

## SUMMARY AND CONCLUSION

Tourism has been a major social phenomenon of the societies all along. It is motivated by the natural urge of every human being for new experience, adventure, education and entertainment. The motivations for the tourism also include social religious and business interest. The importance of tourism as an instrument for economy development and employment generation, particularly in remote and backward areas has been well recognized the world over. It is the largest service industry globally in terms of gross revenue as well as foreign exchange earnings. Tourism can play an important and effective role in achieving the growth with equity objectives which we have set for ourselves. Tourism's economic benefits are touted by the industry for a variety of reasons. Terrorism, natural disasters, health scares, increased oil price, exchange rate fluctuations and economic and political uncertainties were some of the issues facing the tourism industry in 2005. International tourist arrivals worldwide beat all expectations by exceeding 800 million in 2012 and achieving an all-time record. The estimated increase represented a staggering 42 million addition arrivals comprising of more than 18 million in Europe, 11 million in Asia and the Pacific, 7 million in USA, 3 million in Africa and 2 million in middle east. These results not only corresponded to a worldwide increase of 5.5%, but also meant a consolidation of the bumper growth achieved in 2004 (+10%). Although growth was more moderate, it was still almost 1.5 percentage points above the long-term average annual growth rate of 4.1 percent. According to the world tourism organization (WTO), the year 2005 witnessed more than 800 million international tourist arrivals and the tourism receipts were of the order of US \$ 682 billion. As estimated, the global travel and tourism activity is expected to increase by 4.7 percent between 2007 and 2016.

During the last decade of fast growth in tourist arrivals, several factors contributed to the strong performance in most of the Asian and pacific region. These factors included rising levels of disposable income; improvements in transportation, the introduction of low cost air line services; easier access from traditional source market and the emergence of new source market such as China and India. There has been a remarkable growth in the recent years, in foreign tourist arrivals to India due to the various efforts made, including promoting India through the "Incredible India" campaign in overseas markets. It has increased by about 6.5 percent from a level of

2.38 million in 2002 to 3.92 million in 2005, while the foreign exchange earnings have grown by about 96 percent during the same period. In the year 2006, the tourist arrivals increased to 4.43 million, registering an impressive increase of the 14.2 percent when compared to the previous year. The foreign exchange earnings from tourism also showed a phenomenal growth from US \$ 5730.86 million in 2005 to US \$ 6569.34 million in 2006, achieving an increase of 14.6 percent. (Department of Tourism, Govt. of India). The tourism satellite accounting from India brought out that contribution of tourism to GDP of the country was 5.9 percent in 2003-04, while direct and indirect employment in tourism sectors was 41.8 million accounting for 8.78 percent of total employment in the country. It has been estimated by the Department of Tourism in its annual report of 2006-07 that the total direct and indirect employment generated in the tourism sector would be 51.9 million. It is universally acknowledged that the tourism resources in the country have the potential to generate significantly higher levels of demand from the domestic and international markets, which if exploited intelligently in a sustainable manner can prove to be the proverbial engine of growth for the economy.

Misra, Sharma and Acharya (1981) in a study entitled “World Tourism” compared the role and impact of tourism industry in India with 42 countries of different typed economies. They concluded that India bestowed with almost all types of man-made and natural resources is still striving for tourism development. Alister and Wall (1982) in their book “Tourism: Economic, physical and social impacts” revealed that, till date, researchers on tourism impacts has concentrated upon individual components of each of main impact category, but in actual sense, the impact was rarely confined. Researchers should integrate the findings within and between each impact category. Singh And Kaur (1986) highlighted the negative and positive impact of mountain tourism in their study entitled, “Paradox of Mountain tourism: case references from the Himalaya”. They revealed that tourism created employment opportunities, earned foreign exchange, provided additional income and tax revenue, gave impetus to local arts and diversified economy, provided greater multiplier effect on income and employment and improved standard of living. At the same time, tourism created inflationary tendency, seasonal dependency besides uneven economic development. Singh Shalini (1990) pointed out the importance of tourism in her paper entitled, “Economic significance of tourism” and dealt with the tourism receipts/incomes and their effect on country’s balance of payment. Jenkins (1990) examined ways in which policy may be devised to enhance the economic benefits from tourism and stressed on

the usefulness of economic benefits accruing from tourism. Peggy (1994) assessed the socio-cultural impacts in his study entitled "Assessing socio-cultural impacts: the case of Singapore," examined in the context of the society in terms of its demographic composition, ethnic distribution, religious and class structure and language, the pace of tourist development where it is happening and evaluated how the adverse effects could be controlled and project what would happen if tourist development accelerates unabated. Howard (1994) argued that greater caution should be exercised, when the multiplier study is implied in measuring tourism economic impact. Chattopadhyay, Kunal (1996) focused his study on economic aspects associated with tourism. He provided a comprehensive description of tourism development and its significance in context to third world countries. For the study, he used secondary data and attempted to highlight the importance of tourism development through case studies drawn from Asia, Africa, Europe, North America and the Caribbean Islands. In concluding part, he built a model of international tourism demand for India. Sharma (1998) discussed requirement of sustainable tourism strategies in Himalayas. He defined that the industry development should take place in economical efficient way not only for supporting the present needs but also for needs and aspiration of future generation. He advocated that the level of tourism activities has to be compatible with the preservation and enhancement of ecological balance, biological resources and their diversity so that the capacity of the environment to regenerate itself is not impaired. Gupta (1998) in his study entitled, "Tourism in Garhwal Himalaya: Strategy of Sustainable development" discussed the developmental issues related to tourism in Garhwal Himalayas which are as fragile as study area. He concluded that one of the essential facts in planning and development of mountain regions is that mountains are inherently weak system having meager tolerance for human artifacts. Despite tremendous increase in tourist traffic, there is also the greatest threat to the Himalayan ecosystem. But there is no coordination among the decision makers, local people, N.G.O.'s, subject experts and other related bodies. Bezbaruah (2002) measured some direct and indirect economic impact of tourism in his study entitled, "Measuring the economic impact of tourism." He emphasized that tourism is a composite multi-dimensional activity made up of many activities whose effects are inter-related but not always seen. The number increases and the problem are compounded if we go to the periphery of activities which make tourism possible. Another problem is that even if the activities are identified, the impact is not always direct. The review of literature leads to conclude that very little work has

been conducted and reported in India and more particularly in the Shivalik Hills Region of Uttarakhand and Haryana, a study was therefore proposed to be conducted with the following broad objectives:

