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TOUR GUIDING PRACTICE IN ADDIS ABABA

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TOUR GUIDING PRACTICE IN ADDIS ABABA

**A Thesis Submitted to Graduate Studies of Addis Ababa University in Partial
Fulfillment of Master's Degree in Tourism Development and
Management Program**

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DEDICATION

I dedicate this thesis to all members of my family, especial to my little sister for caring my mother with joy and love that gave me relief and made me focus on my study

Addis Ababa University
College of Development Studies

This is to certify that the thesis prepared by Amdemariam Mamo; entitled “*Tour Guiding Practice in Addis Ababa* ” is a product of my work and that all sources of materials used for my thesis have been appropriately acknowledged. It was submitted to partial fulfillment of the requirements for the Degree of Master of Arts in Tourism Development and Management compiles in accordance of the regulations of the University and meets the accepted standards with respect to originality and quality.

Approval of Board of Examiners

Advisor-----Signature-----Date-----

Internal Examiner-----Signature-----Date-----

External Examiner-----Signature-----Date-----

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.

LIST OF ABBREVIATIONS

AACTB	Addis Ababa Culture and Tourism Bureau
AATGA	Addis Ababa Tour Guide Association
CM	Church Museum
COC	Center Of Competency
EFTGA	European Federation of Tourist Guide Associations
GM	Government Museum
IES	Institute of Ethiopian Studies
ITOA	Inbound Tourism Organization of Australia
MoCT	Ministry of Culture and Tourism
NGO	Non-Governmental Organization
OAU	Organization of the Africa Union
SCTA	Saudi Commission for Tourism & Antiquities
SLA	Seychellois License Authority
TGs	Tourist Guides
TTO	Tour and Travel Organization
TVET	Technical Vocational and Educational Training
UNESCO	United Nation education, science, cultural organization
WFTGA	World Federation Tourist Guides Association

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Tour guiding practices in Addis Ababa

ABSTRACT

This MA thesis research has been conducted on the basis of problems being observed in Addis Ababa concerning tour guiding operation practice in Addis Ababa, The objectives of the study were to analyze legal framework governing tour guide in Addis Ababa and to describe tour guide current practice in Addis Ababa. In order to achieve these objectives 220 respondents were selected from MoCT, AATGA, AACTB, TTO, CM and GM tourist guide accrediting organizations in Addis Ababa. The total population of tour guides in these organizations was 448. The sample size was determined through proportional simple random sampling method. With regard to data type, both primary and secondary data were collected. Primary data were collected from 220 respondents through pretested structured interview schedule, and qualitative data also collected from 18 informants from head of the accredited organizations, expertises, senior tourist guides. Supplementary, secondary data were collected from MoCT, AATGA, AACTB, TTO, CM and GM. For the data analysis simple descriptive statistics like mean, percentage and frequency distribution were used. The survey result shows that out of the total (220) respondents the vast majority (94.1%) of tourist guide are male. Beside majority 49.1% of respondents were speak only one foreign language. Their educational backgrounds shows aggregate only 44.1% of respondents studied a field directly related to tourism. Regarding license, majority (77.2%) of respondents confirmed that they have license which allowed them work in different tourist destinations. However CM, GM and TTO accredited tourist guides didn't have license authorizing them to outside their organization. Regarding specialization majority (52.9%) believed they are freelancers. All freelance tourist guides are accredited from MoCT, AATGA and TTO. Even though, TGs consider themselves as the owners of one or more field of specialization. However, the interview result shows that, TGs accrediting organization did not develop a trend to provide license according to their specialization. Concerning TGs guideline, among the total population, a significant number (27.3%) of respondents didn't known about it. On the other hand, on aggregate 84.6% respondents agreed that having a compiled TGs act was "essential" or "very essential". The key reason why so far we didn't have a compiled tour guide act or law was according to 49.1% of respondents, lack of coordination. With regard to on-job training, majority (33.6%) of the respondents were not at all getting any training. The possible reason for lack training are responsible body being negligent it accounts majority 35.1% respondents out of the total population. Concerning TGs support, majority 54.5% of TGs out of the total sample were not totally support by their accrediting organization. Especially those tourist guide accredited by CM and AACTB from their total population large majority 91.7% and 86% of them agreed not at all supportive respectively. Majority 42.7% of respondents out the total population were provided tourist guide service always outside of Addis Ababa. Within this group in their total population 61.9% TGs from TTO were frequently work outside of Addis Ababa without having MoCT license. Beside majority 46.8% of respondents out of the total sample agreed not at all ask to show their ID card in the destination. Furthermore only 18.8% of TGs refused providing guiding service in the destination because of not renew and absent of license. Therefore, tourist guide accrediting organizations work together and provide support for tourist guide especially on job training. In addition all stakeholders work hard to established strong tourist guide association in Addis Ababa.

CHAPTER ONE

1. INTRODUCTION

1.1. Background of the Study

Tour guides occupy a very special position in the tourism industry. They have direct contact with both the visitor and the visited during the actual travel experience; they are functioning as a bridge or a linkage between the demand and the supply sides (Wei, 2007). Tour guide has a complex and multifaceted role consisting of various separate roles and sub-roles (Magdy, 2016).

In terms of tour and travel organization, tourist guides are an essential part of the supply-side components. They can work for all of the supply-side stakeholders, within all of the sectors of the tourism industry. No matter who they are working for, tour guides are generally regarded as service providers for visitors (Pond, 1993). In order to keep up with the increasing demand towards tour, it is no wonder that there has been immense need to find qualified personnel in tour guiding (Arslanturka and Altunozb, 2012).

A skillful guide is one of the most valuable assets a tourism company can have. In many ways, a guide is the facade of a business or company. Many foreign visitors tend to view their tour guides as representatives of a region or country (Cetinkaya and Öter, 2016).

According to Tosun and Temizkan (2004), tour guides shoulder big duties and responsibilities in the tourism industry. Not only does the work of a tour guide involve the transmission of information, but it also involves presenting it in an interesting and sincere manner (Ap & Wong, 2001). In addition to this, tour guides play an extremely important and diagnostic role on tourists' remaining pleased without organization and travel experience.

It is the tour guides' task to ensure that tourists reach their destination and return safely. They are often called path breakers because they select the route and the attractions and make them accessible to tourists. However, they point out objects of interest without offering elaborate explanations. Animators perform the social function by interacting and socializing with tourists, being friendly, listening and respecting their preferences. Tour Leaders perform the interactional function by facilitating interaction among tourists and with the environment. Professionals perform the communicative function, which involves transferring detailed information (Reisinger, 2006).

Tour guides play a pivotal role in bringing to fruition the ideas of planners, marketers, consultants, operators and travel agents. All the others have made preparatory steps and laid the groundwork, but it is the guide who is the ultimate agent and purveyor of all these services. Guides deal most closely and intimately with the clients, assuring that the services contracted for are provided and the promises fulfilled. Tour guides are one of the key front line players in the tourism industry (Wei Hu, 2007).

Malitoni & Mweiwa (2014), cited the following author and described tour guides as 'an information giver and fount of knowledge, mentor (Cohen, 1985), a mediator (de Kadt, 1979; Nettekoven, 1979), and 'culture broker. The mediator and cultural broker functions, as suggested here, refers to the interpretive aspects of the tour guide's work which plays a vital role in enhancing the visitors' experience at a destination and their understanding of the destination and its culture.

1.2. Statement of the Problems

Tourism industry in Ethiopia has been witnessing a remarkable growth in several aspects. Over the past decade studies revealed that the number of both local and foreign tourists visiting the country has been increasing. Tourism is subsidizing the country's economy in both creating employment opportunities and earning foreign currency. However, despite the country's enormous tourism

potential, the industry lags far behind the expectation. A number of mutually reinforcing factors seem to account for the underdevelopment of the country's tourism industry.

Recently the government of Ethiopia seems to be awakened to address these problems, at least by focusing on selected sectors. Besides, encouraging investment policy, the government is enhancing the development of hotel industry, and road construction to make destination areas more accessible and enjoyable. However, low attention has been given to tour guides in the development of the tourism industry, which implies that the role of tour guides in the sector has been engulfed by a number of factors including meager recognition to the sector by the government. Concurrently, the efforts tour guides can exert in the development of the tourism sector is underrated by the academic community, and other concerned bodies in the country.

Existing research works in our higher education make reference to the role of tour guides only as passing remark. While other issues take a center stage in their works, tour guides and their activities are relegated to a marginal deference further marginalizing the already marginal position they occupy. Among others, problems related to accreditation, certification and licensing, which represent core areas of concern for tour guides are neglected.

These research gaps not only create epistemological lacuna, but also undermine the effort to design policy, rules and code of conduct that would regulate both the activities and behaviors of tour guides and recognize their contribution to the development of the tourism industry.

Most of the time, educational background or area of study is not that much significant or it is not cause of restriction for individuals to join tour guide profession in Ethiopia. Tour guides who study Amharic, Geez, geography, history, heritage management, sociology, anthropology, archeology, theology, archaeology and heritage management, tourism management, tour guide and English are equally rated irrespective of their guiding capacity? In addition to this as long as one is good at

foreign languages especially English, French and German they can be employed as tour guides without even having a diploma level education.

The above statement is also supported by the study conducted in Lalibla by Shegaw(2015), which revealed that among 98 local tour guide in Lalibla 55 of them are diploma and degree holders, whereas 43 of them are grade 10 and 12 graduates. Besides, even the degree and diploma holders are from various fields of studies such as textile engineering, computer science, business, economy, sport science etc., which doesn't have a direct relevance to the tour guide profession. All these activities hinder the professionalization of tour guiding and poses threat to the authenticity of information consumed by tourists. This in turn has a grave implication on the sustainability of tourist and tourist flow.

In addition to education tour guiding in Ethiopia particularly in Addis Ababa also observed practical gap on legislative related issues. Minister of culture and tourism is the higher authority to promulgate tourism related rule and regulation of the country. However, the minister let alone offer proclamation, act or declaration, there is no officially announced tour guide guideline to provide accreditation and license for tour guides. Therefore, so far there is no act, proclamation, declaration, guideline or a single statement express within tourism policy about tour guide. So, there is absence of clear direction about the whole legal process of tour guide.

Besides, legislative related problem there is also unclear responsibility of accreditation for tour guide. So far, tour guiding accreditation is providing through six different organizations in Addis Ababa. These organizations are: - Addis Ababa Culture and Tourism Bureau (AACTB), Ministry of Culture and Tourism (MoCT), Addis Ababa Tour Guide Association (AATGA), Governmental and Church Museums. They offer the licenses using their own guideline.

Accreditation of tour guide in different area by different organizations has its own disadvantages especial forgery or duplication of license or Id. Card. Researches from India support the above point, for instance, Monika & Nimit (2010), stated that, because of tour guide licensing authority different it cause duplicity of license in India. (Issuance of tour guide license by different body leads to duplication of efforts and other problems).

