

PERCEPTIONS OF RESIDENTS ABOUT SOCIO-CULTURAL EFFECTS OF TOURISM IN THE OLD TOWN OF HARAR

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List of Acronyms

| | |
|------------|--|
| UNESCO | United Nations Educational, Scientific and Cultural Organization |
| HPNRS | Harari People National Regional State |
| IBRD | International Bank for Reconstruction and Development |
| WTO | World Tourism Organization |
| UNCTAD | United Nations Conference on Trade and Development |
| JHCO | Jugol Heritage Conservation Office |
| ILO | International Labor Organizations |
| WTTC | World Travel and Tourism Council |
| UNESCO-WHC | United Nations Educational, Scientific and Cultural Organization: division of World Heritage Center |
| UNEPTIE | United Nations Environment Programme: division of Technology, Industry, and Economics |
| CIRPS | Il Centro Interuniversitario di Ricerca per lo Sviluppo sostenibile |

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Annex A Survey Questionnaire

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Abstract

This study investigates the residents' perceptions of tourism's social and cultural effects on the community of old town Harar. Data were collected by means of, Survey, in depth interviews and observations using social exchange theory and Doxey's Irridex. Results suggest residents recognize many positive and negative consequences of heritage tourism.

The study reveals that respondents were slightly divided in their perceptions of the effects of tourism on the host community. Those who received economic or employment benefits from tourism generally viewed its socio-cultural impacts positively. Conversely, others who did not receive these benefits tend to view tourism's social costs as serious concerns. .

Residents also blame the Regional State government who, they claimed, has neither afforded residents the opportunity for participation in decision- making relating g to tourism planning and development in the old town, nor offered the requisite funding or skills development support.

Analysis of tourism effects can therefore help government planners, local decision-makers, tourism promoters and managers identify real concerns and issues inorder for appropriate policies and action to be introduced.

Chapter One: Introduction

1.1 Background to the problem

Tourism has become an extremely popular, global activity. As a service industry, tourism has numerous tangible and intangible elements (Shaw, 1994:26). Tourism is now one of the world's largest industries and one of its fastest growing economic sectors. According to statistics, tourism provides about 10% of the world's income and employs almost one tenth of the world's workforce (Gamble, 1989:1). According to the World Tourism Organization Report, there were about 698 million international tourist arrivals worldwide in 2000 and expenditure was US\$476 billion dollar (www.uneptie.org). In 2004, there were over 763 million international tourist arrivals (WTO, 2005).

WTTC also calculated that tourism contributes about 10 percent of GDP in sub-Saharan African countries (growing at over 5 percent annually in real terms) in 2000 (IBRD, /International Bank for Reconstruction and Development/ 2001:1) Although starting from lower base, the African continent is enjoying higher growth rates (7.2 %) than most other regions. Similar increases in receipts were recorded, and the region's share rose from 3.3% (US \$9 billion) in 1997 to 5.9% (US\$10 billion) in 1998.

Governments in Africa are showing interest in tourism development and it is thought by many, that tourism in Africa can in the right situations contribute to development at least for the following three reasons; Barrier to international market are lower than for most external trade sectors, international tourism is a relatively high growth industry, and properly managed tourism has the potential