- To study the existing and potential tourism resources in Shivalik Hills range of Uttarakhand and Haryana.
- To evaluate the infrastructure facilities available for tourism development at destinations of study area.
- To study the role of tourism in the economic development of study area.
- To investigate the perception of residents, tourism practitioners and tourists on socio-cultural and economic impacts of tourism.
- To suggest timely measures to develop a balanced tourism policy on sustainable basis for study area

The research methodology used in the conduct of the study revealed that the Shivalik hills are the southernmost and geologically youngest east-west mountain chain of the Himalayas having many sub-ranges. They extend from Sikkim westward through Nepal and Uttarakhand, continuing into Indian Jammu and Kashmir and Pakistan Occupied Kashmir (POK) and are cut through at wide intervals by large rivers flowing from the Himalayas. Smaller rivers without sources in the high Himalayas are more likely to detour around sub-ranges. Southern slopes have networks of small rills and channels, giving rise to ephemeral streams during the monsoon and into the post-monsoon season. The width of the Shivalik hills varies from 10 to 50 km and average elevation is 600 to 1,200m. Due to the limitations of time, money and other resources/constraints, it was difficult to cover the entire range of Shivalik hills mentioned above.

The State of Uttarakhand has been selected purposely due to its popularity all over the world for the scenic beauty and climatic conditions. British rulers made it their capital for the summer months. The various regions of Uttarakhand are so attractive and beautiful that these sarcastically accolade as the “Switzerland of India” to the region of Almora; “Lake district to Nainital”, “ Queens of Hill District” to Mussoorie” and “Place of Paradise” to the entire regions of Uttarakhand. The present state of Uttarakhand was known as Uttaranchal since the time of its inception as an independent state of Indian Union. It was only in 2006 that it was again named as Uttarakhand. Uttarakhand state is blessed with natural gifts seen in its magnificent glaciers, dense forests, sparkling and joyful milky rivers, skiing slopes, gigantic Himalayan peaks,

valleys full of flowers and natural biosphere. The state offers variety of tours: pilgrimage to holy places, temples, nature and leisure tourism, which leave an everlasting appeal on the minds of those who venture in the regions of the state. Haryana state was also selected because of its contiguity and was very convenient for the researcher to visit both the states for the data collection. It is needless to say that the researcher belonged to the Haryana state and was well versed with its culture, language and dialect, which were an asset for the conduct of the study.

In Uttarakhand, the Shivalik hills range covered the districts of Dehradun except Masourie, Haridwar- area covered by Raja Ji National Park (The Park is covered by three districts viz. Haridwar, Dehradun and PauriGarhwal and comprised of three sanctuaries merged in one viz. Raja Ji Park, Chilla and Motichur sanctuaries), a small strip of Kotdwar of PauriGarhwal district (60 km long and 2 to 5 km wide) and district of Udham Singh Nagar. To have a deep understanding and proper evaluation of the impact on overall development of the area, all the districts viz. Dehradun, Haridwar and Udham Singh Nagar were selected.

The Shivalik region in Haryana is spread over 3,514 square kilometers of districts Ambala, Panchkula and parts of Yamunanagar. Shivalik Development Board, Haryana has administratively defined the extent of the region to cover 430, 162 and 282 Gram Panchayats from Ambala, Panchkula and Yamunanagar districts respectively. In district Panchkula, 45 percent of total area falls under hilly tracts, whereas Yamunanagar has 9 percent and Ambala only 0.2percent. The area covered by Shivalik Hills region has been identified by Haryana Government through Shivalik Hills Development Board located at Ambala. All the three districts of Haryana viz. Panchkula, Ambala, Yamuna Nagar were selected for the collection of data.

The present study is mainly based on primary data. Primary data was collected through structured pretested questionnaire from residents, tourists and travel trade professionals like hotels, restaurants/dhabas, traders dealing in various products and the tourists who have visited the area more than once. A total of 600 residents from the various districts of Haryana and Uttarakhand comprising of 384 local residents, 24 Hotels, 24 Dhabas/restaurants/ tea shops , 24 traders, 24 Travel agents/Transporters and 120 tourists were interviewed through structured questionnaire during 2011-12 by the researcher himself. The sample from each category was equally divided between the two states. The questionnaire for all the functionaries comprised of two sections. Section I varied for each category of beneficiary. The second section was common and

comprised of 40 questions divided in six domains viz. Economic Development, Cost of Living, Infrastructure Development, Socio-Cultural Affect and Environment Quality designed to measure a multitude of opinions on the 5-point likert scale like very true, true, no idea/not certain, very wrong and wrong.

The secondary data was collected from various Government Departments and Tourism Development Corporations, Tourism Information Centers, District Statistical offices, Statistical Abstract of various districts/state as a whole, other published and unpublished data, reports and from various internet links related to both the states.

Tabular Analysis technique has been used to study the first two objectives of the study viz. (i) To study the existing and potential tourism resources in Shivalik range of Uttarakhand and Haryana and (ii) To evaluate the infrastructure facilities available for tourism development in the study area. Simple tables were drawn from the first section of the questionnaires. Mean averages and percentages were the statistical tools used to analyses the data.

The main focus in the analysis of respondents' perception was on the tourism impact in study area. Due to the nature of study, the researcher employed different statistical tools to draw the conclusion. The study was divided into three sections. In first section, the responses of respondents were analysed with the help of simple percentage method. The higher percentage indicated closer to the responses. Second section was devoted to assess the responses with the help of mean, standard deviation and rank. These were employed with the intention 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. The standard deviation was worked out on the computer. In the third section, factor analysis was used to examine the respondents' responses. Thus the factor analysis on computer generated five dimensions of perceived tourism impacts used in the sample area, which made good conceptual sense and explained total of 75 percent of observed variance. Factor loading value was significant if it was more than 0.33. Factor analysis was used to identify the degree of relevance of each factor toward the core factor. To see, whether the impact of a certain item within that factor was significant or not. T test was conducted for less than 20 observations, for all those items where the number of observations were more than 20, Z Test was conducted. The values determined were compared with book values and the values significant at 1 percent and 5 percent level of significance were marked. To ascertain the relationship between the ranks obtained in respect of various

development parameters for the Shivalik Hill Areas of Haryana and Uttarakhand, rank correlation was fitted on the basis of mean values obtained.