In addition, accreditation ambiguity, other very significant point to mention here is that tour guide association, in Addis Ababa (only one tour guide association available so far) suffer from lack of government support particularly, supervision from MoCT and AACTB. Let alone the government to make them strong the current MoCT forced them to release their office provide by the previous MoCT official. In our neighbor capital city like Cairo and Nairobi a number of tour guide association actively perform their duty by the helping of their country responsible organs. However, Addis Ababa the seat of African Union, and international organization with 100 embassies has only one so weak tour guide association without fixed address. The study conducted by Tesfaye (2017), stated that, Lalibla alone has 5 different tour guide Association. Therefore, it is very unethical to offer responsibility for this organization to offer accreditation Id. Card for their members and the new comers' tour guide professional.

In addition to the failure of supporting tour guide Association, in my experience in the profession also observe almost all tourist attraction destinations in Addis Ababa are not developing practice to identify legal and illegal tour guide. The destinations staff is totally forgotten to protect tourist and tourism industry from illegal tour guides. The study conducted in Ethiopian Federal Police University College by Muluwork and Damite (2015,) explains that, illegal tour guides and unethical tour guides are the threat of tourism industry. However, a misbehaved tour guides or illegal tour guides stile continues their job against the law. Besides, there is no common strong rule

to govern all tour guides in Addis Ababa and also is not clear enough which organization really takes responsibility and make corrective measures.

In general, the place of tour guides in tourism industry is really messed up. The government so far has paid little attention to this aspect tourism. Beside, no significant study has been done. The above stated problems was not mention by the pervious local researcher, I only come across a few research available in Addis Ababa University college of development studies, center of environment especially in program of tourism management and development, unfortunately all MA research thesis which I founded focused on tourist satisfaction, significance of tourism, community based eco- tourism, the role of tour and travel organization and the role of tour guide.

For instance, Mahlet (2011) has conducted a research on the role of tour operators in Ethiopian tourism development. The main objective of this study was to indicate the contribution of tour operators in the effort of development and also identifying the major roles played by tour operating.

Tesfaye (2017) has also carried out anthropological study of cultural brokers as tour guides in Lalibela, the objective of his research was to show the roles of tour guides in the tourism industry and the interpretive strategies of the local guides. Similarly, Shegaw (2015) has carried out dissertation work entitled “analyzing tour guiding communication in Lalibela Rockhewn Churches.” The objective of the dissertation was the discourse of tour guiding communication that takes place in presenting and communicating the destination, and also describes the local tour guides’ view or belief about the required tour guiding service.

However, the above thesis and dissertation focus on tour guide interpretation, role, communication and significant of tour operator. So that, center of attention for this study is licensing, certification, accreditation, training, educational qualification, coordination among

themselves, the situation of tour guide association, tour guide professional structure of in the above mentioned six organization actively perform their duty in Addis

1.3. General objective of the research

The general objective of the research is to analyze tour guiding operation practices in Addis Ababa

Specific objectives

- ❖ To analyze legal framework governing tour guide in Addis Ababa
- ❖ To describe tour guide current practice in Addis

1.4. Research question

- ❖ Does it have any legal frame work who governs tour guides in Addis Ababa?
- ❖ What look like the current practice of tourist guide in Addis Ababa?

1.5. Significance of the Research

The study serves as a springboard for further research, since it indicates, the current problems existing in Addis Ababa related to tour guide. It also serves as an input for policy makers.

1.6. Scope of the research

The study was limit to Addis Ababa. It carried out by surveying a sample of 220 tour guide accredited there license from Addis Ababa Culture and Tourism Bureau, Minister of Culture and Tourism, Addis Ababa Tour Guide Association, Church and Government Museums and Tour and Travel organization. However, the study was not include those tourist guide who have not accredited neither of the six organizations. The study was a micro level study limited to Addis Ababa.

1.7. Organization of the Thesis

The thesis is organized in to five chapters. The first chapter gives details about background, statement of the problem, objectives, significance and scope and limitation of the study. Chapter

two deal with a review of literature. In chapter three brief description of the study area and research methodology are presented. Survey results are discussed in chapter four. Finally chapter five presents the conclusions and recommendations of the study.

CHAPTER TWO

2. LITERATURE REVIEW

2.1. Definition of Tour Guide

The Oxford English Dictionary (1933) defined the term “guide” as “one who leads or shows the way, especially to a traveler in a strange country, especially one who is hired to conduct a traveler

or tourist (e.g., over a mountain, through a forest or over a city or building) and to point out objects of interest.”

According to WFTGA (The World Federation Tourist Guides Association), define a tour guide, is a person that possesses a license issued or recognized by the appropriate authority in the country concerned, received in-depth guide training leading to qualification and/or recognition by the relevant local, regional or national authority, is as well the one who guides visitors within that specific country or area of that country in order to provide special information and explanation on matters relating to the history, archeology, monuments and works of art, cultural development, natural beauty, places of interest, and in general any matter which may promote the country for the purpose of tourism (Khairy, 2007).

Dioko and Unakul (2005) was cited in Black et al. (2001) the definition with in heritage context: “A cultural or heritage tour guide is someone employed on a paid or voluntary basis who conducts paying or non-paying tourists around an area or site of historical, cultural, and heritage importance utilizing guiding and interpretation principles in heritage or cultural tourism”

Tour guides are the essential interface between the host destination and its visitors. In fact, they are front-line employees who are very much responsible for the overall impression and satisfaction with the tour services by a destination (John and Kevin, 2000).

Tour guide is mentioned by different scholars differently: Cetinkaya and Öter (2015), mentioned the earliest authors who described about tour guides as an “information giver and fountain of knowledge”, “mentor” (Cohen, 1985), a “mediator” (de Kadt, 1979; Nettekoven, 1979), and “culture broker” (McKean, 1976).

There are so many terms that were used by different researchers for tour guides such as ‘local guide’ or ‘tour coordinator’, tour management, experience management, resource management (Cetinkaya and Öter, 2016).

Tour guides are also known by the titles like tour leaders, tour managers, tour escorts, local guides, docents and interpreters. Cruz (1999) adds that other names of a tour guide include tourist guide, local guide, and city guide but for the people outside the tourism industry call tour guides as tour managers, docents or interpreters (Malitoni & Mweiwa, 2014).

Another definition given by the Federation of Turkish Tourist Guides Associations (TUREB) is that a tour guide is a person who will introduce the country in the best way to the local and foreign tourists, will help them during their tour, will give them the right information and who has the authority document issued by the Culture and the Tourism Ministry (Cetinkaya and Öter, 2016).

Internationally accepted definition of tour guide given by the International Association of Tour Managers and the European Federation of Tourist Guide Associations (EFTGA) is that a tour guide is a person who guides groups or individual visitors from abroad or from the home country around the monuments, sites and museums of a city or region; to interpret in an inspiring and entertaining manner, in the language of the visitor's choice, the cultural and natural heritage and environment (John Ap and Kevin K.F, 2000).

2.2. Types of Tour Guides

Different authors have outlined various categories of tour guides. Some have classified tour guides based on the geographical boundaries in which tour guiding operations are conducted while other authors put emphasis on the required qualifications, abilities and type of activities performed. However, a number of types of tour guides have been reviewed and these include; on-site guides;

docents, personal or private guides; city guides, specialized guides, regional or provincial guides and tour guides (Malitoni & Mweiwa, 2014).

Mancini (2001) states that on-site guides conduct tours for specific duration (an hour or more) at a specific setting such as building, limited area or an attraction. Tours are usually done by or through a vehicle whereby the guide conducts guiding roles on board as tourists travel around an area. The Kwa Zulu Natal Guide Newsletter (2007) adds that on-site guides do have minimum requirements such as knowledge of the area and it serves as pre-requisites to guide within that specific area. On-site guides are further divided into subgroups and these are docents and personal or private guides.

Docents are those guides who conduct interpretations and offer explanatory services in confined places such as museums, and historic buildings. Docents might also be called “In-house guides” (Collins, 2000), considering the fact that they work in safely homes, historic houses, castles, cathedrals, factories, and other venues for tourists. Docents usually work on free of charge basis because most of them work as volunteers. However, due to the growth of professionalism in the travel and tourism industry, in-house guides are now being paid (Collins, 2000). Personal or private guides are usually accompanying tourists within boundaries of limited geographical area and have deeper and wider knowledge base of the area in which they execute their duties.

Magdy, H. (2016), divided type of tour guide in to five, these are: - **Urban guides:** They are those who take pleasure in telling the story of a city or region. Some of them are step-on guides who stepped into a motor coach and conducting a small segment of a tour that is supervised by a tour manager. Others work as a tour manager who meets the entire group upon its arrival in the city, helps in coordinating all attractions, meals and hotel check-ins and remains with the group until it departs. Throughout the tour, the guide is also expected to give extensive commentary on

the region. The second type of tour guide mentioned by the author was **driver guides**: They are those who drive a vehicle with passengers and at the same time interpreting a region and interacting with passengers. At that time the driver-guide is restricted to what he can explain to passengers from the roads. The third type of tour guide is **business or industry guides**: Several corporations hire guides to conduct tours of their facilities to educate visitors, promote their business or industry and uplift the image of their company. These guides are trained by the company to speak about certain objects such as the company philosophy or mission. In these cases, the guide serves as a salesperson and a public relations tool. The fourth are **adventure guides**: They include mountaineering guides, bicycle guides, fishing guides, and rafting guides. The work of an adventure guide develops from a serious devotion to a sport or activity. The final mentioned by the author is **Docents**.

Mara (2013), adds the following types of tour guide; **freelance**: those tour guides not permanently connected with any travel agency and paid per tip. The other one is **staff guide**: permanently connected with a travel agency, receives monthly salary. Then **escort**: a person who accompanies a group of tourists from the point of origin to the destination, back to the origin. Usually handles group's check in check out. **Specialist**: a person who specializes in a certain field. **Linguist**: a person who speaks fluently two or more languages. The last mentioned by the author is **transfer guides** those who receive the passengers in the terminals; dealing mainly provides general information and reconfirming the destination programs acquired by the passenger (Mara, 2013).

All the above types of tour guiding activities are also performed in Ethiopia particularly in Addis Ababa. However, it doesn't develop into trends that distinguish tour guide specializations. Besides, we cannot also develop rule and regulation and criteria to fulfill tour guide provide that

special type of service. For instance to become an adventure guide the physical appearance, age, experience etc of a tour guide are not clearly stated by the rule or guideline.

2.3. Tour Guide License and Certification

Professional certification is defined as generally voluntary and...a process in which individuals are tested and evaluated to determine if they have the skills and knowledge required by their profession (Black & Weiler, 2005).

Generally looking at the world as a whole we cannot observe uniform criteria to provide a license for a tour guide. According to a research conducted in Cyprus, if individuals have to become tour guides, they must be of decent character, have an appropriate educational background, and have graduated from the school for guides, which teach Cyprus history, archaeology, art and culture. The author also states that the culture broking role of the tour guide is seen as vitally important, which is why their professional requirements are so high (McDonnell, 2001).

The research conducted by Wei Hu, (2007) revealed that, certifying and to become a tour guide in Hainan is not complicated. There are two steps one has to follow. First, one needs to take and pass the official certification examination for tour guides and second, to apply for a tour guide I.D. card. As stated by the author, any healthy Chinese citizen who has completed at least high/secondary education and who possesses the basic knowledge and certain oral expression abilities required for a tour guide can sign up to take the examination.

The study conducted in Hong Kong and Macau also indicates that licenses and certificates are seen as a guarantee of service quality standards among professionals in the field of tour guiding (Roca, 2012).

