These residents were more likely the persons either from the low income group having limited demands and resources were meager or had never gone for shopping and the work was assigned to their better halves. Only 35 percent of the residents reported that the tourism has "affected the religious activities", while 46 did not agree with the statement and a sizable number of residents were uncertain. 79 percent of the residents mentioned the statement that "lead to the renovation and maintenance of historical monuments" as true and added that this activity has created lot of jobs and opportunities of work in the area. Only 11 percent of the residents did not agree with the statement and 10 percent were uncertain. Only about 41 percent of the residents found the statement that tourism has disturbed the peace of the area while more than 42 percent reported the statement as wrong. Contrary to all this, 82 percent of the residents believed that literacy rate has increased appreciably, while only about 6 percent reported the other way. 79 and 80

percent of the households agreed with the statements that "improved the faith in local deities" and "Improved the knowledge about religion".

**Table 5.44 Resident's Response about the Impact on Socio-Cultural Effect in the Shivalik Hill Region of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
SC-1	Increased the Availability of Recreational Facilities in the Area	21 (10.94)	102 (53.12)	46 (23.96)	14 (7.29)	9 (4.69)
SC-2	Changed the local values, norms and customs	15 (7.81)	79 (41.14)	37 (19.27)	49 (25.52)	12 (6.25)
SC-3	Raised the opportunity of Shopping	20 (10.42)	132 (68.75)	31 (16.15)	7 (3.65)	2 (1.04)
SC-4	Affected the Religious Activities in the Area	12 (6.25)	55 (28.65)	37 (19.27)	76 (39.58)	12 (6.25)
SC-5	Helped in Renovation and Maintenance of Historical Monuments	48 (25.00)	103 (53.65)	19 (9.90)	16 (8.33)	6 (3.12)
SC-6	Disturbed the peace of the Area	20 (10.42)	58 (30.21)	33 (17.18)	71 (36.98)	10 (5.21)
SC-7	Increased the Literacy Rate	42 (21.87)	116 (60.42)	22 (11.46)	6 (3.13)	6 (3.12)
SC-8	Improved the faith in local deities	34 (17.71)	118 (61.46)	26 (13.54)	10 (5.21)	4 (2.08)
SC-9	Improved the knowledge about religion	43 (22.40)	115 (59.90)	13 (6.77)	16 (8.33)	5 (2.60)
SC-10	Increased the Awareness of Locals about the outer World	35 (18.23)	126 (65.63)	18 (9.37)	10 (5.21)	3 (1.56)
SC-11	Increased the Crowd more than the Carrying Capacity	37 (19.27)	72 (37.50)	46 (23.96)	23 (11.98)	14 (7.29)
SC-12	Increased the Social Evils like Alcoholism, Gambling and Prostitution in the Area	25 (13.16)	68 (35.41)	42 (21.87)	47 (24.48)	10 (5.21)
SC-13	Made a Loss to Cultural Identity	26 (13.68)	60 (31.58)	45 (23.44)	51 (26.71)	10 (5.21)
SC-14	Increased Law and Order Problem	23 (11.98)	46 (23.96)	42 (21.87)	57 (29.69)	24 (12.50)
SC-15	Affected the local culture and values	22 (11.46)	42 (21.87)	34 (17.71)	68 (35.42)	26 (13.54)

Note: Figures in parentheses indicate percentages

83 percent of the residents found the statement that tourism has "created the awareness" about the world as true/very true. Only 7 percent did not find the statement true. The statement "tourism has created the crowd more than the carrying capacity" was found to be true by 57 percent of the residents. The remaining households either found the statement wrong or were uncertain and mentioned that it was the effect of growing population, more money, more automobiles and more cars, which were responsible for the increased crowd. Similarly 53 percent of the households agreed with the statement that "social evils" have taken birth, but the other people did not agree with it and passed on the buck to more freedom, more money and more opportunities. 53 percent believed that there was a loss to "cultural identity". Only 36 percent agreed there the "law order problem" has increased, while another 33 percent agreed with the statement that "cultural values have been depleted", but the majority did not find the statement true and accounted it for the reasons given above.

#### **5.2.4.2 Views of Uttarakhand Residents on Socio-Cultural Effect**

The results obtained for Uttarakhand residents and reported in table 5.45 were not much different than of its counterpart Haryana, rather appeared to be on the similar lines. In Uttarakhand, 65 percent of the residents reported the statement "increased the availability of recreational facilities" as true, while 11 percent reported the statement as wrong, the remaining 24 percent being uncertain. The persons mentioning the statement (changed the local values, norms and customs) true/very true were observed to be 50 percent, residents having the negative opinion being 28 percent, the remaining being uncertain. "Increased the opportunity of shopping" was found to be true by 77 percent of the residents, marking the statement wrong/very wrong being 8 percent. 31 percent households believed that the statement 'affected the religious activities" was true/very true as against 51 percent who considered it as wrong/ very wrong. 77 percent of the residents found it true that the tourism has "helped in the renovation and maintenance of monuments", which were in the neglected position creating the work for all category of people. Only 12 percent considered it wrong. The statement "disturbed the peace in the area has been taken as true/very true by about 41 percent of the respondents, while 45 percent opined as wrong/very wrong. 84 percent of the selected respondents were of the opinion that the "literacy rate has increased".



**Table 5.45 Resident's Response about the Impact on Socio-Cultural Effect in the Shivalik Hill Region of Uttarakhand**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
SC-1	Increased the Recreational Facilities in the Area	24 (12.50)	100 (52.08)	47 (24.48)	15 (7.81)	6 (3.13)
SC-2	Changed the local values, norms and customs	21 (10.94)	75 (39.06)	42 (21.88)	39 (20.31)	15 (7.81)
SC-3	Raised the opportunity of Shopping	18 (9.37)	130 (67.71)	30 (15.63)	9 (4.69)	5 (2.60)
SC-4	Affected the Religious Activities in the Area	14 (7.29)	45 (23.44)	35 (18.23)	86 (44.79)	12 (6.25)
SC-5	Helped in Renovation and Maintenance of Historical Monuments	42 (21.88)	104 (54.17)	22 (11.46)	18 (9.37)	6 (3.12)
SC-6	Disturbed the peace of the Area	16 (8.33)	62 (32.29)	27 (14.06)	75 (39.06)	12 (6.25)
SC-7	Increased the Literacy Rate	38 (19.79)	123 (64.06)	14 (7.29)	11 (5.73)	6 (3.13)
SC-8	Improved the faith in local deities	34 (17.71)	114 (59.38)	28 (14.58)	12 (6.25)	4 (2.08)
SC-9	Improved the knowledge about religion	39 (20.31)	116 (60.43)	19 (9.90)	12 (6.25)	6 (3.13)
SC-10	Increased the Awareness of Locals about the outer World	31 (16.15)	127 (66.14)	19 (9.90)	12 (6.25)	3 (1.56)
SC-11	Increased the Crowd more than the Carrying Capacity	30 (15.63)	75 (39.06)	42 (21.87)	31 (16.15)	14 (7.29)
SC-12	Increased the Social Evils like Alcoholism, Gambling and Prostitution in the Area	25 (13.02)	68 (35.42)	22 (11.46)	57 (29.68)	20 (10.42)
SC-13	Made a Loss to Cultural Identity	29 (15.10)	55 (28.65)	47 (24.48)	48 (25.00)	13 (6.77)
SC-14	Increased Law and Order Problem	19 (9.90)	59 (30.73)	41 (21.35)	46 (23.96)	27 (14.06)
SC-15	Affected the local culture and values	19 (9.90)	63 (22.40)	37 (19.26)	53 (38.02)	20 (10.42)

Note: Figures in parentheses indicate percentages

Only 9 percent gave the negative opinion while 7 percent were uncertain. 77 percent and 81 percent agreed with the statements that "faith in local deities" and the "knowledge about the religion has improved". 82 percent households believed the statement that tourism has increased the "awareness of locals about the world". 55 percent considered it true that the "crowd has increased" and the "social evils were also increasing" (48%). However, the others were of the opinion that this phenomena was not due to tourism, but other reasons mentioned earlier. The respondents opined that the statements "made a loss to the cultural identity", "increased the law and order problem" and "affected the local culture and values" true/very true by about 44, 41 and 32 percent respectively. The others were either undecided or considered the statement as wrong/very wrong or were uncertain. They however pointed out that all these could be due to the increase in income, awareness and the available opportunities.

### **5.2.5 Resident's Response of Impact on Environment Quality**

It is a general belief that when the development takes place to construct tourist centres, hotels, dhabas, restaurants, the various production units, construction of roads and creation of various amenities for the additional population, the materials are dumped, trees are cut, and the area under forest decreases. This all helps in polluting the environment unless the action is taken by the authorities to take remedial measures. To see the impact of these pollutants on environment, the data collected of both Haryana and Uttarakhand has been analysed and presented in tables 5.46 and 5.47.

#### **5.2.5.1 Views of Haryana Residents on Environment Quality**

Views of the respondents from Haryana on the statement "affected the natural beauty and Scenario adversely" was wrong as reported by 58 percent, while 18 percent were not clear about it, rather the most of the spots were very well developed and were better than as visualised by them about two decades back. Only about 26 percent mentioned that the statement was true. Similar was the position in respect of the "decrease in area under forests". 46 percent agreed with the statement, while 41 percent said that the statement was wrong. At most of the places, only the useless area was used. Though some area under forests was reduced, but it was mainly for the increased population and not due to the effect or requirement of tourists. 42 percent and 41 of the

residents said that the statements "tourism has increased the air and noise pollution" respectively was true, while far greater number 45 percent and 42 percent reported that the statement was wrong. 14 percent and 17 percent were uncertain. Thus it leads to conclude that according to the majority of respondents, the effect of environment was not significant.

**Table 5.46 Resident's Response about the Impact on Environment Quality in the Shivalik Hill Region of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
EQ-1	Affected the natural Beauty and scenario Adversely	14 (7.29)	66 (18.75)	34 (17.71)	66 (50.00)	12 (6.25)
EQ-2	Decreased the area under forest coverage	13 (6.77)	76 (39.58)	25 (13.02)	62 (32.29)	16 (8.33)
EQ-3	Increased the air pollution	18 (9.37)	62 (32.29)	26 (13.54)	77 (40.10)	9 (4.69)
EQ-4	Increased the noise pollution	14 (7.29)	65 (33.85)	32 (16.67)	68 (35.42)	13 (6.77)
EQ-5	Disturbed the water pollution	19 (9.90)	73 (38.02)	28 (14.58)	60 (31.25)	12 (6.25)

Note: Figures in parentheses indicate percentages

### 5.2.5.2 Views of Uttarakhand Residents on Environment Quality

The views of the residents of Uttarakhand on Environment quality Table (5.47) were not different from Haryana residents. 36 percent of the respondents mentioned the statement "affected the natural beauty and scenario adversely". "Decreased the area under forests" (40%), "increased the air pollution" (44%), "increased the noise pollution" (44%) and "disturbed the water pollution" (45%) was reported true/very true. The respective percentage of residents, who mentioned the respective statements wrong were 47 percent, 44 percent, 42 percent, 42 percent and 37 percent. In short, according to the data provided by the respondents, as envisaged the adverse affect of environment was not high.

**Table 5.47 Resident's Response about the Impact on Environment Quality in the Shivalik Hill Region of Uttarakhand**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
EQ-1	Affected the natural Beauty and scenario Adversely	15 (5.73)	59 (30.72)	32 (16.67)	79 (41.15)	7 (5.73)
EQ-2	Decreased the area under forest	17 (8.85)	61 (31.77)	29 (15.10)	70 (36.46)	15 (7.81)
EQ-3	Increased the air pollution	16 (8.33)	68 (35.42)	28 (14.58)	69 (35.94)	11 (5.73)
EQ-4	Increased the noise pollution	19 (9.90)	67 (34.90)	30 (15.62)	64 (35.94)	12 (6.25)
EQ-5	Disturbed the water pollution	15 (7.81)	71 (36.98)	36 (18.75)	58 (30.21)	12 (6.25)

Note: Figures in parentheses indicate percentages

### 5.2.6 Tourists Response on Economic Development

Usually it is felt that the residents residing in the area cannot paint a very good picture since they are accustomed with the system and the small changes going on from time to time often go un noticed. It was, therefore decided to include a sample of some tourists, who have visited the area repeatedly or more than once earlier since they could provide better information regarding the developments taken place during the subsequent periods. As such the data collected on all the parameters was collected and analysed. The results so obtained on Economic Development have been presented in the tables 5.49 and 5.50 for the state of Haryana and Uttarakhand respectively.

#### 5.2.6.1 Tourists Response on Economic Development in Haryana

It could be observed from the table that 87 percent of the tourists found the statement "created more jobs for locals" true/ very true, 11 percent believed that the statement was wrong, while the uncertain tourists were 3 percent. Regarding the "creation of seasonal jobs", 82 percent found the statement true. In this case, the percentage of tourists who could not make an idea increased to 13 percent, the persons having the negative opinion being 5 percent. The tourists were not clear about the statement "made people dependent on tourism" and were uncertain (27%), while the

persons finding the statement true or wrong were observed to be 57 and 17 percent respectively. Regarding the "increase in income", 87 percent of the total tourists interviewed found the statement true. 8 percent could not give a satisfactory reply, while 5 percent did not find the statement true. 90 percent said the statement "increased the business of local traders" was true. 58 percent agreed with the statement "encouraged the optimal use of resources" however a large percentage of visitors (33%) were undecided and had no idea. Similar was the position in respect of "increased ancillary Enterprises", where 70 percent agreed with the statement, but 23 percent were having no idea. Regarding the "withdrawal of labour from other enterprises" and creation of scarcity of labour, 63 and 78 percent respectively found the statements true, while 32 and 17 percent showed ignorance.

**Table 5.48 Tourists Response about the Impact on Economic Development in the Shivalik Hill region of Haryana**

S.No.	Development Criterion	Very True	True	No idea (Not certain)	wrong	Very wrong
ED-1	Created more Jobs for locals	30 (50.00)	22 (36.67)	2 (3.33)	4 (6.67)	2 (3.33)
ED-2	Created more Seasonal Jobs	20 (33.33)	29 (48.33)	8 (13.33)	2 (3.33)	1 (1.67)
ED-3	Made people depended on Tourism	0	34 (56.67)	16 (26.67)	8 (13.33)	2 (3.33)
ED-4.	Increased the income of Residents	7 (11.67)	45 (75.00)	5 (8.33)	2 (3.33)	1 (1.67)
ED-5.	Increased the business of local traders	4 (6.67)	50 (83.34)	1 (1.67)	4 (6.66)	1 (1.67)
ED-6	Encouraged the optimal use of resources	6 (10.00)	28 (46.67)	20 (33.33)	5 (8.33)	1 (1.67)
ED-7	Increased ancillary Enterprises	10 (16.67)	32 (53.33)	14 (23.33)	3 (5.00)	2 (3.33)
ED-8	Withdrawal of Labour from other Occupations	10 (16.67)	28 (46.66)	19 (31.67)	3 (5.00)	0
ED-9	Created Scarcity of Labour in other Enterprises	4 (6.67)	43 (71.66)	10 (16.67)	2 (3.33)	1 (1.67)

Note: Figures in parentheses indicate percentages

### 5.2.6.2 Tourists Response on Economic Development in Uttarakhand

In Uttarakhand too, the result of the survey of the tourists was on the similar lines with slight variations. 92 percent and 88 percent of the total tourists revealed that tourism has not only created additional jobs, but seasonal jobs too. It was but certain that during the season additional man power is appointed in major as well as ancillary enterprises to meet the additional demand of goods and services. It was further revealed by 83 percent of them that the "local residents have become dependent" on the arrival of tourists or in other words the income of residents had a positive correlation with the number of tourists. Not only this, 88 percent of the tourists felt that the statement "tourism has increased the income" of local residents was true or very true. Almost all (97 %) except 3 percent observed that the statement "increased the business of local traders" was correct.

**Table 5.49 Tourists Response about the Impact on Economic Development in the Shivalik Hill region of Uttarakhand**

S.No.	Development Criterion	Very True	True	No idea (Not certain)	wrong	Very wrong
ED-1	Created more Jobs for locals	30 (50.00)	25 (41.67)	2 (3.33)	1 (1.67)	2 (3.33)
ED-2	Created more Seasonal Jobs	26 (43.33)	27 (45.00)	3 (5.00)	3 (5.00)	1 (1.67)
ED-3	Made people depended on Tourism	10 (16.67)	34 (56.67)	10 (16.67)	5 (8.33)	1 (1.67)
ED-4.	Increased the income of Residents	5 (8.33)	48 (80.00)	3 (5.00)	2 (3.33)	1 (1.67)
ED-5.	Increased the business of local traders	5 (8.33)	53 (88.34)	0	2 (3.33)	0
ED-6	Encouraged the optimal use of resources	4 (6.67)	33 (55.00)	20 (33.33)	3 (5.00)	0
ED-7	Increased ancillary Enterprises	10 (16.67)	36 (60.00)	9 (15.00)	3 (5.00)	2 (3.33)
ED-8	Withdrawal of Labour from other Occupations	7 (11.67)	33 (55.00)	16 (26.67)	3 (5.00)	1 (1.66)
ED-9	Created Scarcity of Labour in other Enterprises	6 (10.00)	41 (68.34)	11 (18.33)	2 (3.33)	0

Note: Figures in parentheses indicate percentages.

In the matter of "encouraged the optimal use of resources", 62 percent found the statement true while 33 percent mentioned having no idea. 77 percent of the tourists found the statement "increased ancillary enterprises" as true, 15 percent were not clear and mentioned no idea while 8 percent did not agree with the statement. "Withdrawal of labour" from other enterprises was accepted as true by 67 percent of the tourists, a large percentage opined having no idea. However 78 percent were of the opinion that tourism has "created scarcity of labour" in the area, while 18 percent had no idea or were uncertain.

### 5.2.7 Tourist's Response of Impact on Cost of Living

Cost of Living being an important aspect of Economic Development, the view of the tourists ascertained and analysed have been presented below:

#### 5.2.7.1 Tourists Response on Economic Development in Haryana

The tourist's response on the cost of living of the residents in Haryana (Table 5.50) revealed that 90 percent found the statement true/ very true that "general price of various goods and services have increased". Similar views were expressed on the statements "increased cost of land and housing accommodation"(85%), "increased rent of accommodation and shops" (80%) and "increased living standards" (87%). All this goes to show that tourism has increased the standard of living of the masses in the area. They also revealed that increase in prices was there in the entire country.

**Table 5.50 Tourist's Response about the Impact on Cost of Living in the Shivalik Hill Region Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	Very wrong	wrong
CL-1	Increased the General Price of various Goods/Services	8 (13.34)	48 (80.00)	0	2 (3.33)	2 (3.33)
CL--2	Increased the cost of land and Housing in the area	15 (25.00)	36 (60.00)	3 (5.00)	4 (6.67)	2 (3.33)
CL-3	Increased the rent of accommodation and shops	19 (31.67)	35 (58.33)	3 (5.00)	3 (5.00)	0
CL-4	Improved the living standard of masses	4 (6.67)	48 (80.00)	4 (6.67)	2 (3.33)	2 (3.33)

Note: Figures in parentheses indicate percentages

### 5.2.7.2 Tourists Response on Economic Development in Uttarakhand

The results in Uttarakhand were no different to the results obtained in Haryana. It could be observed from the table 5.51 that the tourists in Uttarakhand too, quite high percentage of tourists found the statements "Increased general price level" (83%), "increased cost of land and housing in the area (88%), "increased the rent of housing accommodation and business establishments" (88%) and "increased the level of living standard" (87%) true/ very true. Only 7 percent households found the statements as wrong or very wrong. However, the tourists having no idea on the statements varied from 0 to 7 percent. This goes to show that Uttarakhand state is on a better plateau as compared to Haryana in terms of cost of living in the area.