Socio-Economic profile of the Residents revealed that 89 percent of the total respondents were males which varied from 86 percent in Uttarakhand to 91 percent in Haryana. 53 percent and 44 percent were in the productive age of 18-45 and 45-60 years respectively. Education status of the selected families revealed that 62 percent of the respondents were matriculate, while 16 percent and 3 percent Graduates and Post-Graduates. Occupation status of the families pointed out that 27 percent were business men/traders, 22 percent farmers, 19 percent employees, 14 percent artisans and 11 percent labourers. 47 percent of the total respondents were in the income group of more than Rs 50,000 followed by 44 percent in the group of Rs 25000-Rs 50000. 69 percent of the respondents were fully employed. Partially/seasonally employed and pensioners were 15 and 1 percent respectively.

Profile of the travel agencies/transporters revealed that 96 percent of agencies varying from 92 percent in Haryana to almost 100 percent in Uttarakhand were set up by the local residents, 96 percent of them were more than 10 years old. 75 and 25 percent were either proprietorship or partnership firms. Preferences of the tourists by these agencies revealed that maximum number of agencies preferred foreign tourists followed by 50 percent budget and 38 percent elite class tourists. Facilities taxis, air condition/non air condition/video coach/mini buses, services of guides and hotel reservation were available. Railway/air ticket reservation was being dealt by 25 percent agencies.

Profile of Hoteliers revealed that 67 percent and 33 percent were partnership or proprietorship concerns. These hotels were being managed either by the owners themselves or managerial staff. The employees like cooks, helpers, waiters, sweepers or the security persons were all employed on salary basis. Residential status of the owners revealed that almost all the owners/partners in the trade belonged to the respective states. 42 percent of the hotels were meant for budget class, 46 percent were categorised as one/two star hotels for middle class and the remaining 12 percent for upper strata and elite category of tourists. Regarding the availability of facilities in the bed rooms, 98 percent rooms had the facility of television/phone. 2 percent rooms having top class facilities were for elite class. Most of the hotels had one/two halls meant for accommodating groups and holding small functions. On an average, a hotel employed 15 persons comprising of a manager, 1.25 supervisors, 1.75

clerks/receptionists, 2.33 cooks, 5.5 helpers/waiters, 1.92 sweepers/cleaners and 1.54 security personnel. Over 95 percent employees belonged to the respective states. 62 and 38 percent of the hotels were using paper and cloth napkins for the consumers. None of the hotels reported having any sewage treatment plant. Burning of wood and charcoal were replaced by diesel/LPG burners, but for baking 'tandoori rotis' fuel wood was being used. To keep the rooms heated in winter, electric heaters and in summer coolers, air conditioners and fans were being used. Efforts were made to use various energy saving measures. In most of the hotels, outside every room, control switch was fixed to stop electricity flow in the room in the absence of occupants. Almost all the hotels were connected with generators, run in case of power cut/failure. There was round the clock supply of water in almost all the hotels. For the supply of various essential commodities like eggs, milk, meat, fish, fruits and vegetables etc. local resources were being tapped. The grocery/bakery products too were being procured locally from the wholesalers, distributors or stockists. On an average, 92 percent rooms were occupied in summer season followed by 79 percent in winter and 63 percent in rainy season.

Profile of the Traders revealed that all the traders were local residents. 79 percent of the enterprises were old enterprises established more than 10 years back, 17 percent came up 5-10 year back, while only 4 percent were new. 71 percent and 29 percent were proprietorship/partnership firms. On average a trader was giving employment to 1.46 persons. 43 percent of the workers were permanent and remaining 57 percent were casual workers. All the consumables like milk, eggs, meat, chicken and bakery products were purchased from local sources, while the grocery items and the packed bakery products were being procured from the wholesalers/distributors in the nearby town.

The profile of Restuarants/Dhabas/Tea shop owners revealed that 29 percent of them were proprietorship concerns and 71 percent were having two or more partners each. On an average a restaurant/dhaba/tea shop had 1.67 rooms. Number of chairs put up for the visitors per unit were around 12. About 92 of them had a separate kitchen. 79 percent of them had washrooms/toilets facility. 29 percent dhabas/restaurants had put up 10 beds each in open for tourists to relax/rest and take food/tea/snacks in a homely atmosphere. 17 percent had the facility of a small shopping complex for purchasing items of daily use or gifts/toys for children. 42 percent of the entrepreneurs were restricting the use of polythene bags. For the removal of garbage, there was no permanent arrangement. The garbage was collected/ burnt or stored in pits. 63 percent

had the standby facility of a generator. LPG/coal/wood/kerosene was used for various cooking operations. Perishable consumables were procured from local resources.

To ascertain the impact of tourism, the data on various aspects like economic Development, Cost of living, Infrastructure Development, Socio-Cultural impact and the Environment impact was collected and analysed for all the categories of respondents.

In Haryana, 76 percent of the resident respondents revealed that the statement regarding creation of more jobs was true/very true. As against this 19 percent of the respondents said that more jobs have not been created, while the remaining 4 percent were not having any idea. Regarding the "Creation of Seasonal Jobs", 78 percent respondents mentioned the statement very true/true. In this case too, 19 percent of the respondents mentioned the statement as either wrong/very wrong. On the statement "Made people dependent on Tourism", 70 percent respondents mentioned the statement as very true/true. 23 percent of the respondents were of the opinion the statement wrong/very wrong, while the remaining were un-certain. "Increased the income of residents" was found to be true/vey true by about 89 percent of the residents. 9 percent opined it as wrong/very wrong, while the remaining 2 percent could not form any opinion. 94 percent of the respondents believed in the statement that the tourism has increased the business of the traders, the remaining 6 percent had negative opinion or no idea. 81 percent of the respondents mentioned "Encouraged the optimal use of resources" as true/very true, 7 percent could not decide and 12 percent believed that the statement was wrong/very wrong. 87 percent believed that the tourism has created additional ancillary enterprises, 9 percent did not believe in the statement and graded it as wrong/very wrong and the remaining 4 percent were uncertain. 67 percent of the respondents believed "Increased ancillary Enterprises" as true/very true, 23 percent opined the statement as wrong/very wrong. 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. The response analysis of Uttarakhand residents was no different, but showed little variations here and there.

The cost of living statement "increased the general price of goods and services" was found to be true/very true by about 69 percent of the residents, but almost 17 percent mentioned the statement wrong/very wrong, the remaining 14 percent were uncertain. Similar was the position in case of increase in the "cost of land and housing"

and the percentage of households mentioning the statement true/very true or 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 true was 66 percent, 22 percent, did not agree with the statement. Percentage of households could not react either in positive or negative were 12 percent. 79 percent of the households found the statement "improved the living standard of masses" as true/very true as against 14 percent finding the statement wrong/very wrong, 7 percent were un-certain. Position in case of residents of Uttarakhand was no different to that of Haryana and showed almost similar results with little variation.

