

An Analysis Of Problems Of Tourists With Infrastructure Facilities At Bangalore Tourism

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ABSTRACT

The environment can be greatly affected by tourism in cases where the attraction is a vista of nature's beauty, visits of people in large numbers could mean huge amounts of treading and pollution of materials such as plastic waste, bottles, which in the long run could be disruptive to the habitats of both faunal and floral life. Assessments into the capacity of people an area can safely bear environmentally, security and facility-wise are important in the protection and preservation of these vistas beaming with nature's beauty. The responsibility falls on hosts, who must make it a point to inform and educate visitors on acceptable behaviours and dangers posed by going against the advised codes of conduct, such as disposing waste haphazardly. In the quest to provide facilities for tourists the environment has been affected in other ways, large hotels and other facilities for tourists and likes consume large amounts of power in their quest to provide a long list of patrons with all the 'hip' electronic comforts.

Keywords: Tourism, Bangalore, Infrastructure,

INTRODUCTION

Tourism is travel from one place to another place for several purposes i.e recreation, to spend and enjoy leisure time and for business purposes or spending vacations etc. Tourism is the largest and fastest growing industry and highly employment intensive and can earn significant revenues including foreign exchange. Tourism has a high potential for generation of employment. Tourism promotes exchange of ideas and views and facilitates interaction of people and their culture. Tourism acts as an instrument for achieving national integration, better international understanding and gives a direct stimulus to socio-economic development. Tourism is currently the largest and fastest growing industry in the world. Today we are on the threshold of a new era. It is an era of tourism in which the growth of leisure travel around the world is expected to swell to dramatic proportions, an era in which people of all classes in the world will come to regard travel as a normal life. World Tourism Organization statistics indicate that tourism will continue to grow strength to strength. From seventy million international tourist movements in the year 1960, the

number is estimated to reach 1.5 billion by the year 2020. Novel ways of entertainment and new sights are being identified to attract tourist depending on the tastes of all age group and for the people of all part of the world.

REVIEW OF LITERATURE

Lee and Hsu (2011) examined the causal relationship among tourist motivation, tourist satisfaction and destination loyalty of attendees of aboriginal festivals at Amis Ilisin and Saisiyat Pas-Taai in Taiwan. This study revealed that tourist motivation played a critical role in creating tourist satisfaction and loyalty. It was found that the influence of motivation on tourist satisfaction more direct and explicit than on tourist loyalty. **Sadeh et al., (2012)** developed a tourist satisfaction model with the help of six variables: tourist expectation, destination image, perceived value, tourist satisfaction, tourist loyalty and tourist complaints and their influence on tourist satisfaction. The study, amonothers, reinforced the influence of all the six variables on the tourist satisfaction in varying proportions. **Suzan (2012)** investigated the impact of destination image on tourist satisfaction and tourist loyalty in the context of Cappadocia. This study was relatively unique in that tour guides were the subjects of the study. It was found that perceived image of Cappadocia had a strong and significant bearing on tourist satisfaction and destination loyalty. **Mohammad et al., (2012)** assessed the foreign tourist perceptions and their influence on future behavioural intentions of Malaysian tourists. The study found that Malaysian tourism largely survives on these three positive dimensions like destination strengths, tourist satisfaction and behavioural intentions. This study also reinforced the fact that favourable destination image led to positive tourist loyalty. It was also observed that such a positive view of the foreign tourists would help Malaysian tourism go places. **Chi (2012)** investigated the differences between first-time and repeat visitors'' assessment of destination image, tourist attributes, satisfaction and destination loyalty. The impact of travellers'' previous experiences on all these variables was also assessed at Eureka Spring''s hotel and motel in Arkansas, United States. Proportionate stratified sampling technique was used. Data was collected from a sample of 345 respondents through a structured questionnaire, focus group and unstructured interviews and managerial judgment methods. The study found that repeat visitors were favourably disposed to recommend to potential tourists, apart from their own future plans of revisits.

BANGALORE TOURISM

Bangalore city is arranged in the southern bit of the domain of Karnataka, in the southern locale of India. It is 3,113 feet (949 m) above sea level, over an edge in the Karnataka level. Bangalore is 998 km from Mumbai (Bombay) and 562 km from Hyderabad. The climate of Bangalore is moderate and great. Summers are smooth (April-June) and winters are cool (October-February). The city experiences southwestern rainstorm rains in June-August. Legend has it that the city is named after an older individual, who lived around there and offered an unobtrusive dinner of foamed beans to a lost Hoysala ruler. The start of the present-day city of Bangalore can be pursued to the mid sixteenth century, when Kempegowda, a close by chief, made a little mud fortress here. Bangalore grabbed indisputable quality in the eighteenth

century, when it transformed into a noteworthy fortress city, under Hyder Ali and Tipu Sultan of Mysore. This locale saw the fight between Tipu Sultan and the British. The British vanquished Tipu Sultan and took over Bangalore city. In 1831, the British made it the nearby administrative city and developed a significant cantonment here.

