Questionnaire

Questionnaire for Tourist

Sir/ Madam

Please be kind enough to fill in the appended questionnaire pertaining to my doctoral study entitled “A Study on Tourism Development in Vasai Taluka”.

Yours faithfully

Mrs. Neeta Rath.

1. Name___________________________________________
2. Address________________________________________________________________________
3. Contact no. (If you wish) __________________________
4. Age: __________________
5. Nationality:
   □ Indian
   □ Non Indian
6. Sex:
   □ Male
   □ Female
   □ Other
7. Average monthly family income:
   □ Less than Rs.10,000
   □ Rs.10,000 to 20,000
   □ 20,000 to 30,000
   □ 30,000 to 40,000
   □ Above 40,000
8. Number of members in the family:
   □ 2
   □ 3-4
   □ 5-6
   □ Above 6
9. Please tick mark the place / places in Vasai Taluka you have visited so far or will visit in future:-
   □ Jivdani temple
   □ Tungareshwar temple
   □ Chandika Devi temple
   □ Jain temple
   □ Arnala beach
   □ Rajodi beach
   □ Suruchi beach
   □ Rangaon beach
- Bhuigaon beach
- Chinchoti Water Fall
- Vasai Fort
- Arnala Fort
- St. Thomas Catholic Church
- Holy Spirit Church
- IASIA Hospital
- Cardinal Gracias Hospital
- Government Hospital
- Four Fountain De – Stress Spa

10. Please indicate the purpose / Motive of your visit:-
- To pilgrim centres
- To beaches
- For historic significance
- To health centres
- Enjoy good environment
- To celebrate festival
- To water fall
- To Spa

11. Rank your visit priority on a 5 point rating scale (lowest - 5 highest, encircle / tick mark on the number in the boxes below)

<table>
<thead>
<tr>
<th>Visit priority</th>
<th>Least</th>
<th>4th best</th>
<th>3rd best</th>
<th>2nd best</th>
<th>Top Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>To pilgrim centres</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>Top Priority</td>
</tr>
<tr>
<td>To beaches / Waterfall</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>To historical places</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>For medical treatment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>To enjoy environment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>To celebrate festival / Spa</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
12. Please rate your level of satisfaction about the places you have visited on a 5 point scale. 5 - Excellent, 4 – Very Good, 3-Good, 2-Average, 1- Poor (encircle / tick mark the number in the box below)

<table>
<thead>
<tr>
<th>Facilities available</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Accessibility by road/ railway network/air</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Attitude of locals</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Packages available</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Food / drinking water</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Tourist information centres</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Working guides</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Travel agent</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Tour operators</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Hotels</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Resorts</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Health care centre</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Emergency services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

13. How long did you stay?
- [ ] Less than 1 day
- [ ] 1 day
- [ ] 1- 2 days
- [ ] 2-3 days
- [ ] More than 3 days

14. Please inform the source/sources from which you knew about the tourist centres of Vasai Taluka
- [ ] Advertisement
Tour operators
Web sites
Information brochure
District / Taluka promotion council
Publicity
Tourist guides
Others
15. Do you have any suggestions for the improvement in facilities in the places you have visited?  

Thank you very much.

Questionnaire for Hotels
1. Name of the hotel
2. Address
3. Date of Commencement
4. Is your hotel a classified one?
   - Yes
   - No
5. If classified, which class does your hotel belong to?
   - Five star deluxe
   - Five star
   - Four star
   - Three star
   - Two star
   - One star
   - G. Heritage
6. Area of operation
7. Number of personnel working in your hotel
8. What is the number of local people employed in your hotel
9. State the pricing strategy adopted by your hotel?
   - Cost plus pricing
   - Competitive pricing
   - Demand based pricing
   - What the traffic will bear
   - If others please specify
10. What is the occupancy rate in the hotel?
<table>
<thead>
<tr>
<th>Number</th>
<th>Tourist season</th>
<th>Off season</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 – 40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40 – 60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>60 – 80</td>
<td></td>
<td></td>
</tr>
<tr>
<td>80 – 100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Above 100</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11. Do you provide the following services in your hotel?
- [ ] Swimming pool
- [ ] Shopping
- [ ] Emergency health care
- [ ] Linkage with tour operators and government
- [ ] Restaurant
- [ ] Conference hall
- [ ] Others please specify

12. What are your promotional strategies?
- [ ] Advertisement
- [ ] Information Brochures
- [ ] Websites
- [ ] Publicity
- [ ] Integrated packages
- [ ] Participation in fairs

13. How would you rate the following services in your hotel? Please rate using a 5 point scale. (5– Excellent, 4 – Very good, 3- Good, 2 –Average, 1 –Poor (encircle or tick mark on the number in the box below))

<table>
<thead>
<tr>
<th>Service</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front office</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Food and beverage</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>House keeping</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Accessibility</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Indoor sports</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Shopping</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
Questionnaire For Resorts

1. Name of the resort ________________________________

2. Address _________________________________________

3. Contact number _________________________________

4. Area of operation _________________________________

5. Number of personnel working in your resort __________

6. Number of local people employed in your resort _________

7. What is the occupancy rate in the resort?

<table>
<thead>
<tr>
<th>Number</th>
<th>Inweekdays</th>
<th>Inweekend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0 – 100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 – 150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Above 150</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. Do you provide the following services in your resort?

