

## CHAPTER 5

### PROFILE OF TOURISTS VISITING PANCHGANI

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PROFILE OF TOURISTS VISITING PANCHGANI :

Panchgani has popularised as a hill resort attracting tourists from Maharashtra and other states. A few foreign tourists also visit the hill resort for sight seeing. The flow of tourists to the hill station like Panchgani remains all the year round due to it's habitable climate and well reputed schools. The tourists visiting Mahabaleshwar definitely visit Panchgani next to Mahabaleshwar.

5.1 : - Composition of Tourists.

Composition of tourists will be known better by classifying tourists according to the place of residence, age, religion, occupation and number of visits. With a view to study tourist composition, a survey of 100 tourists who visited Panchgani was made. The questionnaire was prepared and tourists were requested to fill it.

Tourists from rich and wealthy class, were found to be quite unwilling to give any information. This is because some of them were of the opinion that this may unnecessarily create problems like income tax afterwards.

The following information will throw light on the pattern and other things related to tourists.

5.1.a : - Statewise Break up of Tourists Visiting Panchgani.

<u>Maharashtra</u>		<u>Gujarath</u>		<u>Other States</u>		<u>Foreign Countries.</u>	
<u>Cities</u>	<u>No. Of Tourists.</u>	<u>cities</u>	<u>No. of Tourists.</u>	<u>States</u>	<u>No. of Tourists</u>	<u>Country</u>	<u>No. of Tourists.</u>
Bombay	61	Surat	04	Karnat-aka.	02	Iran	01
Pune	08	Ahmedabad.	03	Andhra Pradesh.	01	Canada	01
Thane	06	Valsad	01	West - Bengal.	01		
Satara	02	Jamnagar	01	Delhi	01		
Kolhapur	01						
Nagpur	01						
Osmanabad	01						
Jalna	01						
Nasik	01						
Dhule	01						
Aurangabad	01						
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Total: -	84		09		05		02
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From the above table, it is clear that 84% tourists are from Maharashtra state alone, 9% are from Gujarath state,

5% tourists are from other states and foreign tourists comprised of only 2% .

The Bombay plays a very dominant role as far as the tourists visiting Panchgani is concerned. In case of Maharashtra state is concerned, the most of the tourists come from Bombay and Pune. Near about 75% tourists come from Bombay including Thane. Pune comprises near about 10% tourists and tourists from other districts of Maharashtra comprises of about 15%.

In regards to other states, Gujarath stands second. From Gujarath state, most of the tourists come from Surat and Ahmedabad and a very few are from other districts of Gujarath viz Jamnagar, Valsad etc. Foreign tourists mostly come from gulf countries like Iran, Kuwait etc and a very few from the western countries.

5.1. b : - Religionwise Break up of Tourists Visiting Panchgani:

It is a matter of interest to know to which religion do the tourists belong. Following is the table showing tourists according to their religion.

<u>Religion</u>	<u>No. of Tourists.</u>
<u>Hindu</u> : -	
Maharashtrians	: 35
Gujarathi	: 31
Sindhi	: 05
Jain	: 04
Sikh	: 02
Bengali	: 01
Muslims	: 11
Christians	: 08
Parsi	: 02
Irani	: 01
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	<u>Total No-100</u>
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Out of 100 tourists taken for the study, 78 belonged to Hindu religion, from this 35 were Maharashtrians, 31 were Gujarathis and 12 were from other communities such as Sindhi, Jain, Sikh, Bengali etc. Among 35 Maharashtrian

tourists, 15 tourists were Gujarathis. Out of remaining 22 tourists, 11 tourists belonged to Muslim religion, 8 tourists belonged to Christian religion, 02 were Parsianes and one tourist was Irani.

From the above table, it is clear that about 50 % tourists were from Gujarathi religion. This was because almost all of them were having their own business and therefore could spend liberally at the hill station.

5.1. C : - Occupationwise Break up of Tourists Visiting Panchgani:

<u>Occupation</u>	<u>Sub Division</u>	<u>No. of Tourists.</u>
I) Servicemen	: Pvt; Service	35
II)	Govt; Service	11
	<u>Total:-</u>	46
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II) Profession	: Doctors	05
	Lawyers	03
	Others	04
	<u>Total:-</u>	12
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III) Business/Industry	: Own/Pvt;- Business.	39
IV) Education Field	: ---	03
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	<u>Total-I+II+III+IV =</u>	100
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the educational tours visiting Panchgani. Comparatively, the tourists from the education field were lowest in numbers.

5.1.d : - Age wise Break up of Tourists visiting Panchgani:

<u>Age Group</u>	<u>No. of Tourists.</u>
1) Below 30 :	25
2) 30 to 40 :	28
3) 40 to 50 :	30
4) 50 to 60 :	13
5) 60 to 70 :	03
6) 70 & above :	01 .
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	100
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A survey of 100 tourists shows that the tourists below the 40 years were greater in total number of tourists. They were nearly about 45 %. About 30 % tourists were in the age group of 40 to 50 and about 13 % tourists were in the age group of 60 to 70. Tourists in the age group of 60 to 70 were 3 % and only 1 % tourists were above 70 years.

The above table shows that young tourists had more attractions of the Panchgani hill station. Majority of the tourists were newly married couples who came at the hill station for

their honey-moon. These couples find the hill station Panchgani more convenient and cheaper as compared to other hill stations which are quite away. The tourists above 50 years mostly were Gujarathis, Parsians and Muslims who preferred to stay for rest purposes.