Haryana Residents on Infrastructure Development revealed that 79 percent of the respondents replied as true/very true the statement "improved the road conditions in the area". Some critics (10%) mentioned that the maintenance of roads was poor and termed the statement as wrong/very wrong, the remaining 11 percent were uncertain and unaware of the ground realities. 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 it wrong/very wrong. "Transport facilities in the area have increased" was found to be true/very true by 88 percent of the residents. Similar was the position in terms for communication facilities and almost 93 percent of the selected residents mentioned that the facilities have significantly improved. The statement "led to the improvement of infrastructure development, more that 83 percent agreed with the statement. Only 8 percent mentioned the statement as false. 83 percent of the selected respondents termed the statement true that there was improvement in the electricity, water supply, drainage and sanitation conditions in the area. Less that 5 percent residents did not agree with the statement, terming it wrong. The views expressed by Uttarakhand residents revealed almost similar results with little variations.

Haryana residents on the socio-cultural affect of tourists revealed that according to 64 percent of the residents, the statement "tourism has created additional recreational facilities" was true/very true. A sizable number of residents (24%) were uncertain, 12 percent reported the statement as 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 evaluate it right or wrong. 79 percent of the tourists said that

tourism has created the opportunity for shopping in the area. 16 percent had no idea. 35 percent of the residents reported that 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 "led to the renovation and maintenance of historical monuments" True/very true. Only 11 percent of the residents did not agree and 10 percent were uncertain. About 41 percent of the residents found that tourism has disturbed the peace of the area true, while more than 42 percent reported the statement wrong. Contrary to all this, 82 percent of the residents believed that literacy rate has increased appreciably, only about 6 percent reported the other way. 79 and 80 percent of the households agreed with the statements "improved the faith in local deities" and "improved the knowledge about religion". 83 percent of the residents found that tourism has "created the awareness about the world" as true/very true. The statement that 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. 53 percent of the households agreed with the statement that due to tourism, social evils have cropped up, but the other people did not agree with it. 53 percent believed that there was a loss of cultural identity. Only 36 percent agreed there the law order problem has increased, while 33 percent agreed with the statement that cultural values have been depleted, but the majority did not find the statement true. In Uttarakhand too, the results were on similar lines with small variations.

Regarding Impact on Environment Quality, Haryana residents revealed that the statement "affected the natural beauty and scenario adversely" was wrong by 58 percent, while 18 percent were not clear and 24 percent mentioned it 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. Though some area under forests was reduced, but it was mainly for the increased population and not due to the affect of tourism. 42 percent and 41 of the residents graded "tourism has increased the air and noise pollution" as true, while greater number 45 percent and 42 percent reported that the statement wrong. 14 percent and 17 percent in the respective statements were uncertain. Thus it led to conclude that according to the majority of respondents, the ill affect of environment was minor. The views of Uttarakhand respondents were no different to Haryana respondents and were almost on similar pattern.

Tourists Response on Economic Development in Haryana revealed that 87 percent of the tourists found the statement "created more jobs for locals" true/very true. 11 percent believed the statement wrong. "Creation of more seasonal jobs" was found to be true by 82 percent. The percentage of household could not make an idea was 13 percent, having the negative opinion being 5 percent. The tourists were not clear about the statement "made people dependent on tourism" and were uncertain (27%), 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 found the statement true. 8 percent could not give a satisfactory reply, while 5 percent found the statement wrong. 90 percent said that the statement "increased the business of local traders" was true. 58 percent agreed with the statement "encouraged the optimal use of resources", while a large percentage (33%) was undecided. Similar was the position in respect of "increased ancillary enterprises", where 70 percent agreed with the statement, but 23 percent were had 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. In Uttarakhand, the results were on similar lines.

The tourists response on the cost of living in Haryana revealed that 90 percent found the statement "general price of various goods and services increased" true/very true. Similar views were expressed on the statements "increased cost of land and housing" (85%), "increased rent of accommodation and shops" (80%) and "increased living standards"(87%). The results in Uttarakhand were no different to that of Haryana. All this goes to show that tourism has increased the standard of living of the masses in the area.

Tourist's response on infrastructure development in Haryana revealed that 87 percent of the tourists agreed with the statement "improved the road conditions in the area". At the same time, a small number of tourists (13%) found the statement wrong. Regarding the statement "helped the growth of small scale industry", 70 percent of tourists found the statement correct, 10 percent said it wrong. 80 percent, 97 percent, 68 percent found the statements, "increased transport facilities", "increased the mode of communication and "lead to infrastructure development" respectively as true/very true. However in the matter of "improvement in electricity, water supply and sanitation", the percentage of tourists finding the statement true was 56 percent, which could be due to the general conditions prevalent in Haryana and these stations were no exceptions. In

Uttarakhand also, the tourist's response on almost all the statements was either true/very true and varied from 67 percent to 97 percent.

Tourist's response on the impact of socio-cultural affect in Haryana revealed that the statement "increased the availability of recreational facilities was marked correct by 57 percent of the respondents, while 28 percent were uncertain. Only 15 percent termed the statement wrong. To the statement "changed the local values, norms and customs", 32 percent mentioned the statement was correct, 40 percent did not agree and 28 percent had no idea. Majority of the tourists (72%) were of the idea that "opportunities for the shopping" had increased, while 28 percent had no idea. A very small percentage of tourists (12%) were of the view that tourism had "affected the religious activities" and 63 percent considered the statement wrong. 12 percent of the tourists 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", only 10 percent considered the statement wrong. 34 percent believed that tourism has not "affected the peace of the area". 80 percent mentioned that due to tourism, literacy rate has increased. 70, 80 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. 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 statement were ascertained to be 5, 20, 43, 33 and 40 percent respectively, the remaining had no idea. In Uttarakhand the response to almost all the statements was more or less on the similar pattern.

On environment quality in Haryana, the analysis revealed that 57, 57, 50, 48 and 55 percent of the tourists reported the statements EQ-1, EQ-2, EQ-3, EQ-4 and EQ-5 respectively wrong, indicating that there was not much adverse impact of tourism in the area. The tourists indicating no idea varied from 17 percent to 20 percent. This led to conclude that the percentage of tourists finding the statements true/very true varied from 25 percent to 33 percent. The pattern of results obtained for the state of Uttarakhand was no different than for Haryana state.