**Table 5.51 Tourist's Response about the Impact on Cost of Living in the Shivalik Hill Region of Uttarakhand**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
CL-1	Increased the General Price of various Goods/Services	8 (13.33)	48 (80.00)	0	2 (3.33)	2 (3.33)
CL--2	Increased the cost of land and Housing in the area	15 (25.00)	38 (63.33)	3 (5.00)	2 (3.33)	2 (3.34)
CL-3	Increased the rent of accommodation and shops in the area	18 (30.00)	35 (58.33)	3 (5.00)	2 (3.33)	2 (3.34)
CL-4	Improved the living standard of masses	4 (6.67)	48 (80.00)	4 (6.67)	2 (3.33)	2 (3.33)

Note: Figures in parentheses indicate percentages

### 5.2.8 Tourist's Response of Impact on Infrastructure Development

The results of the Tourists response on infrastructure development have been presented in table 5.52 and 5.53.

#### 5.2.8.1 Tourists Response on Infrastructure Development in Haryana

The data presented in table 5.52 revealed that 87 percent of the tourists marked the statement "improved the road conditions in the area" true/very true. At the same



time a small number of tourists around 13 percent found the statement wrong. In the matter of the "helped the growth of small scale industry", 70 percent of the tourists found the statement correct, 10 percent said it wrong, while 20 percent were having no idea. 80 percent, 97 percent, 68 percent found the statements, "Increased transport facilities", "Increased the mode of communication in the area" and "lead to infrastructure development" in the area true or very true. However in the matter of "improvement in electricity, water supply and sanitation", the percentage of tourists finding the statement wee 56 percent. This could be due to the general conditions prevalent in Haryana and these stations were no exceptions.

**Table 5.52 Tourists Response about the Impact on Infrastructure Development in the Shivalik Hill Region of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
IS-1.	Improved the road conditions in the Area	0	52 (86.67)	0	8 (13.33)	0
IS-2	Helped the Small Scale and Handloom Industry	10 (16.67)	32 (53.33)	12 (20.00)	3 (5.00)	3 (5.00)
IS-3	Increased the transport facilities	10 (16.67)	38 (63.33)	4 (6.67)	6 (10.00)	6 (10.00)
IS-4	Increased the mode of communication in the area	10 (16.67)	48 (80.00)	2 (3.33)	0	0
IS-5	Lead to the Infrastructure Development in the Area	12 (20.00)	29 (48.33)	13 (21.67)	6 (10.00)	0
IS-6	Improvement in electricity, water supply and sanitation in the area	15 (25.00)	20 (31.33)	10 (16.67)	10 (16.67)	5 (8.33)

Note: Figures in parentheses indicate percentages

### 5.2.8.2 Tourists Response on Infrastructure Development in Uttarakhand

In Uttarakhand also, the tourist's response on almost all the statements was either true or very true and varied from 67 percent to almost 97 percent households. Only a very small percentage of households varying from 3 to 12 percent reported that the statements were wrong. The detailed analysis revealed that the percentage of

tourists marking the statement true/very true were 78 percent, 72 percent, 82 percent, 97 percent, 77 percent and 87 percent for the statements IS-1, IS-2, IS-3, IS-4, IS-5 and IS-6 respectively. In other words, it could be concluded that the Infrastructure Development improved in the area considerably.

**Table 5.53 Tourists Response about the Impact on Infrastructure Development in the Shivalik Hill Region of Uttarakhand**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
IS-1.	Improved the road conditions in the Area	0	47 (78.33)	7 (11.67)	6 (10.00)	0
IS-2	Helped the Small Scale and handloom Industry	9 (15.00)	34 (56.67)	11 (18.33)	3 (5.00)	3 (5.00)
IS-3	Increased the transport facilities	7 (11.66)	42 (70.00)	4 (6.67)	4 (6.67)	3 (5.00)
IS-4	Increased the mode of communication in the area	13 (21.67)	45 (75.00)	0	2 (3.33)	0
IS-5	Lead to the Infrastructure Development in the Area	13 (21.66)	33 (55.00)	10 (16.67)	4 (6.67)	0
IS-6	Improvement in electricity, water supply and sanitation	19 (31.67)	21 (35.00)	10 (16.67)	8 (13.33)	2 (3.33)

Note: Figures in parentheses indicate percentages

### 5.2.9 Tourists Response on Socio-Cultural Effect

To ascertain the impact of Socio-Cultural Effect on the residents of the area, tourist's views were also ascertained. Most of the tourists visiting the area again and again had patronised the same hotel or the place of stay and consciously or unconsciously, they were staying there unless the accommodation was not available. They were visiting the place with specific objective viz. pilgrimage/visit to holy places, taking rest, sight-seeing, adventure, business, Yoga/Meditation or Ayurvedic treatment. As such many of them had little time to look for other activities and because of this for most of the social-cultural affect statements, they showed ignorance and their reply was

not certain or no idea. The results of the data analysed have been presented below in table 5.54 and 5.55.

**Table 5.54 Tourists Response about the Impact on Socio-Cultural Effect in the Shivalik Hill Region of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
SC-1	Increased the Availability of Recreational Facilities	4 (6.67)	30 (50.00)	17 (28.33)	5 (8.33)	4 (6.67)
SC-2	Changed the local values, norms and customs	5 (8.33)	14 (23.33)	17 (28.33)	19 (31.67)	5 (8.33)
SC-3	Raised the opportunity of Shopping	0	43 (71.67)	17 (28.33)	0	0
SC-4	Affected the Religious Activities	2 (3.33)	5 (8.33)	15 (25.00)	30 (50.00)	8 (13.33)
SC-5	Helped in Renovation and Maint. of Historical Monuments	15 (25.00)	24 (40.00)	15 (25.00)	6 (10.00)	0
SC-6	Disturbed the peace of the Area	0	23 (38.33)	17 (28.33)	10 (16.67)	10 (16.67)
SC-7	Increased the Literacy Rate	12 (20.00)	36 (60.00)	12 (20.00)	0	0
SC-8	Improved the faith in local deities	4 (6.67)	38 (63.33)	10 (16.67)	6 (10.00)	2 (3.33)
SC-9	Improved the knowledge about religion	13 (21.67)	35 (58.33)	2 (3.33)	6 (10.00)	4 (6.67)
SC-10	Increased the Awareness of Locals about the outer World	5 (8.33)	40 (66.67)	15 (25.00)	0	0
SC-11	Increased the Crowd more than the Carrying Capacity	10 (16.67)	23 (38.33)	24 (40.00)	3 (5.00)	0
SC-12	Increased the Social Evils like Alcoholism, Gambling and Prostitution in the Area	5 (8.33)	21 (35.00)	22 (36.67)	12 (20.00)	0
SC-13	Made a Loss to Cultural Identity	0	9 (15.00)	25 (41.67)	16 (26.67)	10 (16.67)
SC-14	Increased Law and Order Problem	5 (8.33)	23 (38.33)	12 (20.00)	10 (16.67)	10 (16.67)
SC-15	Affected the local culture and values	0	12 (20.00)	24 (40.00)	18 (30.00)	6 (10.00)

Note: Figures in parentheses indicate percentages.

### **5.2.9.1 Tourists Response of Impact on Socio-Cultural Effect in Haryana**

The data presented in table 5.54 for Haryana revealed that the statement "increased the availability of recreational facilities in the area was marked correct by 57 percent of the respondents, while more than 28 percent mentioned- no idea or uncertain.

Only 15 percent reported that the statement was wrong. To the statement "changed the local values, norms and customs", 32 percent mentioned that the statement was correct, while 40 percent did not agree with the statement and 28 percent had no idea. Majority of the tourists (72 %) were of the idea that opportunities for the shopping had increased, while the remaining 28 percent had no idea about it. Only a very small percentage of tourists (12%) were of the view that tourism have "affected the religious activities" in the area, 63 percent considered the statement wrong, while 25 percent were uncertain. Only a small percentage of the tourists (12%) did not endorse the statement "affected the religious activities in the area" as true, rather 63 percent of the tourists reported that tourism has not affected these. 65 percent respondents found the statement true that tourism have helped "renovation of historical monument in the area". Only 10 percent of considered the statement wrong. 34 percent of the tourists believed that tourism has not "affected the peace of the area". 80 percent of the respondents mentioned that due to tourism, "literacy rate in the area has increased". 70 percent, 80 percent and 75 percent found the statements "improved the faith in local deities", "improved the knowledge about religion", "increased the awareness of locals to the world" as true respectively. A mixed reaction was observed on the statements "increased the crowd more than the carrying capacity"(54%), "increased the social evils" (40%), "made a loss to the cultural identity" (15%), "increased the law and order problem" (46%) and "affected the local culture and values"(10%), while the percentage of tourists who did not agree with the statements were 5, 20, 43, 33 and 40 percent respectively, the remaining were having no idea.

### **5.2.9.2 Tourists Response on Socio-Cultural Effect in Uttarakhand**

The data presented in table 5.55 for Uttarakhand revealed that the statement "increased the availability of recreational facilities" in the area was marked correct by 71 percent of the respondents, while 20 percent mentioned no idea or uncertain, only 9 percent said that the statement was wrong. To the statement "changed the local values,

**Table 5.55 Tourists Response about the Impact on Socio-Cultural Effect in the Shivalik Hill Areas of Uttarakhand**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
SC-1	Increased the Availability of Recreational Facilities	6 (10.00)	37 (61.67)	12 (20.00)	3 (5.00)	2 (3.33)
SC-2	Changed the local values, norms and customs	4 (6.67)	17 (28.33)	15 (25.00)	22 (36.67)	2 (3.33)
SC-3	Raised the opportunity of Shopping	9 (15.00)	43 (71.67)	8 (13.33)	0	0
SC-4	Affected the Religious Activities	2 (3.33)	15 (25.00)	17 (28.33)	23 (38.34)	3 (5.00)
SC-5	Helped in Renovation and Maintenance of Hist. Mon.	21 (35.00)	24 (40.00)	10 (16.67)	5 (8.33)	0
SC-6	Disturbed the peace	0	23 (38.33)	23 (28.33)	7 (38.33)	7 (11.67)
SC-7	Increased the Literacy Rate	16 (26.67)	36 (60.00)	8 (13.33)	0	0
SC-8	Improved the faith in local deities	4 (6.67)	40 (66.66)	10 (16.67)	4 (6.67)	2 (3.33)
SC-9	Improved the knowledge about religion	12 (20.00)	39 (65.00)	5 (8.33)	4 (6.67)	0
SC-10	Increased the Awareness to the outer World	8 (13.33)	33 (55.00)	19 (31.67)	0	0
SC-11	Increased the Crowd more than the Carrying Capacity	13 (21.67)	23 (38.33)	20 (33.33)	4 (6.67)	0
SC-12	Increased the Social Evils - drinking, Gambling etc.	5 (8.33)	18 (30.00)	22 (36.67)	15 (25.00)	0
SC-13	Made a Loss to Cultural Identity	0	11 (18.33)	29 (48.33)	17 (28.33)	3 (5.00)
SC-14	Increased Law and Order Problem	8 (13.33)	22 (36.67)	12 (20.00)	10 (16.67)	8 (13.33)
SC-15	Affected the local culture and values	0	15 (25.00)	29 (48.33)	13 (21.67)	3 (5.00)

Note: Figures in parentheses indicate percentages

norms and customs", 35 percent mentioned that the statement was correct, while 40 percent did not agree and 25 percent had no idea. Majority of the tourists (87 %) were of the idea that "opportunities for the shopping had increased", while the remaining 28 percent had no idea about it. Only a very small percentage of tourist (12%) were of the view that tourism have "affected the religious activities in the area", 60 percent considered the statement wrong, while 28 percent were uncertain. Only a small percentage of the tourists (12%) did not endorse the statement "affected the religious activities in the area" as true, rather 63 percent of the tourists reported that tourism has not affected the religious activities. 65 percent responded positively and found the statement true that tourism have helped "renovation of historical monuments" in the area. Only 10 percent of the tourist considered the statement wrong. 50 percent of the tourists believed that tourism has not "affected the peace of the area". 87 percent of the respondents mentioned that due to tourism "literacy in the area has increased". 73 percent, 85 percent and 68 percent found the statements "improved the faith in local deities", "improved the knowledge about religion, "increased the awareness of locals to the world as true respectively. A mixed reaction was observed on the statements "increased the crowd more than the carrying capacity"(60%), "increased the social evils" (47%), " made a loss to the cultural identity" (18%), "increased the law and order problem" (50%) and affected the local culture and values" (25%) and marked as true/very true, while the percentage of tourists who did not agree with the statement were ascertained to be 7, 17, 33, 30 and 27 percent respectively, the remaining having no idea.

#### **5.2.10 Tourists Response of Impact on Environment Quality**

The analysis of views of the tourists on environment quality have been presented in tables 5.56 and 5.57.

##### **5.2.10.1 Tourists Response on Environment Quality in Haryana**

The data collected from Haryana and presented in the table revealed that most of the statements have been evaluated as wrong or very wrong indicating that there was not much adverse impact of tourism in the area. According to the analysis of the area, 57 percent, 57 percent, 50 percent, 48 percent and 55 percent of the tourists have revealed that the statements EQ-1, EQ-2, EQ-3, EQ-4 and EQ-5 respectively were

wrong. The tourists indicating no idea varied from 17 percent to 20 percent. This leads to conclude that the percentage of tourists finding the statements true or very true varied from 25 percent to 33 percent.

**Table 5.56 Tourists Response about the Impact on Environment Quality in the Shivalik Hill Region of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
EQ-1	Affected the natural Beauty and scenario Adversely	3 (5.00)	16 (26.67)	10 (16.67)	24 (40.00)	10 (16.66)
EQ-2	Decreased the area under forest coverage	4 (6.67)	12 (20.00)	10 (16.67)	26 (43.33)	8 (13.33)
EQ-3	Increased the air pollution	5 (8.33)	15 (25.00)	10 (16.67)	25 (41.67)	5 (8.33)
EQ-4	Increased the noise pollution	4 (6.67)	15 (25.00)	12 (20.00)	23 (38.33)	6 (10.00)
EQ-5	Disturbed the water pollution	5 (8.33)	10 (16.67)	10 (16.67)	21 (35.00)	12 (20.00)

Note: Figures in parentheses indicate percentages

#### 5.2.10.2 Tourists Response of Impact on Environment Quality in Uttarakhand

**Table 5.57 Tourists Response about the Impact on Environment Quality in the Shivalik Hill Region of Haryana**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
EQ-1	Affected the natural Beauty and scenario Adversely	3 (5.00)	16 (26.67)	10 (16.67)	24 (40.00)	10 (16.66)
EQ-2	Decreased the area under forest coverage	4 (6.67)	12 (20.00)	10 (16.67)	26 (43.33)	8 (13.33)
EQ-3	Increased the air pollution	5 (8.33)	15 (25.00)	10 (16.67)	25 (41.67)	5 (8.33)
EQ-4	Increased the noise pollution	6 (10.00)	15 (25.00)	12 (20.00)	23 (38.33)	4 (6.67)
EQ-5	Disturbed the water pollution	12 (20.00)	10 (16.67)	10 (16.67)	21 (35.00)	7 (11.66)

Note: Figures in parentheses indicate percentages

The pattern of results obtained for the state of Uttarakhand was no different than the results obtained for Haryana. However some variations in the percentages were observed. In Uttarakhand, the tourists reporting the statements EQ-1, EQ-2, EQ-3, EQ-4 and EQ-5 wrong were observed to be 57 percent, 55 percent, 55 percent, 57 percent and 61 percent respectively. The tourists having no idea varied from 13 to 17 percent leading to conclude that the tourists finding the statements True/very true varied from 25 percent to 32 percent.

#### **5.2.11 Travel Agency/Transporters Response of Impact in the area**

The impact as per the parameters included in the study are discussed below:

##### **5.2.11.1 Travel Agency/Transporters Response on Economic Development**

Tourist agents/agencies and transporters were the important beneficiaries connected with the tourists along with the local residents, traders, hoteliers and restaurants/*dhabas* and tea shop owners. It was therefore considered very necessary to include their views. The sample being small, only the results in percentages for Haryana and Uttarakhand were presented in the same table. It could be observed from the table that the statement "created more jobs for the locals", 75 percent of Haryana and 83 percent of the Uttarakhand respondents found the statement true or very true. As compared to this, the respondent's considering the statement wrong/very wrong from the corresponding states was 17 and 8 percent. However, the respondents having no idea were observed to be 8 percent in each state. Regarding the statement "created more seasonal jobs", the respondents observing the statement true/very true were 75 percent in each state and having no idea remained 8 percent in each state. The respondents marking the statement wrong in the respective states were 17 percent each. The response about the statement "made people dependent on tourism was found to be true/very true by 83 percent and 75 percent and wrong by 8 and 17 percent of Haryana and Uttarakhand respectively. In both the states the respondents having no idea were 8 percent each. The statement "increased the income of residents" was found true by 83 and 92 percent respondents. Similarly "increased the business of local traders" was found to be true, by 92 percent respondents each in Haryana and Uttarakhand.



Regarding the "encouraged the use of optimal resources", 33 percent of the respondents were having no idea, while only

**Table 5.58 Travel Agency/Transporters Response about the Impact on Economic Development in the Shivalik Hill region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very True	True	No idea (Not certain)	wrong	Very wrong
ED-1	Created more Jobs for locals- Haryana Uttarakhand	41.67	33.33	8.33	16.67	0
		25.00	58.33	8.33	8.33	0
ED-2	Created more Seasonal Jobs- Haryana Uttarakhand	25.00	50.00	8.33	16.67	0
		16.67	58.33	8.33	16.67	0
ED-3	Made people dependent on Tourism- Haryana Uttarakhand	16.67	66.67	8.33	8.33	0
		8.33	66.67	8.33	16.67	0
ED-4.	Increased the income of Residents Haryana Uttarakhand	16.67	66.67	8.33	8.33	0
		16.67	75.00	0	8.33	0
ED-5.	Increased the business of local traders Haryana Uttarakhand	16.67	75.00	0	8.33	0
		8.33	83.33	8.33	0	0
ED-6	Encouraged the optimal use of resources Haryana Uttarakhand	0	66.67	33.33	0	0
		0	58.33	33.33	8.34	0
ED-7	Increased ancillary Enterprises Haryana Uttarakhand	16.67	66.67	8.33	8.33	0
		16.67	75.00	0	8.33	0
ED-8	Withdrawal of Labour from other Occupations Haryana Uttarakhand	8.33	75.00	16.67	0	0
		0	66.67	16.67	16.67	0
ED-9	Created Scaracity of Labour in other Enterprises Haryana Uttarakhand	8.33	66.67	8.33	16.67	0
		8.33	75.00	8.33	8.34	0

67 and 58 percent ticked the statement true/very true. Regarding the statements "increased ancillary enterprises", "withdrawal of labour from other enterprises" and "created labour scarcity" was found to be true by 84, 83 and 75 percent in Haryana and in Uttarakhand, it was found to be 92, 66 and 83 percent. In short, according to the travel agents transporters, the tourism has a positive and significant effect.

### 5.2.11.2 Travel Agency/Transporters Response of Impact on Cost of Living

Travel Agents/agencies and transporters response on cost of living of has been summarised in table 5.59.