5.1.e :- Break up of Tourists according to their Company:

<u>How do Tourists Come</u>	<u>No. of Tourists.</u>
Alone :	07
With Wife :	24
With wife and Children :	40
With other family members:	16
With friends :	13
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	<u>Total:-</u> 100
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Tourists who came all alone were about 7 % while those who came with friends were 13 % . Unmarried tourists and students usually come the hill station with friends. Tourists coming with their wives were about 24 % . This shares more of newly married couples. The tourists coming with their wives, husbands & children were about 40 % . This seemed to be more. The tourists coming with their family



members were about 16 % . The tourists coming with wife and children normally visit the hill station during the school or college holidays or after the examinations are over.

5.2 : - Tourists and their period of Stay :

The following table will throw light on stay of the tourists in a visit to Panchgani hill station.

<u>Period of Stay</u> ( <u>No. of Days</u> )		<u>No. of Tourists.</u>
1) 1 to 2	:	08
2) 3 to 4	:	32
3) 5 to 6	:	21
4) 7 to 8	:	17
5) 8 to 9	:	13
6) 10 and above	:	09
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		<u>Total:-</u> 100
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From the above table, it is revealed that out of 100 tourists under study, majority of the tourists staying for 3 to 4 days was 32 % . The tourists who came from a short

distance stayed for one or two days, they constituted about 8 % . Tourists coming from Bombay and Gujarath normally stay for a week. The tourists staying for ten or more days were about 9 % and tourists staying for the whole season was just 1 to 2 %.

Normally the servicemen or professionals stay for a short period while the people from business line generally stay for more days as they can spare more time and also afford to spend more money.

### 5.3 : - Tourists and their Expenditure pattern at the hill Station

It is interesting to know the expenditure incurred by the tourists at the Panchgani hill station. It is difficult to get the correct figure of tourists expenditure as tourists were unwilling to give such information. As they were reluctant to reveal their incomes, they were unwilling to give the actual expenditure also.

Whatever figures are given by the tourists are not reliable and hence their actual expenditure may be more than this.

Expenditure of the Tourists : -

<u>Expenditure (Rs)</u>		<u>No. of Tourists.</u>
1) Rs.400 to Rs.800	:	17
2) Rs.800 to Rs.1200	:	26
3) Rs.1200 to Rs.1600	:	15
4) Rs.1600 to Rs.1800	:	14
5) Rs.1800 to Rs.2500	:	12
6) Rs.2500 & above	:	16
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		<u>Total:-</u> 100
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It shows that about 40 % tourists spent upto Rs.1,000/-, about 30 % tourists spent upto Rs.2,000/-, about 20 % tourists incurred expenditure upto Rs.5,000/- and there were 10 % tourists whose expenditure exceeded Rs.10,000/-. So it can be said that tourists visiting Panchgani comprise of rich class and even middle class.

An amount of expenditure varies according to the period of stay, the hotels in which tourists stay, the food they have and their shopping. If we consider the proportion of lodging, boarding and purchasing expenses. We may find that tourists spend 40 to 45 % on lodging , 35 to 40 % on boarding and 25 to

30 % on other things which include travel, purchasing and other incidental expenses.

As Panchgani is Strawberry producing centre, variety of jams are produced on the located jam factories of Panchgani. So tourists also spend for jams viz Mango jams, strawberry and Raspberry jams, Orange and mixed fruit jams. In addition, tourists spend on Mahabaleshwari sticks, leather goods, channa and kashmiri clothes and goods, therefore such a shopping necessarily increases their expenditure.

#### 5.4 : - Tourists and Their Difficulties : -

A study of 100 tourists has highlighted the following difficulties.

- 1) Poor Road conditions : - The roads in Panchgani and to the points are not good. About 40 % tourists expressed a difficulty due to poor road conditions.
- 2) Water Shortage : - Tourists do not get enough water at the places of interest, even in hotels where tourists stay face the water shortage.
- 3) Electricity : - There is no continuity in electric supply which discourages the tourists. All the roads do not have street lighting.

4) Heavy Municipal Taxes : - The Panchgani Municipality charges Rs.5/- per tourist and Rs.2/- per student tourist. Many tourists have suggested to lower the tourist taxes.

5) Higher Taxi Charges :- The taximen charges more than the requirement. About 40 % tourists have such a complaint. Taxi charges are not according to meter.

6) More Costly : - Tourists complain for the increasing expenditure at the Panchgani hill station. Besides this, off season concessions are not enough for the tourists. Tourists also complain about MTDC higher rates.

7) Besides the above mentioned difficulties, the tourists coming with their own vehicles do not get required petrol at the hill station. There are no proper direction and signals on the roadside. There is no toilet point on the Table land. Tourists blame the Municipal Council for collecting taxes from tourists but not using such tax proceed for the facilities of tourists.

The above table shows the occupationwise number of tourists who visited the hill station during the period. A study survey of 100 tourists shows that 46 % tourists were businessmen, 12 % were professionals, 38 % tourists belonged to business line and 2 % tourists were from education field.

Out of 46 employed tourists, 35 tourists were employed in private organisation while 11 were employed in government organisation. This shows that the persons employed in private sector came to the hill station in greater number as compared to the persons working in government sector. This implies that the incomes of the employees working in private sector may be more than the government sector. Besides there are many other facilities provided to the private sector employees such as leave with pay, leave travel concession and free accommodation in the company's holiday homes at the hill station.

The tourists belonging to businessline seemed to be 39 % which was considerable. The businessmen rushed to the hill station to relax and get relief from the continuous business tension. The tourists belonging to business line mostly came with their families and could afford to spend more.

The tourists belonging to education field were only 2 % and they were either teachers or students. This did not include