However, the situation in Australia totally contrasts to the above mentioned countries, The Inbound Tourism Organization of Australia (ITOA) has an accreditation scheme for guides, but

this accreditation is not mandatory. As this is a fairly new scheme, guides currently working in the tourism industry are given accreditation based solely on their on-the-job experience as a tour guide (of at least one year) (McDonnell, 2001).

In Africa, only a few countries institutionalize the certification and licensing of tour guide. Egyptian government took some steps on this issue, such as executing the importance of the accreditation, professional certification, and licensing. In addition to this, the Egyptian tourism act article 2 states that “the practice of the profession of tour guides should only be assigned to those who had obtained a license from the Ministry of Tourism, and registered in the syndicate of the tour guides”. Furthermore the act explained government intervention on accreditation, professional certification, and licensing. The act also stated that, tour guide has to renew his/her license every 5 years (Magdy H, 2016).

In the case of Ethiopia, the MoCT guideline stated that a candidate tourist guide have to fulfill 5 certificate associated qualification and other 5 legal issues related criterion such as residential identity card, tine number, health and approval letter from police free from any criminal record. Educational criteria of the guideline stated that, individual applicant should present first degree or above in tourism study area from recognized higher education center or level 5 in tourism study area with level 4 COC, or level 4 in tourism study area with level 3 COC or level 3 in tourism study area with level 2 COC and five years’ experience in tourism industry. Finally, those individual who present level 3, diploma, degree, and above out of tourism and related study area with 10 years’ work experience in tourism industry.

2.4. Tour Guide Training

Training is a prerequisite for obtaining a tour-guide license. Such license is issued by relevant authority to allow an individual to guide tourists in a particular area (Monika & Nimit, 2010).

Roca (2012) states Belgium, Hungary, Italy, Malta, France, Norway and Spain, utilized various types and contents of training programs. Chowdhary and Prakash (2008) argue that differences found between training programs might be due to uncertainty about the characteristics and competencies that a tourist guide should hold. According to Roca (2012), the training programme for tourist guides in Costa Rica covers a wide variety of subjects such as history, geography, art, ethics, first aid or guiding methods, among many other subjects. The duration of training programmes also varies from 3 to 10 days (Monika & Nimit, 2010).

Organizing quality training for tourist guides has to be one of tourism policy priorities in non-EU countries as well. Besides, there is also a need for these topics to be included in the curriculum of higher tourism education institutions, as in Turkey, Egypt and some other countries, where even do exist departments for tourist guiding at certain faculties (Rabotic, 2010).

Black and Weiler (2005) indicate that “the level of training, the area of specialization...and the reason for training shape the kind of training. Additionally, Chowdhary and Prakash (2008) suggest having in mind the needs from the different stakeholders involved in a guided tour when planning training courses. It is believed that stakeholders related to a guided tour include the tourist itself and the tour guide, and can go further and involve tour operators, local shops, restaurants, transport companies, authorities and accommodation suppliers, among others (Roca, 2012).

Generally, local municipal authorities are responsible for training and licensing of local level guides. The training is organized in a variety of formats and structures. Normally the local municipal authorities may tie up with local university or college/ NGO/ local or state tourism authorities (Monika & Nimit, 2010).

The study from Huang (2011) argues that Chinese tourist guides are unsatisfied with the theory received through training as in many cases it is perceived as not applicable or unuseful once guides face the real world. This problem indicates that the quality on the material and content of some training programmes still must be improved (Roca, 2012).

In contemporary world tour guide training whether short term or long term each theoretical class supported by practical methods. Tour guide training is complex and needed quality service for the customers. However, the course offer in private and governmental tour guide training institution in Addis Ababa more inclined to theoretical part which is not that much helpful for those a newly join individual in tourism sector particularly tour guide.

2.5. Tour guiding and Language

In today's globalizing world, the importance of knowing foreign languages is a necessity and multilingualism is viewed as an investment in the future. With the continued expansion of the European Union, European language policies are moving towards the teaching of 'at least two foreign languages from a very early age' and describe the knowledge of foreign languages as a 'basic skill' (Sindik and Božinović 2013).

Students of tourism should be aware of the enormous importance of foreign language in their education because it is an essential tool in any field of their future activity: management, tourist information, promotion of tourist destinations, intermediary companies, hospitality and transportation (Simion, 2012).

Foreign language is mandatory for tour guide particularly English, but multi lingua tour guise more preferable and acceptable in the tourism industry. Shegaw (2015) stated that tour guides who are able to use five or more languages are positioned at the top that is the winner of the social game. Such positioning of multilingual tour guides at the top of the hierarchy of the social

goods corroborates with the notion of tour guide which is defined by World Federation of Tourist Guide Associations 'a person who provides the guiding service for tourists in the language of their choice'.

Guides in Vienna, Austria are also required to take and pass exams (Pond 1993). Besides, having fluency in at least two languages and additionally speaking techniques. A course takes three years to complete and exams take place in all subjects, a foreign language, alongside another language which the guides will adopt for professional communication with tourists (Pond 1993).

2.6. Tour Guiding Education

In the mid-1990s, there were at least 130 universities in North America providing a professional education for interpreters at undergraduate and post-graduate levels (Mason and Christie, 2003). However, the author also stated that in Australia tour guide training institutions are not higher institution like North America. Australia offers tour guide training using Vocational Education and Training (VET) and accredited with certificate 2 for Tour Guide. TVET providers use national modules as the basis for their own customized courses. Undertaking a certificate course in tour guiding has many advantages it offers prospective tour guides a modularized course that can be undertaken in stages, a nationally accredited award on completion and much lower fees than apply in higher education (Mason and Christie, 2003). P.7

In Ethiopia also tour guiding training is provide in Technical Vocational and Educational Training (TVET) institution. In Addis Ababa there are nine tour guide educational institution, which is directly supervised by Addis Ababa Education Bureau. Among these nine tour guide educational institution four are owned and administered by government but the rest five are privet owned educational institution. The maximum level of accreditation for the student is level 4. Generally they offer accreditation in different level such as certificate, level 1, level 2, level 3 and

level 4, in each level COC examination result is mandatory. In TVET institutions method of teaching inclined in to theoretical rather than practical especially in developing country particularly in Addis Ababa.

In order to solve such problem different authors suggest that tour guide training had to focus on actual knowledge. For instance Cherem (1977) stresses the importance of skill of delivery over actual knowledge when he claims that all guides are interpreters first and subject specialists second. He recommends inputs in interpretive methods, field courses, research, and theory. Pond (1993) believes that guides need qualities like broad-based knowledge about the area that they are guiding within, enthusiasm, commitment to lifelong learning, empathy and sensitivity for people, flexibility, pride in serving others and the “ability to interpret by painting mental pictures.” She is of the opinion that many of these qualities can be developed through training.

Knudson, Cable, and Beck (1995) are of the opinion that effective interpretation is a result of experience gained over time, along with careful study and continued training. They focus on effective speaking as the most important skill for tour interpretation: amiability, spontaneity, energy, confidence, delivery, and the ability to organize are some of the things that contribute to effective speaking. However, they opine that education alone cannot develop all these traits, though training will still be important.

In the Yukon Territory the training model focuses on knowledge and understanding. Inputs on ethics and responsibilities are also an important part of this training (Government of Yukon, 1982). In developing economies, where states tend to control the supply of tourism, they are also responsible for the supply of professionally trained tour guides. Different countries have different institutional mechanisms to handle guide training. In some cases it is handled directly by the ministry or its agencies; in others it could be the trade association or the approved institutions, or

in some cases universities and colleges can offer this training independently. Different training agencies have developed training programs depending upon what they view as the most important role for tour guides. Accordingly, the content of training varies. The backgrounds of participants, that is, what kind of learning they have been used to, may also play an important role in the delivery of the program (Monika & Nimit, 2010).

2.7. Tour Guide Policy

Policy' is derived from the word 'polis', denoting a city-state of ancient Greece, from which the terms 'politics', 'polity' and 'police' are also derived (Colebatch, 2009). One way of defining policy is as a 'handle on the way we are governed, a concept which we use to make sense of what we do' or 'whatever governments choose to do or not to do'. In this sense policy is a name to describe the general actions and outcomes of government (Scott 2011). Cambridge dictionary (2015), define policy as a set of ideas or a plan of what to do in particular situation that has been agreed to officially by a group of people, a business organization, a government, or a political party.

Tourism policies initially arose as a response to threats to tourism sustainability which began to appear in the 1970's as a result of the rapid global expansion of mass tourism. In the Caribbean, these challenges are manifested in the environmental and socio-cultural spheres, and were exacerbated by the region's high level of vulnerability, often due to the risk of natural disasters, limited natural and human resources, fragile domestic markets and a high level of trade dependency, which created additional pressures to maintain the sustainability (Garcia, 2015).

2.8. Importance of Tourism Policy

One of the principal objectives of establishing a tourism policy is to guarantee and safeguard the effective standardization of processes and practices within the respective tourism industry in which

the policy is implemented. This standardization fosters uniformity and consensus regarding practices which can result in increased sustainability and an overall improvement in the quality of the tourism product. Furthermore, an appropriate use of environmental and human resources should take place as a result of the implementation of a tourism policy. Yet another advantage of a having a sustainable tourism policy is to facilitate government's heightened involvement in the activities of the tourism sector. If policies are implemented, leading to decrees and laws being entered into force, the result should be an increased effectiveness and efficiency of tourism activities (Garcia, 2015).

Tourism policy is of practical significance as international travel requires government cooperation in, for example, bilateral airline negotiations, decisions about provision of facilities and services, interactions with other sectors, use of publicly 'owned' resources such as national parks as attractions, the issuing of tourist visas and in the funding of marketing of particular destinations (Scott, 2011).

Within tourism industry there are various professions (actors) which accomplish their duty and make the sector sustain. Each profession needed to have there on rule and regulation to bring the expected result. Among those actors tour guides are the one which play significant role for the sustainability of tourism industry. However, in most country rule and regulation of tour guide is separated within tourism policy. For instance, South Africa, Kenya Egypt, Cyprus, India, Maldives and Saudi are utilize separate tour guide act or guideline rather than compiled tourism policy. In the case of Ethiopian tour guide law neither mention in tourism policy nor to have common tour guide act/ guideline.

2.9. Tourist guide policy in Africa and Beyond

Tourist guide law is a compiled policy or legal framework which consists of the rights and obligation of a tourist guide and duties and responsibilities of the authorized body and stakeholders. Many countries have policy and/or laws governing the conduct of tourist guide. For instance, Seychelles has a tourist guide policy and lower level laws that regulate tourist guide activities. Egypt has tour guide act, and in Saudi there is Tour Guide Licensing Regulations. Beside, some tourist guide law is found within a general tourism policy, for instance tour guide act of South Africa is found within the South Africa tourism policy. But most of the time it prepare separately. There are also countries like Ethiopia who didn't have a compiled law/act of tourist guide either within tourism policy or separately.

