

CHAPTER 8

OBSERVATIONS,
CONCLUSIONS AND
SUGGESTIONS.

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Observations, Conclusions and suggestions :

This study is based on qualitative and quantitative information collected from the samples of tourists, hotel owners and school administrators. On the basis of this study, following paragraphs summarise the entire study and the observations and conclusions drawn.

Growth in Tourism :-

There has been a significant growth in tourism during last one decade. Such a growth may be attributed to economic, cultural and technological factors. Tourism in modern form is the result of industrialisation and consequent urbanisation. It has become an integral part of today's lifestyle. The importance of travelling and the need to go out on a pleasure trip is being keenly felt by every section of the society. The middle class and even the lower class people voluntarily leave their homes and go away to enjoy their vacation at distant places.

The present day stress and strain has become unbearable and an outlet in the form of tour to a health resort or hill station helps in stress management. This is wholesome for the whole family. These days career women, girls and even students undergoing disciplines have to find some time for the unusual stress

resulting out of their respective hard work.

The pattern of pleasure trips differ from class to class. The business class well affords it due to their rich resources, while the government servants have been encouraged under leave travel concession. In Maharashtra particularly, the most of holiday resorts are on surface transport and communication line. Thus facilitating mobility of people. It is not to be denied that television has also given impetus to tourism and there is a wide imitation of Western life style. Obviously, tourism would be an industry par excellence.

Observations :-

- 1) During the last decade, there has been an increasing trend of tourists visiting Panchgani. In the year 1981-82, 64,934 tourists had visited but this number was more than doubled in the year 1990-91.
- 2) From the table showing statewise break-up of tourists, it was observed that about 84% tourists were from Maharashtra. Out of the total tourists, about 10% tourists came from Gujarath and only 2% tourists were from abroad.
- 3) Religionwise break up of tourists showed that about 45% tourists were Gujarathis.

4) The table showing break up of tourists according to their occupation showed that about 46% tourists were employees (35% were of private employees & 11% were government servants) and 39% tourists were businessmen. The tourists from professional class were 12% and only 3% tourists were from the educational class.

5) Age group-wise break up of tourists showed that about 50% tourists were in the age group of 20-40. About 30% tourists were in the age group of 40-50, 13% tourists were in the age group of 50-60 and only 1% tourists were above 70 years.

6) The table showing break up of tourists according to their company showed that about 40% tourists visited with their wives and children, about 24% tourists visited with their wives only. Tourists visited with other family members were about 16%, tourists in the company with their friends were 13% and tourists all alone were only 7%.

7) It was observed from tourists period of stay that about 32% tourists stayed for 3-4 days, about 20% tourists stayed for 5-6 days, about 17% tourists stayed for 7-8 days, about 13% tourists stayed for 8-9 days and tourists staying for 10 days and above were only 9%. The tourists staying for the whole season were just 1 to 2%.

- 8) The table showing tourists and their expenditure pattern shows that about 40% tourists incurred expenditure upto Rs.1,000, about 20% tourists incurred expenditure maximum upto Rs.5,000/- and only 10 % tourists incurred expenditure maximum upto Rs.10,000/-.
- 9) Tourists had certain difficulties at the hill station, they were poor road, water shortage and heavy municipal taxes etc.
- 10) An increasing trend of domestic tourism has caused several small hotels to spring up. The hotels in Panchgani remained open all the year round though they got less business during the rainy season.
- 11) There are no big hotels in Panchgani so there is no serious management organisation. Most of the hotels are owned and managed by individuals.
- 12) It was observed from the location of hotels that almost all the hotels are within a range of one and half kms. Most of the hotels are located near the bus station or main road.
- 13) It was observed that the lodging and boarding rates vary among the hotels. MTDC's lodging and boarding rates remained fixed for all the seasons. Rates are very much inflated during the summer season.

14) It was observed that the local people could get their livelihood due to tourism and English medium residential schools and hence the economy of Panchgani is based on tourism and English medium residential schools.

Conclusions :-

Following are some of the conclusions based on the study.

