ANNEXURE - A

QUESTIONNAIRE

Dear Sir / Madam,

I am currently pursuing PhD in Commerce from Bharathiar University, Coimbatore. I am analyzing the Perception of Tourists visiting Tamil Nadu. If you are a person visiting Tamil Nadu and if you could spare a few minutes to complete the following survey, it would be greatly helpful for me to proceed further. Your survey responses will be kept strictly confidential and is assured that the data from this research will be reported only in aggregate. Thank you very much for your time and support.

M.S.Lakshmi
(Research Scholar)

I Personal Profile:

(Please Tick wherever appropriate)

1. Name: 
2. Nationality : Indian □ UAE National □ Foreigner □ _______ (Please specify )
3. Age : 
4. Sex : Male □ Female □
5. Educational qualifications:
   o Up to High School
   o Undergraduate
   o Post-graduate
   o Professional
6. Are you a:
   - Student
   - Business Person
   - Salaried Employee
   - Newly married
   - Scientist
   - Government official
   - Others

7. Monthly Income:
   - Indian Tourists:
     * Less than Rs. 5000
     * Rs. 5000 to 10000
     * Rs. 10000 to 25000
     * Above Rs. 25000
   - Foreign Tourists:
     * Less than $ 2500
     * $ 2500 to 4000
     * $ 4000 to 6000
     * Above $ 6000

8. Have you come?
   - With companion
   - Without companion
   - With family and friends
   - In a group/club
9. Are you visiting Tamil Nadu the first time or have you been here before?
   - First time.
   - More than once.
     (Please specify number of times visited, including this visit).

10. Reasons for visiting: (Please tick all that applies)
   - Holiday / Vacation
   - Leisure / Climate
   - Visiting friends / relatives
   - Honey Moon / Hobby
   - Natural scenery/ Wildlife
   - Eco tourism / Cultural Tourism
   - Heritage Tourism/ Rural Tourism
   - Medical Tourism
   - Business - Attending Convention, Meetings/ Projects.
   - Student (Exchange Program) / Research
   - Others (Please specify) ________________

11. a) Transport: Where did you start your journey? ________________

   b) How did you reach the place?
   - By Air
   - By Road
   - By Rail

12. Accommodation: Where do you stay?
   - With friends and relatives
   - Hotels
(If Hotels please indicate category  1*, 2*, 3*, 4*, 5*)

○ Rented apartments / Guest house

○ Others

13. How often do you go on tours?

○ Once a year

○ More than once

II Please give your responses as Yes / No

14. Do you save & allot a certain percentage of your income for annual tour plans?

Yes □   No □

15. If you have to receive an unexpected income/bonus, will you prefer to go on a tour?

Yes □   No □

16. Tour arrangement: Is the tour by – Self □   Travel Agency □

17. Participation in recreational activities / adventure sports: Yes □   No □

(If Yes, Please specify) ____________________________________________

18. Places visited: Did you visit any of the following tourist spots (Please tick all that applies)

○ Ooty (Udagamandalam)

○ Kodaikannal

○ Madurai

○ Chennai

○ Mamalapuram,

○ Coimbatore

○ Kanyakumari

○ Kancheepuram

○ Thanjavur & Navagraha Temples
o Tirunelvelli - Coutrallam Falls

o Others. (Please specify) _________________________

19. Length of Stay (Please specify) – Number of days. ________ days.

20. Your experience: Your opinion on being cheated:

  o During your trip, have you been cheated? Yes [ ] No [ ]

  o If Yes, please mention who cheated

   ▪ Taxi drivers
   ▪ Auto drivers
   ▪ Shop keepers
   ▪ Local guide

21. Effects of tourism on environment:

  o Do you think tourism affects the environment? Yes [ ] No [ ]

III. Satisfaction of Tour Experience

22. Satisfaction - (Please give your rating from 1 to 5; 5 - highly satisfied, 4 - satisfied, 3 - not so satisfied, 2 - dissatisfied and 1 - not satisfied at all. If not applicable, 6 - please state N/A).

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23. Approval - (Please give your rating from 1 to 5; 5 - Excellent, 4 - Very Good, 3 - Good, 2 - Bad and 1 - Worst. If not applicable, 6 - please state N/A).

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24. Overall Rating : (Please give your rating from 1 to 5; 5 - highly satisfied, 4 - satisfied, 3 - not so satisfied, 2 - dissatisfied and 1 - not satisfied at all. If not applicable, 6 - please state N/A).

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IV. Opinions & Suggestions

25. Willing to re-visit Tamil Nadu: Yes ☑ No ☐

26. Will you recommend to family / friends/ relatives? Yes ☑ No ☐

27. Suggestions / Recommendations for improving the tour experience. (Please specify).

________________________________________________________________________
________________________________________________________________________
_________________________________________ _______________________________
Place Signature of the Respondent
ANNEXURE - B

QUESTIONNAIRE

Dear Sir / Madam,

I am currently pursuing PhD in Commerce from Bharathiar University, Coimbatore. I am analyzing the Perception of Tourists visiting Dubai. If you are a person visiting Dubai and if you could spare a few minutes to complete the following survey, it would be greatly helpful for me to proceed further. Your survey responses will be kept strictly confidential and is assured that the data from this research will be reported only in aggregate. Thank you very much for your time and support.