2.9.1. Tourist guides policy of Seychellois and Saudi

The researcher brings two practices Seychellois from Africa and Saudi Arabia from Middle East. The reason to choose Seychellois is that even though a small island with a small number of people and heritage, they provide attention and developed precise and clear tourist guide act. The act mentions nine very important points which may be help to learn to solve tour guide administration problems of our country. I brought here the case of Saudi Arabia also, it considers one of the most important Islamic holy places in the world, most of their heritage associated with Islamic sacred and festival. The Saudis utilize tourism and generate large amount of money every year without affecting their culture and religion. Ethiopia also has similar Islamic and Christian tourist sites and cultural festival. Therefore we can learn how they became successful and properly implement and protect their culture.

The practice mention below is the combination of Seychellois and Saudi. Among the different detail issue listed in both countries, the researcher only focuses on the relevant and vital points.

These are: - ownership, qualification, scope of license, tourist guide duties, risk management and transportation.

2.9.1.1. Ownership

Tourist guide profession in most country is reserved for the citizen of the countries only. This is because profession is considered very important for image building of the countries (Magdy 2016). Beside the heritage, culture, history, custom, rule and regulation of a country well describe by citizen guide rather foreign tourist guide who work outside of his/ her country.

Magdy (2016), shows that foreign labor in the tourism field is not authorized in many countries especially in East Asia. He further illustrated the past experience of Egypt, foreign tourist guides first came as tourists from different countries and stayed in Egypt and work in promoting the internal trips and consider themselves as foreign tourist guides. This foreign labor is getting high salaries from 3000 to 5000 \$ or 1000 to 1200 Euro. However, foreign tourist guides affected the Egyptian labor market that was hit by unemployment. Moreover, the foreign tour guides did not well know the Egyptian history or the customs and traditions and could manipulate the country's history. In addition foreign tourist guides could also interpret a certain custom wrongly according to his own belief which could leave a bad image about Egypt. Currently, the Egyptian labor act No.485 (2010), article 17 prohibited the foreign labor from working as tourist guides field.

Seychellois also reserve tour guide profession to their own citizens. Seychellois tourist guide act explains: "Tourist guide license is reserved for Seychellois only. Being a small operation in which a person with minimal capital but with the knowledge and qualification can easily invest, such a venture shall be reserved for Seychellois only." Seychellois only means the license holder must be a citizen of Seychelles. As we observe in the above, the Seychellois act mentions very an

important point that tourist guide profession doesn't need a large amount of money. The activity can be run by a minimum amount of capital with an appropriate knowledge and qualification.

In addition to Seychellois, Saudi also reserve tourist guide profession for their citizen. The Saudi tour guide policy stated that, tour guide license only left for Saudi citizen and not less than 21 years of age. To conclude the above discussion, tourist guide profession is better to hold only citizen, since it helps to reduced unemployment, generate large amount of income for citizen and for better image building.

In the case of Ethiopia, even though we didn't have a compiled tourist guide law, the guideline used by Ministry of Culture and tourism stated that the candidate has to be present a residential ID card of Addis Ababa. However, the guideline is not black and whitely explained the profession preserve only Ethiopian. If any foreigner who have a residential ID card it allow to work as tourist guide. Because of this foreign tourist guide in the name of group leader provide service in different destination.

2.9.1.2. Qualification

To develop tourist guide policy qualification of tourist guide is very essential. Requirements for the qualification tourist guide is a little bit differ from country to country. For instance in Seychellois, qualification was set by Seychellois License Authority (SLA) or department of tourism. So that individual is expected to attain and successfully complete the course. However, those individual who fail to attend shall not be allowed to practice as tourist guide. Among the qualification the most important is the candidate tourist guide expected to successful compilation of first aid course and approved or endorsed by ministry of health.

Here three very significant point mention. The first one is in order to set qualification two responsible authorized body work together and develop criteria. The second point is that tourist

guide have to be successfully attain the course, if not finished the course not allow to work as tourist guide. The last one tourist guide have to be successfully complete first aid course, and it have to be observed by ministry of health. Beside this tourist guides is expected to know at list one foreign language.

In the case of Saudi they develop simple and prices requirement, such as tourist guide must be of good conduct, have not been convicted of any violation of public order or breach of trust, submit a certificate of good health proving to be medically fit, free from diseases and disabilities that would prevent one from becoming a tour guide ,successfully passed the tests and personal interviews conducted by the Saudi Commission for Tourism & Antiquities (SCTA) and must hold a certificate of First Aid course.

In Saudi, even though the license level and working area differ license is still offered by one organization called SCTA. They divided tourist guide in to three different categories, these are general, local and site guide, each category is expected to fulfill some criteria. For instance to become general tourist guide at least hold high school diploma, best if the applicant certified in tourism field or a holder of a BA Degree in history, geography, archeology and/ or other relevant majors. So that a general tourist guides is allowed to operate in the entire province. Whereas the local guide only allow on the province or city. In the same way site guide operate in a single site.

The Saudi division of tourist guide in different category is also practice in Ethiopia. However, here in Ethiopia tourist guide accredited organization six in number but in Saudi one organization. In our case practically the ID card not properly utilizes. Because according to the finding of the study majority of respondents were not ask to show there ID card. Therefore, the Saudi case is very practical and easy to control and supervision.

The above qualification is somewhat similar but in the case of Saudi more broad than Seychellois. Because it need good behavior, health and free from criminal record which is differ from Seychellois. Both of them equally accepted the criteria of first ide license and at list one foreign language. The other significant point mention in Saudi but not in Seychellois was that, tour guide license is valid for one year, where the tour guide is under probation for the first year of work and he is obliged to renew his license within two months prior to the expiry date.

In the case of Ethiopia, as indicated in the literature review the MoCT tourist guide guideline stated that a candidate tourist guide have to fulfill 5 certificates associated qualifications and other 5 legal issues related criterion. The legal issue qualifications are residential identity card, tine number, and approval letter from police free from any criminal record. In the case of Ethiopia very significant qualification which not mention in both country is that candidate tourist guide must present a confirmation latter from police station free from any criminal record.

2.9.1.3. Scope of license

The Seychellois tourist guide act mentions about scope of license. In the act scope of tourist guide means, it allow only guiding service. In other word tourist guide allow to meet with tourist only in hotel or in their office, it is totally forbidden pick tourist from airport and also when the time of tourist depart the country it is not allow for tour guide accompany in to airport. This is because, to create job opportunity for taxi driver. Therefore, it helps them to engage large number of employee in tourism sector.

In the case of Ethiopia, there is no written explanation about scope of license like Seychellois. However, each accrediting organization provides ID card/license able to provide service in the permitted area. For instance, those tourist guides who receive license from MoCT able to work all over the country, whereas the rest in principle are not allow work outside of Addis

Ababa. But in practice, as we observed on table 22, above those tourist guides accredited by AATGA and GM they provide service outside of Addis Ababa.

2.9.1.4. Tourist guide duties

According to Saudi tourist guide regulation, a tourist guide shall carry out all the following while accompanying tourist. First, a tour guide is expected to provide full explanation to visitors. This is a very important responsibility that has to do with having adequate and appropriate knowledge and explain the same to tourists. Second, a tourist guide has to carry and maintain a tour guide ID badge. As long as a tourist guide is on duty, he or she is obligated to wear a badge. Third, according to the Saudi regulation, a tourist guide must observe Saudi dress code while working as a tour guide. In my experience here in Ethiopia, church museums and cathedral both tourist guides and tourists are expected to wear religiously acceptable clothes. Most of the time, this has become a source of conflict between staff of the church and tourist guide.

Therefore, the Saudi regulation it helps to protect culture, custom and belief of the society. Besides, it brings respect between the two parties' i.e., tourists and recipients. The last essential idea of tourist guide duty mention in the regulation was, tourist guide shall not take the advantage for his profession for personal or commercial gain. The last point is very critical for protecting tourist from various unethical tourist guide activities. In my experience tourist guides and drivers deliberately lead tourist in to souvenir and jewelry shop that they get 30% and above commission.

Concerning to identification of badge, like Saudi Arabia Seychellois tourist guide act also mention as follow: - "A licensed tourist guide shall always wear a visible identification badge while on duty. The badge shall be the type approved by the SLA. For guides employed by tour operators, they shall wear an identification badge issued by their employers" here is one thing

differ the previous that the badge prepare and approved in the protection of SLA, in my understanding it may control illegal tourist guides.

In both cases identification badge used to simply identify the legal tourist guide from illegal. Besides, if tourist unsatisfied both the service and the treatment offered by tourist guide, it help to present complain by calling the tourist guide name to the responsible body. In the case of Ethiopia the tourist guide guideline did not mention about tourist guide badge. Beside, in my experience I didn't came across tourist guide who wear badge on duty.

2.9.1.5. Risk management

Seychellois tourist guide act mentions a very critical issue regarding risk management. It is presented as follows. "All licensed tourist guides must obtain a proper insurance policy to cover clients in case of injury and damage to property and standard operating procedure for disaster and emergency response while on a tour." Seychellois provide a vital law for the tourism industry. Every legal tourist guide is expected to be insured, this is not only support tourist but tourist guide also benefited a lot. Tourists feel secure and confidential. It may also help to enhance for staying time of tourist in Seychellois. In addition, if physical or property damage is happen without insurance support it is difficult to immediately recover. Therefore, the Seychellois tourist guide risks management trend is capable to accept as best practice for the rest of Africa particularly for Ethiopia.

2.9.1.6. Transportation

Again in Seychellois tourist guide act also allowed for licensed tourist guide to have a vehicle to conduct tours only. Besides, the act determined the age of the vehicle not more than five years. As mention in the above tourist guide vehicles not use like a taxi from airport to hotel or from hotel to airport. It allows only a tour purpose. The permission of tourist guide to have a vehicles it may develop the profession and able to transform tourist guide in to tour and travel organization owners.

Tourist guide in Seychellois not only forced insured but all of them also expected have their own office. A point of contact to conducting business is essential. Even though increase the expense of tourist guide to have fixed office is indispensable. A point of contact (availability of office) in the case of Ethiopia it is a little bit impractical practice in Addis Ababa. Let alone individual tourist guide especially freelancer tourist guides Addis Ababa Tour Guide Association with 127 members didn't have their own fixed office.

CHAPTER THREE

3. RESEARCH METHODOLOGY

3.1. Description of the Study Area

Addis Ababa has various tangible and intangible heritages serve as attraction for tourist. These attractions are monuments, museums, parks, cultural restaurants, cultural centers, religious and cultural ceremonies, which helps to increasing the duration of tourist in Addis Ababa. Tourist guides and attraction are strongly related each other.

Generally in Addis Ababa there are 17 monuments, 17 museums, 13 parks, 11 cultural restaurants and 2 cultural centers. According to the data obtained from Addis Ababa Culture and Tourism Bureau (2016), there are 440 heritage register, furthermore 26,000 tourist services supplier offer service to the tourist and the public as a whole. Among these, 80 star hotels are register. The data obtained from the ministry of culture and tourism stated (2017) stated that there are 565 tours and travel organization registered and offer service in the country, among these about 320 of them found in Addis Ababa.

3.2. Research Approach

Research approach of the study was both qualitative and quantitative. The qualitative part of the study utilized in-depth interview from the leaders, experts and senior tour guides six organizations. The quantitative part of the study utilized descriptive quantitative survey to generate data. Each approach is described below a little bit more.

3.3. Sources of Data

For this study the researcher collected primary and secondary data. Primary data was collect from the Ministry of Culture and Tourism, Addis Ababa Culture and Tourism Bureau, Addis Ababa Tour Guide Association, Tour and Travel Association and governmental and church owned museums in Addis Ababa.