Travel agencies/transporters revealed that the statement "created more jobs for the locals", true/very true by 75 percent of Haryana and 83 percent of Uttarakhand respondents. As compared to this, the respondent's considering the statement wrong/very wrong from the respective states was 17 and 8 percent, the respondents having no idea being 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. The response to the statement "made people dependent on tourism" was found to be true/very true by 83 percent and 75 percent of Haryana and Uttarakhand functionaries. The statement "increased the income of residents" was found true by 83 and 92 percent respondents in respective states. "Increased the business of local traders" was found to be true by 92 percent each in both the states. Regarding "encouraged the use of optimal resources", 33 percent of the respondents were having no idea, while 67 and 58 percent ticked the statement true/very true. "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 92,66 and 83 percent in Uttarakhand.

Travel agents/agencies and transporters responded on the statement "Increased the general price level" true/very true by almost 92 percent in Haryana and 100 percent in Uttarakhand. The statement "Increased the cost of land and buildings" was marked true by 92 percent respondents each in both the states. Similar was the situation in case of "increased the rent of accommodation and Shops" and "improved the level of living of local people.

On infrastructure development, the statement "improved the road conditions" was endorsed by 83 percent each from Haryana and Uttarakhand". "Helped the small scale and handloom industry" was found true by 83 and 92 percent of respondents from respective states. 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". Mode of communication too has been reported increased in the same manner. 100 percent of Haryana and 92 percent of Uttarakhand travel agents found the statement that tourism has "helped increase infrastructure development". Similarly improvement in electricity, water supply and sanitation was reported true by 92 percent and 83 percent of the travel agents in the respective states.

On socio-cultural affect, "recreational facilities have improved in the area" found to be true/very true by 83 and 92 percent of Haryana and Uttarakhand travel

agents respectively. Only 33 percent and 25 percent from respective states found the statement "changed the local values, and customs" 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". Only a small segment, 33 percent each from each state observed the statement "Affected the religious activities" true, while the majority of the travel agents found no substance in it and mentioned the statement wrong. To attract 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 each state. "Disturbed the peace of the area" was found true by only 33 and 25 percent of the respondents from Haryana and Uttarakhand, while 67 and 75 percent did not agree with the statement. It was reported by about 92 percent of the travel agents that the literacy rate in the area has improved. The 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 tourists. About the ill affect like overcrowding and increasing the social evils, majority of the travel agents did not find the statement true rather believed it a universal phenomenon, could not be related to tourists and termed the statements wrong. Similarly the majority was of the opinion that tourism has not made a loss to the cultural identity. Majority of them found the statements increased the law and order problem and affected the local culture and values as wrong.

The impact of tourism on the environment quality reported the statement "natural beauty and scenario has been affected" wrong by majority of the travel agents. Similarly area under forests has not decreased. Care has been taken to allow the expansion in such a way that minimum trees were cut. The pollution too has not increased, because the heavy industry has not come and the increase in vehicles could not make much impact. Regarding the noise pollution and water pollution, the statements were considered wrong.

Trader's response on economic development in the area revealed that 75 percent and 50 percent of the traders from Haryana and Uttarakhand respectively reported that due to the arrival of tourists, additional jobs have been created. A very small percentage did not agree with the statement or was uncertain. Similar response was received on 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/very true. Regarding the increase in income of the residents, an overwhelming majority said the statement was true. 92 percent of the traders felt that the business and the income of residents have increased due to the tourist's inflow. 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. 92 percent of the traders found the statement true that ancillary enterprises have been created. The statements "withdrawal of labour from other enterprises" and "creation of scarcity of labour" were found to be true by 92 percent of the traders from both Haryana and Uttarakhand. Almost all the traders from both the states found the statement "increased the general price level" true. The cost of land and buildings as also the rent of residential and commercial buildings has also increased. Almost 100 percent of the traders found "living standard has improved" appreciably as true. The people have adopted modern living style.

Improved the road conditions was found to be true by over 83 percent of Haryana and Uttarakhand traders, only 17 percent found the statement wrong. The statement "tourism had helped the small scale industry to grow" by 83 percent Haryana and 92 percent Uttarakhand traders. Almost 100 percent of the traders from both the states found the statement "increased the transport facilities" and "mode of communication" true. The views of the traders on the statements "lead to the infrastructure development" and "improvement in the electricity, water supply and sanitation" were positive by 83 and 100 percent households in respective states.

92 percent of the traders from Haryana and 100 percent from Uttarakhand found the statement "increased the recreational facilities" as true/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 statement was wrong. On the statement "tourism has increased the shopping opportunity", the response of 83 percent traders from Haryana and 92 percent from Uttarakhand were 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 mentioned the statement wrong. Around 92 percent of the traders agreed with the statement on maintenance of historical buildings and monuments. Only 25 percent of the traders from Haryana and 33 percent from Uttarakhand mentioned 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. One of the best affects 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 outer world", the replies were almost identical and 83 percent to 92 of the traders considered the statements true/very true. To the statements "increased the crowd 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, while the majority varying from 42 to 58 percent considered it wrong.

Almost 50 percent of the traders in Haryana and 42 percent in Uttarakhand considered the statement wrong that tourism has "affected the natural beauty". Only about 42 percent of the traders in Haryana and 50 percent in Uttarakhand considered it true. "Area under forests has decreased" has also been considered wrong by about 42 and 50 percent of the traders in Haryana and Uttarakhand respectively. Almost similar views were observed on the various statements like: "increase in air pollution", "increase in noise pollution" and "increase in water pollution".

92 percent hoteliers/restaurant/dhabas and tea shop owners from Haryana and 88 percent from Uttarakhand found the statement true/very true that "additional jobs have been created". 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 true/very true. Almost 96 percent respondents from this category from Haryana and 100 percent Uttarakhand found that the "income of the residents" has increased due to the tourist inflow. "Business of the local traders" was also found to have increased by 92 percent in Haryana 96 percent in Uttarakhand. Comparatively lower percentage of these functionaries (67 % in Haryana and 62 % in Uttarakhand) agreed with the statement "encouraged the optimal use of resources". Percentage of functionaries who did not agree and considered the statement wrong were observed to be 8 percent. 88 percent of the functionaries from the states reported the "increase in ancillary enterprises" true. "Creation scarcity of labour" has been found to be true by

about 83 percent of the respondents. Again 87 percent of the respondents found true that the labour has been withdrawn from other occupations.

On cost of living, the views of majority of respondents were positive and the statements were true/very true. They agreed that the general price level and cost and rent of residential and commercial buildings have increased. The most positive affect was that the living standard of the people has improved.

