QUESTIONNAIRE

The questionnaire was distributed to a sample of MOTA employees from the different management areas. A random sample of 50 per cent of employees were chosen. Following is a table that gives the characteristics of this sample:

<table>
<thead>
<tr>
<th>Title Age</th>
<th>Number</th>
<th>Percentage of total number of workers in dept.</th>
<th>Years of service</th>
<th>Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of dept. 35</td>
<td>1</td>
<td>50%</td>
<td>5</td>
<td>BA law</td>
</tr>
<tr>
<td>Head of branch 26-35</td>
<td>3</td>
<td></td>
<td>4-7</td>
<td>Humanities</td>
</tr>
<tr>
<td>Employees 22-41</td>
<td>16</td>
<td></td>
<td>3-9</td>
<td>Humanities</td>
</tr>
</tbody>
</table>

**Question #**

1. What are the main priorities of MOTA regarding tourism development?
2. Whether there is a major change in goals and objectives of MOTA?
3. Whether the employees are aware of any change in policies of MOTA?
4. What are the opportunities available for employees to develop?
5. Whether the policies and goals are directed towards development of international tourism?
6. Where are the main improvements in tourism products in Jordan?
7. What are the other plans for improving tourist product in Jordan?
8. Whether tourist facilities are of international standard?
9. Whether the Jordanian people are benefited by tourism development?
10. What are new incentives provided by the govt. to attract investment in tourism industry?

11. What is the marketing strategy of MOTA to attract international tourist?

12. What are the reasons for lack of demand?

13. Do you feel that IT full implemented within the MOTA?

14. Do you feel that all tools of IT management is providing to you?

15. As one of the MOTA staff, do you feel that participative management style is there?

16. Do you feel that frequent communication between all levels of MOTA management is there?

17. Do you feel that MOTA provides appropriate training in required skills and knowledge?

**Analyzing the Jordanian Tourists' Answers to the Questionnaire:**

The questionnaire was distributed to a sample of tourists from the different segments of society. A random sample of 100 people were chosen. Following is a table that gives the characteristics of this sample:

<table>
<thead>
<tr>
<th>Sex</th>
<th>Age</th>
<th>#Members of family</th>
<th>Educational status</th>
<th>Social status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>21</td>
<td>36</td>
<td>1-3</td>
<td>High</td>
</tr>
<tr>
<td></td>
<td>35</td>
<td>45</td>
<td>4-7</td>
<td>Com. Coll.</td>
</tr>
<tr>
<td>Female</td>
<td>36</td>
<td>46</td>
<td>8-10</td>
<td>Sin.</td>
</tr>
<tr>
<td></td>
<td>56</td>
<td>+</td>
<td>11</td>
<td>Married</td>
</tr>
<tr>
<td>56</td>
<td>44</td>
<td>49</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td>26</td>
<td>14</td>
<td>11</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>34</td>
<td>55</td>
<td>4</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td>11</td>
<td>7</td>
<td>4</td>
<td>71</td>
<td>8</td>
</tr>
<tr>
<td>56</td>
<td>44</td>
<td>49</td>
<td>14</td>
<td>41</td>
</tr>
<tr>
<td>26</td>
<td>14</td>
<td>11</td>
<td>71</td>
<td>39</td>
</tr>
</tbody>
</table>

**Question #**

1. Are you satisfied with the tourist services provided by the tourism sector in Jordan?

2. Are you satisfied with the performance of the Jordanian tourist guides?

3. Do you feel the back-up services provided by the tourism sector are their to facilitate things to you as a tourist?
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Do you feel that the controlling and monitoring the tourist sites are effective? If yes how?</td>
<td></td>
</tr>
<tr>
<td>5. Do you feel that the handicrafts prices are high?</td>
<td></td>
</tr>
<tr>
<td>6. Have you heard about the Dead Sea before coming to Jordan?</td>
<td></td>
</tr>
<tr>
<td>7. Do you feel that Jerash festival is highly cultural one?</td>
<td></td>
</tr>
<tr>
<td>8. Do you feel that tourist facilities concentrated in Amman only?</td>
<td></td>
</tr>
<tr>
<td>9. Do you feel that marketing and promotion of Jordan domestic tourism is satisfied and effective one?</td>
<td></td>
</tr>
<tr>
<td>10. Do you feel that the incentives extended by MOTA and the private sector motivate Jordanians to take their holidays?</td>
<td></td>
</tr>
<tr>
<td>11. Do you feel that Jordan a secure and stable country?</td>
<td></td>
</tr>
<tr>
<td>12. Do you feel that the climate of Jordan is suitable one for you?</td>
<td></td>
</tr>
<tr>
<td>13. Do you feel that tourist information centers are active and help in providing full information about the country?</td>
<td></td>
</tr>
</tbody>
</table>
HELPFUL FACTS ABOUT JORDAN

Customs

Customs regulations exempt from duty most items carried by tourists, including cameras, radios, hair-dryers, video equipment, etc. So far as duty allowances are concerned, you may carry up to 200 cigarettes or 200 grams of tobacco, and either one liter of spirits or two liters of wine. Modest gifts and other effects are exempt from customs duty.

Cars and electrical appliances, from household goods to personal computers and video cameras, are subject to duty which may be very high. If you intend to take taxable goods with you when you leave you should ask the customs officials to enter details of these goods in your passport to avoid paying tax. Upon exit you will be asked to show that your goods were tax exempted.

