CHAPTER – V

PROBLEMS OF TOURISM IN GOA

Tourism is a great source of economic development as, it earns foreign exchange, generates employment opportunities and also acts as an ambassador of goodwill, friendship and understanding, but un-regulated development of tourism also brings many problems with it, and, if these problems are not attended to at the right time, they can become a matter of great concern.

In Goa, tourism is contributing significantly to the economic development of the state. During 2001 about 13.8 lakhs tourists visited Goa. This figure exceeds its population. It shows the importance of tourism in Goa’s economy. The existing infrastructural facilities have to be developed to meet the needs of the tourists, which brings pressure on the scarce resources and causes many problems.

In this chapter problems of Goa tourism have been discussed on the basis of different studies being conducted by scholars, different organizations and the primary survey conducted by the researcher himself. The problems of Goa tourism are categorized as under:

Environmental Problems,
Economic Problems and
Problems of the Tourists.

5.1 ENVIRONMENTAL PROBLEMS

Environmental components are classified as physical, biological and socio-economic (including culture) (Hunter and Green 1995, P. 11). They can also be expressed as natural, human made and cultural. In this section the
negative impacts of tourism on all these three components of environment are discussed.

Tourism in Goa is mainly concentrated in the four coastal talukas of Bardez, Tiswadi, Marmugao and Salcete. As a result, these talukas have experienced considerable environmental problems, which were unknown to the local people before the development of tourism. The study conducted by (Singh 1998, PP. 224-233) on ‘Conservation of Nature, Culture and Environment – A case study of Goa’ highlights the following environmental problems created by tourism in different forms:

1. Haphazard and unintended development of buildings along the roads, rivers’ fronts and beaches.
2. Large scale cutting of trees and hill slopes resulting in the degradation of natural environment.
3. Considerable congestion in the cities.
4. Construction of aesthetically unpleasant buildings in towns, which are incompatible with the surrounding areas.
5. Un-desirable development around historical monuments, viz. Churches and Temples etc.
6. Excavation of sand from the beaches and rivers causing problems of soil erosion and land slide.

Unplanned construction activity along the roads, rivers and beaches has spoiled their natural beauty besides causing water pollution and air pollution. In the towns some of the nicest old buildings have been demolished to construct hotels, flats and shops in order to meet the requirements of the tourists. New construction is ruining the architectural harmony and distinct character of the Goa settlement. High rise buildings are coming up in the residential areas of towns without any consideration and relationship to the adjoining buildings. Construction of building along the river sides and the sea shores is wholly unwarranted, which is causing many other problems. For
instance, haphazard development of building along the river ‘Mandovi’ at Panaji is a matter of great concern, which has spoiled the natural beauty of the river and caused water pollution.

Trees are cut indiscriminately along the hilly slopes to construct hotels and residential buildings causing land slides and soil erosion at many places.

During peak tourists’ season cities are overcrowded, causing noise pollution and air pollution as many of the tourists’ vehicles come from other states and the number of vehicles has increased beyond the capacity of the roads.

Undesirable development of construction along the historical monuments has spoiled the beauty and is disturbing the old culture of Goa. A study conducted by (Paul Routledge 2000, PP. 2647-2656) has brought out that, development of tourism is particularly destructive to Goa’s coastal ecology and specifically development of luxury tourism is more harmful to the local people. He noted that acute environmental damage has been caused by:

- The destruction of sand dunes;
- The destruction of tree covers;
- The tapping of ground water within 500 meters of the high tide level (HTL);
- The decline in the water level; planting of exotic species of flora that are ecologically inappropriate for the local coastal eco system; and
- Increase in the level of coastal pollution, e.g., plastic bottles and discharge of hotel sewage directly into the sea.

He has also brought out that charter tourism (low budget foreign tourism) has brought in many cultural problems as these tourists are notorious in Europe for their racism, rabid nationalism, drunken behaviour and violence. This type of tourism has brought various alien cultural values into
the locale, such as nudism, rave parties, prostitution and widespread abuse of drugs. For instance at certain tourists hot spots such as: Tito's Bar at Baga, fights between such tourists and local Goan men are not uncommon.

After conducting a study on Goa's flesh tourism (Menon 1998, P. 5) has discovered that there is a lot of prostitution in it. Most of the girls involved in it are from the neighbouring states of Karnataka, Maharashtra and Andhra Pradesh and many of them are minors. Mohin Giri, the chairperson of the National Commission for Women after visiting Goa in February, 1997 also declared that child prostitution was rampant in Goa.