Almost 92 percent in Haryana and 100 percent in Uttarakhand owners of the travel agencies/transporters marked the statement "increased the general price level" true/very true. The statement "increased the cost of land and buildings" was found to be true by 92 percent respondents each in the respective states. Similar was the situation in case of

**Table 5.59 Travel Agents/Transporters Response about the Impact on Cost of Living in the Shivalik Hill Areas Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	Very wrong	wrong	
CL-1	Increased the General Price of various Goods/Services	Haryana	8.33	83.33	0	8.33	0
		Uttarakhand	8.33	91.67	0	0	0
CL--2	Increased the cost of land and Housing in the area	Haryana	25.00	66.67	0	8.33	0
		Uttarakhand	16.67	75.00	0	8.33	0
CL-3	Increased the rent of accommodation and shops	Haryana	33.33	58.33	8.33	0	0
		Uttarakhand	25.00	75.00	0	0	0
CL-4	Improved the living standard of masses	Haryana	16.67	75.00	8.33	0	0
		Uttarakhand	33.33	66.67	0	0	0

"increased the rent of accommodation and Shops" and "improved the level of living of local people. The respondents also pointed out that except for the level of living, all the parameters were due to the inflationary affect not only in the area, but all parts of the country and the entire world.

### 5.2.11.3 Travel Agents/Transporters Response on Infrastructure Development

The views of the respondents from the category of travel agents/transporters from both Haryana and Uttarakhand on infrastructure development have been summed up and presented in table 5.60.

**Table 5.60 Travel agents and Tourists Response about the Impact on Infrastructure Development in the Shivalik Hill Region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
IS-1.	Improved the road conditions					
	Haryana	0	83.33	0	16.67	0
	Uttarakhand	8.33	75.00	0	16.67	0
IS-2	Helped the Small Scale and Handloom Industry					
	Haryana	8.33	75.00	8.33	8.33	0
	Uttarakhand	16.67	75.00	0	8.33	0
IS-3	Increased the transport facilities					
	Haryana	8.33	83.34	0	8.33	0
	Uttarakhand	8.33	75.00	0	16.67	0
IS-4	Increased the mode of communication in the area					
	Haryana	16.67	75.00	0	8.33	0
	Uttarakhand	8.33	75.00	0	16.67	0
IS-5	Lead to the Infrastructure Development in the Area					
	Haryana	16.67	83.33	0	0	0
	Uttarakhand	8.33	83.34	0	8.33	0
IS-6	Improvement in electricity, water supply and sanitation					
	Haryana	0	91.67	0	8.33	0
	Uttarakhand	0	83.34	0	16.67	0

It could be observed from the table that the statement "improved the road conditions" in the area, were endorsed by 83 percent of the respondents each from the

state of Haryana and Uttarakhand. "Helped the small scale and handloom industry" was also found true by 83 and 92 percent of respondents from the respective states. Around 92 percent and 83 percent of the travel agents from Haryana and Uttarakhand respectively agreed with the statement that tourism had helped in the increase of transport facilities in the areas. Not only this, "mode of communication too has been reported increased in almost the same manner as transport facilities. Almost 100 percent of Haryana and 92 percent of travel agents found the statement that tourism has helped increase infrastructure development in the area. Similarly improvement in electricity, water supply and sanitation has been reported true/very true by 92 percent and 83 percent of the travel agents from Haryana and Uttarakhand respectively. In short, the travel agents and transporters were of the strong opinion that due to the tourism infrastructural facilities in the area has improved, and not only the tourists, but the residents too were benefitted from this.

#### **5.2.11.4 Travel Agents/Transporters Response of Impact on Socio-Cultural effect**

The views of the travel agents/transporters too were ascertained on the impact of tourists on the socio-cultural effect on the residents of the area. The views of this category of respondents has been considered to be more important because of the reasons that these entrepreneurs not only belonged to the area, but were better educated and informed as compared to the other category of respondents. More over these persons were a link between the tourists on the one hand and all other functionaries as also the residents of the area on the other hand. The views of the transporters/travel agents on all the aspects of socio-cultural effect duly analysed have been presented in table 5.61 below.

It has been observed from the table that due to the flow of tourists in the area, the statement "the recreational facilities have been improved in the area" have been found to be true or very true by 83 and 92 percent of Haryana and Uttarakhand travel agents respectively. Only 33 percent and 25 percent of the travel agents from Haryana and Uttarakhand found the statement "changed the local values, norms and customs" and "affected the religious activities in the area" true, but the majority of the travel agents (50 percent) from Haryana and 67 percent from Uttarakhand found the statement wrong, the remaining being uncertain. Around 92 percent of the travel agents agreed with the statement that "shopping facilities have increased" due to opening of more

shops selling wide range of better quality products/ material on the demand of tourists and the residents were highly benefitted by that and they did not need to go to other bigger cities for shopping. Due to the arrival of tourism and attract more tourists, the Government allocated sufficient funds for the maintenance of monuments and historical buildings. As such, the statement was found true by 92 percent of the travel agents each from Haryana and Uttarakhand. "Disturbed the peace of the area" was found be true by only 33 and 25 percent of the respondents, while the remaining 67 and 75 percent from Haryana and Uttarakhand found the statement wrong.

**Table 5.61 Travel Agents /Transporters Response on Impact on Socio-Cultural Effect in the Shivalik Hill Areas of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
SC-1	Increased the Availability of recreational facilities					
	Haryana	8.33	75.00	0	16.67	0
	Uttarakhand	8.33	83.34	0	8.33	0
SC-2	Changed the local values, norms and customs					
	Haryana	0	33.33	16.67	50.00	0
	Uttarakhand	0	41.67	8.33	58.33	0
SC-3	Raised the opportunity of Shopping					
	Haryana	0	91.67	0	8.33	0
	Uttarakhand	8.33	83.33	0	8.33	0
SC-4	Affected the Religious Activities					
	Haryana	8.33	25.00	16.67	50.00	0
	Uttarakhand	0	33.33	16.67	50.00	0
SC-5	Helped in Renovation and maint. of Historical Monuments					
	Haryana	16.67	75.00	0	8.33	8.33
	Uttarakhand	8.33	83.33	0	8.33	0
SC-6	Disturbed the peace of the Area					
	Haryana	16.67	16.67	8.33	58.33	0
	Uttarakhand	8.33	16.67	16.67	58.33	0
SC-7	Increased the Literacy Rate					
	Haryana	16.67	75.00	0	8.33	0
	Uttarakhand	16.67	75.00	0	8.33	0
SC-8	Improved the faith in local deities					
	Haryana	25.00	58.33	0	16.67	0
	Uttarakhand	16.67	50.00	0	8.33	0

SC-9	Improved knowledge about religion Haryana Uttarakhand	16.67 16.67	75.00 83.33	8.33 0	0 0	0 0
SC-10	Increased the Awareness of Locals about the outer World Haryana Uttarakhand	8.33 8.33	75.00 83.33	16.67 8.33	0 0	0 0
SC-11	Increased the Crowd more than the Carrying Capacity Haryana Uttarakhand	16.67 8.33	33.33 25.00	8.33 16.67	41.67 50.00	0 0
SC-12	Increased the Social Evils- drinking, Gambling and Prostitution Haryana Uttarakhand	8.33 8.33	25.00 33.33	16.67 16.67	50.00 41.67	0 0
SC-13	Made a Loss to Cultural Identity Haryana Uttarakhand	16.67 8.33	16.67 25.00	33.33 16.67	33.33 50.00	0 0
SC-14	Increased Law and Order Problem Haryana Uttarakhand	8.33 8.33	33.33 33.33	0 0	58.33 58.33	0 0
SC-15	Affected the local culture and values Haryana Uttarakhand	8.33 8.33	33.33 41.67	8.33 0	50.00 50.00	0 0

It was reported by about 92 percent of the travel agents that the 'literacy rate in the area has improved'. Regarding the statements on religion related statements like "increased the faith in local deities", "improved the knowledge about religion" and "increased the awareness about the outer world", were accepted true by majority of the travel agents. About the ill effects due to tourists like "overcrowding of the area" and "increased the social evils", the travel agents did not find the statement true by majority of them, but the majority of them believed that this has happened not only in the area, but was universal due to advancement and increase in income and these effects were bound to be there in the area and hence the statements were wrong. Similarly the majority was of the opinion that tourism has not "made a loss to the cultural identity". Majority of them were again of the strong opinion and found the statements "increased the law and order problem" and "affected the local culture and values" wrong.

### 5.2.11.5 Travel Agents/Transporters Response on Impact on Environment Quality

The impact of tourism on the environment quality presented in table 5.62 reported the statement wrong by majority of the travel agents that the: natural beauty and scenario has been affected" rather it has been the general belief that the scenario has improved to a large extent. Similarly area under forest has not increased. Care has been taken at most places to allow the expansion in such a way that minimum trees are cut. The pollution too has not increased, because in the area, heavy industry has not come up and the increase in vehicles could not make much effect. Regarding the noise pollution and water pollution, the views of the travel agents were positive and the statements were considered wrong.

**Table 5.62 Travel Agents /Transporters Response about the Impact on Environment Quality in the Shivalik Hill Region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
EQ-1	Affected the natural Beauty and scenario Adversely					
	Haryana	16.67	25.00	0	58.33	0
	Uttarakhand	8.33	41.67	0	50.00	0
EQ-2	Decreased the area under forest coverage					
	Haryana	16.67	16.67	8.33	58.33	0
	Uttarakhand	16.67	16.67	16.67	50.00	0
EQ-3	Increased the air pollution					
	Haryana	25.00	25.00	0	50.00	0
	Uttarakhand	25.00	33.33	0	41.67	0
EQ-4	Increased the noise pollution					
	Haryana	8.33	33.33	16.67	41.67	0
	Uttarakhand	8.33	25.00	16.67	50.00	0
EQ-5	Disturbed the water pollution					
	Haryana	16.67	8.33	16.67	58.33	0
	Uttarakhand	16.67	8.33	33.33	41.67	0

## **5.2.12 Traders Response on Impact**

Like transporters/travel agents, traders too have a wide interaction between the various communities residing in the area, Government officials, the tourists, hoteliers, restaurant owners and tea shops etc., as such they were well conversant about the ground situation. Moreover, they themselves were also the beneficiaries. Their business too was dependent on tourists both directly and indirectly. On the one hand, the number of customer increased and these casual/passing consumers paid comparatively higher prices and usually didn't bargain and on the other hand, the increase in income of the resident's, increased their purchasing power. The results of data analysed have been presented below in table 5.63 to 5.67

### **5.2.12.1 Traders Response of Impact on Economic Development**

Traders response on economic development in the area presented in table 5.63 revealed that 75 percent and 50 percent of the traders from Haryana and Uttarakhand respectively reported that due to the arrival of tourists in the area, additional jobs have been created. Only a very small percentage of household did not agree with the statement and the remaining had no idea and were uncertain. Almost similar response was received for the statement "created more seasonal jobs" with slight variations. 75 percent of the traders in Haryana and 83 percent in Uttarakhand said that the statement "tourism has made the people dependent" was true or very true, only 8 percent from each of the states had no idea, while the remaining pointed out that the statement was wrong. Regarding the "increase in income of the residents" an overwhelming majority said the statement was true. 92 percent of the traders also felt the statement that their business has also increased due to tourist's inflow on the one hand and the increase in income of residents due to tourists on the other hand. Regarding the "optimal use of resources", over 58 percent from Haryana and 50 percent from Uttarakhand agreed with the statement, while 33 percent had no idea, the remaining a small percentage of traders felt that the statement was wrong. 92 percent of the traders found the statement true that tourism was responsible for the "creation of ancillary enterprises". The statements "withdrawal of labour from other enterprises" and "creation of scarcity of labour" 92 percent of the traders from both Haryana and Uttarakhand found the statements true. In



short, majority of the traders were of the strong view that tourism is instrumental in the economic development of the area.

**Table 5.63 Traders Response about the Impact on Economic Development in the Shivalik Hill region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very True	True	No idea (Not certain)	wrong	Very wrong
ED-1	Created more Jobs for locals- Haryana	33.33	41.67	16.67	8.33	0
	Uttarakhand	16.67	50.00	25.00	8.33	0
ED-2	Created more Seasonal Jobs- Haryana	16.67	58.33	16.67	8.33	0
	Uttarakhand	8.33	66.67	8.33	16.67	0
ED-3	Made people depended on Tourism- Haryana	8.33	66.67	8.33	16.67	0
	Uttarakhand	8.33	75.00	8.33	8.33	0
ED-4.	Increased the income of Residents Haryana	16.67	75.00	0	8.33	0
	Uttarakhand	16.67	83.33	0	0	0
ED-5.	Increased the business of local traders- Haryana	16.67	75.00	0	8.33	0
	Uttarakhand	8.33	83.33	8.33	0	0
ED-6	Encouraged the optimal use of resources- Haryana	0	58.33	33.33	8.33	0
	Uttarakhand	0	50.00	33.33	16.67	0
ED-7	Increased ancillary Enterprises Haryana	16.67	66.67	0	16.67	0
	Uttarakhand	16.67	75.00	0	8.33	0
ED-8	Withdrawal of Labour from other Occupations- Haryana	8.33	75.00	16.67	0	0
	Uttarakhand	8.33	66.67	8.33	16.67	0
ED-9	Created Scaracity of Labour in other Enterprises- Haryana	8.33	66.67	8.33	16.67	0
	Uttarakhand	0	75.00	16.67	8.33	0

### 5.2.12.2 Traders Response of Impact on Cost of Living

The views of the traders on the Cost of Living presented in table 5.64 revealed that almost all the traders from both Haryana and Uttarakhand found the statement "increased the general price level" true. The "cost of land and buildings" as also "the rent of residential and commercial buildings" was also increasing, which could not be

avoided and the area had to move along with other parts of the country. However there could be a small difference due to demand and supply and the strategic position of the area. Almost 100 percent of the traders found the statement true that the living standard has improved on all fronts like the eating, living and moving habits etc. The people in general has adopted modern living style, but remarked that this was not due to the tourists and accounted it to the increase in income of the residents.

**Table 5.64 Traders Response about the Impact on Cost of Living in the Shivalik Hill Areas of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
CL-1	Increased the General Price of various Goods/Services					
	Haryana	8.33	91.67	0	0	0
	Uttarakhand	8.33	91.67	0	0	0
CL--2	Increased the cost of land and Housing in the area					
	Haryana	25.00	75.00	0	0	0
	Uttarakhand	16.67	75.00	0	8.33	0
CL-3	Increased the rent of accommodation and shops in the area					
	Haryana	33.33	66.67	0	0	0
	Uttarakhand	25.00	75.00	0	0	0
CL-4	Improved the living standard of masses					
	Haryana	25.00	75.00	0	0	0
	Uttarakhand	33.33	66.67	0	0	0

### 5.2.12.3 Traders Response of Impact on Infrastructure Development

Trader's response on the infrastructure development in the Shivalik hills area of Haryana and Uttarakhand presented in table 5.65 revealed that the statement "improved the road conditions "was found to be true by over 83 percent of Haryana and Uttarakhand households, while the remaining 17 percent found the statement wrong. The statement that the tourism has "helped the small scale industry to grow" was found to be true by 83 percent of Haryana and 92 percent of Utrakhand traders. Almost 100 percent of the traders from both the states found the statement "increased the transport

facilities in the area" true. However in the matter of mode of communication all the 100 percent Uttarakhand and 92 percent Haryana traders agreed that the statement was true. The views of the traders on the statements "lead to the infrastructure development" and "improvement in the electricity, water supply and sanitation in the area too was found to be true by 83 and 100 percent households in Haryana and Uttarakhand.

**Table 5.65 Traders Response about the Impact on Infrastructure Development in the Shivalik Hill Region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
IS-1.	Improved the road conditions in the Area					
	Haryana	0	83.33	0	16.67	0
	Uttarakhand	8.33	75.00	0	16.67	0
IS-2	Helped the Small Scale and Handloom Industry					
	Haryana	8.33	75.00	0	16.67	0
	Uttarakhand	16.67	75.00	0	8.33	0
IS-3	Increased the transport facilities					
	Haryana	16.67	83.33	0	0	0
	Uttarakhand	16.67	83.33	0	0	0
IS-4	Increased the mode of communication in the area					
	Haryana	8.33	83.33	0	8.33	0
	Uttarakhand	16.67	83.33	0	0	0
IS-5	Lead to the Infrastructure Development in the Area					
	Haryana	8.33	75.00	0	16.67	0
	Uttarakhand	16.67	75.00	0	8.33	0
IS-6	Improvement in electricity, water supply and sanitation in the area					
	Haryana	25.00	66.67	0	8.33	0
	Uttarakhand	25.00	75.00	0	0	0

#### 5.2.12.4 Traders Response of Impact on Socio-Cultural Effect

Since the traders work for their business from early morning to late evening and during this time they interact with all sort of people. Their views on the socio-cultural effect were also ascertained, analysed and presented below in table 5.66.

It could be observed from the table that 92 percent of the traders from Haryana and 100 percent from Uttarakhand found the statement "increased the recreational facilities in the area" as true or very true. To the statement that tourism has "changed the local values, norms and customs", comparatively small segment of traders (41%) agreed with the statement, while 50 percent each from Haryana and Uttarakhand reported that the said statement was wrong. To the statement that "tourism has raised the shopping opportunity", the response of 83 percent traders from Haryana and 92 percent from Uttarakhand was positive and said the statement was true. Only 42 percent of the traders said yes to the statement that tourism has "affected the religious activities in the area", while 50 percent said that the statement was wrong and the remaining 8 percent were undecided. Around 92 percent of the traders were having the knowledge that the tourism department was allocating the funds for the repairs and maintenance of historical buildings and monuments and thus agreed with the statement. Only 25 percent of the traders from Haryana and 33 percent from Uttarakhand reported that due to tourism peace of the area has been affected, while 50 percent and 33 percent of the traders from the respective states considered the statement wrong and mentioned it as a general phenomena in most of the areas of the country as well as the state. One of the best effects of the tourism was the "increase in literacy rate" to which 92 percent of the traders from both the states agreed. To the statements "improved the faith in local deities", "improved the knowledge about religion" and "increased the awareness of locals about the other world", the replies were almost identical. 83 percent to 92 of the traders considered the statements true or very true. To the statements "increased the crowd to more than the carrying capacity" and "increased the social evils like drinking, gambling and prostitution", a mixed response was observed, 42 to 50 percent considered the statement wrong. Similar were the views about "loss of cultural identity". The response on the statements " increased law and order problem" and affected the local culture and values", was of a mixed type, where 33 percent to 49 percent considered true, however here also the majority varying from 42 to 58 percent considered the statements wrong.