The views of majority of hoteliers, restaurant/dhabas and tea shops owners were positive on almost all the statements and ticked them true/very true. The statement that the "road conditions 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" and increase in the transport facilities was considered true by almost 92 percent of the respondents. The response in both the states were even higher on increased the mode of communication. "Lead to the infrastructure development" was found to be true by 83 percent and 88 percent of Haryana and Uttarakhand respondents. The response on "improvement in electricity, water and sanitation facilities" was marked true/very true by around 96 percent of the respondents.

The response of socio-cultural affect on the residents of the area as reported by hoteliers/restaurants/dhabas/tea shop owners revealed that 92 percent and 96 percent of the respondents from Haryana and Uttarakhand found the statement "recreational facilities have increased" true/very true. As compared to this only 42 percent and 43 percent from Haryana and Uttarakhand respectively found the statement true/very true that local values and customs have changed rather 58 and 57 percent from the respective states found the statement wrong. From the respective states, 83 percent and 92 percent of the respondents found the statement "marketing facilities have increased" true/very true. Again they felt that the religious activities in the area has not been affected, however many of the tourists were visiting only for religious purposes, which strengthened the belief of local people, therefore 58 percent and 54 percent of the respondents termed the statement wrong. 92 percent of the respondents from both the states found the statement "helped in renovation and maintenance of historical monuments" true/very true. 92 percent of the respondents from both the states were of the view that the literacy rate 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. 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.

37 percent of the hoteliers/restaurants/dhabas/tea shop owners considered the statement true, but 50 percent considered it wrong. They were of the view that since their business depends upon the scenery and natural beauty, they took lot of care while constructing the buildings and selected the places in such a way that the area under forests was not depleted rather care was taken to enhance the beauty and scenery of surrounding areas. 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 have decreased, 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. Similar views were expressed for the noise and water pollution too.

The analysis to ascertain the impact in the area, the data was analysed using the technique of mean, standard deviation, mean ranking and T/Z test. T test and Z test in Haryana 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 ( $X_{28}$ ), Increased the literacy rate ( $X_{29}$ ), increased the awareness of local towards the outer world ( $X_{30}$ ), Increased the Crowd more than the Carrying Capacity ( $X_{31}$ ). Most of these showed a positive impact while a few like:  $X_{22}$ ( Changed the local values and norms),  $X_{26}$ , (disturbed the peace of the area) ,  $X_{34}$  (increased the law and order problem), $X_{35}$  (affected the local culture and values),  $X_{36}$  (affected the beauty and scenerio), $X_{37}$  (decreased the area under forest) $X_{38}$  (increased the air plollution),  $X_{39}$  (increased the noise pollution)and $X_{40}$ (increased the water pollution) were negative and significant. Only a few like  $X_{32}$  (increased thesocial evils) and  $X_{34}$  (increased the law and order problem)were positive, but not significant, while  $X_{22}$  (changed the local values and norms)was negative and non-significant. The results pertaining to the residents 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  $X_1$  to  $X_{10}$ ,  $X_{14}$  to  $X_{23}$ ,  $X_{25}$  and $X_{27}$  to $X_{31}$ . The impact was alsofound to be positive and highly significant for the statements  $X_{11}$  to  $X_{13}$  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 On some observations like  $X_{24}$ ,  $X_{26}$ ,  $X_{34}$ , to  $X_{40}$ , 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 signficance.

The analysis of tourists views according to mean, standard deviation and T/Z test presented for Haryana 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. The results of tourist's views for Uttarakhand 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. Results were found to be highly positive and significant at 1 percent level of signficance for all the

observations  $X_1$  to  $X_{10}$ ,  $X_{14}$  to  $X_{21}$ ,  $X_{23}$ ,  $X_{25}$ ,  $X_{27}$  to  $X_{31}$  and  $X_{34}$ . Like the residents of Haryana, the tourists views on the statement  $X_{11}$  to  $X_{13}$  (prices of general goods and consumables, the value of land and buildings and the rent of accommodation and shops) were positive and highly significant. The impact on various observations like  $X_{22}$ ,  $X_{24}$ ,  $X_{33}$ ,  $X_{35}$  to  $X_{40}$  was found to be negative and highly significant. However, the impact on the observations  $X_{26}$  and  $X_{32}$  was observed to be non-significant.

The travel agents/transporters 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. 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  $X_1$  to  $X_{10}$ ,  $X_{14}$  to  $X_{21}$ ,  $X_{23}$ ,  $X_{25}$  and  $X_{27}$  to  $X_{30}$ . The statements  $X_{11}$  to  $X_{13}$  were found to be positive and significant. The statements  $X_{22}$ ,  $X_{24}$ ,  $X_{26}$ ,  $X_{32}$  to  $X_{37}$  and  $X_{40}$  were negative and highly significant at 1 percent level of significance. The variable  $X_{39}$  was negative, but significant at only 5 percent level of significance, while the variables  $X_{31}$  and  $X_{38}$  were negative, but insignificant. The views of Uttarakhand travel agents/transporters revealed that the Z values were found to be positive and highly significant for the factors  $X_1$  to  $X_{10}$ ,  $X_{14}$  to  $X_{21}$ ,  $X_{23}$  to  $X_{25}$ ,  $X_{27}$ ,  $X_{29}$  and  $X_{30}$ , while it was observed to be significant at 5 percent level of significance for the factor  $X_{17}$ . The values were negative and highly significant for the variables  $X_{22}$ ,  $X_{26}$ ,  $X_{34}$ ,  $X_{36}$ ,  $X_{37}$ ,  $X_{39}$  and  $X_{40}$ , but were negative and significant at 5 percent level of significance for the variables  $X_{38}$  and  $X_{39}$ . The factors  $X_{11}$  to  $X_{13}$  were positive and highly significant. In general, the views expressed by both Haryana and Uttarakhand respondents were more or less similar.