Environmental problems created by tourism in the coastal belt are so acute that these were the strong issues of the Goa Assembly Election 2002, as noted by (Fernandes 2002, P. 6). People of the village Panchayat of Colangute (Bardez Taluka) want their representatives to tackle these problems on war footing. The major problems listed are:

- sewage disposal; and
- risk of the contamination of the ground water.
- Villagers also face the problem of short supply of water and electricity as these are diverted to meet the requirements in the hotels.

5.2 ECONOMIC PROBLEMS

The study conducted by (Paul Routledge 2000, PP. 2647-2657) has brought out the economic problems of inflation and displacement of traditional occupations due to the development of tourism in Goa.

The first and foremost problem is the increase in prices of basic food commodities to such an extent as cannot be afforded by the local population. Prices of land have also increased many times as the hotel owners can afford
to pay high prices, which is depriving the local people of their land and many small farmers have become marginal wage earners.

Tourism is using the resources of the villagers, such as, water resource by digging the wells deeper than those of villagers and draining the village wells.

The development of tourism has resulted in the displacement of traditional occupations such as, fishing and toddy tapping. The local population is excluded from the vital resources on which their traditional livelihood has been based. For example public access to several beaches has been curtailed, as five star and five star deluxe hotels have been opened there. These beach areas have traditionally been used for the maintenance of fishing boats, drying of fishing nets, planting coconut, paddy, cashew and for toddy tapping.

Agriculture in Goa has also suffered due to the development of tourism, as people prefer to sell off their land at high prices rather than working in it.

5.3 PROBLEMS OF THE TOURISTS

In the primary survey conducted, opinion of the tourists was sought to know the problems faced by them while travelling in Goa and suggestions were invited to improve the tourism activity. Following are the responses of the tourists related with the problem questions:

ABOUT LOCAL PEOPLE'S BEHAVIOUR IN GOA: Response of the tourists about local people's behavior is given in table 5.1.
TABLE 5.1. LOCAL PEOPLE'S BEHAVIOUR WITH THE TOURISTS

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Foreign Tourists</th>
<th>Domestic Tourists</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of Tourists</td>
<td>%</td>
<td>No. of Tourists</td>
</tr>
<tr>
<td>Co-operative</td>
<td>252</td>
<td>100</td>
<td>529</td>
</tr>
<tr>
<td>Non-cooperative</td>
<td>-</td>
<td>-</td>
<td>59</td>
</tr>
<tr>
<td>Total Tourists</td>
<td>252</td>
<td>100</td>
<td>588</td>
</tr>
</tbody>
</table>

**Source:** Field survey conducted by the researcher.

**ABOUT LOCAL PEOPLE'S BEHAVIOR IN GOA:** Table 5.1 reveals that all the 252 foreign tourist (FT) (100%) and 529 domestic tourist (DT) (90%) opined that the local people were fully cooperative with them. 59 DT (10%) complained about the non-cooperative behaviour of the people giving some stray incidents as examples. Their main complaint was against the taxi drivers, rickshaw men and pilot (motor cycle drivers).

A study conducted by (Illavia 2001, P. 17) also found out that taxi drivers’ aggressiveness in Goa is ruining the tourism. She has evidently given the incidents of misbehavior and cheating of the tourists by taxi drivers (The Navhind Times 26 June 2002, P. 3) also reported how three tourists in a city hotel were beaten up and robbed.

**ABOUT CLEANNESS AT PLACES IN GOA:** Response of the tourists about cleanliness in Goa is given in Table 5.2.
### TABLE 5.2. TOURISTS' RESPONSE ABOUT CLEANNESS IN GOA.

<table>
<thead>
<tr>
<th>Type</th>
<th>Foreign Tourists</th>
<th>Domestic Tourists</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of Tourists</td>
<td>%</td>
<td>No. of Tourists</td>
</tr>
<tr>
<td>Clean</td>
<td>186</td>
<td>74</td>
<td>541</td>
</tr>
<tr>
<td>Clean and unclean</td>
<td>66</td>
<td>26</td>
<td>47</td>
</tr>
<tr>
<td>Not clean</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total Tourists</td>
<td>252</td>
<td>100</td>
<td>588</td>
</tr>
</tbody>
</table>

**Source**: Field survey conducted by the researcher.

Table 5.2 reveals that 186 FT (74%) and 541 DT (92%) opined that places in Goa are clean. 66 FT (26%) and 47 DT (8%) gave their opinion that places in Goa are clean and unclean. They complained about the garbage dumped by the road sides and plastic bottles and other dirt thrown at beaches and burning of the waste at the tourist spots.