Primary data were collected through semi structured, open indeed questions and in-depth interview. The study used survey to collect data about experience, sex, accreditation, license and other issues from those tour guides actively engaged in their activities in the six organizations mentioned above. Furthermore, the researcher prepared 16 different in-depth interview questions for the leaders or directors and senior experts and tour guides of the six organizations in order to gather legality, mandate, accreditation, license and coordination related information from tour guide and organizations as a whole. Whereas secondary data was collect from books, journals, unpublished documents, newspapers, magazines and the internet.

3.4. Sampling Techniques and Sample Size

Currently in Addis Ababa hosts about 488 tour guides, of which 187 obtained accreditation from the Ministry of Culture and Tourism, 127 from Addis Ababa Tour Guide Association , 61 from religious and government museums , 65 from Addis Ababa Culture and Tourism Bureau , and 48 from tour and travel organization.

The qualitative section of the study used purposive sampling technique from the leaders of the organizations, senior expertise and seniors' tourist guides. Therefore, totally I made 16 in-depth interviews with leaders of governmental museum 2, leader of Ethiopian Orthodox Twahado Church 1, senior expertise's from AACTB 2, senior expertise from MCoT 1, leader of AATGA 1 and leaders of TTO 1 plus 8 senior tourist guides from the six organizations.

The quantitative part of the study used proportional sampling method. After identifying the proportional numbers of respondents, the researcher used random sampling method and selected 220 tourist guides as respondents. Numbers of sample determine was using the following formula.

$$n = \frac{N}{1 + N(e)^2} \quad n = \frac{488}{1 + 488(0.0025)}$$

$$n = \frac{488}{1 + 488(0.0025)} \quad n = 219.8 \text{ therefore 220 sample utilize as respondent}$$

N = total population

n = sample

e = error (0.05) Adopted from Israel (1992).

Another very important question is that to determine how much sample size of each tourist guide organizations had share from the total sample size. The best sample determination methods for such different numbers of groups are quota or proportional is preferred. Therefore, by simple calculation the researcher determined the proportional numbers of each category. From MCoT accredited tour guide out of 187 proportional samples were be 84, from AACTB accredited tour guide out of 65 proportional samples were 29, from AATGA accredited tour guide out of 127 proportional sample were 57, from religious and government museums out of 61 proportional

sample were 28, and from those who temporarily work in tour and travel organization out of 48

No.	Group Name	Total Population	Proportional Represented
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proportional sample were 22. To further clarity the following table presents.

			% (Percent)	Sample
1	Guide in Government Museums	36	16.23 %	16
2	Church Museums guides	25	11.27.1 %	12
3	Guides in Addis Tour guides Association	127	57.25 %	57
4	Guides Obtaining their ID. Card from MCoT	187	84.30 %	84
5	Guides Obtaining their ID. Card from AACTB	65	29.30 %	29
6	Guides in TTO	48	21.63 %	22
	All guides	488	100%	220

Sample size

3.5. Methods of Data Analysis

Each and every analytical method has its advantage and limitation; hence it is advisable to select the one that can better suit to the specific purpose (Mahlet, 2006). Therefore, for this study quantitative data were analyzed using descriptive statistical tools such as percentage, frequency and ranking test was used to show the current practice and legal frame work of tour guide in Addis Ababa.

CHAPTER FOUR

4. RESULTS AND DISCUSSION

This chapter presents the results and analysis of the study, and discusses the findings of the investigation.

4.1. Demographic Characteristics of the Respondents

4.1.1. Tourist guide sex and age

The study addressed six tourist guide accrediting organizations. They are:- Minster of Culture and Tourism, Addis Ababa Culture and Tourism Bureau, Addis Ababa Tout Guide Association, Tour and Travel Organization, Church Museum and Government Museum. As I indicated earlier, the total populations of tourist guide in Addis Ababa were 488 of which 220 respondents were sampled. All of the respondents were licensed to work as tourist guides in the capital Addis Ababa and other tourist destinations. For better understanding, I categorized respondents by the origin of their license.

Table.1 Respondents by their accrediting organizations sex and age

Sex	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Male	77	(91.7%)	57	(100%)	29	(100%)	12	(100%)	14	(87%)	18	(81.8%)	207	(94.1%)
Female	7	(8.3%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(12.5%)	4	(18.2%)	13	(5.9%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)
Age														
18- 25	8	(9.5%)	4	(7.0%)	6	(20.7%)	0	(0.0%)	5	(31.3%)	0	(0.0%)	23	(10.5%)
26- 33	43	(51.2%)	31	(54.4%)	13	(44.8%)	2	(16.7%)	4	(25%)	12	(54.5%)	105	(47.7%)
34 -41	23	(27.4%)	14	(24.6%)	8	(27.6%)	7	(58.3%)	7	(43.8%)	6	(27.3%)	65	(29.5%)
42- 49	5	(6.0%)	6	(10.5%)	2	(6.9%)	2	(16.7%)	0	(0.0%)	3	(13.6%)	18	(8.2%)
50 ≥	5	(6.0%)	2	(3.5%)	0	(0.0%)	1	(8.3%)	0	(0.0%)	1	(4.5%)	9	(4.1%)
Total	84	(100.0%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

According to the above table, out of the total 220 respondents, the vast majority (94.1%) of tourist guides are male. The remaining only (5.9%) respondents are female. The result also shows that there is no female tour guide accredited by AATGA, AACTB and CM. The highest 18.2% female tourist guide is found in tour and travel organizations and work as full time employees. The outcome of the study indicated that tour guiding in the current situation of Addis Ababa is male dominated. All stakeholders, particularly Ministry of Culture and Tourism, Addis Ababa Culture and Tourism Bureau, government and private TG training institution should give an attention to support women to join the tourist guide profession

The result from table 1 indicates that, 54.5%, 54.4% and 51.2% of the respondents are accredited from TTO, AACTB and MoCT in their total population respectively were between the age of 26- 33. This age group accounts for 47.7% of the respondents in the total sample population. Moreover, the youngest age group between 18-25 accounts 31.3%, 20.7%, 7% and 9.5% of TGs accredited from GM, AACTB, AACTB, and MoCT of their total population respectively. On other hand, oldest age group 50 and above accounts 8.3%, 6%, 4.5% and 3.5% of TGs accredited from CM, MoCT, TTO and AACTB in their total population respectively. There was no a single tourist guide found in the age category of 50 and above from AATGA and GM accredited TGs. The same was true in the age category of 18-25 TGs accredited from TTO. The result of the study clearly indicated that on aggregate, 87.7% of respondents were at the age of 18-41. Therefore, we can conclude that tourist guide profession in Addis Ababa at the time of this research was run by young professionals.

4.1.2. Tourist guide experience

To provide quality service and became productive in every career experience is very significant. Experienced profession develops a talent how to tackle the problem he/she face. Experienced tourist guide easily understand there gusts and make effort according to the interest their gusts.

Table 2 tries to show experience and educational background of tourist guide in Addis Ababa.

Table.2 Work experience and Educational background

Experience	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	
	F ¹ %	F %	F %	F %	F %	F %	F %
< 3 Y.	15 (17.9%)	4 (7.0%)	9 (31.0%)	2 (16.7%)	4 (25.0%)	2 (9.1%)	36 (16.4%)
3-5 Y.	19 (22.6%)	12 (21.1%)	8 (27.6%)	1 (8.3%)	4 (25.0%)	8 (36.4%)	52 (23.6%)
6-8 Y.	30 (35.7%)	22 (38.6%)	10 (34.5%)	5 (41.7%)	5 (31.3%)	5 (22.7%)	77 (35.0%)
9-11 Y.	7 (8.3%)	7 (12.3%)	2 (6.9%)	0 (0.0%)	0 (0.0%)	5 (22.7%)	21 (9.5%)
12 ≥	13 (15.5%)	12 (21.1%)	0 (0.0%)	4 (33.3%)	3 (18.8%)	2 (9.1%)	34 (15.5%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)
Education							
G. 10-12	1 (1.2%)	14 (24.6%)	6 (20.7%)	1 (8.3%)	0 (0.0%)	1 (4.5%)	23 (10.5%)
Diploma	53 (63.1%)	33 (57.9%)	20 (69.0%)	3 (25.0%)	5 (31.3%)	10 (45.5%)	124 (56.4%)
Degree	29 (34.5%)	6 (10.5%)	3 (10.3%)	4 (33.3%)	9 (56.3%)	11 (50.0%)	62 (28.2%)
Master	1 (1.2%)	2 (3.5%)	0 (0.0%)	3 (25.0%)	2 (12.5%)	0 (0.0%)	8 (3.6%)
< 9	0 (0.0%)	2 (3.5%)	0 (0.0%)	1 (8.3%)	0 (0.0%)	0 (0.0%)	3 (1.4%)
Total	84 (100 %)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)

Source: Own survey data, 2018

Table 2 above illustrates that the majority of the respondents (35%) have 6 - 8 years of work experience. Within this group, CM and AATGA accredited TG has the highest percent of experienced compare to the other. The result of the study also indicates that 15.5% of tourist guides have 12 and above years' work experience. The aggregated result of the study from 6 up to grater than12 years of work experience of the respondents is 60% among the total population. Therefore, tourist guides in Addis Ababa have rich experience and are capable to elucidate the major historical, cultural and natural heritage of the city and also the country as a whole.

¹ "F" stands for frequency

According to a research conducted in Addis Ababa culture and tourism (2011), rich work experience in tourism service provider organization is one of the very important means of tourist satisfaction.

The result of the study also revealed that the majority (65.4%) of the respondents' educational background is diploma. Within this category, 63.1%, 57.9% and 69% of tourist guides are accredited from MCoT, AATGA and AACTB respectively. The study also indicated that 28.2% of tourist guides have first degree. On other hand, a minimum number (10.5%) of respondents have educational backgrounds 10 - 12.

The study shows that the majority of tourist guides are limited to diploma level education. In order to perform and win the competition in tourism industry, diploma level tourist guides need to upgrade their education. The qualitative data result of the study also directly supported the argument that the TGs are not educated enough to win a competitive tourism industry. The interview conducted with experts of the Ministry of Culture and Tourism, Ato Habetamu Muluken and Ato Ephram Assefa, the director of national museum. They stated that so far in Addis Ababa and generally in Ethiopia, there is no university and college to provide degree program in tourist guide field. In order to meet the Second Growth Transformation Plan² 2015/16 to 2019/20 All stakeholders of tourism have to provide essential attention for the tourism industry sector, including tourist guides.

4.1.3. Tourist guide and foreign language

Tourist guide activity needs effective oral communication between tourist and tourist guide. Nowadays foreign languages especial English, is becoming mandatory. However more foreign

² The Second Growth and Transformation Plan (GTP II) is the realization of Ethiopia's vision of becoming a lower middle income country by 2025.

languages are also becoming essential for a tourist guides. Table 3 shows the current status of tourist guide in relation to how many foreign languages they are able to speak.