- 1) In the ultimate analysis, it was found that there was a considerable increase in the number of tourists visiting Panchgani.
- 2) According to statewise break up of tourists, the tourists from Bombay and Gujarath were found to be larger in number.
- 3) It was also found that Gujarathi people have more liking for this hill station because they appear to be in greater number than any other community.
- 4) The break up of tourists according to occupation concludes that the tourists from private service sector and business line were greater in number. The businessmen generally stayed for longer period as they could afford to spend more,
- 5) According to age group wise break up of tourists, the young persons below the age of 40 years were greater in number and had more attraction of this hill station.
- 6) English medium residential schools situated in Panchgani have given impetus to the promotion of tourism and hotel industry in Panchgani. The parents and guardians visit their wards and children studying in these residential schools, stay in these hotels for a few days and spend, thus contribute to the development of tourism industry.

7) It was also found that during the busy season May and December, there happened to be shortage of water, electricity and transport facilities and during the season, taxi charges and entertainment charges are found to be higher and sometimes exorbitant.

Suggestions :-

On the basis of Observations and Conclusions made in this section, following suggestions are made.

- 1) During the season, Panchgani hill station gets overcrowded. To reduce the mounting pressure of tourists on the hill station, the small tourist resorts should be developed in nearby places such as dhom dam, Tapola, Kas and Vasota.
- 2) There should be a rope way built between Table land and Sydney point which can be a great attraction to the tourists.
- 3) There are no toilet points on the ways leading to places of interest. There are no lights and drinking water facilities on the Table land, the provision should be made immediately. The toilet facilities at the bus station are very poor and there should be improvement in this facility.
- 4) The Municipal Council should develop a road from Sydney point leading to Dhom dam and boating facilities should be made available at the dhom dam for the tourists.
- 5) In order to accommodate ever increasing number of tourists visiting Panchgani, more buildings and hotels are coming up on the lines of green belt. This needs to be checked and there should be a ban on unauthorised construction.

- 6) The passenger tax should be lowered down to some extent so that the tourists will have no reason for complaints.
- 7) Every plot holder and local people should be encouraged to plant more trees by providing saplings. Municipal Council should not impose tree tax on those who plant more and more trees in their premises.
- 8) The roads in Panchgani and to the points should be immediately repaired.
- 9) During the season, more transport buses should be made available for the tourists visiting Panchgani. Extra darshan buses should be started according to the needs and availability of passengers.
- 10) In addition to the Panchgani darshan bus, a common bus for Panchgani and Mahabaleshwar should be started from Panchgani by MTDC.
- 11) Taxi rates are exorbitant and vary according to the bargaining power of the tourists. The taxi rates should be brought down and rationalised.
- 12) The road from Panchgani leading to Mahabaleshwar is narrower and in bad condition. Therefore, it should be repaired immediately.

13) The Tourist information office run by M.T.D.C. should be well equipped with tourism literature and it's working should be improved.

14) A public telephone service should be made available at tourist information centre or at the bus station by M.T.D.C.

15) The lodging and boarding charges are exhorbitant and tourists feel that they are exploited. The rates should be brought under control through the M.T.D.C supervision.

16) There should be a central tourist information office for guiding the tourists about the facilities available in different hotels and their tariffs. Such an office should be opened by the Hotelliers Association of Panchgani.

17) For the time being, there is no union of the hotel employees therefore they are not paid well in spite of the greater margin of profit to the hotels. There is a need to form a hotel employees union. The minimum wages act should be made applicable at the hill station.

18) Many hotels provide lodging and boarding at subsidised rates during the off season, but this needs wide publicity so that many middle class tourists can take advantage of such concessions.

19) In addition to the television and video film facility, cable t.v. facility should be made available by all the hotels. There

should be a common reading room, library, a childrens park and sports club in each ohotel.

20) In very few schools, the payment of salaries is not made according to government rules. It should be stopped and payment should be according to government scale, particularly the non teaching staff in most of the residential schools is not properly remunerated.

21) In all the residential English medium schools, the local students should be given preference for admissions and concessions in school fees.