**Table 5.66 Traders Response about the Impact on Socio-Cultural Effect in the Shivalik Hill Areas of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
SC-1	Increased the Availability of Recreational Facilities-Haryana Uttarakhand	16.67	75.00	0	8.33	0
		16.67	83.33	0	0	0
SC-2	Changed local values, norms and customs-Haryana Uttarakhand	8.33	33.33	8.33	50.00	0
		16.67	16.67	16.67	50.00	0
SC-3	Raised the opportunity of Shopping Haryana Uttarakhand	0	83.33	0	16.67	0
		8.33	83.33	0	8.33	0
SC-4	Affected the Religious Activities Haryana Uttarakhand	8.33	33.33	8.33	50.00	0
		8.33	33.33	8.33	50.00	0
SC-5	Helped in Renovation and Maintenance of Historical Monuments- Haryana Uttarakhand	16.67	75.00	0	8.33	0
		8.33	83.33	0	8.33	0
SC-6	Disturbed the peace of the Area Haryana Uttarakhand	8.33	16.67	33.33	50.00	0
		16.67	16.67	33.33	33.33	0
SC-7	Increased the Literacy Rate Haryana Uttarakhand	16.67	75.00	0	8.33	0
		16.67	75.00	0	8.33	0
SC-8	Improved the faith in local deities Haryana Uttarakhand	25.00	58.33	0	16.67	0
		33.33	50.00	0	8.33	0
SC-9	Improved the knowledge about Religion - Haryana Uttarakhand	8.33	75.00	16.67	0	0
		8.33	83.33	8.33	0	0
SC-10	Increased the Awareness of Locals about the outer World -Haryana Uttarakhand	8.33	83.33	8.33	0	0
		16.67	75.00	8.33	0	0
SC-11	Increased the Crowd more than the Carrying Capacity- Haryana Uttarakhand	16.67	16.67	16.67	50.00	0
		8.33	25.00	16.67	50.00	0
SC-12	Increased the Social Evils like Alcoholism, Gambling and Prostitution Haryana Uttarakhand	16.67	33.33	8.33	41.67	0
		16.67	25.00	16.67	41.67	0

SC-13	Made a Loss to Cultural Identity	16.67	16.67	16.67	41.66	0
	Haryana Uttarakhand	8.33	16.67	33.34	41.66	0
SC-14	Increased Law and Order Problem	8.33	25.00	16.67	50.00	0
	Haryana Uttarakhand	8.33	33.33	16.67	41.67	0
SC-15	Affected the local culture and values-	16.67	33.33	0	50.00	0
	Haryana Uttarakhand	16.67	25.00	0	58.33	0

### 5.2.12.5 Traders Response of Impact on Environment Quality

The views on environment quality as observed by the traders presented in table 5.67 revealed that almost 50 percent of the traders in Haryana and 42 percent in Uttarakhand considered the statement wrong that tourism has affected the "natural beauty adversely". Only about 42 percent of the traders in Haryana and 50 percent in Uttarakhand considered it true. "Area under forests has decreased" was also found to be wrong by about 42 and 50 percent of the traders in Haryana and Uttarakhand respectively.

**Table 5.67 Traders Response about the Impact on Environment Quality in the Shivalik Hill Region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
EQ-1	Affected the natural Beauty and scenario Adversely	8.33	33.33	8.33	50.00	0
	Haryana Uttarakhand	16.67	33.33	8.33	41.66	0
EQ-2	Decreased the area under forest coverage	16.67	25.00	16.67	41.66	0
	Haryana Uttarakhand	25.00	16.67	8.33	50.00	0
EQ-3	Increased the air pollution	25.00	25.00	8.33	41.67	0
	Haryana Uttarakhand	25.00	16.67	8.33	50.00	0
EQ-4	Increased the noise pollution	16.67	25.00	8.33	50.00	0
	Haryana Uttarakhand	16.67	16.67	16.67	50.00	0
EQ-5	Disturbed the water pollution	16.67	25.00	16.67	41.66	0
	Haryana Uttarakhand	16.67	16.67	16.67	50.00	0

Almost similar views were observed on the various statements like: "increase in air pollution", "increase in noise pollution" and "increase in water pollution", In short, it could be concluded that the negative effects of tourism on environment were little. A general view among the traders was that these much effects would have occurred even without the expansion of tourism sector since the population was increasing and the sub division among the families was taking place. Migration of rural people to urban and semi-urban areas in search of employment/green pastures, better education for the children and opportunity to avail the recreational facilities was also witnessed in a big way. For all this growing population, additional residential accommodation as also the work place was required which has resulted in the expansion of areas under buildings, roads and public places etc.

### **5.2.13 Hotels/Restaurants/Dhabas/ Tea Shops Response on Impact**

Hoteliers/Restaurants/Dhabas/Tea Shop owners is also an important link between local residents, producer of various goods viz. vegetables, milk, eggs, meat and other inputs. As such their views about the development in the area have been considered very important. Basically the nature of all these enterprises is almost similar except for the hotels, which provide accommodation for the stay of tourists. So to ascertain the impact in the area all these categories have been pooled together. The results so obtained have been presented below:

#### **5.2.13.1 Hoteliers/Restaurants/Dhabas/Tea Shop owners Response on Economic Development**

The data presented on various parameters of economic development (Table 5.68) revealed that 92 percent hoteliers/restaurant/ and tea shop owners from Haryana and 88 percent from Uttarakhand found the statement true/very true that additional jobs have been created. Only a small percentage ticked the statement as wrong. Almost similar findings were observed in case of the statement "created more seasonal jobs". In case of the statement "made people dependent on tourism", 88 percent from Haryana and 83 percent from Uttarakhand found the statement as very true/ true. Almost 96 percent from respondents from Haryana and 100 percent from Uttarakhand found that the income of residents has increased". "Business of the local traders" was also found to have increased to about 92 percent in Haryana almost 96 percent for the areas in Uttarakhand. Comparatively lower percentage of these functionaries (67 percent in

Haryana and 62 percent in Uttarakhand) agreed with the statement "encouraged the optimal use of resources". Though the percentage of functionaries, who did not agree and considered the statement wrong were observed to be 8 percent only, the remaining were undecided. 88 percent of the functionaries from the areas of Haryana and Uttarakhand reported the "increase in ancillary enterprises", the remaining 12 percent considered the statement wrong.

**Table 5.68 Hotels/Restaurants/Dhabas/ Tea Shops Response about the Impact on Economic Development in the Shivalik Hill region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very True	True	No idea (Not certain)	wrong	Very wrong
ED-1	Created more Jobs for locals- Haryana	29.16	62.50	4.17	4.17	0
	Uttarakhand	16.67	70.83	4.17	8.33	0
ED-2	Created more Seasonal Jobs- Haryana	16.66	75.00	4.17	4.17	0
	Uttarakhand	8.33	79.17	8.33	4.17	0
ED-3	Made people depended on Tourism- Haryana	12.50	75.00	4.17	8.33	0
	Uttarakhand	8.34	75.00	8.33	8.33	0
ED-4	Increased the income of Residents Haryana	12.50	83.33	0	4.17	0
	Uttarakhand	16.67	83.33	0	0	0
ED-5	Increased the business of local traders- Haryana	16.67	75.00	0	8.33	0
	Uttarakhand	12.50	83.33	0	4.17	0
ED-6	Encouraged the optimal use of resources- Haryana	0	66.67	25.00	8.33	0
	Uttarakhand	0	62.50	29.17	8.33	0
ED-7	Increased ancillary Enterprises Haryana	16.67	70.83	0	12.5	0
	Uttarakhand	12,50	75.00	0	12.5	0
ED-8	Withdrawal of Labour from other Occupations -Haryana	12.50	75.00	8.33	4.17	0
	Uttarakhand	8.33	79.17	8.33	4.17	0
ED-9	Created Scarcity of Labour in other Enterprises - Haryana	8.33	75.00	4.17	12.5	0
	Uttarakhand	4.17	79.16	4.17	12.5	0

Due to increase in tourism, many people have been absorbed in services in the tourism sector, purchased cars, three wheelers and were operating them as taxis, the



labour has also been absorbed in various ancillary enterprises and production of goods and material to meet the needs and demands of the visitors/tourists, resulting in the creation of scarcity of labour and this statement has been found to be true/very true by about 83 percent of the respondents. Again 87 percent of the respondents have found the statement true that "labour has been withdrawn from other occupations". It is but natural that labour will join those occupations where the wage rate was high. Since in the tourist related goods, the margin was higher, so the shifting of labour was bound to take place.

### 5.2.13.2 Hoteliers/Restaurants/Dhabas/Tea Shop owners Response of Impact on Cost of Living

In this section the response of almost all the respondents was positive and the statements were taken as true or very true. They agreed that the "general price level has increased", "cost and rent of residential and commercial buildings has increased", but considered as a general phenomena.

**Table 5.69 Hotels/Restaurants/Dhabas/ Tea Shops Response about the Impact on Cost of Living in the Shivalik Hill Region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
CL-1	Increased the General Price of various Goods/Services-Haryana Uttarakhand	4.17	95.83	0	0	0
		8.33	91.67	0	0	0
CL--2	Increased the cost of land and Housing in the area-Haryana Uttarakhand	4.17	95.83	0	0	0
		12.50	83.33	0	4.17	0
CL-3	Increased the rent of accommodation and shops Haryana Uttarakhand	8.33	91.67	0	0	0
		12.50	87.50	0	0	0
CL-4	Improved the living standard of masses - Haryana Uttarakhand	4.17	95.83	0	0	0
		8.33	91.67	0	0	0

These increases were not only in the area, but in the entire state as also the country due to inflationary trends and the movement of the price index of the various

goods in the country. However the most positive thing was that the "living standard of the people of the area increased", which could be witnessed by the huge and *pucca* buildings coming up, the clothes the people were wearing, the purchase of electronics on large scale and the automobiles being purchased by the local population and so on.

### 5.2.13.3 Hoteliers/Restaurants/Dhabas/Tea Shop owners Response of Impact on Infrastructure Development

To attract the tourists in the area, the investment was being made by the department of tourism and Government to provide various facilities to the tourists. To evaluate the efforts of the Government and the private sector, the respondent's views were ascertained and the analysis of their views has been presented in table 5.70.

**Table 5.70 Hotels/Restaurants/Dhabas/Tea Shops Operators Response about the Impact on Infrastructure Development in the Shivalik Hill Areas of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
IS-1.	Improved the road conditions					
	Haryana	4.17	83.33	0	12.50	0
	Uttarakhand	8.33	79.17	0	12.50	0
IS-2	Helped the Small Scale and Handloom Industry					
	Haryana	4.17	87.50	0	8.33	0
	Uttarakhand	8.33	83.34	0	8.33	0
IS-3	Increased the transport facilities					
	Haryana	8.33	83.34	0	8.33	0
	Uttarakhand	12.50	83.33	0	4.17	0
IS-4	Increased the mode of communication in the area					
	Haryana	12.50	83.33	0	4.17	0
	Uttarakhand	16.67	83.33	0	0	0
IS-5	Lead to the Infrastructure Development in the Area					
	Haryana	8.33	75.00	8.33	8.33	0
	Uttarakhand	12.50	75.00	4.17	8.33	0
IS-6	Improvement in electricity, water supply and sanitation in the area					
	Haryana	29.17	66.67	0	4.17	0
	Uttarakhand	25.00	70.83	0	4.17	0

It could be observed from the table that that the views of the hoteliers, restaurant/*dhabas* and tea shop owners were positive for all the statements and ticked true or very true by the majority of them. The statement that it was only due to tourism that the "road conditions in the area have improved" were marked true by 88 percent of the respondents from both Haryana and Uttarakhand. The statement "helped the small scale and handloom industry grow" too was considered true/very true by almost 92 percent of the respondents. The response was found to be higher in Uttarakhand (92%) on the statement of "increase in the transport facilities". The response in both the states was even higher on "increased the mode of communication in the area". "Lead in the infrastructure development in the area" was found to be true by 83 percent and 88 percent of Haryana and Uttarakhand respondents. The response on the improvement in electricity, water and sanitation facilities was even far more positive and was marked true/very true by around 96 percent of the respondents.

#### **5.2.13.4 Hoteliers/Restaurants/Dhabas/Tea Shop owners Response of Impact on Socio-Cultural Effect**

The response on the Socio-cultural effect on the residents of the area as reported by hoteliers/restaurants/*dhabas*/tea shop owners in the area has been summarised below in table 5.71

92 percent and 96 percent of the hoteliers/restaurants/*dhabas*/tea shop owners from Haryana and Uttarakhand respectively found the statement true/very true that due to tourism inflow, the "recreational facilities have increased" in the respective areas. As compared to this only 42 percent and 43 percent from Haryana and Uttarakhand areas respectively found the statement true/very true that local values and customs have changed rather 58 and 57 percent respondents from the respective states found the statement wrong. From the respective states, 83 percent and 92 percent of the respondents from found the statement true/very true that the "marketing facilities have increased" appreciably in the area. Again hoteliers/restaurants/*dhabas*/tea shop owners felt that the religious activities in the area were not affected, however many of the tourists were visiting the area only with the religious purpose, which strengthens the "belief of local people" also hence 58 percent and 54 percent of the respondents said the statement was wrong. 92 percent of the respondents from both the states found the statement "helped in renovation and maintenance of historical monuments" true/very true.

**Table 5.71 Hotels/Restaurants/Dhabas/ Tea Shops Response about the Impact on Socio-Cultural Effect in the Shivalik Hill Region of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
SC-1	Increased the Availability of Recreational Facilities: Haryana Uttarakhand	12.50 16.67	79.16 79.16	4.17 0	4.17 4.17	0 0
SC-2	Changed the local values, norms and customs: Haryana Uttarakhand	16.67 12.50	25.00 29.17	8.33 16.67	50.00 41.67	0 0
SC-3	Raised the opportunity of Shopping Haryana Uttarakhand	4.17 8.33	79.17 83.33	4.17 0	12.50 8.33	0 0
SC-4	Affected the Religious Activities Haryana Uttarakhand	12.50 12.50	29.17 33.33	16.67 8.33	41.67 45.84	0 0
SC-5	Helped in Renovation and Maint. of Historical buildings and Monum. Haryana Uttarakhand	12.50 8.33	79.16 83.33	4.17 4.17	4.17 4.17	0 0
SC-6	Disturbed the peace of the Area Haryana Uttarakhand	8.33 16.67	25.00 25.00	16.67 16.67	50.00 41.66	0 0
SC-7	Increased the Literacy Rate Haryana Uttarakhand	12.50 16.67	79.17 75.00	0 0	8.33 8.33	0 0
SC-8	Improved the faith in local deities Haryana Uttarakhand	25.00 25.00	62.50 70.83	0 0	12.50 4.17	0 0
SC-9	Improved knowledge about religion Haryana Uttarakhand	8.33 8.33	75.00 83.33	16.67 8.33	0 0	0 0
SC-10	Increased the Awareness of Locals about the outer World: Haryana Uttarakhand	8.33 16.67	83.33 75.00	4.17 8.33	4.17 0	0 0
SC-11	Increased the Crowd more than the Carrying Capacity: Haryana Uttarakhand	12.50 8.33	50.00 54.17	8.33 12.50	16.67 25.00	0 0
SC-12	Increased the Social Evils Haryana Uttarakhand	8.33 8.33	33.33 25.00	16.67 20.84	41.67 45.83	0 0

SC-13	Made a Loss to Cultural Identity					
	Haryana	25.00	16.67	16.67	41.66	0
	Uttarakhand	33.33	16.67	12.50	37.50	0
SC-14	Increased Law and Order Problem					
	Haryana	25.00	20.83	16.67	37.50	0
	Uttarakhand	16.67	20.83	25.00	37.50	0
SC-15	Affected the local culture and values- Haryana	25.00	25.00	8.33	41.67	0
	Uttarakhand	25.00	29.17	4.17	41.66	0

Only 33 percent from Haryana and 42 percent from Uttarakhand found true/very true that tourists were responsible for the "disturbed peace in the area". 92 percent of the respondents from both the states were of the view and found the statement true that the "literacy rate in the area has increased". 87 percent and 96 percent of the respondents found the statement "increased faith in the local deities" true. The views regarding "increased the knowledge about religion" and increased the awareness of locals about the outer world" were also identical and a big majority found the statements true/very true. The majority of the respondents did not agree with the statements "increased the crowd more than the carrying capacity", "increased the social evils like drinking, gambling and prostitution etc. "made a loss to the cultural identity", "increased the law and order problem" and "affected the local culture and values" and found the statements wrong. However, the percentage of household varied slightly in between the states and for different statements.

#### **5.2.13.5 Hoteliers/Restaurants/Dhabas/Tea Shop owners Response of Impact on Environment Quality**

Hoteliers/restaurants/*dhabas*/tea shop owners were the better persons, who could give their views on the environment quality since they were using the various materials and practices/innovations, which affected the environment quality, hence their views were ascertained analysed and presented in table 5.72 below:

37 percent of the hoteliers/restaurants/*dhabas*/tea shop owners considered the statement "Affected the scenery and natural beauty adversely" true/very true, but 50 percent considered it wrong. They were of the view that their business depends upon the scenery and natural beauty and as such took lot of care while constructing the buildings and selected the places in such a way that the "area under forests was not depleted". Similar was the position with most of the Government departments, who

took every care in the matter. 50 and 46 percent respondents from Haryana and Uttarakhand respectively considered it wrong that the "area under forests has decreased" and the Government laws were very strict not only about felling the trees, but even animals were not allowed grazing in the forest area. 46 percent each from Haryana and from Uttarakhand did not agree with the view that "air pollution has increased" rather they considered the statement wrong. similar views were expressed for the "noise and water pollution" too. However the percentage of respondents in between the states varied in respect of the various statements. It was however agreed in principle that there was no adverse effect of tourism on environment.

**Table 5.72 Hotels/Restaurants/Dhabas/ Tea about the Impact on Environment Quality in the Shivalik Hill Areas of Haryana and Uttarakhand (%)**

S.No.	Development Criterion	Very true	True	No idea (Not certain)	wrong	Very wrong
EQ-1	Affected the natural Beauty and scenario Adversely					
	Haryana	8.33	29.17	12.50	50.00	0
	Uttarakhand	12.50	25.00	12.50	50.00	0
EQ-2	Decreased the area under forest coverage					
	Haryana	25.00	20.83	4.17	50.00	0
	Uttarakhand	25.00	16.67	12.50	45.83	0
EQ-3	Increased the air pollution					
	Haryana	25.00	20.83	8.33	45.84	0
	Uttarakhand	25.00	25.00	4.17	45.83	0
EQ-4	Increased the noise pollution					
	Haryana	16.67	25.00	12.50	45.83	0
	Uttarakhand	25.00	16.67	12.50	45.83	0
EQ-5	Disturbed the water pollution					
	Haryana	16.67	20.83	12.50	50.00	0
	Uttarakhand	16.67	16.67	12.50	54.66	0

### 5.3 IMPACT BY MEAN, STANDARD DEVIATION AND MEAN RANKING

The analysis to ascertain the tourist's impact in the area, the data was analysed using the statistical technique of mean, standard deviation, ranking and T/Z test. The mean values having value more than 3.0 showed that the impact was positive and in

case the values were less than 3.0, the impact was negative. T and Z calculated values were compared with the book values and marked as highly significant (1% level of significance) and significant (5 % level of significance) for all the categories of beneficiaries in the area.

### **5.3.1 Analysis of Residents Views of Haryana**

The table revealed that in most of the cases the mean average was more than 3 showing a positive impact in the area. The results for all the variables included in the study ( X<sub>1</sub> to X<sub>40</sub>) having an influence on the development in the area presented in the table 5.73 were found to be highly significant for the statements: created more jobs for locals (X<sub>1</sub>), created more seasonal jobs (X<sub>2</sub>), increased the income of residents (X<sub>3</sub>), increased the business of local traders (X<sub>4</sub>), encouraged the optimal use of resources (X<sub>5</sub>), encouraged the optimal use of resources (X<sub>6</sub>), increased the ancillary enterprises (X<sub>7</sub>), Withdrawal of labour from other enterprises (X<sub>8</sub>), created scarcity of labour in other enterprises (X<sub>9</sub>), improved the marketing facilities (X<sub>10</sub>), Increased the General Price of various Goods/Services (X<sub>11</sub>), Increased the cost of land and Housing in the area (X<sub>12</sub>), increased the rent of shops and accommodation (X<sub>13</sub>), improved the living standard of masses (X<sub>14</sub>), improved the road conditions in the area (X<sub>15</sub>) Helped the small scale and handloom industry (X<sub>16</sub>), Increased the transport facilities (X<sub>17</sub>), Increased the mode of communication in the area (X<sub>18</sub>), Lead to the Infrastructure Development (X<sub>19</sub>), improvement in electricity, water and sanitation (X<sub>20</sub>), increased the recreational facilities (X<sub>21</sub>), Raised the opportunity of shopping (X<sub>23</sub>), Helped in renovation of historical monuments (X<sub>25</sub>), increased the faith in local deities (X<sub>27</sub>), improved the knowledge about religion (X<sub>28</sub>), Increased the literacy rate (X<sub>29</sub>), increased the awareness of local towards the outer world (X<sub>30</sub>), Increased the Crowd more than the Carrying Capacity (X<sub>31</sub>). Most of these showed a positive impact while a few like: X<sub>22</sub>, X<sub>26</sub>, X<sub>34</sub>, X<sub>35</sub>, X<sub>36</sub>, X<sub>37</sub>, X<sub>38</sub>, X<sub>39</sub> and X<sub>40</sub> were negative and significant. Only a few like X<sub>32</sub> and X<sub>34</sub> were positive, but not significant, while X<sub>22</sub> was negative and non significant.