### ABOUT LANGUAGE COMMUNICATION PROBLEM

Tourists' response about language communication problem is given in Table 5.3.

### TABLE 5.3. TOURISTS' RESPONSE ABOUT LANGUAGE COMMUNICATION PROBLEM

<table>
<thead>
<tr>
<th>Language problem</th>
<th>Foreign Tourists</th>
<th>Domestic Tourists</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of Tourists</td>
<td>%</td>
<td>No. of Tourists</td>
</tr>
<tr>
<td>yes</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>no</td>
<td>252</td>
<td>100</td>
<td>588</td>
</tr>
<tr>
<td>Total tourists</td>
<td>252</td>
<td>100</td>
<td>588</td>
</tr>
</tbody>
</table>

**Source**: Field survey conducted by the researcher.
Table 5.3 reveals that no one among the FT or DT complained about the language problem. It is advantageous that a majority of Goa’s population has good working knowledge of English and Hindi, which helps the tourists to communicate with them.

ABOUT FOOD: Tourists response about food is given in table 5.4.

**TABLE 5.4. TOURISTS’ RESPONSE ABOUT EXPENSIVENESS OF FOOD**

<table>
<thead>
<tr>
<th>Food</th>
<th>Foreign Tourists</th>
<th>Domestic Tourists</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of Tourists</td>
<td>%</td>
<td>No. of Tourists</td>
</tr>
<tr>
<td>Not expensive</td>
<td>209</td>
<td>83</td>
<td>41</td>
</tr>
<tr>
<td>Moderately expensive</td>
<td>43</td>
<td>17</td>
<td>153</td>
</tr>
<tr>
<td>Very expensive</td>
<td>-</td>
<td>-</td>
<td>394</td>
</tr>
<tr>
<td>Total Tourists</td>
<td>252</td>
<td>100</td>
<td>588</td>
</tr>
</tbody>
</table>

Source: Field survey conducted by the researcher.

Table 5.4 reveals that 209 FT (83%) and 41 DT (7%) felt that food in Goa was not expensive. 43 FT (17%) and 153 DT (26%) felt that food was moderately expensive. 394 (67%) of the DT felt that food was very expensive in Goa. Most of them complained that, eatables were more expensive at beaches than at other tourist places. Complaints of the domestic tourists about the expensiveness of food may be due to the difference in income of FT and DT.

ABOUT SECURITY PROBLEM IN GOA : Tourists’ response about security in Goa is given in Table 5.5.
TABLE 5.5. TOURIST RESPONSE ABOUT SECURITY IN GOA

<table>
<thead>
<tr>
<th>Security</th>
<th>Foreign Tourists</th>
<th>Domestic Tourists</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of Tourists</td>
<td>%</td>
<td>No. of Tourists</td>
</tr>
<tr>
<td>Absolutely secure</td>
<td>249</td>
<td>99</td>
<td>588</td>
</tr>
<tr>
<td>Feel some fear</td>
<td>3</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Not secure at all</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total Tourists</td>
<td>252</td>
<td>100</td>
<td>588</td>
</tr>
</tbody>
</table>

Source: Field survey conducted by the researcher.

Table 5.5 reveals that 100 percent of domestic tourists and 99 percent of foreign tourists feel that they are absolutely secure in Goa. One percent of the foreign tourists feel some lapses in the security matters quoting some stray incidents.

ABOUT TRANSPORT, TELEPHONE, POST AND TELEGRAPH, BANKING, LODGING AND BOARDING AND TOURS/GUIDES FACILITIES

Tourists’ response related with there facilities is given in Table 5.6 and 5.7.
### TABLE 5.6. FOREIGN TOURISTS' RESPONSE ABOUT THE DIFFERENT FACILITIES

<table>
<thead>
<tr>
<th>Type of service</th>
<th>Bad</th>
<th>Not satisfactory</th>
<th>Satisfactory</th>
<th>Good</th>
<th>Excellent</th>
<th>Do not know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
<td>-</td>
<td>101 (40)</td>
<td>50(20)</td>
<td>101(40)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Telephone</td>
<td>-</td>
<td>-</td>
<td>101(40)</td>
<td>151(60)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Post and Telegraph</td>
<td>13(5)</td>
<td>-</td>
<td>88(35)</td>
<td>151(60)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Banking</td>
<td>-</td>
<td>-</td>
<td>113(45)</td>
<td>139(55)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Lodging and Boarding</td>
<td>-</td>
<td>-</td>
<td>88(35)</td>
<td>88(35)</td>
<td>76(30)</td>
<td></td>
</tr>
<tr>
<td>Tours/Guide</td>
<td>50(20)</td>
<td>-</td>
<td>88(35)</td>
<td>114(45)</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Source: Field survey conducted by the researcher.