PROBLEMS AND PROSPECTS OF TOURISTS AT BANGALORE

The travel industry includes exercises of people making a trip to and remaining in spots outside their typical condition for relaxation, business and different purposes. The travel industry Infrastructure requests for merchandise and enterprises, and the foundations which give such administrations are considered as a component of the travel industry. Further, the Tourism Infrastructure additionally incorporates foundations whose items are predominantly offered to guests, however they don't frame a significant portion of vacationer utilization. The foundation for the travel industry in this manner incorporates fundamental framework segments like air terminals, railroads, streets, conduits, power, water supply, drainage, sewerage, strong waste transfer frameworks and administrations. In addition, offices like convenience, eateries, recreational offices and shopping offices additionally goes under the ambit of Tourism Infrastructure. Making arrangements for supportable improvement of Tourism Infrastructure, in this way, includes the coordinated advancement of essential foundation and luxuries alongside all the travel industry offices in a decent way. The Central Department of Tourism meets nearly the whole use, aside from the expense of land and inside enrichment on account of development ventures. The Central Government gives 28% expense of the task and 12% is given by the State Governments. The staying 60% must be raised as a credit from monetary establishments or banks. It is normal that the State Governments would have the option to prepare more assets from monetary foundations for interest in Tourism Infrastructure

OBJECTIVES

To analyse the problems and prospects with Bangalore tourism.

HYPOTHESES FRAMED

H₀: There is no significance difference between Income of the respondents with Number of Places visited.

H_a: There is a significance difference between Income of the respondents with Number of Places visited

H₀: Infrastructure requirements in tourism area are below average level

H_a: Infrastructure requirements in tourism area are above average level

SAMPLING

The researcher has selected 400 domestic tourist and 200 foreign tourists at Bangalore by convenient

sampling method

ANALYSIS

H₀: There is no significance difference between Income of the respondents with Number of Places visited.

H₁: There is a significance difference between Income of the respondents with Number of Places visited

Foreign Tourist

ONEWAY ANOVA

Monthly Income	N	Mean	Std. Deviation	Degrees of freedom	F value	P Value	Inference
No Income	42	0.7566	0.1925	4	0.424	0.878	H ₀ is accepted
US 1001\$ - US 2000\$	6	0.7138	0.04125				
US 2001\$ - US 3000\$	32	0.7423	0.38025				
US 3001\$ - US 4000\$	47	0.7325	0.26451				
Above 4000\$	73	0.7558	0.20125				
Total	200	0.771	0.24456				

The calculated P value is greater than 0.05(5% level of sig). So we accept our null hypothesis and we say that, there is no significance difference between monthly income and No of places visited.

Domestic Tourist

H₀: There is no significance difference between Income with No of Places visited.

H₁: There is a significance difference between Income with No of Places visited

ONE WAY ANOVA

Monthly Income	N	Mean	Std. Deviation	Degrees of freedom	F value	P Value	Inference
No income	115	0.789	0.52366	5	4.586	0.006	H ₀ is rejected
Up to Rs.10000	55	0.87	0.45542				
Rs. 10001 - Rs. 15000	82	0.9255	0.60555				

Rs. 15001 - Rs. 20000	52	0.9586	0.42198				
Rs. 20001 - 25000	10	0.966	0.3253				
Above 25000	86	0.6586	0.48325				
Total	400	5.1677	2.81516				

1.* denotes significant at 5% level

2. Different alphabet between age group denotes sig at 5% level using Duncan multiple range test(DMRT)

the calculated P value is less than 0.05 (5% Level of sig). So we reject our null hypothesis and we say that, there is a significance difference between monthly income and No of places visited.

ONE SAMPLE T TEST

H₀: Infrastructure requirements in tourism area are below average level

H_a: Infrastructure requirements in tourism area are above average level

Tourist arrival with Infrastructure requirements (one sample t test)

Foreign Tourist

one sample t test

Infrastructure requirements	N	Mean	Std. Deviation	Degrees of Freedom	t – Value	P value	inference
Transport in Bangalore	200	3.065	1.08474	199	.847	.398	H ₀ is accepted
Boarding facilities	200	2.97	1.2874	199	.330	.742	H ₀ is accepted
Accommodation facilities	200	3.34	1.06775	199	4.503	.000	H₀ is rejected
Guide Service at tourist places	200	2.795	0.99394	199	2.917	.004	H₀ is rejected
Shopping Facilities at Bangalore	200	3.19	0.94784	199	2.835	.005	H₀ is rejected
Entertainment Facilities at Bangalore	200	3.575	1.209	199	6.726	.000	H₀ is rejected
Local transport at Bangalore	200	2.93	1.00506	199	.985	.326	H ₀ is accepted
Banking Service at Bangalore	200	2.675	1.40687	199	3.267	.001	H₀ is rejected
Insurance Service at Bangalore	200	2.52	1.39259	199	4.875	.000	H₀ is rejected
Medical Service at Bangalore	200	2.925	1.33352	199	.795	.427	H ₀ is accepted