Traders were the other beneficiaries included in the study. Haryana results revealed that the factors  $X_1$  to  $X_{10}$ ,  $X_{14}$ ,  $X_{16}$  to  $X_{21}$ ,  $X_{23}$ ,  $X_{25}$ ,  $X_{27}$  to  $X_{30}$  were positive and highly significant at 1 percent level of significance, while the variable  $X_{15}$  was positive and significant at 5 percent level of significance. The variables  $X_{22}$ ,  $X_{24}$ ,  $X_{31}$  to  $X_{35}$  and  $X_{39}$  were found to be negative and highly significant at 1 percent level of significance, while the variables  $X_{36}$  and  $X_{40}$  were negative and significant at 5 percent level of significance. The remaining variables  $X_{37}$  and  $X_{38}$  were observed to be negative, but insignificant. The variables  $X_{11}$  to  $X_{13}$  were positive and highly significant for the reasons mentioned earlier. For Uttarakhand almost similar results as in the case of Haryana with a few exceptions. The variables  $X_1$  to  $X_5$ ,  $X_7$  to  $X_{10}$ ,  $X_{14}$  to  $X_{21}$ ,  $X_{23}$ ,

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<sub>24</sub>, X<sub>31</sub>, X<sub>33</sub> to X<sub>35</sub> and X<sub>38</sub> to X<sub>40</sub> 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<sub>22</sub> and X<sub>32</sub> were also negative showing no ill effect, but these were significant at 5 percent levels of significance. The remaining variables X<sub>6</sub> and X<sub>37</sub> were found to be positive but not significant, while the variables X<sub>26</sub> and X<sub>36</sub> were negative and 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, property and rental value etc. The price rise as discussed earlier was a universal phenomena and could not be attributed to tourism.

Haryana respondents (hotels, restaurants, dhabas and tea shop operators) 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. 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 was 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.

Factor analysis of residents living in Haryana revealed that Factor I, the Economic Development showed higher loading value 0.422 for "Increased the Education Status of households" followed by 0.417 for "Increased the business of local traders" indicating the core factors. The second factor- cost of living revealed that the higher factor loading value of 0.414 was for CL 3 followed by 0.370 for CL-4. The Infrastructure Development comprising of six items revealed that the highest

contributing factor was 0.397 for factor IS 4 followed by 0.389 for IS 2. Socio Cultural Effect revealed the highest core factor 0.437 for SC 7 followed by SC-10. The environment quality comprising of five questions revealed that the highest factor 0.295 for EQ 1 followed by EQ 4. Factor analysis of residents living in Uttarakhand revealed that Factor I, Economic Development showed higher loading value 0.430 for ED 8 followed by 0.422 for ED 7 and ED 5 indicating the core factors. The second factor-cost of living revealed the higher factor loading value of 0.399 was for CL 1 followed by 0.387 for CL-4. Infrastructure Development Factor revealed that the highest contributing factor was by 0.389 for IS 1 followed by 0.387 for factor IS 4 followed. It was closely followed by IS 2. Socio-cultural effect revealed the highest core factor 0.417 for SC 3 followed by SC 7 closely followed by SC-10. The environment quality revealed the highest factor 0.303 was EQ 1 followed by EQ 4.

Results of Factor Analysis for Tourists in Haryana revealed that in economic development, ED 4 showed higher loading value of 0.440 followed by 0.426 for ED1 indicating the core factors. In case of cost of living, the higher factor loading value was for CL-4 followed by CL 2. Infrastructure Development, the highest values were 0.454 for IS 1 followed by 0.450 for IS 4. Socio-cultural effect revealed the highest value of 0.476 for SC 1 followed by 0.454 for SC 9 and SC-10. The environment quality showed the highest value of 0.305 for EQ 1 followed by EQ 2. Factor Analysis results of Tourists in Uttarakhand revealed that in economic development, ED5 showed higher loading value of 0.428 followed by 0.414 for ED3 indicating the core factors. In the cost of living factor, the higher factor loading value 0.442 was for CL-4 followed by was for CL 3. The highest value in the Infrastructure Development was 0.422 for IS 2 followed by 0.391 for IS 1 and IS 4. Socio Cultural Effect revealed the highest value of 0.436 for SC 5 and SC 9. The environment quality showed the highest value of 0.283 for EQ 5 followed by EQ 4. In Uttarakhand Tourists responded that in economic development, ED 10 showed higher loading value of 0.414 followed by 0.388 for ED 7 indicating the core factors. In the cost of living factor, the highest factor loading value 0.442 was for CL 3 followed by CL-4. The highest value in the Infrastructure Development was 0.422 for IS 1 followed by 0.391 for and IS 4, IS 5 and IS 1. Socio-cultural effect revealed the highest value of 0.415 for SC 1, followed by SC 3 and SC 8. The environment quality showed the highest value of 0.289 for EQ 4 followed by EQ 5. In Uttarakhand Travel Agents/Transporters responded that ED 1 showed highest loading value of 0.449 followed by 0.438 for ED 4 indicating the core factors. In the

cost of living factor, the higher factor loading value 0.451 was for CL-4. This was followed by CL 3. The highest value in the Infrastructure Development was 0.453 was for IS 4 followed by IS 5. Socio-cultural effect revealed the highest value of 0.454 for SC 10 followed by 0.422 for SC 3, while the environment quality showed the highest value of 0.285 for EQ 4 followed by EQ 1.

Haryana traders responded that in economic development, ED 5 showed higher loading value of 0.455 followed by 0.454 for ED indicating the core factors. In the Cost of Living factor, the higher factor loading value 0.451 was for CL-2. This was followed by CL 1). The average value lied between 0.387 and 0.451. The highest value in the Infrastructure Development was 0.452 for IS followed by 0.429 for IS 4. Socio Cultural Effect revealed the highest value of 0.452 for SC 9 followed by 0.422 for SC 5. The environment quality showed the highest value of 0.286 for EQ 3 followed by EQ 2. 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. Uttarakhand traders responded that in economic development, ED 10 showed higher loading value of 0.440 followed by 0.426 for ED 2, ED 4 and ED 7 indicating the core factors. In the cost of living factor, the higher factor loading value 0.426 was for CL-4 followed by CL 3. The highest value in the Infrastructure Development was 0.454 for IS 3 followed by 0.450 for IS 4. Socio-cultural effect revealed the highest value of 0.454 for SC 5 followed by 0.448 for SC3. The environment quality showed the highest value of 0.278 for EQ 2 followed by EQ 3.

The response of Hotels/Restaurants/Tea shop owners in Haryana on Economic Development revealed that ED 1 showed higher loading value of 0.422 followed by ED 4 0.414 for ED 2 indicating the core factors. In the cost of living factor, the higher factor loading value 0.399 was for CL 3 followed by CL-4. The highest value in the Infrastructure Development was 0.389 for IS 4 followed by 0.391 for IS 1. Socio-cultural effect revealed the highest value of 0.407 for SC 1 followed by SC 9. The environment quality showed the highest value of 0.311 for EQ 3 followed by EQ 2. The response in Uttarakhand on Economic Development by Hotel/Restaurant/Tea shop owners revealed that ED 5 showed higher loading value of 0.428 followed by 0.422 for ED indicating the core factors. In the cost of living factor, the higher factor loading value 0.414 was for CL-4 followed by 0.370 for CL 1. The highest value in Infrastructure Development was 0.397 for IS 1 followed by 0.389 for IS 4. Socio-Cultural Effect revealed the highest value of 0.407 for SC 3 followed by for SC 5. The

environment quality showed the highest value of 0.311 for EQ 3 followed by 0.280 for EQ 5. In short, the foregoing discussion revealed that the factors of development were more or less the same, but varied at times depending upon the thinking and the ground realities. More over their personal attitude and bias as well as the business feelings/attitude were responsible for variation to some extent.