### **5.3.2 Analysis of Residents Views of Uttarakhand**

The results of the resident's views of the shivalik hills area of Uttarakhand were not much different than Haryana and were more or less the same. The impact was found to be positive and highly significant in respect of the various statements X<sub>1</sub> to

X<sub>10</sub>, X<sub>14</sub> to X<sub>23</sub>, X<sub>25</sub> and X<sub>27</sub> to X<sub>31</sub>. The impact was also found to be positive and highly significant for the statements X<sub>11</sub> to X<sub>13</sub> like the increase in general price level, increase in cost of land and buildings, increase in rent etc. though these were the negative points, but these were bound to be there in a growing economy, moreover these increases were not only in this very area, but the entire state as well the country due to the inflationary trends in the economy. On some observations like X<sub>24</sub>, X<sub>26</sub>, X<sub>34</sub>, to X<sub>40</sub>, the impact was highly negative and significant, which was a good sign showing that there was no ill impact of tourism on our cultural identity and religious values, rather many tourists visited the area for religious purposes, which improved the knowledge on religion and the faith on local deities. On the remaining observations the impact though negative was not significant or significant at 5 percent level of significance.

**Table 5.73: Analysis of Residents Views Towards tourism Impact in the Shivalik Hill Areas of Haryana**

Particulars	Mean	Std. Dev	Rank	T/Z test
Created more Jobs for locals (X <sub>1</sub> )	3.64	0.558	14	15.85**
Created more Seasonal Jobs (X <sub>2</sub> )	3.78	0.560	12	19.25**
Made people depended on Tourism (X <sub>3</sub> )	3.32	0.528	20	8.38**
Increased the income of Residents (X <sub>4</sub> )	3.98	0.568	6	24.19**
Increased the business of local traders (X <sub>5</sub> )	4.20	0.561	1	29.56**
Encouraged the optimal use of resources (X <sub>6</sub> )	3.84	0.562	11	20.66**
Increased ancillary Enterprises (X <sub>7</sub> )	4.01	0.561	4	24.88**
Withdrawal of Labour from other Occupations (X <sub>8</sub> )	3.47	0.531	17	12.23**
Created Scarcity of Labour in other Enterprises (X <sub>9</sub> )	3.97	0.532	7	24.83**
Improved the Marketing Facilities (X <sub>10</sub> )	3.90	0.533	13	23.34**
Increased the General Price of various oods/Services(X <sub>11</sub> )	3.63	0.536	15	16.24**
Increased the cost of land and Housing in the area (X <sub>12</sub> )	3.50	0.517	16	14.49**
Increased the rent of accommodation and shops (X <sub>13</sub> )	3.39	0.357	19	15.10**
Improved the living standard of masses (X <sub>14</sub> )	3.69	0.516	13	18.48**



Improved the road conditions in the Area	(X <sub>15</sub> )	3.78	0.660	12	15.47**
Helped the Small Scale and Handloom Industry	(X <sub>16</sub> )	4.00	0.522	5	7.32**
Increased the transport facilities	(X <sub>17</sub> )	4.07	0.532	3	27.80**
Increased the mode of communication in the area	(X <sub>18</sub> )	4.08	0.526	2	26.56**
Lead to the Infrastructure Development	(X <sub>19</sub> )	3.89	0.501	10	24.00**
Improvement in elect., water supply and sanitation	(X <sub>20</sub> )	4.01	0.512	4	27.26**
Increased the Availability of Recreational Facilities	(X <sub>21</sub> )	3.56	0.507	16	15.26**
Changed the local values, norms and customs	(X <sub>22</sub> )	2.99	0.522	23	-0.26
Raised the opportunity of Shopping	(X <sub>23</sub> )	3.78	0.516	14	20.89**
Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.56	0.531	32	-11.45**
Helped in Renovation and Maint.of Histor. Monum.	(X <sub>25</sub> )	3.84	0.530	11	21.90**
Disturbed the peace of the Area	(X <sub>26</sub> )	2.72	0.522	30	- 7.41 **
Increased the Literacy Rate	(X <sub>27</sub> )	3.95	0.532	8	24.68**
Improved the faith in local deities	(X <sub>28</sub> )	3.84	0.311	11	20.00**
Improved the knowledge about religion	(X <sub>29</sub> )	3.64	0.545	17	16.23**
Increased the Awareness of Locals about outer World	(X <sub>30</sub> )	3.90	0.595	9	20.90**
Increased the Crowd more than the Carrying Capacity	(X <sub>31</sub> )	3.45	0.502	18	12.39**
Increased the Social Evils-	(X <sub>32</sub> )	3.07	0.567	21	1.71 *
Made a Loss to Cultural Identity	(X <sub>33</sub> )	3.01	0.550	22	0.25
Increased Law and Order Problem	(X <sub>34</sub> )	2.76	0.501	28	- 6.62**
Affected the local culture and values	(X <sub>35</sub> )	2.70	0.528	39	-6.17**
Affected the natural Beauty and scenario Adversely	(X <sub>36</sub> )	2.74	0.550	29	-6.53**
Decreased the area under forest coverage	(X <sub>37</sub> )	2.80	0.522	26	-5.30**
Increased the air pollution	(X <sub>38</sub> )	2.82	0.163	25	-4.42**
Increased the noise pollution	(X <sub>39</sub> )	2.78	0.525	27	-5.79**
Increased the water pollution	(X <sub>40</sub> )	2.89	0.165	24	-3.27***

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

### **5.3.3 Analysis of Tourists Views of Haryana**

The analysis of tourists views according to mean, standard deviation and T/Z test presented in table 5.75 revealed that the results were not much different from the views of the residents of the area. The tourists opined that the statements from  $X_1$  to  $X_{10}$ ,  $X_{14}$  to  $X_{21}$ ,  $X_{23}$   $X_{25}$ ,  $X_{27}$  to  $X_{31}$  were positive and highly significant. The statements  $X_{11}$  to  $X_{13}$  were also positive and highly significant in this case. However the impact was observed to be negative and highly significant on the statements  $X_{24}$ ,  $X_{26}$ ,  $X_{33}$ ,  $X_{35}$ ,  $X_{37}$  to  $X_{40}$ , which was a good sign of development. The Z values were negative/Positive on statements  $X_{22}$ ,  $X_{32}$  and  $X_{33}$ , but non-significant.

### **5.3.4 Analysis of Tourists Views of Uttarakhand**

The results of the analysis using the technique of mean, standard deviation, rank and T/Z Test of tourists views presented in table 5.76 revealed too revealed a positive impact on almost all the parameters included in the study. Like the tourists of Haryana in Uttarakhand too, the results of the various statement using the mean, standard deviation, rank and T/Z Test analysis technique were found to be highly positive and significant at 1 percent level of significance for all the observations  $X_1$  to  $X_{10}$ ,  $X_{14}$  to  $X_{21}$ ,  $X_{23}$ ,  $X_{25}$ ,  $X_{27}$ ,  $X_{31}$  and  $X_{34}$ . Like the residents of Haryana, the tourist's views on the statement  $X_{11}$  to  $X_{13}$  were positive and highly significant and at the same time they revealed that this increase was not only in this area, but in others areas too due to the inflationary trends all over the country and even across the borders. As such the prices of general goods and consumables, the value of land and buildings and the rent of accommodation and shops.

**Table 5.74: Analysis of Residents Views towards tourism Impact in the Shivalik Hill Areas of Uttarakhand**

Particulars	Mean	Std. Dev	Rank	T/Z test
Created more Jobs for locals (X <sub>1</sub> )	3.76	0.763	15	13.77**
Created more Seasonal Jobs (X <sub>2</sub> )	3.86	0.832	11	14.29**
Made people depended on Tourism (X <sub>3</sub> )	3.82	0.821	13	13.80**
Increased the income of Residents (X <sub>4</sub> )	3.99	0.861	7	15.89**
Increased the business of local traders (X <sub>5</sub> )	4.43	0.653	1	30.26**
Encouraged the optimal use of resources (X <sub>6</sub> )	3.89	0.643	9	19.13**
Increased ancillary Enterprises (X <sub>7</sub> )	4.01	0.965	5	14.46**
Withdrawal of Labour from other Occupations (X <sub>8</sub> )	3.65	0.546	19	16.45**
Created Scarcity of Labour in other Enterprises (X <sub>9</sub> )	3.98	0.725	8	18.68**
Improved the Marketing Facilities (X <sub>10</sub> )	3.69	0.691	21	13.80**
Increased the General Price of various Goods/Services (X <sub>11</sub> )	3.31	0.658	24	6.51**
Increased the cost of land and Housing in the area (X <sub>12</sub> )	3.49	0.699	22	9.69**
Increased the rent of accommodation and shops (X <sub>13</sub> )	3.44	0.889	23	6.84**
Improved the living standard of masses (X <sub>14</sub> )	3.60	0.721	20	11.50**
Improved the road conditions in the Area (X <sub>15</sub> )	3.75	0.876	16	11.83**
Helped the Small Scale and Handloom Industry (X <sub>16</sub> )	4.01	0.532	5	26.24**
Increased the transport facilities (X <sub>17</sub> )	4.00	0.799	4	17.49**
Increased the mode of communication in the area (X <sub>18</sub> )	4.08	0.940	2	15.88**
Lead to the Infrastructure Development (X <sub>19</sub> )	3.87	0.821	10	14.65**
Improvement in elect., water supply and sanitation (X <sub>20</sub> )	4.01	0.821	5	17.00**
Increased the Availability of Recreational Facilities (X <sub>21</sub> )	3.53	0.492	24	3.31**
Changed the local values, norms and customs (X <sub>22</sub> )	3.12	0.681	25	2.44**
Raised the opportunity of Shopping (X <sub>23</sub> )	3.74	0.821	17	12.47**
Affected the Religious Activities in the Area (X <sub>24</sub> )	2.42	0.847	36	-6.85**

Helped in Renovation and Maint. of Histor. onuments (X <sub>25</sub> )	3.76	0.836	15	12.56**
Disturbed the peace of the Area (X <sub>26</sub> )	2.65	0.893	34	-5.42**
Increased the Literacy Rate (X <sub>27</sub> )	3.83	0.908	12	12.63**
Improved the faith in local deities (X <sub>28</sub> )	3.78	0.829	20	13.00**
Improved the knowledge about religion (X <sub>29</sub> )	4.02	0.813	14	17.34**
Increased the Awareness of Locals about outer World (X <sub>30</sub> )	4.04	0.626	13	22.96**
Increased the Crowd more than the Carrying Capacity (X <sub>31</sub> )	3.31	0.352	24	12.17**
Increased Social Evils-Drinking, Gambling and Prost. (X <sub>32</sub> )	2.92	0.523	27	-2.11*
Made a Loss to Cultural Identity (X <sub>33</sub> )	2.98	0.258	26	-1.07
Increased Law and Order Problem (X <sub>34</sub> )	2.90	0.465	28	-2.97**
Affected the local culture and values (X <sub>35</sub> )	2.87	0.492	20	-3.65**
Affected the natural Beauty and scenario Adversely (X <sub>36</sub> )	2.60	0.548	35	-10.08**
Decreased the area under forest coverage (X <sub>37</sub> )	2.69	0.818	33	-5.24**
Increased the air pollution (X <sub>38</sub> )	2.74	0.658	32	-5.46**
Increased the noise pollution (X <sub>39</sub> )	2.82	0.549	31	-4.53**
Increased the water pollution (X <sub>40</sub> )	2.86	0.457	30	-4.23**

\*\*\* Significant at 1% level of Significance \*\* Significant at 5 % level of Significance

**Table 5.75: Analysis of Tourists Views towards tourism Impact in the Shivalik Hills of Haryana**

Particulars	Mean	Std. dev.	Rank	T/Z test
Created more Jobs for locals (X <sub>1</sub> )	4.20	0.548	3	16.95**
Created more Seasonal Jobs (X <sub>2</sub> )	4.07	0.551	6	15.03**
Made people depended on Tourism (X <sub>3</sub> )	3.27	0.476	24	4.39**
Increased the income of Residents (X <sub>4</sub> )	3.96	0.551	9	13.55**
Increased the business of local traders (X <sub>5</sub> )	3.82	0.556	1	11.42**
Encouraged the optimal use of resources (X <sub>6</sub> )	3.34	0.491	23	5.32**

Increased ancillary Enterprises	(X <sub>7</sub> )	3.78	0.564	15	10.70**
Withdrawal of Labour from other Occupations	(X <sub>8</sub> )	3.70	0.496	18	11.08**
Created Scarcity of Labour in other Enterprises	(X <sub>9</sub> )	3.77	0.560	16	10.64**
Improved the Marketing Facilities	(X <sub>10</sub> )	4.94	0.564	1	26.22**
Increased the General Price of Goods/Services	(X <sub>11</sub> )	3.97	0.536	8	14.01**
Increased the cost of land and Housing in the area	(X <sub>12</sub> )	3.93	0.506	10	14.23**
Increased the rent of accommodation and shops	(X <sub>13</sub> )	4.12	0.566	5	15.32**
Improved the living standard of masses	(X <sub>14</sub> )	4.33	0.567	2	18.16**
Improved the road conditions in the Area	(X <sub>15</sub> )	3.60	0.485	21	9.58**
Helped the Small Scale and Handloom Industry	(X <sub>16</sub> )	3.72	0.561	17	9.93**
Increased the transport facilities	(X <sub>17</sub> )	3.87	0.561	12	12.00**
Increased the mode of communication in the area	(X <sub>18</sub> )	4.13	0.525	4	16.66**
Lead to the Infrastructure Development	(X <sub>19</sub> )	3.68	0.614	19	8.57**
Improvement in elect., water supply and sanitation	(X <sub>20</sub> )	3.42	0.569	22	5.71**
Increased the Availability of Recreational Facilities	(X <sub>21</sub> )	3.42	0.569	22	5.70**
Changed the local values, norms and customs	(X <sub>22</sub> )	2.68	0.560	28	-4.45**
Raised the opportunity of Shopping	(X <sub>23</sub> )	3.72	0.560	16	9.95**
Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.02	0.567	34	-13.44**
Helped in Renovation and Maint. of Histor. Monum.	(X <sub>25</sub> )	3.70	0.567	18	9.56**
Disturbed the peace of the Area	(X <sub>26</sub> )	2.84	0.316	27	-3.84**
Increased the Literacy Rate	(X <sub>27</sub> )	4.00	0.565	7	13.70**
Improved the faith in local deities	(X <sub>28</sub> )	3.88	0.654	11	10.41**
Improved the knowledge about religion	(X <sub>29</sub> )	3.75	0.516	15	11.25**
Increased the Awareness of Locals about outer World	(X <sub>30</sub> )	3.83	0.520	13	12.35**
Increased the Crowd more than the Carrying Capacity	(X <sub>31</sub> )	3.62	0.476	20	10.08**
Increased the Social Evils - Drinking, Gambling etc.	(X <sub>32</sub> )	2.96	0.276	26	-1.11
Made a Loss to Cultural Identity	(X <sub>33</sub> )	2.45	0.357	31	-11.92**
Increased Law and Order Problem	(X <sub>34</sub> )	3.05	0.478	25	0.81

Affected the local culture and values	(X <sub>35</sub> )	2.50	0.512	30	-7.55**
Affected the natural Beauty and scenario Adversely	(X <sub>36</sub> )	3.05	0.457	25	0.84
Decreased the area under forest coverage	(X <sub>37</sub> )	2.33	0.489	33	8.32**
Increased the air pollution	(X <sub>38</sub> )	2.50	0.496	30	-10.60**
Increased the noise pollution	(X <sub>39</sub> )	3.52	0.485	29	-7.66**
Increased the water pollution	(X <sub>40</sub> )	2.25	0.367	34	-15.90**

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

**Table 5.76: Analysis of tourists Views Towards tourism Impact in the Shivalik Hills of Uttarakhand**

Particulars		Mean	Std. Dev	Rank	T/Z test
Created more Jobs for locals	(X <sub>1</sub> )	5.11	0.567	1	28.80**
Created more Seasonal Jobs	(X <sub>2</sub> )	4.20	0.561	2	16.51**
Made people depended on Tourism	(X <sub>3</sub> )	3.72	0.476	17	11.68**
Increased the income of Residents	(X <sub>4</sub> )	3.88	0.654	10	10.33**
Increased the business of local traders	(X <sub>5</sub> )	3.98	0.565	8	13.43**
Encouraged the optimal use of resources	(X <sub>6</sub> )	3.58	0.489	21	9.18**
Increased ancillary Enterprises	(X <sub>7</sub> )	3.80	0.469	14	13.20**
Withdrawal of Labour from other Occupations	(X <sub>8</sub> )	3.67	0.561	19	9.24**
Created Scarcity of Labour in other Enterprises	(X <sub>9</sub> )	3.82	0.565	13	11.23**
Improved the Marketing Facilities	(X <sub>10</sub> )	3.88	0.654	10	10.33**
Increased the General Price of various Goods/Services (X <sub>11</sub> )		3.97	0.569	9	13.19**
Increased the cost of land and Housing in the area	(X <sub>12</sub> )	4.03	0.516	6	15.45**
Increased the rent of accommodation and shops	(X <sub>13</sub> )	4.08	0.52	5	16.08**
Improved the living standard of masses	(X <sub>14</sub> )	3.83	0.476	12	13.22**
Improved the road conditions in the Area	(X <sub>15</sub> )	3.58	0.565	21	7.96**
Helped the Small Scale and Handloom Industry	(X <sub>16</sub> )	3.72	0.525	17	10.61**

Increased the transport facilities	(X <sub>17</sub> )	3.75	0.478	16	12.14**
Increased the mode of communication in the area	(X <sub>18</sub> )	4.12	0.496	4	18.73**
Lead to the Infrastructure Development	(X <sub>19</sub> )	3.85	0.518	11	12.70**
Improvement in elect., water supply and sanitation	(X <sub>20</sub> )	3.68	0.564	18	9.33**
Increased the Availability of Recreational Facilities	(X <sub>21</sub> )	3.68	0.564	18	9.33**
Changed the local values, norms and customs	(X <sub>22</sub> )	2.65	0.595	28	-4.55**
Raised the opportunity of Shopping	(X <sub>23</sub> )	4.02	0.485	7	16.28**
Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.50	0.566	31	-6.84**
Helped in Renovation and Maint. of Histor. Monuments (X <sub>25</sub> )		3.88	0.478	10	14.25**
Disturbed the peace of the Area	(X <sub>26</sub> )	3.03	0.557	23	0.42
Increased the Literacy Rate	(X <sub>27</sub> )	4.13	0.485	3	18.03**
Improved the faith in local deities	(X <sub>28</sub> )	3.63	0.560	20	8.71**
Improved the knowledge about religion	(X <sub>29</sub> )	3.72	0.561	17	9.93**
Increased the Awareness of Locals about outer World	(X <sub>30</sub> )	3.78	0.512	15	11.70**
Increased the Crowd more than the Carrying Capacity	(X <sub>31</sub> )	3.68	0.491	18	9.67**
Increased the Social Evils - Drinking, Gambling etc.	(X <sub>32</sub> )	2.97	0.614	24	-0.41
Made a Loss to Cultural Identity	(X <sub>33</sub> )	2.57	0.567	29	-5.87**
Increased Law and Order Problem	(X <sub>34</sub> )	3.17	0.536	22	2.45**
Affected the local culture and values	(X <sub>35</sub> )	2.77	0.569	27	-3.32**
Affected the natural Beauty and scenario Adversely	(X <sub>36</sub> )	2.55	0.560	31	-6.22**
Decreased the area under forest coverage	(X <sub>37</sub> )	2.33	0.516	33	-10.05**
Increased the air pollution	(X <sub>38</sub> )	2.42	0.506	32	-8.87**
Increased the noise pollution	(X <sub>39</sub> )	2.62	0.696	30	-4.23**
Increased the water pollution	(X <sub>40</sub> )	2.84	0.516	25	-2.38*

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

X<sub>22</sub>, X<sub>24</sub>, X<sub>33</sub> to X<sub>35</sub> to X<sub>40</sub> was found to be negative and highly significant. However, the impact on the observations X<sub>26</sub> and X<sub>32</sub> was observed to be non significant.