Table.3 Tourist guides foreign language competence

No. of foreign language s spoken by TGs	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
One	36	(42.9%)	16	(28.1%)	26	(89.7%)	7	(58.3%)	12	(75%)	11	(50.0%)	108	(49.1%)
Two	37	(44.0%)	33	(57.9%)	3	(10.3%)	4	(33.3%)	1	(6.3%)	9	(40.9%)	87	(39.5%)
Three	9	(10.7%)	8	(14.0%)	0	(0.0%)	0	(0.0%)	3	(18.8%)	2	(9.1%)	22	(10.0%)
Four	2	(2.4%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(.9%)
None	0	(0%)	0	(0.0%)	0	(0.0%)	1	(8.3%)	0	(0.0%)	0	(0.0%)	1	(.5%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

The result from table 3 shows that majority of respondents (49.1%) speak only one foreign language. In this category the vast majority (89.7%) and (75%) tourist guide were from AACTB and GM respectively. Tourist guides who speak two foreign languages constitute the second largest number (39.5%). In this group 57.9% AACTB, 44% MoCT and 40.9% TTO accredited tour guides speak two foreign languages. On aggregate, 10.9% of tourist guides speak three and more foreign languages. The study shows that tourist guides who are able to speak more than three foreign languages were those tour guide accredited from MoCT. One tourist guide from CM was unable to speak a single foreign language. Interview result indicated that, most of the time two and above foreign language speaker tourist guide more preferable and frequently access a trip request from tour and travel organization.

4.1.4. Tourist guide field of study

Tourist guide profession is one of the vital careers which have very significant positions in the tourism and hotel industry. An individual who engage in this profession is expected to have at list the main knowledge about history, culture and natural heritage of the destinations he/she work for.

Table 4 shows the current status of tourist guides field of study in Addis Ababa.

Table.4 Tourist guide fields of study

Field of study	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Tour gu/op	28	(33.3%)	23	(40.4%)	9	(31.0%)	2	(16.7%)	0	(0.0%)	6	(27.3%)	68	(30.9%)
Management	1	(1.2%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(1.4%)
T/man&dv	24	(28.6%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	1	(6.3%)	2	(9.1%)	29	(13.2%)
History	3	(3.6%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	3	(18.8%)	1	(4.5%)	9	(4.1%)
Arch & heri. manag	0	(0.0%)	0	(0.0%)	3	(10.3%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(1.4%)
His and heri.maneg.	1	(1.2%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(.5%)
Anthology.	1	(1.2%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(.5%)
Fori.Lang.	1	(1.2%)	4	(7.0%)	3	(10.3%)	0	(0.0%)	0	(0.0%)	1	(4.5%)	9	(4.1%)
Sociology.	0	(0.0%)	2	(3.5%)	0	(0.0%)	2	(16.7%)	0	(0.0%)	1	(4.5%)	5	(2.3%)
Theology	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(25.%)	3	(18.8%)	0	(0.0%)	6	(2.7%)
Other	14	(16.7%)	8	(14.0%)	8	(27.6%)	0	(0.0%)	7	(43.8%)	7	(31.8%)	44	(20.0%)
COC	1	(1.2%)	14	(24.6%)	6	(20.7%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	21	(9.5%)
2 prof.	8	(9.5%)	0	(0.0%)	0	(0.0%)	3	(25.0%)	1	(6.3%)	3	(13.6%)	15	(6.8%)
3 profession	2	(2.4%)	0	(0.0%)	0	(0.0%)	1	(8.3%)	1	(6.3%)	1	(4.5%)	5	(2.3%)
No special _z	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(8.3%)	0	(0.0%)	0	(0.0%)	1	(.5%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

The result of the study indicated that the majority (30.9%) studied tour guiding and operation. Within this category, 33.3% MoCT, 40.4% AATGA and 31.0% AACTB study tour guiding operation in college. The second largest (13.2%) respondents studied tourism management and development. Almost non from church and government museum respondents study tour guiding and operation or tourism management and development field in college or university. According to

the result of the study, almost 24 different fields of study observed and join in the tourist guide profession and provide services in Addis Ababa and elsewhere in the country. According to the secretariat of Addis Ababa Tour Guide Association and Ministry of Culture and Tourism expert, any individual who holds degree or diploma in any field of specialization as long as experienced in a tourist guide activity and also able to present COC certificate from the concerned organization can easily join the profession. There were 24 fields of specializations identified in the study including mentioned in the above. Among these some of them were economics, marketing management, biology, law, industrial chemistry, information technology, human resource management, wood work, literature, electronics, animal and wild life science and so on.

4.1.5. Types /specialization of tourist guides

Within the type of tourist guide, there are different field of specializations which are familiar in the developed world³. Specialized tourist guides can provide each and every detail explanation for tourist and able to create satisfaction. Specialized tourist guides are one of the most important image builders of a country. Table 5 tries to show the current situation of tourist guide in Addis Ababa in terms of fields of specialization.

³ Different authors have outlined various categories of tour guides. Some have classified tour guides based on the geographical boundaries in which tour guiding operations are conducted while other authors put emphasis on the required qualifications, abilities and type of activities performed. Types of tour guides includes; on-site guides; docents, personal or private guides; city guides, specialized guides, regional or provincial guides ... (Malitoni & Mweiwa, 2014).

Table.5 Field of specialization

Types of tourist guide	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs			
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
City TG	7	(8.3%)	10	(17.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	5	(22.7%)	22	(10.0%)
Deriver Guide	1	(1.2%)	7	(12.3%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(9.1%)	10	(4.5%)
Docents	0	(0.0%)	0	(0.0%)	0	(0.0%)	8	(66.7%)	8	(50%)	0	(0.0%)	16	(7.3%)
Adventure G.	3	(3.6%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(1.4%)
private guide	4	(4.8%)	0	(0.0%)	26	(89.7%)	0	(0.0%)	0	(0.0%)	2	(9.1%)	32	(14.5%)
free lance	32	(38.1%)	18	(31.6%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	7	(31.8%)	57	(25.9%)
Specialist G.	4	(4.8%)	4	(7.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(9.1%)	10	(4.5%)
Two types of specialization	18	(21.4%)	6	(10.5%)	3	(10.3%)	4	(33.3%)	6	(37.5%)	3	(13.6%)	40	(18.2%)
Three types of specialization	9	(10.7%)	4	(7.0%)	0	(0.0%)	0	(0.0%)	2	(12.5%)	0	(0.0%)	15	(6.8%)
≥Four types of special.	6	(7.1%)	8	(14.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(4.5%)	15	(6.8%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

Majority of respondents from the total sample (25.9%) were freelance. All freelance tourist guides are accredited from MoCT, AATGA and TTO. There is no TGs working as a freelancer accredited by CM, GM and AACTB. Those tourist guides who consider themselves as city tour guide were 10% of the total sample size. Unfortunately, there is no tourist guide accredited from CM, GM and AACTB designated as city tour guide. Almost all (98%) within their total respondents, AACTB accredited TGs consider themselves as personal or private tourist guide. The second large number 18.2% of respondents from the total population considered to have two fields of specialization. On aggregate, 13.6% of respondents from the total sample put themselves as the owners of three and four fields of specialization. In this category, no tourist guide accredited found from AACTB, CM and GM except two individual from government museum. Among the total population, only 7.3% of respondents believed themselves as docent or indoors tourist guide. All of them were accredited from CM and GM.

Even though, TGs consider themselves as the owners of one or more field of specialization, however, according to interview discussion from the expertise and senior tourist guides asserted that all TGs accreditation organization did not develop a trend to provide license according to specialization. Therefore, all TGs who have license and able to work in different destination had the same license called tourist guide.

4.2. Tourist Guide license

4.2.1. Tour guide license, criteria and accrediting organ

Every profession has its own professional ethics to fulfill. The first ethical issue is legalization. License is the legal issue which provides recognition for individuals to accomplish a certain activity in the field of specialization offered by responsible organs. TG license is the guaranty for tourist to receive quality of service, treatment and protection from any undesirable situation. Table 6 provide general picture regarding the existing TGs license in Addis Ababa.

Table.6 Tour guide license, criteria and accrediting organ

Do you have tour guide license able to work in dif. Dest.	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Yes	84	(100%)	57	(100%)	29	(100%)	0	(0%)	0	(0%)	0	(0%)	170	(77.2%)
No	0	(0%)	0	(0%)	0	(0%)	12	(100%)	16	(100%)	22	(100%)	50	(22.7%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100)	220	(100%)
If “Yes” which responsible organization provided you the license														
MoCT	84	(100%)	0	(0.0%)	0	(0.0%)	-		-		-		84	(49.4%)
AATGA	0	(0.0%)	57	(100%)	0	(0.0%)	-		-		-		57	(33.5%)
AACTB	0	(0.0%)	0	(0.0%)	29	(100%)	-		-		-		29	(17.1%)
Total	84	(100%)	57	(100%)	29	(100%)	-		-		-		170	(100%)
Does it have any criteria														
Yes it has	77	(91.7%)	50	(87.7%)	29	(100%)	-		-		-		156	(91.8%)
No it has not	1	(1.2%)	0	(0%)	0	(0%)	-		-		-		1	(0.6%)
Not always	6	(7.1%)	7	(12.3%)	0	(0%)	-		-		-		13	(7.6%)
Total	84	(100%)	57	(100%)	29	(100%)	-		-		-		170	(100%)

Source: Own survey data, 2018

Among the total sample size, the majority 77.2% of respondents confirmed that they have license which help them work in different tourist destinations. However CM, GM and TTO accredited tourist guides had not license from outside of their organization. i.e they only have accreditation ID card to work in their own organization. From those who have license, of majority tourist guides 49.4% out the total population, received from MoCT, 33.5% of them from AATGA and the rest (17.1%) obtain from AACTB.

Regarding the question, Does it have any criteria to fulfill to obtain tourist guide license?, for this question the majority (91.8%) of respondents from the total sample declared “yes it has”, while 7.6% respondents asserted “yes but is not always”. On the other hand, only one respondent provided “no it is not”. The answer by the majority of respondents confirms a response from an interview conducted with MoCT tourism regulatory senior expert Ato Abetamu. According to the expert, the Ministry of Culture and Tourism has its own criteria to provide a tourist guide license. The same is true for AATGA and AACTUB.

4.2.2. Tourist guide license criteria

Tourist guides license criteria means a list of points (education, experience and language free from criminal record) required from a candidate to fulfill for a license to be granted. Table 7 tries to show a list of such criteria.

Table.7 Tourist guide license criteria

criteria	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		Total	
	F	%	F	%	F	%	F	%
Education	31	(36.9%)	15	(26.3%)	20	(69.0%)	66	(38.8%)
Experience	0	(0.0%)	12	(21.1%)	0	(0.0%)	12	(7.1%)
Language	4	(4.8%)	0	(0.0%)	3	(10.3%)	7	(4.1%)
Other	33	(39.3%)	24	(42.1%)	3	(10.3%)	60	(35.3%)
Education and experience	10	(11.9%)	4	(7.0%)	3	(10.3%)	17	(10.0%)
Education and free from criminal record	4	(4.8%)	2	(3.5%)	0	(0.0%)	6	(3.5%)
Education, language and free from criminal record	2	(2.4%)	0	(0.0%)	0	(0.0%)	2	(1.2%)
Total	84	(100%)	57	(100%)	29	(100%)	170	(100%)
Fee								
Yes	4	(4.8%)	57	(100%)	29	(100%)	90	(52.9%)
No	80	(95.2%)	0	(0%)	0	(0%)	80	(47.1%)
Total	84	(100%)	57	(100%)	29	(100%)	170	(100%)

Source: Own survey data, 2018

The table above shows, there were four criteria listed by the respondents. These were (i) education, (ii) experience, (iii) language and (iv) absence of any criminal record. From the total (90) respondents, the majority (38.8%) stated that education is the only criteria to obtain tourist guide license. Within this group, majority (69%) of respondents received their license from AACTB stated that education is the basic criteria to obtain the license. This maybe they obtain their license from AACTB through the criteria of education. On aggregate in their total population 63.2% tourist guides from MoCT and AACTB also confirmed that education is the only criteria. On other hand 35.3% of respondents from the total sample were express criteria based on the combination of education, experience, language and free from any criminal record. Those tourist guides accepted all the criteria from MoCT and AATGA rated 39.3% and 42.1% in their total population respectively.