Animal Quarantine

There are no regulations about bringing pets into Jordan, and the most you may be asked for is a certificate of health for the animal.

Time

Jordan is two hours ahead of Greenwich Mean Time. Daylight Savings Time occurs between April and October.

Public Holidays

Holidays in Jordan are either religious (Islamic or Christian) or celebrations of important events in Jordanian or Arab history. Non-Islamic holidays are fixed, while Islamic holidays vary according to the lunar Muslim calendar.

Islamic Holidays

As the lunar Hijra calendar is 11 days shorter than the Gregorian calendar, each year Islamic holidays fall approximately 11 days earlier than in the previous year. The precise dates are known only shortly before they fall, however, as they depend on the sighting of the moon.
* Eid al-Fitr: Also known as al-Eid al-Sagheer (the little feast), it is a three day celebration that marks the end of Ramadan, the month of fasting.
* Eid al-Adha: Known commonly as the al-Eid al-Kabeer (the big feast), it falls at the end of the days of Hajj season (pilgrimage to Mecca). It commemorates the Prophet Ibrahim's offering of Isma'il for sacrifice. During these four day celebration, families who can afford to slaughter a lamb share the meat with poorer Muslims.
* Hijra New Year: Islamic New Year
* Eid al-Isra waal Mi'raj: The feast that celebrates the nocturnal visit of Prophet Muhammad to heaven.

**Business Hours**

Fri.'s & Sat.'s are the weekly holiday were government offices, banks and most offices close. Most businesses and banks have a half-day on Thursday, and some businesses and banks take Sunday as a half-day or a complete holiday.

Government departments are open from 08:00 to 15:00 daily except Friday. Banks are open from 08:30 to 15:00, and some have recently introduced afternoon hours from 16:00 to 18:00. Small shops are open long hours, from around 09:00 until 20:00 or 21:00, often closing for a couple of hours in the mid-afternoon. Most Muslim shop owners close early or do not open on Friday, and Christians follow similar rules on Sunday. However, the markets and street stalls downtown remain open all week long, and Friday is their busiest day of the week. During Ramadan, the Muslim holy month of fasting, business hours are shorter. Museums are generally open every day except Tuesday, but opening hours sometimes vary.

**Electrical Current**

Jordan's electricity supply is 220 volts/50 cycles AC. Sockets are generally of the two-pronged European variety, while a variety of other sockets and plugs—especially the 13 amp square three-pinned plug—are in use. To be safe, bring a multi-purpose adapter. American equipment requires both an adapter and a
transformer. Most varieties of adapters and transformers are readily available in electrical shops throughout Jordan. Electrical current in Jordan is reliable and uninterrupted.

**Tipping**

Many of the better hotels and restaurants will add a gratuity of about 10% to your bill. However, smaller establishments usually expect you to leave a tip in line with the service you received. Taxi drivers are generally not tipped, but it is customary to pay the nearest round figure to the price on the meter. It may be difficult to get change for a large bill, so carry plenty of small denominations and coins for taxis.

**Weights and Measures**

Jordan operates on the metric system. Length is counted in meters, distances in kilometers, weight in kilograms and volume in liters. You may come across the measurement for land: the dunum. One dunum is equivalent to approximately 1000 square meters (10,760 square feet).

**Credit Cards**

Credit cards are accepted at most large hotels, restaurants, car rental companies and tourist shops. The most widely accepted cards are American Express, Visa, Diners Club and Mastercard. You can also use your cards to draw cash (up to 500 JDs) at any bank linked with your credit card network. The automatic cash machines outside some banks in Amman can only be used by Jordanian bank account holders, and you should not attempt to use them.
SUGGESTED TOURS 1

Six nights/seven days

Day 1. Tour operator meets the group at QAI or any entry point and assists with formalities. Proceed to hotel for dinner and overnight.

Day 2. 08:00 am. Tour of Amman; the citadel, roman theater, and suq (Bazaar).
18:00 pm. Drive to Jerash. Dinner at Kan Zamman (renovated Ottoman house).

Day 3. 08:00 am. Visit to Madaba ‘city of Mosaic’. Tour of Mount Nebo. Moses burial site, drive along historic king’s high Way through Wadi Mujib.
Kerak ‘Crusader-period’ Castle.
13:00 pm. Lunch at Kerak rest house, drive through Shobak and visit Shobak ‘crusader-period’ castle.
on to Petra for dinner and overnight.

Day 4. Full day tour in Petra & overnight.

Day 5. 08:00 am. Tour of Red-Rose city of Petra.
14:00 pm. Lunch inside Petra SIQ(chasm), drive to Wadi Musa Tea with Bedouins in the Desert. Drive through wilderness of Wadi Rum, dinner with Bedouins in Desert.


SUGGESTED TOUR 2

**Five nights / six days**

**Day 1**
Local tour operator meets the group at QAI or other Entry point. Assists with formalities. Proceed to Hotel for dinner and overnight.

**Day 2**
08:00 am. Tour of Amman; the citadel, Roman Theater, and Suq (bazar).
14:00 pm. Lunch in Jerash.

**Day 3**
08:00 am. Tour of Madaba, 'city of Mosaic', visit to Mount Nebo, Moses’ burial site.
13:00 pm. Continue to Petra via Kings’ Highway for overnight.

**Day 4**
Full-day tour in Petra with overnight.

**Day 5**
08:00 am. Tour of Red-Rose city of Petra.
16:00 pm. Return to Amman. Dinner at Kan Zamman.

**Day 6**
08:00 am. Departure from Amman.