### **5.3.5 Analysis of Travel Agents/Transporters Views of Haryana**

The travel agents/transporters having the maximum information on the development in the area because of their having wide contacts with the local residents, tourists, traders and the hotels, restaurant/*dhaba* and tea shop owners/operators in the area. Their views too were analysed for all the aspects of development for Haryana and Uttarakhand areas respectively and presented in tables 5.77 and 5.78 respectively. Like the respondents and tourists visiting the area, in this case too, the results were found to be positive and highly significant in respect of the statements X<sub>1</sub> to X<sub>10</sub>, X<sub>14</sub> to X<sub>21</sub>, X<sub>23</sub>, X<sub>25</sub> and X<sub>27</sub> to X<sub>30</sub>. The statements X<sub>11</sub> to X<sub>13</sub> were found to be positive not due to tourism, but overall impact of inflation all over the country. The statements X<sub>22</sub>, X<sub>24</sub>, X<sub>26</sub>, X<sub>32</sub> to X<sub>37</sub> and X<sub>40</sub> were negative and highly significant at 1 percent level of significance. The variable X<sub>39</sub> was negative but significant at only 5 percent level of significance, while the variables X<sub>31</sub> and X<sub>38</sub> were negative, but insignificant.

### **5.3.6 Analysis of Travel Agents/Transporters Views of Uttarakhand**

The views of Uttarakhand Travel agents/Transporters presented in table 5.78 revealed that the Z values were found to be positive and highly significant for the factors X<sub>1</sub> to X<sub>10</sub>, X<sub>14</sub> to X<sub>21</sub>, X<sub>23</sub> to X<sub>25</sub>, X<sub>27</sub>, X<sub>29</sub> and X<sub>30</sub>, while it was observed to be significant at 5 percent level of significance for the factor X<sub>17</sub>. The values were negative and highly significant for the variables X<sub>22</sub>, X<sub>26</sub>, X<sub>34</sub>, X<sub>36</sub>, X<sub>37</sub>, X<sub>39</sub> and X<sub>40</sub>, but were negative and significant at 5 percent level of significance for the variables X<sub>38</sub> and X<sub>39</sub>. The factors X<sub>11</sub> to X<sub>13</sub> were positive and highly significant, but not due to tourism alone. The major reason assigned to it could be the growing inflation all over the state and the country as a whole. Even the prices of the goods and services were increasing across the borders and due to its broadcasting over the radio and television and its effect is bound to be there in all areas though it varies from area to area. In general, the views expressed by both Haryana and Uttarakhand respondents were more or less similar. However in certain cases variations were observed, which could be due to the area.

### **5.3.7 Analysis of Traders Views of Haryana**

Traders were the other beneficiaries included in the study. The analysis of their



**Table 5.77: Analysis of Travel Agents/Transporters Views towards Tourism Impact in the Shivalik Hills of Haryana**

Particulars	Mean	Std. Dev	Rank	T/Z test
Created more Jobs for locals (X <sub>1</sub> )	3.83	0.536	7	5.14**
Created more Seasonal Jobs (X <sub>2</sub> )	3.67	0.550	9	4.04**
Made people depended on Tourism (X <sub>3</sub> )	3.83	0.561	7	4.91**
Increased the income of Residents (X <sub>4</sub> )	3.83	0.558	7	4.94**
Increased the business of local traders (X <sub>5</sub> )	3.92	0.531	6	5.75**
Encouraged the optimal use of resources (X <sub>6</sub> )	3.67	0.536	9	4.15**
Increased ancillary Enterprises (X <sub>7</sub> )	3.83	0.561	7	4.91**
Withdrawal of Labour from other Occupations (X <sub>8</sub> )	3.92	0.531	6	5.73**
Created Scarcity of Labour in other Enterprises (X <sub>9</sub> )	3.50	0.522	12	3.18**
Improved the Marketing Facilities (X <sub>10</sub> )	3.64	0.545	10	3.90**
Increased the General Price of various Goods/Services (X <sub>11</sub> )	3.83	0.567	7	4.86**
Increased the cost of land and Housing in the area (X <sub>12</sub> )	4.00	0.595	5	8.58 **
Increased the rent of accommodation and shops (X <sub>13</sub> )	4.25	0.357	2	11.62**
Improved the living standard of masses (X <sub>14</sub> )	4.08	0.558	4	6.43**
Improved the road conditions in the Area (X <sub>15</sub> )	3.50	0.528	12	3.14**
Helped the Small Scale and Handloom Industry (X <sub>16</sub> )	4.36	0.550	1	7.48**
Increased the transport facilities (X <sub>17</sub> )	3.83	0.522	7	5.28**
Increased the mode of communication in the area (X <sub>18</sub> )	3.92	0.558	6	5.47**
Lead to the Infrastructure Development (X <sub>19</sub> )	4.17	0.521	3	7.48**
Improvement in elect., water supply and sanitation (X <sub>20</sub> )	3.75	0.536	8	4.65**
Increased the Availability of Recreational Facilities (X <sub>21</sub> )	3.58	0.561	11	3.43**
Changed the local values, norms and customs (X <sub>22</sub> )	2.33	0.522	30	-4.26**
Raised the opportunity of Shopping (X <sub>23</sub> )	3.75	0.545	8	4.62**

Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.42	0.535	18	-3.60**
Helped in Renovation and Maint. of Histor. Monuments	(X <sub>25</sub> )	3.92	0.567	6	7.46**
Disturbed the peace of the Area	(X <sub>26</sub> )	2.33	0.595	20	-3.74**
Increased the Literacy Rate	(X <sub>27</sub> )	3.92	0.163	6	6.60**
Improved the faith in local deities	(X <sub>28</sub> )	3.75	0.528	8	4.72**
Improved the knowledge about religion	(X <sub>29</sub> )	4.08	0.550	4	6.52**
Increased the Awareness of Locals about outer World	(X <sub>30</sub> )	3.92	0.522	6	5.77**
Increased the Crowd more than the Carrying Capacity	(X <sub>31</sub> )	2.83	0.363	13	-1.55
Increased the Social Evils - Drinking, Gambling etc.	(X <sub>32</sub> )	2.41	0.522	19	-3.75**
Made a Loss to Cultural Identity	(X <sub>33</sub> )	2.43	0.528	17	-3.58**
Increased Law and Order Problem	(X <sub>34</sub> )	2.33	0.522	20	-4.26**
Affected the local culture and values	(X <sub>35</sub> )	2.50	0.522	16	-3.78**
Affected the natural Beauty and scenario Adversely	(X <sub>36</sub> )	2.42	0.538	18	-3.58**
Decreased the area under forest coverage	(X <sub>37</sub> )	2.33	0.539	20	-3.52**
Increased the air pollution	(X <sub>38</sub> )	2.75	0.522	14	-1.59
Increased the noise pollution	(X <sub>39</sub> )	2.67	0.502	15	-2.18*
Increased the water pollution	(X <sub>40</sub> )	2.25	0.567	21	-4.39**

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

**Table 5.78: Analysis of Travel Agents Views towards tourism Impact in the Shivalik Hills of Uttarakhand**

Particulars		Mean	Std. Dev	Rank	T/Z test
Created more Jobs for locals	(X <sub>1</sub> )	3.92	0.536	6	5.70**
Created more Seasonal Jobs	(X <sub>2</sub> )	3.58	0.561	11	3.43**
Made people depended on Tourism	(X <sub>3</sub> )	3.50	0.525	12	3.16**
Increased the income of Residents	(X <sub>4</sub> )	3.92	0.654	6	4.67**

Increased the business of local traders	(X <sub>5</sub> )	3.75	0.682	8	3.65**
Encouraged the optimal use of resources	(X <sub>6</sub> )	3.33	0.724	13	2.58*
Increased ancillary Enterprises	(X <sub>7</sub> )	3.92	0.551	6	5.54**
Withdrawal of Labour from other Occupations	(X <sub>8</sub> )	3.33	0.485	13	2.26*
Created Scarcity of Labour in other Enterprises	(X <sub>9</sub> )	3.67	0.614	9	3.62**
Improved the Marketing Facilities	(X <sub>10</sub> )	4.14	0.819	4	4.62**
Increased the General Price of various Goods/Services(X <sub>11</sub> )		4.09	0.564	5	6.42**
Increased the cost of land and Housing in the area	(X <sub>12</sub> )	3.92	0.367	6	8.32**
Increased the rent of accommodation and shops	(X <sub>13</sub> )	4.25	0.654	2	6.35**
Improved the living standard of masses	(X <sub>14</sub> )	4.33	0.614	1	7.19**
Improved the road conditions in the Area	(X <sub>15</sub> )	3.55	0.476	11	3.84**
Helped the Small Scale and Handloom Industry	(X <sub>16</sub> )	3.92	0.469	6	6.51**
Increased the transport facilities	(X <sub>17</sub> )	3.58	0.729	10	2.64*
Increased the mode of communication in the area	(X <sub>18</sub> )	3.58	0.564	10	3.41**
Lead to the Infrastructure Development	(X <sub>19</sub> )	3.83	0.551	7	5.00**
Improvement in elect., water supply and sanitation	(X <sub>20</sub> )	3.50	0.569	12	2.92**
Increased the Availability of Recreational Facilities	(X <sub>21</sub> )	3.83	0.682	7	4.04**
Changed the local values, norms and customs	(X <sub>22</sub> )	2.50	0.485	15	-3.42**
Raised the opportunity of Shopping	(X <sub>23</sub> )	3.83	0.561	7	4.92**
Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.33	0.693	17	-3.21**
Helped in Renovation and Maint. of Histor. Monum.	(X <sub>25</sub> )	3.83	0.654	7	5.06***
Disturbed the peace of the Area	(X <sub>26</sub> )	2.17	0.506	20	-5.45**
Increased the Literacy Rate	(X <sub>27</sub> )	3.92	0.259	6	8.51**
Improved the faith in local deities	(X <sub>28</sub> )	2.92	0.485	15	-0.55
Improved the knowledge about religion	(X <sub>29</sub> )	4.17	0.478	3	8.12**
Increased the Awareness of Locals about outer World(X <sub>30</sub> )		4.25	0.561	2	7.40**
Increased the Crowd more than Carrying Capacity	(X <sub>31</sub> )	2.42	0.469	18	-4.11**

Increased the Social Evils - Drinking, Gambling etc. (X <sub>32</sub> )	2.92	0.496	15	-0.39
Made a Loss to Cultural Identity (X <sub>33</sub> )	2.42	0.561	18	-3.43**
Increased Law and Order Problem (X <sub>34</sub> )	2.33	0.565	19	-3.94**
Affected the local culture and values (X <sub>35</sub> )	2.58	0.824	16	-2.24*
Affected the natural Beauty and scenario Adversely (X <sub>36</sub> )	2.58	0.561	16	-2.49*
Decreased the area under forest coverage (X <sub>37</sub> )	2.50	0.476	17	-6.97**
Increased the air pollution (X <sub>38</sub> )	2.90	0.561	14	-0.59
Increased the noise pollution (X <sub>39</sub> )	2.42	0.248	18	-4.30**
Increased the water pollution (X <sub>40</sub> )	2.58	0.382	16	-3.65**

\*\*\* Significant at 1% level of Significance    \*\* Significant at 5 % level of Significance

views on the various factors (X<sub>1</sub> To X<sub>40</sub>) has been presented in tables 5.79 and 5.80 for the areas of Haryana and Uttarakhand separately. Table 5.79 for Haryana revealed that the factors X<sub>1</sub> to X<sub>10</sub>, X<sub>14</sub>, X<sub>16</sub> to X<sub>21</sub>, X<sub>23</sub>, X<sub>25</sub> and X<sub>27</sub> to X<sub>30</sub> were positive and highly significant at 1 percent level of significance, while the variable X<sub>15</sub> was positive and significant at 5 percent level of significance. The variables X<sub>22</sub>, X<sub>24</sub>, X<sub>31</sub> to X<sub>35</sub> and X<sub>39</sub> were found to be negative and highly significant at 1 percent level of significance, while the variables X<sub>36</sub> and X<sub>40</sub> were negative and significant at 5 percent level of significance. The remaining variables X<sub>37</sub> and X<sub>38</sub> were observed to be negative, but insignificant. The variables X<sub>11</sub> to X<sub>13</sub> were positive and highly significant showing the increase in price level of various goods and services, land and buildings and the rental value of housing accommodation and commercial shops etc. The price rise as discussed earlier was a universal phenomena and could not be attributed to the increase in tourism.

### 5.3.8 Analysis of Traders Views of Uttarakhand

Table 5.80 for Uttarakhand revealed almost similar results as in the case of Haryana with a few exceptions. The variables X<sub>1</sub> to X<sub>5</sub>, X<sub>7</sub> to X<sub>10</sub>, X<sub>14</sub> to X<sub>21</sub>, X<sub>23</sub>, X<sub>25</sub> and X<sub>27</sub> to X<sub>30</sub> were positive and highly significant at 1 percent level of significance,

while the variables  $X_{24}$ ,  $X_{31}$ ,  $X_{33}$  to  $X_{35}$  and  $X_{38}$  to  $X_{40}$  were found to be negative and highly significant at 1 percent level of significance. The negative and highly significant variables showed that the respondents did not agree with the statements and said that these were not affected by the increase in tourism. The variables  $X_{22}$  and  $X_{32}$  were also negative showing no ill effect, but these were significant at 5 percent levels of significance. The remaining variables  $X_6$  and  $X_{37}$  were found to be positive but not significant, while the variables  $X_{26}$  and  $X_{36}$  were negative and insignificant. The variables  $X_{11}$  to  $X_{13}$  were positive and highly significant showing the increase in price level of various goods and services, property and rental value etc. The price rise as discussed earlier was a universal phenomena and could not be attributed to the increase in tourism.

**Table 5.79: Analysis of Traders Views toward tourism Impact in the Shivalik Hills of Haryana**

Particulars		Mean	Std. Dev.	Rank	T/Z test
Created more Jobs for locals	( $X_1$ )	3.92	0.478	6	6.39**
Created more Seasonal Jobs	( $X_2$ )	3.75	0.512	8	4.86**
Made people depended on Tourism	( $X_3$ )	3.50	0.565	12	2.94**
Increased the income of Residents	( $X_4$ )	3.92	0.567	6	5.39**
Increased the business of local traders	( $X_5$ )	3.92	0.569	6	5.38**
Encouraged the optimal use of resources	( $X_6$ )	3.42	0.491	13	2.84**
Increased ancillary Enterprises	( $X_7$ )	4.67	0.556	1	4.00**
Withdrawal of Labour from other Occupations	( $X_8$ )	3.92	0.654	6	4.67**
Created Scarcity of Labour in other Enterprises	( $X_9$ )	3.50	0.548	12	3.03**
Improved the Marketing Facilities	( $X_{10}$ )	3.69	0.551	9	4.16**
Increased the General Price of Goods/Services	( $X_{11}$ )	4.08	0.557	4	6.44**
Increased the cost of land and Housing in the area	( $X_{12}$ )	4.25	0.564	2	7.36**
Increased the rent of accommodation and shops	( $X_{13}$ )	4.33	0.496	1	8.90**
Improved the living standard of masses	( $X_{14}$ )	4.25	0.520	2	7.98**

Improved the road conditions in the Area	(X <sub>15</sub> )	3.35	0.560	14	2.08*
Helped the Small Scale and Handloom Industry	(X <sub>16</sub> )	3.58	0.489	11	3.94**
Increased the transport facilities	(X <sub>17</sub> )	4.17	0.496	3	7.83**
Increased the mode of communication in the area	(X <sub>18</sub> )	3.83	0.5551	7	4.97**
Lead to the Infrastructure Development	(X <sub>19</sub> )	3.58	0.5557	11	3.46**
Improvement in elect., water supply and sanitation	(X <sub>20</sub> )	4.00	0.566	5	5.87**
Increased the Availability of Recreational Facilities	(X <sub>21</sub> )	3.92	0.516	6	5.92**
Changed the local values, norms and customs	(X <sub>22</sub> )	2.50	0.485	20	-3.42**
Raised the opportunity of Shopping	(X <sub>23</sub> )	3.50	0.567	12	2.93**
Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.50	0.256	20	-3.64**
Helped in Renovation and Maint.of Histor. Monu.	(X <sub>25</sub> )	3.92	0.535	6	5.71**
Disturbed the peace of the Area	(X <sub>26</sub> )	2.58	0.289	19	-4.95**
Increased the Literacy Rate	(X <sub>27</sub> )	3.92	0.614	6	4.97**
Improved the faith in local deities	(X <sub>28</sub> )	3.75	0.509	8	4.89**
Improved the knowledge about religion	(X <sub>29</sub> )	3.92	0.565	6	5.41**
Increased Awareness of Locals about outer World	(X <sub>30</sub> )	4.00	0.478	5	6.95**
Increased the Crowd more than Carrying Capacity	(X <sub>31</sub> )	2.50	0.476	20	-3.49**
Increased the Social Evils-Drinking, Gambling etc.	(X <sub>32</sub> )	2.83	0.518	16	-5.32**
Made a Loss to Cultural Identity	(X <sub>33</sub> )	2.42	0.249	21	-4.29**
Increased Law and Order Problem	(X <sub>34</sub> )	2.42	0.341	21	-5.65**
Affected the local culture and values	(X <sub>35</sub> )	2.67	0.267	18	-2.99**
Affected the natural Beauty and scenario Adversely	(X <sub>36</sub> )	2.75	0.196	17	-2.10*
Decreased the area under forest coverage	(X <sub>37</sub> )	2.92	0.536	15	-0.50
Increased the air pollution	(X <sub>38</sub> )	2.92	0.561	15	-0.47
Increased the noise pollution	(X <sub>39</sub> )	2.58	0.506	19	-2.76**
Increased the water pollution	(X <sub>40</sub> )	2.75	0.321	17	-2.59*