The interview result from both MoCT and AACTB supported the result mention in above. In both case educational background, COC result, language and free from criminal records were the main criteria.

Regarding to payment 52.9% of respondents from the total sample agreed that, tourist guide is expected to pay for getting the license. Whereas the remaining 47.1% respondents from the total sample confirmed that there is no payment as long as tourist guide fulfill the requirement. Among those who say no, almost all of them accredited by MoCT. In addition to these all respondents from AATGA and AACTB asserted that there is no payment for getting the license.

4.2.3. Amount of payment for the license

Table 8 tries to show how much tourist guide is pay for getting the license.

Table.8 license service fee

Fee for license	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		Total	
	F	%	F	%	F	%	F	%
If “Yes”, how much do you pay in Birr								
Below 50	0	(0%)	2	(3.5%)	0	(0%)	2	(2.2%)
51-100	0	(0%)	2	(3.5%)	0	(0%)	2	(2.2%)
101- 200	3	(75%)	2	(3.5%)	6	(20.7%)	11	(12.2%)
201- 300	1	(25%)	47	(82.5%)	9	(31.0%)	57	(63.3%)
more than 300	0	(0%)	4	(7.0%)	14	(48.3%)	18	(20%)
Total	4	(100%)	57	(100%)	29	(100%)	90	(100%)

Source: Own survey data, 2018

The study result on table 7 above, out of the total 170 respondents, 52.9% of them said yes it is expected to pay for getting the license. The result on table 8 indicated that, among the total 90 respondents who paid for the license, majority (63.3%) of them confirmed that they paid from 201 up to 300 Ethiopian birr. On other hand, 20 % of the respondents from the total population paid more than 300 Ethiopian birr. Large majority (82.5%) from AATGA and 31% from AACTB agreed they paid from 201 up to 300 Ethiopian birr.

The above study result of table 7 and 8 almost similar with the interview conducted from the expertise of MoCT and AACTB. According to Miss Sofia Fenta Arada Sub City Culture and Tourism expert stated that tourist guide is expected to pay for getting the license. While, according to Habetamu expert of MoCT declared that tourist guide is not expected to pay for the license. Therefore, obtaining license from AACTB and AATGA payment is mandatory whereas getting license from MoCT payment is not mandatory.

The payment is vary depend on the organization. Among the total of (90) respondents 63.3% paid from 201up to 300 Ethiopian birr. However, 20% of the respondents from the total sample stated that tourist guide is expected to pay more than 300 Ethiopian birr.

4.2.4. Renewal of tour guide license and years of interval

A license is an accredited paper or ID card offered by an authorized organ. In the case of tourist guide license is provided by MoCT, AATGA and AACTBU. Whereas the rest CM, GM and TTO even though they delivered ID card for tourist guide, but it doesn't need to renew. Table 9 tries illustrating renewal of license and its time interval.

Table.9 Tourist guide license renew years of interval

Is it mandatory to renew the license	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		Total	
	F	%	F	%	F	%	F	%
Yes	84	(100%)	46	(80.7%)	29	(100%)	159	(93.5%)
No	0	(0%)	11	(19.3%)	0	(0%)	11	(6.5%)
Total	84	(100%)	57	(100%)	29	(100%)	170	(100%)
If “Yes”, in what years of interval								
One year	3	(3.5%)	32	(69.6%)	29	(100%)	64	(40.3%)
Two Years	78	(92.9)%	8	(17.4%)	0	(0%)	86	(54.1%)
Four ≥	3	(3.6%)	6	(13.0%)	0	(0%)	9	(5.7%)
Total	84	(100%)	46	(100%)	29	(100%)	159	(100%)

Source: Own survey data, 2018

The study result revealed that, among the total (170) respondents almost all (93.5%) of them stated tourist guides are expected to renew their license. Only 6.5% of respondents from the total sample expressed, it is not mandatory to renew the license. All of them were from AATGA. Among those respondents who say “yes”, majority (54.1%) from the total sample agreed that a tour guide is expected to renew his/her license every two years. In this category, 92.9% of them were come from MoCT. On other hand, 40.3% of respondents from the total sample asserted that tourist guides license have to be renewed every year. Within this group, 69.6% of respondents from their population agreed from AATGA. The reaming very few 5.7% of respondents also asserted that, it goes to four years and above.

The quantitative result of this study is almost the same with the result obtained through the qualitative. According to Ato Beyen (secretariat of AATGA), members of the association are expected to renew their license each year. Unfortunately, among 127 members of the association, not more than 6 members renew their license in 2017. The reason behind this as he stated is follows. First, the association for the last two years has not had its own office. There is no a meeting place to collect a membership fee. Second, a large number of association members became the members of MoCT and hold double license from both organizations. This makes the association weak from time to time. Third, there was a conflict between leaders and members of the association and new leader took the power. The last point mentioned by him was the association unable to provide different benefit for their members. So that members did not provide their time for the wellbeing of their association.

In the case of MoCT, Ato Habetamu explained that, previously all tourist guides is expected to renew their license every one year. However, because of compliance from the customers the time interval increases by one year. Therefore, nowadays after two years it is

mandatory to renew the license. He also confirmed that almost all tourist guides accredited from MoCT renewed their license in 2017.

In the case of AACTB, according to Miss Sofia from Arada Sub City Culture and Tourism, leader of regulatory and supervision stated that, their sub city provide 47 private or personal tourist guide license. Every year renewal of license is mandatory. She also confirmed that, almost all tourist guide accredited from AACTB were not renew their license in 2017 G.C. Among the reason she rise that, some of them change their residential area, all of the them have not fixed office or place they found, some of them changed their profession, ID card which we provide is not quality as the federal especially in size. The last point she mention was that, the license was not that much useful outside of Addis Ababa.

Generally, renewal of license is mandatory in each three accredited organization. However, the time interval of renewal of license was differ between MoCT with the rest two. In the case of AACTB and AATGA tourist guide is expected to renew their license in every year. Even though, implementation had its own problem. Whereas in MoCT renewal of license in two years of interval and compare to the other effective and efficient.

4.2.5. Legal mandate of AATGA for provide license

Strong tourist guide association like European Federation Tour Guide Association (FEG)⁴ officially recognized by their continent and counties to provide tourist guide license, training, in

⁴ FEG was founded in 1986 in Paris to represent the profession at European level, to publicize and improve the quality of service offered to all visitors to Europe and to bring together and strengthen professional tourist guiding links across Europe. EG is the voice of professional tourist guides in the Europe and is recognized as an advocate of high standards and quality in tourism.

addition prepare training and license manual and work the welding of tourism in Europe. Table 10 shows AATGA legal mandate to offer license for their members.

Table.10 License offering mandate of AATGA

Does your association have any legal mandate to provide a tour guide license	Frequency	Percent	Valid Percent
	Yes it has	40	70.2
No it is not	2	3.5	3.5
Somewhat it has	2	3.5	3.5
I don't know	13	22.8	22.8
Total	57	100.0	100.0

Source: Own survey data, 2018

Does your association have any legal mandate to provide tour guide license? This question only left for those tourist guides accredited from AATGA. The study result on table 10 indicated that, the majority 70.2% of respondents were yes it has. 22.8% of respondents replied I do not know. Only two respondents were responds that, no it is not.

What are the legal mandates your association have? For this open-ended question, among those who say “yes it has”, only 5 respondents out of 40 try to provide response. Two respondents explain that, our association obtains its legality from Addis Ababa Social Affair Bureau. The other two respondents stated that, Addis Ababa Culture and tourism Bureau take the initiation and provide training for the significant and benefit of association. So that selects our leaders and prepared rule and regulation then approved by Addis Ababa Social Affair Bureau. The last respondents stated that like any legal professional association our association pass through every stapes and fulfill each and every requirement in order to a legal professional association.

4.2.6. Tour guide guideline and its importance

Tour guide guideline is a legal framework that has a list of standards a tourist guide should meet while exercising his profession. Besides it contains the agreement between the two parties i.e.

license provider and tourist guides. Table 11 below tries to test tourist guide knowledge about tourist guides guideline, its importance and the reason so far not to have a single/ compile TG guideline in Addis Ababa.

Table.11 Respondents knowledge about tour guide guideline

Do you know about T.G. Guideline in Addis Ababa	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
	F %	F %	F %	F %	F %	F %	F %
I know little	24 (28.6%)	19 (33.3%)	12 (41.4%)	4 (33.3%)	4 (25.0%)	5 (22.7%)	68 (30.9%)
I don't know	19 (22.6%)	12 (21.1%)	14 (48.3%)	7 (58.3%)	3 (18.8%)	5 (22.7%)	60 (27.3%)
I know much	40 (47.6%)	26 (45.6%)	3 (10.3%)	1 (8.3%)	9 (56.3%)	12 (54.5%)	91 (41.4%)
Other	1 (1.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.4%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)
Is it essential to have a compiled tour guide law							
It is essential	49 (58.3%)	27 (47.4%)	18 (62.1%)	7 (58.3%)	8 (50%)	10 (45.5%)	119 (54.1%)
It's v. essential	30 (35.7%)	18 (31.6%)	8 (27.6%)	3 (25.0%)	8 (50%)	9 (40.9%)	76 (34.5%)
Isn't essential	2 (2.4%)	6 (10.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (9.1%)	10 (4.5%)
Somewhat essential	3 (3.6%)	6 (10.5%)	3 (10.3%)	2 (16.7%)	0 (0.0%)	1 (4.5%)	15 (6.8%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)

Source: Own survey data, 2018

The study result on table 11 indicated that, among the total sample size, majority (41.4%) of respondents stated they know very much about tour guide guideline in Addis Ababa. In this category the majority tourist guide accredited from MoCT, AATGA, AACTB, GM and TTO confirmed that they know very much 47.6%, 45.6%, 56.3% and 54.5% from their population respectively. While only one respondent from CM stated I know very much.

Significant number, 27.3% of respondents from the total sample were not known about the guideline. In this group from their total population 58.3% ,48.3%, 22.7%, 22.6%, 21.1% and 18.8% of respondents were agreed that not at all known about tour guide guideline, those were CM, AACTB, TTO, MoCT, AATGA and GM accredited tour guide respectively. The study result clearly shows that, there is gab of knowledge concerning tourist guideline issue. This indicated

that, let alone illegal tourist guides those legal tourist guides who govern by the guideline significant number of them not know what it means. Therefore, all responsible body and partners work together in order to create awareness. Awareness creation is not left for tomorrow. Because creating understands about the guideline may illegal tourist guide try to work hard to fulfill at list minimum criteria and helps them transfer in to legal tourist guides. Beside if it is known by large majority of tourist guide they may raise question to produce one common guideline in Addis Ababa and in Ethiopia as a whole.