- [ ] Swimming pool
- [ ] Food and beverages
- [ ] Games
- [ ] Shopping
- [ ] Emergency health care

9. How do you promote?

- [ ] Advertising
- [ ] Websites
- [ ] Publicity
- [ ] Any other (please specify)
10. How would you rate the following services in your Resort? Please rate using a 5 point scale. (5 – Excellent, 4 – Very good, 3 – Good, 2 – Average, 1 – Poor (encircle or tick mark on the number in the box below)

<table>
<thead>
<tr>
<th>Service</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front office</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Food and beverage</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>House keeping</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Safety measures</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Accessibility</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

11. Any of your future plan if you want to share

Questionnaire for Tour Operators
1. Name of the company

2. Address

3. Contact number

4. Date of commencement of operation

5. Area of operation

6. Number of personnel working in your company

7. Number of local people employed in your company

8. Which areas of tourism is the focus of your company?
   - Inbound
   - Inbound and Outbound

9. Do you arrange any tour package for the tourist centres of Vasai Taluka?
   - Yes
   - No

10. If yes then what kind of package you arrange for the tourist please specify?
    - 1 – 2 days package (all inclusive)
    - 3 – 4 days package (all inclusive)
    - Any other

11. What kind of tourism services does your company provide?
    Please specify % (approximate estimation)
12 How would you rate the following services given by your company? Please rate using a 5 point scale. (5 – Excellent, 4 – Very good, 3 – Good, 2 – Average, 1 – Poor (encircle or tick mark on the box below)

<table>
<thead>
<tr>
<th>Service</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Package tour (all inclusive)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Hotel reservation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Guided tours</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Flight bookings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Train tickets booking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Bus ticket booking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Taxi / cab booking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

13. Number of tourists book through your company to various tourist places in India and abroad each year:-

- Less than 100
- 100 – 500
- 500 – 1000
- More than 1000

14. Number of tourists book through your company each year to visit the tourist centres of Vasai Taluka:-

- Less than 100
- 100 – 300
- 300 – 500
- More than 500

15. What are the main tourism activities that your company is involved in?
   Please specify % (approximate estimation)

- Leisure Resorts
Questionnaire for Local People

1. Name

2. Address

3. Phonenumber

4. Gender:
   - Male
   - Female
   - Others

5. Residence:
   - Urban
   - Rural

6. Residency period:
   - Less than 5 years
   - More than 5 years

7. Marital status:
   - Married
   - Single
   - Widows
   - Others

8. Family size:
   - 2
   - 3 – 4
   - 4 – 5
   - Above 5

9. Age:
   - Below 21 years
   - Between 21 – 30 years
   - Between 31 – 40 years
   - Between 41 – 50 years
   - Above 50 years

10. Educational qualifications:
    - No formal education
Primary
Secondary
Graduate
Post graduate
Any other

11. Income yearly:-
- Zero / Nil
- Below 1 lacs
- Between 1 – 2.5 lacs
- Between 2.5 – 5 lacs
- Above 5 lacs

12. Occupation:-
- Government
- Private
- Employed elsewhere
- Agriculture
- Manufacturing
- Trade
- Self owned
- Student
- Home maker
- Retired
- Others

13. Are you engaged in the local tourist centre?
- Yes
- No
- Not applicable

14. If yes in which area / areas?
- Hotel
- Resort
- Banking
- Insurance
- Transportation
- Communication
- Hospital
- Business / Trade
- Education
- Self employed
11. Do you think tourism has contributed for growth and development of various services in local areas?

☐ Yes
☐ No

16. If yes, please rate the contribution of tourism for the growth and development of local services on a 5 point scale (5 – Very high, 4 – High, 3 – Medium, 2 - Low, 1 – very low (encircle/tick mark on the following number in the box below))

<table>
<thead>
<tr>
<th>Service</th>
<th>Very low</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
<th>Very High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Communication</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Banking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Insurance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Hospital</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Education</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Hotels</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Resorts</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Tour operators</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Others (including business/trade, agriculture, etc)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Thank you very much.