Note: Figures in the brackets show percentage to the total (252).

### TABLE 5.7. DOMESTIC TOURISTS' RESPONSE ABOUT THE DIFFERENT FACILITIES

<table>
<thead>
<tr>
<th>Type of service</th>
<th>Bad</th>
<th>Not satisfactory</th>
<th>Satisfactory</th>
<th>Good</th>
<th>Excellent</th>
<th>Do not known</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport</td>
<td>-</td>
<td>59(10)</td>
<td>118(20)</td>
<td>412(70)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Telephone</td>
<td>-</td>
<td>-</td>
<td>176(30)</td>
<td>412(70)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Post and Telegraph</td>
<td>-</td>
<td>-</td>
<td>176(30)</td>
<td>412(70)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Banking</td>
<td>-</td>
<td>-</td>
<td>176(30)</td>
<td>412(70)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Lodging and Boarding</td>
<td>-</td>
<td>-</td>
<td>247(42)</td>
<td>235(40)</td>
<td>106(18)</td>
<td></td>
</tr>
<tr>
<td>Tours/Guide</td>
<td>176(30)</td>
<td>-</td>
<td>235(40)</td>
<td>177(30)</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Source: Field survey conducted by the researcher.

Note: Figures in the brackets show percentage to the total (588).
ABOUT TRANSPORT FACILITIES

101 FT (40%) and 59 DT (10%) felt that transport facilities were not satisfactory in Goa, while 60 per cent of FT and 90 percent of DT opined that transport facilities were good and satisfactory.

ABOUT TELEPHONE, POST AND TELEGRAPH AND BANKING FACILITIES

95 per cent of the FT and 100 per cent of the DT gave their opinion that these facilities were satisfactory and good. 5 per cent of the FT complained that postal facilities were bad here. They complained about their missing parcels, which they had sent to their relatives and lack of proper enquiry about this by the officials in the post office.

ABOUT LODGING AND BOARDING

70 percent of FT and 82 percent DT felt that these facilities were satisfactory and good in Goa. 30 percent of the FT stayed as paying guests with the families and 18 percent of the DT stayed with their friends and relatives.

ABOUT TOURS/GUIDES

80 percent of the FT and 70 percent of DT felt that services of the tours/guides were good and satisfactory. 20 percent of FT and 30 percent of DT felt that these services were bad.

GENERAL PROBLEMS EXPRESSED BY THE TOURISTS

1. Lack of drinking water facility at the tourist spots.
2. Lack of toilet facilities at beaches and other tourist spots.

3. Lack of public transport facility from Margao Railway Station to Bus Stand.

4. High fare charged by the taxi drivers and rickshaw drivers. No meter system to pay the fare and misbehavior and cheating by them.

5. Very bad condition of roads, even the highways are in pathetic condition.

6. Noise pollution (music) in the buses, particularly in the private buses.

7. Traffic rules are not followed strictly.

8. Very high rates of eatables, particularly at beaches.


10. Some of the tourists complained about the tour operators, as, they take them to only those restaurants and hotels, where they have their contacts.

11. Many of the foreign tourists complained that tourism in Goa should not be made artificial, it should be kept natural, no more hotels and buildings should be permitted at the beaches.
CONCLUSION

Unregulated development of tourism is bound to bring problems with it. If, the required infrastructures for the tourists are not developed or if over tourism takes place, then environmental problems in the form of water pollution, air pollution, noise pollution, degradation of cultural and moral values and displacement of traditional occupations can take place.

Goa, being a beautiful state of India, attracts tourists almost equal to its population every year. Infrastructural facilities as per the requirements of the tourists are yet to be developed and tourism is mainly concentrated in the four coastal talukas of the state. Therefore, environmental problems have erupted in these areas, which irritate the local population. Tourists visiting the state also experience some difficulties and problems due to the shortage of infrastructural facilities or sub-standard infrastructural facilities. This proves that unregulated development of tourism creates negative effects. Looking at these problems, we do not have to stop tourism, but we must find the solutions of these problems, so that tourism in the state can develop in a balanced manner and add much more in the economic development. The solution of these problems is dealt in the next chapter of the present study.
REFERENCES


*Performance Budget of Tourism Department, 2000-01*, Department of Tourism, Government of Goa.