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

**Table 5.80: Analysis of Traders Views towards Tourism Impact in the Shivalik Hill Areas of Uttarakhand**

Particulars	Mean	Std. Dev	Rank	T/Z test
Created more Jobs for locals (X <sub>1</sub> )	3.67	0.693	9	3.31**
Created more Seasonal Jobs (X <sub>2</sub> )	3.50	0.343	11	4.84**
Made people depended on Tourism (X <sub>3</sub> )	3.75	0.595	8	4.84**
Increased the income of Residents (X <sub>4</sub> )	4.17	0.821	3	4.73**
Increased the business of local traders (X <sub>5</sub> )	4.00	0.389	5	8.53**
Encouraged the optimal use of resources (X <sub>6</sub> )	3.10	0.267	12	1.24
Increased ancillary Enterprises (X <sub>7</sub> )	3.92	0.653	6	4.68**
Withdrawal of Labour from other Occupations (X <sub>8</sub> )	3.50	0.291	11	5.70**
Created Scarcity of Labour in other Enterprises (X <sub>9</sub> )	3.58	0.624	10	3.09**
Improved the Marketing Facilities (X <sub>10</sub> )	4.03	0.163	4	9.88**
Increased the General Price of Goods/Services (X <sub>11</sub> )	3.92	0.72	6	4.24**
Increased the cost of land and Housing in the area(X <sub>12</sub> )	3.92	0.656	6	4.69**
Increased the rent of accommodation and shops (X <sub>13</sub> )	4.25	0.357	2	11.62**
Improved the living standard of masses (X <sub>14</sub> )	4.33	0.248	1	12.69**
Improved the road conditions in the Area (X <sub>15</sub> )	3.58	0.17	10	7.13**
Helped the Small Scale and Handloom Industry (X <sub>16</sub> )	3.92	0.259	6	11.84**
Increased the transport facilities (X <sub>17</sub> )	4.17	0.724	3	5.37**
Increased the mode of communication in the area(X <sub>18</sub> )	4.17	0.421	3	9.23**
Lead to the Infrastructure Development (X <sub>19</sub> )	3.92	0.516	6	5.92**
Improvement in elect., water supply & sanitation(X <sub>20</sub> )	4.25	0.311	2	13.34**
Increased Availability of Recreational Facilities (X <sub>21</sub> )	4.17	0.561	3	6.92**
Changed the local values, norms and customs (X <sub>22</sub> )	2.50	0.476	16	-2.51*
Raised the opportunity of Shopping (X <sub>23</sub> )	3.83	0.478	7	5.76**

Affected the Religious Activities in the Area (X <sub>24</sub> )	2.50	0.516	16	-3.22**
Helped in Renovation & Maint. of Histor. Mon. (X <sub>25</sub> )	3.83	0.476	7	5.79**
Disturbed the peace of the Area (X <sub>26</sub> )	2.83	0.567	13	-1.00
Increased the Literacy Rate (X <sub>27</sub> )	3.92	0.756	6	4.04**
Improved the faith in local deities (X <sub>28</sub> )	3.75	0.405	8	6.15**
Improved the knowledge about religion (X <sub>29</sub> )	4.00	0.356	5	9.33**
Increased Awareness of Locals about outer World(X <sub>30</sub> )	3.92	0.564	6	5.42**
Increased Crowd more than Carrying Capacity (X <sub>31</sub> )	2.42	0.567	17	-3.40**
Increased the Social Evils-Drinking, Gambling (X <sub>32</sub> )	2.70	0.613	14	-1.94*
Made a Loss to Cultural Identity (X <sub>33</sub> )	2.50	0.654	16	-3.07**
Increased Law and Order Problem (X <sub>34</sub> )	2.33	0.478	18	-4.65**
Affected the local culture and values (X <sub>35</sub> )	2.42	0.654	17	-2.94**
Affected natural Beauty and scenario Adversely (X <sub>36</sub> )	2.83	0.652	13	-0.87
Decreased the area under forest coverage (X <sub>37</sub> )	2.67	0.823	15	-2.09*
Increased the air pollution (X <sub>38</sub> )	2.50	0.506	16	-3.28**
Increased the noise pollution (X <sub>39</sub> )	2.50	0.523	16	-3.17**
Increased the water pollution (X <sub>40</sub> )	2.50	0.485	16	-3.42**

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

### 5.3.9 Analysis of Hotels/Restaurants/Dhabas/Tea Shop Operators Views of Haryana

In this analysis, the categories of hotels, restaurants, *dhabas* and tea shop operators have been combined together to arrive at the results, which have been presented in tables 5.81 and 5.82 below. Haryana respondents revealed that the variables X<sub>1</sub> to X<sub>10</sub>, X<sub>14</sub> to X<sub>21</sub>, X<sub>23</sub>, X<sub>25</sub>, to X<sub>30</sub> were positive and highly significant at 1 percent level of significance. The only variable positive and non significant was X<sub>31</sub>. The variables found to be negative and highly significant at 1 percent level of significance were X<sub>22</sub>, X<sub>24</sub>, X<sub>32</sub>, X<sub>35</sub> to X<sub>37</sub>, X<sub>39</sub> and X<sub>40</sub>, but X<sub>33</sub> and X<sub>38</sub> were negative



and significant at 5 percent level of significance. The insignificant positive and negative variables were X<sub>31</sub> and X<sub>34</sub>. The variables X<sub>11</sub> to X<sub>13</sub> as in the case of other beneficiaries were positive and highly significant not due to tourism, but overall universal phenomena and the rise in price index due to inflation which has already been explained in the earlier sections.

### 5.3.10 Analysis of Hotels/Restaurants/Dhabas/Tea Shop Operators Views of Uttarakhand

The results of Uttarakhand were more or less same though slightly varied in case of certain variables. The variables X<sub>1</sub> to X<sub>10</sub>, X<sub>14</sub> to X<sub>21</sub>, X<sub>23</sub>, X<sub>25</sub>, X<sub>27</sub>, to X<sub>30</sub> were positive and highly significant at 1 percent level of significance, while the variables X<sub>25</sub>, X<sub>31</sub>, X<sub>33</sub> and X<sub>35</sub> were positive but insignificant. In this case the negative and highly significant variables were observed to be X<sub>22</sub>, X<sub>24</sub>, X<sub>26</sub>, X<sub>32</sub>, X<sub>36</sub>, X<sub>37</sub>, X<sub>39</sub> and X<sub>40</sub>. Though none of the variables were negative and insignificant, the variables significant at 5 percent level of significance were X<sub>34</sub> and X<sub>38</sub>. The variables X<sub>11</sub> to X<sub>13</sub> as in the case of other beneficiaries were positive and highly significant at 1 percent level of significance. This has already been explained earlier that there were not due to tourism, but overall universal

Phenomena and the rise in price index due to inflation in the entire country and the area cannot escape from that.

In short, the whole discussion leads to conclude that tourism has lead to the development of the area in almost all the spheres studied.

**Table 5.81: Analysis of Hoteliers/Dhaba/restaurants and Tea shop operators Views towards Tourism Impact in the Shivalik Hills of Haryana**

Particulars	Mean	Std. dev.	Rank	T/Z test
Created more Jobs for locals (X <sub>1</sub> )	4.14	0.533	2	12.66**
Created more Seasonal Jobs (X <sub>2</sub> )	4.00	0.502	5	11.79**
Made people depended on Tourism (X <sub>3</sub> )	3.83	0.528	9	8.17**
Increased the income of Residents (X <sub>4</sub> )	4.00	0.550	5	10.76**

Increased the business of local traders	(X <sub>5</sub> )	3.92	0.516	7	9.27**
Encouraged the optimal use of resources	(X <sub>6</sub> )	3.50	0.532	15	5.56**
Increased ancillary Enterprises	(X <sub>7</sub> )	3.79	0.522	10	8.96**
Withdrawal of Labour from other Occupations	(X <sub>8</sub> )	3.65	0.532	13	7.23**
Created Scarcity of Labour in other Enterprises	(X <sub>9</sub> )	3.67	0.526	12	7.54**
Improved the Marketing Facilities	(X <sub>10</sub> )	3.96	0.530	6	9.64**
Increased the General Price of various Goods/Services	(X <sub>11</sub> )	4.04	0.501	4	12.29**
Increased the cost of land and Housing in the area	(X <sub>12</sub> )	4.04	0.532	4	11.57**
Increased the rent of accommodation and shops	(X <sub>13</sub> )	4.08	0.536	3	11.54**
Improved the living standard of masses	(X <sub>14</sub> )	4.04	0.521	4	11.82**
Improved the road conditions in the Area	(X <sub>15</sub> )	3.67	0.562	12	7.06**
Helped the Small Scale and Handloom Industry	(X <sub>16</sub> )	3.79	0.561	10	8.33**
Increased the transport facilities	(X <sub>17</sub> )	3.83	0.531	9	9.25**
Increased the mode of communication in the area	(X <sub>18</sub> )	4.00	0.516	5	11.47**
Lead to the Infrastructure Development	(X <sub>19</sub> )	3.75	0.545	11	8.15**
Improvement in elect., water supply and sanitation	(X <sub>20</sub> )	4.16	0.567	1	12.11**
Increased the Availability of Recreational Facilities	(X <sub>21</sub> )	3.96	0.595	6	9.60**
Changed the local values, norms and customs	(X <sub>22</sub> )	2.58	0.311	23	-7.99**
Raised the opportunity of Shopping	(X <sub>23</sub> )	3.63	0.357	14	10.44**
Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.71	0.163	21	-4.73**
Helped in Renovation and Maint. of Histor. Monuments	(X <sub>25</sub> )	3.96	0.170	6	12.09**
Disturbed the peace of the Area	(X <sub>26</sub> )	2.42	0.533	26	6.44**
Increased the Literacy Rate	(X <sub>27</sub> )	3.88	0.560	8	9.30**
Improved the faith in local deities	(X <sub>28</sub> )	3.88	0.567	8	9.27**
Improved the knowledge about religion	(X <sub>29</sub> )	3.92	0.568	7	9.59**
Increased the Awareness of Locals about the outer World	(X <sub>30</sub> )	3.75	0.561	11	7.91**
Increased the Crowd more than the Carrying Capacity	(X <sub>31</sub> )	3.04	0.531	16	-0.45

Increased the Social Evils - Drinking, Gambling and prost.(X <sub>32</sub> )	2.67	0.522	22	-3.74**
Made a Loss to Cultural Identity (X <sub>33</sub> )	2.83	0.523	19	-1.92*
Increased Law and Order Problem (X <sub>34</sub> )	2.86	0.522	18	-1.59
Affected the local culture and values (X <sub>35</sub> )	2.92	0.165	17	-2.87**
Affected the natural Beauty and scenario Adversely (X <sub>36</sub> )	2.46	0.507	25	-6.30**
Decreased the area under forest coverage (X <sub>37</sub> )	2.71	0.501	21	-3.42**
Increased the air pollution (X <sub>38</sub> )	2.79	0.550	20	-2.26*
Increased the noise pollution (X <sub>39</sub> )	2.67	0.525	22	-3.72**
Increased the water pollution (X <sub>40</sub> )	2.54	0.512	24	-5.32***

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

**Table 5.82: Analysis of Hotelier/Dhaba/Restaurant and Tea shop owners Views towards Tourism Impact in the Shivalik Hills of Uttarakhand**

Particulars	Mean	Std. Dev.	Rank	T/Z test
Created more Jobs for locals (X <sub>1</sub> )	3.88	0.561	7	9.29**
Created more Seasonal Jobs (X <sub>2</sub> )	3.87	0.476	8	10.82**
Made people depended on Tourism (X <sub>3</sub> )	3.75	0.569	10	7.80**
Increased the income of Residents (X <sub>4</sub> )	4.17	0.516	1	13.42**
Increased the business of local traders (X <sub>5</sub> )	4.00	0.489	5	12.11**
Encouraged the optimal use of resources (X <sub>6</sub> )	3.46	0.525	12	5.19**
Increased ancillary Enterprises (X <sub>7</sub> )	3.75	0.676	10	6.57**
Withdrawal of Labour from other Occupations (X <sub>8</sub> )	3.87	0.819	8	6.29**
Created Scarcity of Labour in other Enterprises (X <sub>9</sub> )	3.63	0.564	11	6.61**
Improved the Marketing Facilities (X <sub>10</sub> )	4.08	0.469	3	13.63**
Increased the General Price of various Goods/Services (X <sub>11</sub> )	4.00	0.569	5	10.40**
Increased the cost of land and Housing in the area (X <sub>12</sub> )	4.00	0.561	5	10.42**
Increased the rent of accommodation and shops (X <sub>13</sub> )	4.08	0.640	3	9.99**
Improved the living standard of masses (X <sub>14</sub> )	4.08	0.428	3	14.94**

Improved the road conditions in the Area	(X <sub>15</sub> )	3.71	0.316	10	13.30**
Helped the Small Scale and Handloom Industry	(X <sub>16</sub> )	3.83	0.729	9	6.24**
Increased the transport facilities	(X <sub>17</sub> )	4.00	0.728	5	8.13**
Increased the mode of communication in the area	(X <sub>18</sub> )	4.17	0.496	1	13.96**
Lead to the Infrastructure Development	(X <sub>19</sub> )	3.83	0.367	9	13.39**
Improvement in elect., water supply and sanitation	X <sub>20</sub> )	4.12	0.496	2	13.37**
Increased the Availability of Recreational Facilities	(X <sub>21</sub> )	4.04	0.692	4	8.90**
Changed the local values, norms and customs	(X <sub>22</sub> )	2.71	0.536	19	-3.20**
Raised the opportunity of Shopping	( X <sub>23</sub> )	3.83	0.388	9	12.66**
Affected the Religious Activities in the Area	(X <sub>24</sub> )	2.67	0.561	20	-3.48**
Helped in Renovation and Maint. of Histor. Monuments	(X <sub>25</sub> )	3.92	0.654	14	7.29**
Disturbed the peace of the Area	(X <sub>26</sub> )	2.75	0.485	18	-3.05**
Increased the Literacy Rate	(X <sub>27</sub> )	3.92	0.682	6	7.00**
Improved the faith in local deities	(X <sub>28</sub> )	4.12	0.561	2	11.82**
Improved the knowledge about religion	(X <sub>29</sub> )	4.00	0.367	5	16.13**
Increased the Awareness of Locals about outer World	(X <sub>30</sub> )	4.08	0.551	3	11.60**
Increased the Crowd more than the Carrying Capacity	(X <sub>31</sub> )	3.08	0.469	13	1.01
Increased the Social Evils - Drinking, Gambling etc.	(X <sub>32</sub> )	2.50	0.507	21	-5.84**
Made a Loss to Cultural Identity	(X <sub>33</sub> )	3.08	0.476	13	1.04
Increased Law and Order Problem	(X <sub>34</sub> )	2.79	0.614	17	-2.02*
Affected the local culture and values	(X <sub>35</sub> )	2.96	0.392	15	-0.60
Affected the natural Beauty and scenario Adversely	(X <sub>36</sub> )	2.50	0.560	21	-5.29**
Decreased the area under forest coverage	(X <sub>37</sub> )	2.75	0.248	18	-5.97**
Increased the air pollution	(X <sub>38</sub> )	2.83	0.485	16	-2.07*
Increased the noise pollution	(X <sub>39</sub> )	2.75	0.476	18	-3.11**
Increased the water pollution	(X <sub>40</sub> )	2.42	0.506	22	-6.79**

\*\* Significant at 1% level of Significance \* Significant at 5 % level of Significance

## **5.4 FACTOR ANALYSIS OF TOURISM IMPACT**

The perceived impacts of tourism development in the Shivalik Hills Areas of Haryana and Uttarakhand grouped into five factors viz. Economic Development, Cost of Living, Infrastructure Development, Socio-Cultural effect and Environment Quality have been analysed on the basis of 40 questions from the various beneficiaries included in the study. The questions rated the relevance of each item in terms of 5 point likert scale towards the core factor.

### **5.4.1 Factor Analysis of Residents Response in Haryana**

Table 5.83 revealed the factor analysis of residents living in the study area. Factor I, the Economic Development showed higher loading value 0.422 for ED 8 (Increased the Education Status of households) followed by 0.417 for ED 5 (Increased the business of local traders) indicating the core factors. The average loading factor value lied between 0.300 and 0.422. The factor- Cost of Living comprised of four items. The results revealed that the higher factor loading value of 0.414 was for CL 3 (Increased the rent of accommodation of housing and shops) followed by 0.370 for CL-4 (Improved the living standard of masses). The average value lied between 0.323 and 0.414. The factor- the Infrastructure Development comprising of six items revealed that the highest contributing factor was 0.397 for factor IS 4 (Increased the mode of communication in the area) followed by 0.389 for IS 2 ( Helped the growth of small scale and handloom industry in the area. Socio Cultural Effect was the 4th factor having 15questions. The study revealed the highest core factor 0.437 for SC 7 (Increased the Literacy rate) followed by SC-10 Increased the knowledge about the outer world. The environment quality (Factor Five) comprising of five questions revealed that the highest factor 0.295 EQ 1 (Affected the natural beauty and scenario) followed by EX 4 (affected the noise pollution). In both the cases the respondent felt the neither the Beauty or Scenario has been affected adversely nor the water has been polluted due to tourism.

### **5.4.2 Factor Analysis of Residents Response in Uttarakhand**

Table 5.84 revealed the factor analysis results of residents living in the study area of Shivalik Hill Areas in Uttarakhand. The results of the area were on similar lines except for some minor variation with that of Haryana. In Uttarakhand too, Economic

**Table 5.83 Factor Analysis of Residents Responses about Tourism Impacts in Haryana**

Particulars	1	2	3	4	5
ED 1	0.330				
ED 2	0.347				
ED 3	0.391				
ED 4	0.391				
ED 5	0.417				
ED6	0.382				
ED7	0.387				
ED8	0.422				
ED9	0.410				
ED10	0.300				
CL 1		0.323			
CL 2		0.330			
CL 3		0.414			
CL 4		0.370			
IS 1			0.332		
IS 2			0.389		
IS 3			0.350		
IS 4			0.397		
IS5			0.342		
IS6			0.342		
SC 1				0.353	
SC 2				0.302	
SC 3				0.343	
SC 4				0.305	

SC 5				0.378	
SC 6				0.313	
SC 7				0.437	
SC 8				0.297	
SC 9				0.399	
SC 10				0.429	
SC 11				0.391	
SC 12				0.403	
SC13				0.378	
SC14				0.313	
SC 15				0.311	
EQ 1					0.295
EQ 2					0.278
EQ 3					0.250
EQ 4					0.288
EQ 5					0.286

Development showed higher loading value 0.430 for ED 8 (Increased Education Status of households) followed by 0.422 for ED 7 (increased the ancillary enterprises) and ED 5 (Increased the business of local traders) indicating the core factors. The average loading factor value lied between 0.323 and 0.430. The results of Cost of Living factor revealed the higher factor loading value of 0.399 was for CL 1 (Increased the general price level of goods and services) followed by 0.387 for CL-4 (Improved the living standard of masses). The average value lied between 0.330 to 0.3.99. The results of the Infrastructure Development revealed that the highest contributing factor was by 0.389 for IS 1 (improved the road conditions in the area) followed by 0.387 for factor IS 4 (Increased the mode of communication in the area). It was closely followed by IS 2 (helped the growth of small scale and handloom industry in the area). The Socio Cultural Effect factor revealed the highest core factor 0.417 for SC 3 (raised the

opportunity of shopping) followed by SC 7 (Increased the Literacy rate) and closely followed by SC-10 (Increased the knowledge about the outer world). The environment quality revealed that the highest factor 0.303 was EQ 1 (affected the natural beauty scenario ) followed by EQ 4 (affected the noise pollution). In both the cases the respondents felt that neither the Beauty or Scenario nor the noise pollution has been affected adversely due to tourism.