Communicating and network Service at Bangalore	200	2.94	1.15022	199	.738	.462	H ₀ is accepted
Power & Water supply at Bangalore	200	2.355	1.41385	199	6.452	.000	H₀ is rejected
Safety & Security (Police Service) at Bangalore	200	3.16	1.22962	199	1.840	.067	H ₀ is accepted
Sanitation at Bangalore	200	3.19	1.03404	199	2.599	.010	H₀ is rejected
Educational & Research institution at Bangalore	200	2.95	1.64041	199	.431	.667	H ₀ is accepted
Environment at Bangalore	200	3.31	1.1315	199	3.875	.000	H₀ is rejected
Visa Availability at Bangalore	200	3.585	0.93657	199	8.833	.000	H₀ is rejected
Custom Formalities at Bangalore	200	3.17	0.96736	199	2.485	.014	H₀ is rejected
Foreign Exchange Facilities at Bangalore	200	2.885	1.68104	199	.967	.334	H ₀ is accepted
Culture, Heritage & Tradition at Bangalore	200	4.57	0.91613	199	24.236	.000	H₀ is rejected

Infrastructure requirements satisfactory

The calculated P value is less than 0.05 (5% level of significance). So we reject our null hypothesis and we say that, Accommodation, Guide Service, Shopping Facilities, Entertainment Facilities, Banking Service, Insurance Service, Power & Water supply, Environment, Visa Availability, Custom Formalities and Culture, Heritage & Tradition are above average level and Culture, Heritage & Tradition play a vital role.

Infrastructure requirements not satisfactory

The calculated P value is less than 0.05(5% level of significance). So we reject our null hypothesis and we say that, Transport, Boarding, Local transport Medical Service, Communicating and network Service, Safety & Security (Police Service), Educational & Research institution and Foreign Exchange Facilities are below average level.

Tourist arrival with Infrastructure requirements (one sample t test)

Domestic Tourist

one sample t test

Infrastructure requirements	N	Mean	Std. Deviation	Degrees of Freedom	t – Value	P value	inference
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Transport in Bangalore	400	2.875	1.47981	1.689	399	.092	H ₀ is accepted
Boarding facilities	400	2.685	1.69941	3.707	399	.000	H₀ is rejected
Accommodation facilities	400	2.915	1.46907	1.157	399	.248	H ₀ is accepted
Guide Service at tourist places	400	2.4725	1.79368	5.882	399	.000	H₀ is rejected
Shopping Facilities at Bangalore	400	3.1425	1.59799	1.783	399	.075	H ₀ is accepted
Entertainment Facilities at Bangalore	400	3.355	1.35038	5.258	399	.000	H₀ is rejected
Local transport at Bangalore	400	2.9375	1.36868	.913	399	.362	H ₀ is accepted
Banking Service at Bangalore	400	3.295	0.94616	6.236	399	.000	H₀ is rejected
Insurance Service at Bangalore	400	1.89	1.61382	13.756	399	.000	H₀ is rejected
Medical Service at Bangalore	400	2.82	1.53411	2.347	399	.019	H₀ is rejected
Communicating and network Service at Bangalore	400	3.2075	1.51333	2.742	399	.006	H₀ is rejected
Power & Water supply at Bangalore	400	2.6825	1.44808	4.385	399	.000	H₀ is rejected
Safety & Security (Police Service) at Bangalore	400	3.12	1.47514	1.627	399	.105	H ₀ is accepted
Sanitation at Bangalore	400	3.0175	1.42558	.246	399	.806	H ₀ is accepted
Educational & Research institution at Bangalore	400	3.7325	1.07183	13.668	399	.000	H₀ is rejected
Environment at Bangalore	400	3.4675	1.48474	6.297	399	.000	H₀ is rejected
Visa Availability at Bangalore	400	3.4775	1.39978	6.822	399	.000	H₀ is rejected

The calculated P value is less than 0.05 (5% level of significance). So we reject our null hypothesis and we say that, Boarding, Guide Service, Entertainment, Facilities, Banking Service, Insurance Service,

Medical Service, Communicating and network Service, Power & Water supply, Educational & Research institution, Environment and Culture, Heritage & Tradition are satisfied above average level and Educational & Research institution plays a vital role. Infrastructure requirements not satisfied. The calculated P value is less than 0.05(5% level of significance). So we reject our null hypothesis and we say that, Transport, Accommodation, Shopping, Facilities, Local transport, Safety & Security (Police Service) and Sanitation are below average level.

CONCLUSION

The problems that we are facing in the 21st century are very different from what we faced in the last century. The very nature of technology, people and society is changing rapidly in the midst of what many people are calling a Fourth Industrial Revolution. Any tourism policy in today's world has to take into account the nuances of how the tourist experience changes in response to this global phenomenon. Investment in better infrastructure in a thoughtful manner is the beginning, but certainly not the only tool in the horizon of opportunities that the tourism sector brings with itself. Bangladesh's position will improve if we make an effort to develop our tourism policies considering the future, not based on what has worked in the past.

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