M.S.Lakshmi
(Research Scholar)

I Personal Profile:
(Please Tick wherever appropriate)

1. Name:

2. Nationality : Indian ☐ Foreigner ☐

            ______________ (Please specify)

3. Age :   

4. Sex : Male ☐ Female ☐

5. Educational qualifications:
   o Up to High School
   o Undergraduate
   o Post-graduate
   o Professional
6. Are you a:
   - Student
   - Business Person
   - Salaried Employee
   - Newly married
   - Scientist
   - Government official
   - Others

7. Monthly Income:
   - Indian Tourists:
     - Less than Rs. 5000
     - Rs. 5000 to 10000
     - Rs. 10000 to 25000
     - Above Rs. 25000
   - Foreign Tourists:
     - Less than $ 2500
     - $ 2500 to 4000
     - $ 4000 to 6000
     - Above $ 6000

8. Have you come?
   - With companion
   - Without companion
   - With family and friends
   - In a group/club
9. Are you visiting Dubai the first time or have you been here before?
   - First time.
   - More than once.
   (Please specify number of times visited, including this visit).

10. Reasons for visiting: (Please tick all that applies)
   - Holiday / Vacation
   - Leisure / Climate
   - Visiting friends / relatives
   - Honey Moon / Hobby
   - Natural scenery/ Wildlife
   - Eco tourism / Cultural Tourism
   - Heritage Tourism/ Rural Tourism
   - Medical Tourism
   - Business - Attending Convention, Meetings/ Projects.
   - Student (Exchange Program) / Research
   - Others (Please specify) ________________

11. a) Transport: Where did you start your journey? ________________

   b) How did you reach the place?
      - By Air
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12. Accommodation: Where do you stay?
   - With friends and relatives
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13. How often do you go on tours?
   o Once a year
   o More than once

II Please give your responses as Yes / No

14. Do you save & allot a certain percentage of your income for annual tour plans?
   Yes ☐ No ☐

15. If you have to receive an unexpected income/bonus, will you prefer to go on a tour?
   Yes ☐ No ☐

16. Tour arrangement: Is the tour by – Self ☐ Travel Agency ☐

17. Participation in recreational activities / adventure sports: Yes ☐ No ☐
    (If Yes, Please specify) ____________________________________________

18. Places visited: Did you visit any of the following tourist spots (Please tick all that applies)
   o Burj Khalifa
   o Burj Al Arab
   o Dubai Museum
   o Dubai Mall & Shopping Malls
   o Gold Souk
   o Dubai Creek, Dubai Marina
   o Palm Island
   o Night Cruise
   o Desert Safari
Global Village

Others (Please specify) ____________________________

19. Length of Stay (Please specify) – Number of days. ________ days.

20. Your experience: Your opinion on being cheated:

- During your trip, have you been cheated? Yes ☐ No ☐
- If Yes, please mention who cheated
  - Taxi drivers
  - Auto drivers
  - Shop keepers
  - Local guide

21. Effects of tourism on environment:

- Do you think tourism affects the environment? Yes ☐ No ☐

III. Satisfaction of Tour Experience

22. Satisfaction - (Please give your rating from 1 to 5; 5 - highly satisfied, 4-satisfied, 3-not so satisfied, 2-dissatisfied and 1 - not satisfied at all. If not applicable, 6-please state N/A).

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24. Overall Rating : (Please give your rating from 1 to 5; 5 - highly satisfied, 4- satisfied, 3-not so satisfied, 2- dissatisfied and 1 - not satisfied at all. If not applicable, 6-please state N/A).

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IV. Opinions &Suggestions

25. Willing to re-visit Dubai: Yes ☐ No ☐

26. Will you recommend to family / friends/ relatives? Yes ☐ No ☐

27. Suggestions / Recommendations for improving the tour experience. (Please specify).

________________________________________________________________________
________________________________________________________________________

Place Signature of the Respondent
## ANNEXURE - C

Correlation matrix for Satisfaction items for Tour Experience

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x1 Hygiene

x2 Price and rates

x3 Communication facilities

x4 Guide service

x5 Personal Safety and security

x6 Hospitality (Friendliness of Local people)

x7 Beaches cleanliness

x8 Beaches Friendliness / safety

x9 Tour Operator - Flexibility of Package

x10 Tour Operator - Cost of Package

x11 Tour Operator - Facility as per promise

x12 Tour Operator - Enough time to visit places

x13 Value for money spent
### ANNEXURE - D

**Correlation matrix for Appreciation items for Tour Experience**

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- **x1** Natural scenery
- **x2** Accommodation
- **x3** Transport
- **x4** Food and beverage
- **x5** Drinking water
- **x6** Medical facilities (Procedures)
- **x7** Hospital facilities
- **x8** Courtesy of officials
- **x9** Convenience at Airports
- **x10** Adventure Sports
- **x11** Cultural Attractions and events/festivals
- **x12** Heritage sites/palaces
- **x13** Tourist information (display/sign boards, brochures)