### 5.4.3 Factor Analysis of Tourists Response in Haryana

Results of Factor Analysis of Tourists response in Haryana presented Table 5.85 revealed that in Economic Development, ED 4 (increase the income of residents) showed higher loading value of 0.440 followed by 0.426 for ED1 (created more jobs for the people) indicating the core factors. The average loading factor value lied between 0.401 and 0.440. In the Cost of Living, the higher factor loading value was for CL-4 (Improved the living standard of masses) followed by CL 2 (Increased the cost of land and housing in the area). The average value lied between 0.402 and 0.428. In the Infrastructure Development, the highest value was 0.454 for IS 1 (Increased the transport facilities in the area) followed by 0.450 for IS 4 ( increased the mode of communication in the area). Socio Cultural Effect revealed the highest value of 0.476 for SC 1 (increased the availability of recreational facilities) followed by 0.454 for SC 9 (lead to infrastructure development) and SC-10 (Increased the knowledge about the outer world). Environment quality showed the highest value of 0.305 for EQ 1 (Affected the natural beauty and natural scenario in the area) followed by EQ 2 ( decreased the area under forest cover. The tourists were of the strong view that these were not due to the effect of tourism, but natural because of the increase in population and shifting of local people to the urban areas.

**Table 5.84 Factor Analysis of Residents Responses about Tourism Impacts in Uttarakhand**

Particulars	1	2	3	4	5
ED 1	0.373				
ED 2	0.370				
ED 3	0.343				
ED 4	0.335				



ED 5	0.410				
ED6	0.378				
ED7	0.422				
ED8	0.330				
ED9	0.354				
ED10	0.323				
CL 1		0.399			
CL 2		0.382			
CL 3		0.330			
CL 4		0.387			
IS 1			0.389		
IS 2			0.383		
IS 3			0.341		
IS 4			0.387		
IS5			0.350		
IS6			0.332		
SC 1				0.391	
SC 2				0.387	
SC 3				0.407	
SC 4				0.378	
SC 5				0.300	
SC 6				0.436	
SC 7				0.397	
SC 8				0.342	
SC 9				0.342	
SC 10				0.395	

SC 11				0.288	
SC 12				0.328	
SC13				0.300	
SC14				0.297	
SC 15				0.291	
EQ 1					0.303
EQ 2					0.278
EQ 3					0.292
EQ 4					0.299
EQ 5					0.291

#### 5.4.4 Factor Analysis of Tourists Response in Uttarakhand

Factor Analysis results of Tourists response in Uttarakhand (Table 5.86) revealed that in Economic Development, ED 5 (increased the business of local traders) showed higher loading value of 0.428 followed by 0.414 for ED3 (Made people dependent on tourism) indicating the core factors. The average loading factor value lied between 0.300 and 0.428. In the Cost of Living factor, the higher factor loading value 0.442 was for CL-4 (Improved the living standard of masses) followed by for CL 3 (Increased the rent of accommodation and shops). The average value lied between 0.342 and 0.442. The highest value in the Infrastructure Development was 0.422 for IS 2 (helped the small scale and handloom industry grow) followed by 0.391 for IS 1 (Increased the transport facilities in the area) and IS 4 (increased the mode of communication in the area). Socio Cultural Effect revealed the highest value of 0.436 for SC 5 (helped renovation of historical monuments) and SC 9 (lead to infrastructure development). The environment quality showed the highest value of 0.283 for EQ 5 (increase in water pollution) followed by EQ 4 (increased the noise pollution). The tourists were of the strong view that these were not due to the effect of tourism, but because of the increase in population and shifting of local people to the urban areas.

#### 5.4.5 Factor Analysis of Travel Agents/Transporters Response in Haryana

In Uttarakhand Tourists responded (Table 5.87) that in Economic Development, ED 10 (improved the marketing facilities) showed higher loading value of 0.414 followed by 0.388 for ED 7 (increased the ancillary enterprises) indicating the core factors. The average loading factor value lied between 0.335 to 0.414. In the Cost of Living factor, the higher factor loading value 0.442 was for CL 3 (Increased the rent of accommodation and shops) followed by CL-4 (Improved the living standard of masses). The average value lied between 0.342 and 0.402. The highest value in the Infrastructure Development was 0.422 for IS 1 (Increased the transport facilities in the area) followed by 0.391 for IS 4 (increased the mode of communication in the area), IS 5 (lead to infrastructure development) and IS 1 (improved the road conditions). Socio Cultural Effect revealed the highest value of 0.415 for SC 1 (increased the recreational facilities) followed by SC 3 (raised the opportunity for shopping) and SC 8 improved the faith in local deities). The environment quality showed the highest value of 0.289 for EQ 4 (increased the noise pollution) followed by EQ 5 (increase in water pollution).

**Table 5.85 Factor Analysis of Tourists Responses about Tourism Impacts in Haryana**

Particulars	1	2	3	4	5
ED 1	0.426				
ED 2	0.402				
ED 3	0.422				
ED 4	0.440				
ED 5	0.401				
ED6	0.416				
ED7	0.418				
ED8	0.420				
ED9	0.411				
ED10	0.401				
CL 1		0.424			

CL 2		0.426			
CL 3		0.402			
CL 4		0.428			
IS 1			0.454		
IS 2			0.449		
IS 3			0.425		
IS 4			0.430		
IS5			0.436		
IS6			0.450		
SC 1				0.476	
SC 2				0.279	
SC 3				0.386	
SC 4				0.230	
SC 5				0.336	
SC 6				0.293	
SC 7				0.414	
SC 8				0.448	
SC 9				0.454	
SC 10				0.454	
SC 11				0.349	
SC 12				0.305	
SC13				0.278	
SC14				0.305	
SC 15				0.289	
EQ 1					0.304
EQ 2					0.283

EQ 3					0.280
EQ 4					0.281
EQ 5					0.258

#### **5.4.6 Factor Analysis of Travel Agents/Transporters Response in Uttarakhand**

In Uttarakhand Travel Agents/Transporters responded (Table 5.88) that in Economic Development, ED 1 (created jobs for the public) showed higher loading value of 0.449 followed by 0.438 for ED 4 ( increased the income of residents) indicating the core factors. The average loading factor value lied between 0.373 and 0.449. In the Cost of Living factor, the higher factor loading value 0.451 was for CL-4 (Improved the living standard of masses). This was followed by CL 3 (Increased the rent of accommodation and shops). The average value lied between 0.357 and 0.451. The highest value in the Infrastructure Development was 0.453 was for IS 4 (increased the mode of communication in the area) followed by IS 5 (lead to infrastructure development). Socio Cultural Effect revealed the highest value of 0.454 for SC 10 (increased the awareness of locals to the world) followed by 0.422 for SC 3 (raised the opportunity for shopping). Environment quality revealed the higher factor value of 0.285 for EQ 4 (increased the noise pollution), followed by EQ 1 (affected the natural beauty and scenario). The tourists were of the strong view that these were not due to the effect of tourism, but because of the increase in population and shifting of local people to the urban areas.

#### **5.4.7 Factor Analysis of Traders Response in Haryana**

Haryana traders responded (Table 5.89) that in Economic Development, ED 5 (increased the income of residents) showed higher loading value of 0.455 followed by 0.454 for ED 4( increased the income of local traders) indicating the core factors. The average loading factor value lied between 0.359 and 0.455. In the Cost of Living factor, the higher factor loading value 0.451 was for CL-2 (increased the cost of land and housing). This was followed by CL 1 (Increased general price level of goods and services). The average value lied between 0.387 and 0.451. The highest value in the

**Table 5.86 Factor Analysis of Tourists Responses for Tourism Impacts in Uttarakhand**

Particulars	1	2	3	4	5
ED 1	0.373				
ED 2	0.300				
ED 3	0.414				
ED 4	0.388				
ED 5	0.428				
ED6	0.343				
ED7	0.335				
ED8	0.378				
ED9	0.378				
ED10	0.350				
CL 1		0.342			
CL 2		0.353			
CL 3		0.397			
CL 4		0.342			
IS 1			0.391		
IS 2			0.422		
IS 3			0.369		
IS 4			0.391		
IS5			0.347		
IS6			0.391		
SC 1				0.330	
SC 2				0.293	
SC 3				0.341	
SC 4				0.287	

SC 5				0.436	
SC 6				0.330	
SC 7				0.367	
SC 8				0.417	
SC 9				0.422	
SC 10				0.323	
SC 11				0.399	
SC 12				0.322	
SC13				0.265	
SC14				0.313	
SC 15				0.278	
EQ 1					0.269
EQ 2					0.260
EQ 3					0.277
EQ 4					0.283
EQ 5					0.290

**Table 5.87 Factor Analysis of Travel Agents/transporters Responses about Tourism Impacts in Haryana**

Particulars	1	2	3	4	5
ED 1	0.343				
ED 2	0.335				
ED 3	0.378				
ED 4	0.373				
ED 5	0.378				
ED6	0.350				
ED7	0.388				

ED8	0.358				
ED9	0.350				
ED10	0.414				
CL 1		0.397			
CL 2		0.342			
CL 3		0.442			
CL 4		0.403			
IS 1			0.422		
IS 2			0.369		
IS 3			0.391		
IS 4			0.347		
IS5			0.391		
IS6			0.391		
SC 1				0.417	
SC 2				0.272	
SC 3				0.410	
SC 4				0.283	
SC 5				0.330	
SC 6				0.283	
SC 7				0.341	
SC 8				0.407	
SC 9				0.395	
SC 10				0.403	
SC 11				0.298	
SC 12				0.286	



SC13				0.270	
SC14				0.267	
SC 15				0.269	
EQ 1					0.267
EQ 2					0.250
EQ 3					0.232
EQ 4					0.289
EQ 5					0.270

Infrastructure Development was 0.452 for IS 1(improved the road conditions) followed by 0.429 for IS 4 (increased the mode of communication in the area). Socio Cultural Effect revealed the highest value of 0.452 for SC 9 (increased the knowledge about religion) followed by 0.422 for SC 5 (helped in renovation of historical buildings). Environment Quality revealed the highest value of 0.286 for EQ 3 (increased the air pollution) followed by 0.285 for EQ 2 (decreased the area under forests). The tourists were of the strong view that these were not due to the effect of tourism, but because of the increase in population and shifting of local people to the urban areas.

#### **5.4.8 Factor Analysis of Traders Response in Uttarakhand**

Uttarakhand traders responded in Economic Development (Table 5.90), ED 10 (improved the market facilities) showed higher loading value of 0.440 followed by 0.426 for ED 2 (created more seasonal jobs), ED 4 (increased the income of residents) and ED 7 (increased the ancillary enterprises) indicating the core factors. The average loading factor value lied between 0.401 and 0.440. In the Cost of Living factor, the higher factor loading value 0.426 was for CL-4 (improved the living standard of masses). This was followed by CL 3 (Increased the rent of accommodation and shops). The average value varied from 0.332 to 0.426. The highest value in the Infrastructure Development was 0.454 for IS 3 (increased the transport facilities) followed by 0.450 for IS 4 (increased the mode of communication in the area). Socio-Cultural Effect revealed the highest value of 0.454 for SC 5 (helped in renovation of historical buildings) followed by 0.448 for SC3 (raised the opportunity of shopping). The

environment quality showed highest value of 0.278 for EQ 2 (decreased the area under forests) followed by EQ 3 (increased the air pollution). The tourists were of the strong view that these were not due to the effect of tourism, but the increase in population and shifting of local people to the urban areas.

#### 5.4.9 Factor Analysis of Hotel/Restaurant/Tea shop owners Response in Haryana

The response in Haryana on Economic Development (Table 5.91), ED 1 (created more jobs for the locals) showed higher loading value of 0.422 followed by ED 4 (increased the income of residents) 0.414 for ED 2 (created more seasonal jobs indicating the core factors. The average loading factor value lied between 0.323 and 0.424. In the Cost of Living factor, the higher factor loading value 0.399 was for CL 3 (Increased the rent of accommodation and shops) followed by CL-4 (improved the living standard of masses). The average value lied between 0.330 and 0.399. The highest value in the Infrastructure Development was 0.389 for IS 4 (increased the mode of communication in the area) followed by 0.391 for IS 1(improved the road conditions). Socio-Cultural Effect revealed the highest value of 0.407 for SC 1 (increased the recreational facilities) followed by for SC 9 (improved the knowledge about religion). The environment quality revealed highest value of 0.311 for EQ 3 (increased the air pollution) followed by EQ 2 (affected the natural beauty and scenario). The tourists were of the strong view that these were not due to the effect of tourism, but increase in population and shifting of local people to the urban areas.

**Table 5.88 Factor Analysis of Travel Agents/transporters Responses about Tourism Impacts in Uttarakhand**

Particulars	1	2	3	4	5
ED 1	0.449				
ED 2	0.373				
ED 3	0.438				
ED 4	0.441				
ED 5	0.382				
ED6	0.410				
ED7	0.399				

ED8	0.454				
ED9	0.455				
ED10	0.393				
CL 1		0.357			
CL 2		0.446			
CL 3		0.451			
CL 4		0.397			
IS 1			0.397		
IS 2			0.429		
IS 3			0.405		
IS 4			0.453		
IS5			0.448		
IS6			0.357		
SC 1				0.407	
SC 2				0.272	
SC 3				0.422	
SC 4				0.251	
SC 5				0.414	
SC 6				0.252	
SC 7				0.323	
SC 8				0.274	
SC 9				0.388	
SC 10				0.454	
SC 11				0.238	
SC 12				0.298	
SC13				0.271	

SC14				0.276	
SC 15				0.263	
EQ 1					0.261
EQ 2					0.261
EQ 3					0.241
EQ 4					0.285
EQ 5					0.256

**Table 5.89 Factor Analysis of Traders Responses about Tourism Impacts in Haryana**

Particulars	1	2	3	4	5
ED 1	0.382				
ED 2	0.410				
ED 3	0.358				
ED 4	0.455				
ED 5	0.454				
ED6	0.393				
ED7	0.449				
ED8	0.373				
ED9	0.438				
ED10	0.441				
CL 1		0.446			
CL 2		0.451			
CL 3		0.397			
CL 4		0.387			
IS 1			0.448		

IS 2			0.357		
IS 3			0.397		
IS 4			0.429		
IS5			0.405		
IS6			0.423		
SC 1				0.388	
SC 2				0.263	
SC 3				0.365	
SC 4				0.274	
SC 5				0.428	
SC 6				0.268	
SC 7				0.491	
SC 8				0.407	
SC 9				0.452	
SC 10				0.422	
SC 11				0.281	
SC 12				0.294	
SC13				0.252	
SC14				0.253	
SC 15				0.269	
EQ 1					0.275
EQ 2					0.285
EQ 3					0.286
EQ 4					0.261
EQ 5					0.278

#### 5.4.10 Factor Analysis of Hotel/Restaurant/Tea shop owners in Uttarakhand

The response in Uttarakhand on Economic Development (Table 5.92), ED 5 (increased the business of local traders) showed higher loading value of 0.428 followed by 0.422 for ED 4 (increased the income of residents) indicating the core factors. The average loading factor value lied between 0.347 and 0.428. In the Cost of Living factor, the higher factor loading value 0.414 was for CL-4 (improved the living standard of masses) followed by 0.370 for CL 1 (Increased the general price of goods and services).. The highest value in the Infrastructure Development was 0.397 for IS 1(improved the road conditions) followed by 0.389 for IS 4 (increased the mode of communication in the area). Socio-Cultural Effect revealed the highest value of 0.407 for SC 3 (raised the opportunity of shopping) followed by for SC 5 (helped the renovation of historical buildings and monuments). The environment quality showed the highest value of 0.311 for EQ 3 (increased the air pollution) followed by 0.280 for EQ 5 (increased the water pollution). The tourists were of the strong view that these were not due to the effect of tourism, but increase in population and shifting of local people to the urban areas.

In Short, the foregoing discussion on factor analysis revealed that the factors of development were more or less the same, but varied at times depending upon the thinking and personal knowledge about the ground realities. More over their personal attitude and bias as well as the business feelings/attitude were responsible for variation to some extent.

**Table 5.90 Factor Analysis of traders Responses about Tourism Impacts in Uttarakhand**

Particulars	1	2	3	4	5
ED 1	0.401				
ED 2	0.426				
ED 3	0.418				
ED 4	0.426				
ED 5	0.421				

ED6	0.401				
ED7	0.426				
ED8	0.402				
ED9	0.422				
ED10	0.440				
CL 1		0.332			
CL 2		0.418			
CL 3		0.424			
CL 4		0.426			
IS 1			0.430		
IS 2			0.436		
IS 3			0.454		
IS 4			0.450		
IS5			0.449		
IS6			0.425		
SC 1				0.413	
SC 2				0.264	
SC 3				0.448	
SC 4				0.254	
SC 5				0.454	
SC 6				0.296	
SC 7				0.349	
SC 8				0.386	
SC 9				0.383	
SC 10				0.418	
SC 11				0.259	

SC 12				0.279	
SC13				0.255	
SC14				0.248	
SC 15				0.246	
EQ 1					0.240
EQ 2					0.278
EQ 3					0.256
EQ 4					0.253
EQ 5					0.253

**Table 5.91 Factor Analysis of Hotels/Restaurants/Tea shop owners Responses about Tourism Impacts in Haryana**

Particulars	1	2	3	4	5
ED 1	0.422				
ED 2	0.410				
ED 3	0.323				
ED 4	0.414				
ED 5	0.336				
ED6	0.370				
ED7	0.343				
ED8	0.335				
ED9	0.378				
ED10	0.373				
CL 1		0.330			
CL 2		0.367			
CL 3		0.399			
CL 4		0.382			



IS 1			0.387		
IS 2			0.350		
IS 3			0.332		
IS 4			0.389		
IS5			0.383		
IS6			0.341		
SC 1				0.407	
SC 2				0.265	
SC 3				0.378	
SC 4				0.350	
SC 5				0.388	
SC 6				0.308	
SC 7				0.380	
SC 8				0.347	
SC 9				0.391	
SC 10				0.331	
SC 11				0.317	
SC 12				0.336	
SC13				0.257	
SC14				0.342	
SC 15				0.252	
EQ 1					0.272
EQ 2					0.309
EQ 3					0.311
EQ 4					0.303
EQ 5					0.278

**Table 5.92 Factor Analysis of Hotels/Restaurants/Tea shop owners Responses about Tourism Impacts in Uttarakhand**

Particulars	1	2	3	4	5
ED 1	0.347				
ED 2	0.382				
ED 3	0.387				
ED 4	0.422				
ED 5	0.410				
ED6	0.428				
ED7	0.391				
ED8	0.391				
ED9	0.417				
ED10	0.390				
CL 1		0.370			
CL 2		0.323			
CL 3		0.330			
CL 4		0.414			
IS 1			0.397		
IS 2			0.342		
IS 3			0.332		
IS 4			0.389		
IS5			0.342		
IS6			0.350		
SC 1				0.343	
SC 2				0.341	
SC 3				0.407	
SC 4				0.271	

SC 5				0.403	
SC 6				0.278	
SC 7				0.383	
SC 8				0.335	
SC 9				0.378	
SC 10				0.330	
SC 11				0.367	
SC 12				0.299	
SC13				0.392	
SC14				0.289	
SC 15				0.272	
EQ 1					0.268
EQ 2					0.276
EQ 3					0.285
EQ 4					0.278
EQ 5					0.280

#### **5.4.11 Correlation of Development among States**

To ascertain the relationship between the ranks obtained in respect of various development parameters for the Shivalik Hill Areas of Haryana and Uttarakhand on the basis of mean values obtained rank correlation was fitted. The correlation coefficients obtained have been presented in the table below:

**Table 5 93: Rank Correlation Coefficients for the scores obtained in shivalik Hill areas of Haryana and uttarakhand**

<b>S No.</b>	<b>Functionaries in the trade</b>	<b>Correlation Coefficient</b>
1.	Local Resident	0.9112
2.	Tourists	0.9061
3.	Travel agents	0.9397
4.	Hotels/restaurants/Tea shops	0.9486
5.	Traders in the Area	0.9606

It could be interpreted from the results obtained above that there is a very strong relationship in the scores obtained in the Shivak Hill Areas of both the states- Haryana and Uttarakhand for various development parameters included in the study.