To ascertain the relationship between the states, ranks obtained in respect of various development parameters for the study area of Haryana and Uttarakhand on the basis of mean values obtained, rank correlation was fitted. The correlation coefficients revealed that there was a very strong relationship of development in the two states.

### **SUGGESTIONS**

On the basis of analysis and interpretation of data and the personal discussion with the respondents, following suggestions for tourism development have been made.

- For the success and development of tourism, the residents and other functionaries in the trade should be involved in the decision-making process.
- The tourism development programmes should be given wide publicity in the local media to create awareness in the public.
- Various training programmes for the locals should be initiated to attract quality services and maintaining the tourist satisfaction level. Training programmes to popularise, promote and produce the local handicrafts/clothes of tourist attraction in which the help of small scale industries could be sought be organised. The trade fairs depicting the local handicrafts be organised from time to time particularly during the peak days of tourist arrivals.
- To attract the tourists, local talent should be explored and the various cultural programmes depicting the local culture and values for tourist should be organised during the peak days of tourists with the help of tourism /public relations department/ministry of cultural affairs.
- More Tourist information centers should be opened at important tourist destinations. These centres should be equipped with basic facilities like booking bus ticket/air tickets and hotel reservation facilities etc.
- Tourism departments of both the states should do wide publicity of their programmes and involve the local bodies like municipal

committees/corporations/district boards/authorities and panchayats to provide the basic facilities.

- The publicity wing of the tourists departments should publish/print route maps, pamphlets to be placed at important hotels, restaurants, inns, guest houses and public/tourist places.
- To make the destinations popular worldwide, the tourist department of both the states should float their web-cites containing accurate, adequate and up to date information about tourist destinations, trek routes, transport modes, rooms tariff plans etc. Internet marketing can also help to capture the desired marked share.
- To promote the tourism in the states, concessional packages and other incentive schemes especially in lean seasons should be introduced to spread tourism demand over time in order to make optimal use of accommodation and other facilities in the study area.
- Departments of Tourism of both the states should provide incentives, to various functionaries as well as local residents to promote tourism.
- The roads should be regularly repaired and approach roads constructed. Better transportation, communication, telecommunication, electric power, sanitation, drainage, water supply, waste management, and other facilities at various tourism attraction places should be assured.
- The Government/tourism department/archeological departments should provide funds for maintenance of historical buildings and monuments The funds should be allocated not only for the existing tourist places, but also new places of historical importance.
- The Government should ensure appropriate measures to provide basic cover against major risks like accidents, illness, theft, cheating and burglary etc. .
- Adventure tourism should be encouraged by way of private sector participation to invest in water sports, air sports and allied activities in various locations of Haryana and Uttarakhand.
- Government should organize more sports competitions and other events to attract foreign tourists. Mountaineering, trekking, camping, river rafting etc. should be promoted. All the plans and policies implemented should be monitored properly and effectively.

- Tourist satisfaction level should be assessed, monitored and their attitude towards tourism should be ascertained by conducting survey of various functionaries periodically.
- Tourism management information system should be developed considering the local conditions and followed for monitoring the various tourist projects and the system.
- Tourism has created additional jobs for locals, seasonal employment has increased and diversion of labour from other occupations is taking place significantly. The government should formulate some mechanism that seasonal factor of tourism should not affect the employment pattern of local people. If possible, local population should be considered for ownership and management of tourist facilities and services and other allied sectors.
- Though there is an inflationary trend in the country as a whole and the area cannot escape from this menace, yet there is a need to control the prices of general goods and services, cost of land and housing and rent of accommodation and shops. The Government and district authority should carefully tackle this menace and stop the black marketing created artificially.
- The strong linkages between consumption of locally produced goods and tourism development increases the income of locals and helps in balanced development of area. Small scale and handloom industry should provide technical and financial help to such producers. Periodical training on new techniques and cost reduction measures should also be imparted.
- For the middle and low budget tourists, cheaper accommodation like youth hostels, YatriNiwas etc. should be constructed.
- While granting licence or permission for starting the new business in the area, Government should give the priority to local people. For providing the eating and refreshment facilities at the tourists sites, the vending facilities should be allotted to the locals.
- The Government and health department should visit the hotels, restaurants, tea shops etc. to check the purity and hygienic quality of eatables. It should be assured that these are displayed in glass cases or covered properly with net or cloth.

- Since the shopping facilities have increased, the administration should ensure proper law and order. The parking facilities in the market area should be increased to control overcrowding.
- The basic facilities like Public toilets and drinking facilities should be provided at all prominent places in the market and at tourist destinations.
- Since in the area, social evils like alcoholism, gambling, prostitution etc. have increased. The local public is to be made aware of this menace through religious discourses and teachings. This could be reduced by fixing the code of ethics for visitors visiting public places and the Government should take strict action against anti social elements. Drinking and gambling at public places should be fully checked and the people disobeying the law to be arrested.
- Visiting tourists should be well informed about the local customs in order to prevent misunderstanding arising between tourists and hosts. Brochures etc. containing the local dress code, customs, and proper behaviour could be distributed to the visiting tourists.
- The government should take strict measures to check haphazard and unplanned growth in various towns and particularly the near the places of tourist attraction in the area.
- Forest area should not be allowed to decrease. The Government should enforce the law strictly that no tree could be cut or fell without permission and while granting permission, the person should ensure/give an undertaking that as many new trees will be planted and nursed.
- Illegal encroachments should be checked. Un-authorized colonies, constructions should be discouraged in the sub-urban area, near tourist places and railway lines etc.
- Proper and effective garbage disposal system should be encouraged. The garbage should be removed daily and not allowed to lie in the open area.
- The present drainage system has become in-effective particularly when it rains due to more pressure, needs increased capacity and modernization.
- The utility system of water supply, electric power, sewerage, solid waste disposal and drainage systems should be properly designed.

- Proper bins for recyclable material, garbage and organic material depicting different colours be put up at all the important locations and tourist places, which should be emptied daily. The use of polythene should be banned.