The result from table 11 shows that from the total respondents' majority (54.1%) of them agreed yes it is essential to have a compiled tourist guide law. Significant numbers 34.5% from the total respondents also confirmed yes it is very essential. On other hand from the total sample a minimum number 4.5% of respondents agreed no, it's not essential to have a compiled tour guide guideline. On aggregate large majority (84.6%) of respondents from the total population confirmed that having a compiled tour guide act is significances.

4.2.7. Reason for did not have compile tour guide law so far

Tour guide law or act is a document which consists of detail information about criteria, procedures, Principle, responsibility and benefits of tourist guide. Table 12 shows the possible reason way so far didn't produce a compiled tourist guide law.

Table.12 Possible reason not to have compiled tour guide law

So far we don't have a compile tour guide law	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
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what could be possible reason	F	%	F	%	F	%	F	%	F	%	F	%		
Because it's not significant.(1)	1	(1.2%)	6	(10.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(13.6%)	10	(4.5%)
Lack of attention(2)	11	(13.1%)	8	(14.0%)	3	(10.3%)	1	(8.3%)	9	(56.3%)	2	(9.1%)	34	(15.5%)
Lack of coordination (3)	49	(58.3%)	23	(40.4%)	18	(62.1%)	6	(50%)	3	(18.8%)	9	(40.9%)	108	(49.1%)
Knowledge gap (4)	13	(15.5%)	8	(14.0%)	8	(27.6%)	0	(0.0%)	2	(12.5%)	7	(31.8%)	38	(17.3%)
Other	0	(0.0%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(.9%)
(2) and (3)	2	(2.4%)	6	(10.5%)	0	(0.0%)	5	(41.7%)	2	(12.5%)	1	(4.5%)	16	(7.3%)
(2) and (4)	3	(3.6%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(1.4%)
(3) and (4)	2	(2.4%)	4	(7.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	6	(2.7%)
2, 3 and 4	3	(3.6%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(1.4%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

Table 12 above shows that the possible reason why there is no a compiled tour guide law so far. On aggregate 88.6% agreed that the essentiality of the existence (preparation) of tourist guide law. In order to know the reason why failing to have (prepare) compiled tour guides act/ law/ rule and regulation so far showed below. According to the result in table12, there were four reasons stated by respondents, these were (i) because it's not significant (ii) lack of attention from the government and stakeholders (iii) lack of coordination among stakeholders (iv) knowledge gap in the administrative organ.

Majority (49.1%) of respondents from the sample population agreed that lack of coordination among stakeholders were the key reason why we don't have a compiled tour guide act or law so far. From the sample respondents 7.3% and 15.5% of respondents stated that Knowledge gap on the administrative body as well as lack of attention given from the government for tourism sector also suggested as the reason that there were no a compiled tour guide law/ act indicated on above respectively.

The result discussed above was quite similar the interview I was conducted with the senior tourist guide Ato Ngussu from National Museum stated that having a compiled tourist guide act or law is very important. Because it helps tourist guide activities goes smoothly. Beside in the compiled tourist guide act all the detail point incorporated, such as how to became tourist guide, what criteria to be fulfilled to became different types of tourist guide, benefit of tourist guide, how to support and supervise tourist guide and other detail point. Therefore, having compiled act essentiality is not forward for question. He also put his possible reason way so far fail to produce a compiled tour guide law because of the following reason. (i) There is no coordination among the stakeholders. (ii) lack of the necessary attention from government (iii) shortage of skilled man power in the tourism field (iv) for more than a couple of two decade tourism industry sector run by un professional. These all may the cause for failing to prepare a compiled tourist guide law/ act. He finally summarize his interview that the above point leads to not only not only fail to prepare a compiled tourist guide law/ act but also it makes our country lagging behind from the less tourism potential countries like Kenya, Egypt and Tanzania.

4.3. Practice of Tourist Guide

4.3.1. The current working condition of tourist guide

Working condition in this study focused on all except illegal tourist guides those who actively accomplish their duty in Addis Ababa. Table 13 shows how much tourist guide like their working condition and reasons if they don't like.

Table.13 How much do you like the working condition and if not what is the reason

Source: Own survey data, 2018

The result of the study in table 13 above indicated that, on aggregate from the total sample 52.7% of respondents confirmed that, they were “like it” and “very much like it” the working condition. In this category TTO and GM accredited TG from their total population 50% of them asserted that very much like the working condition. Whereas none of tourist guide accredited

How much do you like the working condition	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
	F %	F %	F %	F %	F %	F %	F %
I like it	45 (53.6%)	24 (42.1%)	6 (20.7%)	4 (33.3%)	3 (18.8%)	6 (27.3%)	88 (40.0%)
Somewhat L it	31 (36.9%)	23 (40.4%)	13 (44.8%)	3 (25.0%)	3 (18.8%)	5 (22.7%)	78 (35.5%)
Not at all like	5 (6.0%)	8 (14.0%)	10 (34.5%)	1 (8.3%)	2 (12.5%)	0 (0.0%)	26 (11.8%)
I like it very M.	3 (3.6%)	2 (3.5%)	0 (0.0%)	4 (33.3%)	8 (50.0%)	11 (50.0%)	28 (12.7%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)
If “Not at all like it” what is your possible reason							
The working condition is not convenient(1)	5 (100%)	0 (0.0%)	5 (50.0%)	0 (0.0%)	0 (0.0%)	-	10 (38.5%)
The boss is not flexible (2)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (100%)	0 (0.0%)	-	1 (3.8%)
The payment not satisfactory (3)	0 (0.0%)	4 (50.0%)	5 (50%)	0 (0.0%)	2 (100%)	-	11 (42.3%)
(1) and (3)	0 (0.0%)	4 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	-	4 (15.4%)
Total	5 (100%)	8 (100%)	10 (100%)	1 (100%)	2 (100%)	-	26 (100%)

from AACTB were choice “very much like it”. On contrast no respondents from TTO agreed not at all like it. Significant number 35.5% of respondents from the total population were choice “somewhat like it”. On contrary from the total population a minimum number (11.8%) of them asserted that not at all like it. Especially TG accredited by AACTB 34.5% of them agreed that not at all like it.

Even though, on aggregate large majority (75.5%) of tourist guide “like” or “somewhat like” of the working condition, significant number of tourist guide especially from AACTB

confirmed not at all like it. Therefore, responsible organ particularly AACTB try to identify the

How often do you get on job	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
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reason behind this and provide adequate solution.

The result on table 13 shows that, among the total respondent who say not at all like it the working condition, 42.3% and 38.5% of respondents were put their reason that, the money I got not satisfactory and the working condition is not convenient respectively.

4.3.2. Tourist guide on job training and provider organizations

Training means providing the essential information in order to bring behavioral change and develop skill for the trainees. It is the most vital means of transferring new information and refreshing existing knowledge.

Even though on job training is provided by different organizations, according to a key informant discussion with senior tourist guide of all group and expertise's, it lacks need assessment and continuity which is the most vital for the effectiveness of on job training. The following table shows that frequency of training and Training providers.

	F	%	F	%	F	%	F	%	F	%	F	%		
Not at all	24	(28.6%)	15	(26.3%)	15	(51.7%)	5	(41.7%)	4	(25.0%)	11	(50%)	74	(33.6%)
Once in a Y	26	(31.0%)	6	(10.5%)	6	(20.7%)	1	(8.3%)	5	(31.3%)	2	(9.1%)	46	(20.9%)
2 times a Y	10	(11.9%)	8	(14.0%)	0	(0.0%)	1	(8.3%)	3	(18.8%)	1	(4.5%)	23	(10.5%)
1 in per 2 Y y	7	(8.3%)	2	(3.5%)	0	(0.0%)	2	(16.7%)	1	(6.3%)	0	(0.0%)	12	(5.5%)
1 per 3 years	6	(7.1%)	4	(7.0%)	0	(0.0%)	2	(16.7%)	3	(18.8%)	5	(22.7%)	20	(9.1%)
Four≥	11	(13.1%)	22	(38.6%)	8	(27.6%)	1	(8.3%)	0	(0.0%)	3	(13.6%)	45	(20.5%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)
If you obtain training, which organization provided you?														
AACTB	1	(1.7%)	12	(28.6%)	14	(100%)	3	(42.9%)	2	(16.7%)	1	(9.9%)	33	(22.6%)
ARCCH	2	(3.3%)	0	(0%)	0	(0%)	1	(14.3%)	4	(33.3%)	0	(0%)	7	(4.8%)
MoCT	45	(75%)	0	(0%)	0	(0%)	2	(28.6%)	6	(50%)	3	(27.3%)	56	(38.4%)
NGO	3	(5%)	16	(38.1%)	0	(0%)	1	(14.3%)	0	(0%)	6	(54.5%)	26	(17.8%)
AATGA	0	(0%)	10	(23.8%)	0	(0%)	0	(0%)	0	(0%)	0	(0%)	10	(6.8%)
Org. whom I work	4	(6.7%)	0	(0%)	0	(0%)	0	(0%)	0	(0%)	1	(9.1%)	5	(3.4%)
From 2 org.		(8.3%)	4	(9.5%)	0	(0%)	0	(0%)	0	(0%)	0	(0%)	9	(6.2%)
Total	60	(100%)	42	(100%)	14	(100%)	7	(100%)	12	(100%)	11	(100%)	146	(100%)

Table.14 On job training and providers

Source: Own survey data, 2018

Out of the total population, majority (33.6%) of respondents have not ever received on job training. Both AACTB and TTO accredited tourist guide half of them 50.7% and 50% unable to get training respectively. On contrary, out the total population, 20.9% of respondents obtained training once in a year. In this category both MoCT and GM accredited tourist guides 31% of them obtained training once in a year equally. The rest out the total population, 20.5% of them attained training after four and above years of interval.

Generally we can conclude that on aggregate out the total population 54.1% of them didn't obtain training or the time interval was very long. This indicated that majority of tourist guide had not come across a chance or insufficient training obtain, especially those who accredited by AACTB and TTO.

Among those who have access of training, the majority (38.4%) of respondents received training from MoCT. Beside AACTB also one source of training provider, it offers for 22.6%. The result of the study clearly indicated that, each tourist guide accredited organizations mostly provide training for their own members. Especially MoCT and AACTB have to look beyond their members and provide training for all tourist guides at list for the member of AATGA and for indoors tourist guides (museum tourist guides). MoCT, even though, the higher authority of tourism industry, the amount of training provided not sufficient and satisfactory.

Without training unthinkable to improve the service quality of tourism industry especially tourist guides activity. Therefore, all stakeholders are expected to coordinate each other and provide training for tourist guides. Doing this, it may help to achieve the plan that make Addis Ababa among one of the five tourist attraction destination in Africa.

4.3.3. Relevance of TGs on job the training

Title of training means, those training so far deliver by different responsible organization and stakeholders directly related and help tourist guide to accomplished their day to day activities. Therefore, Table 15 shows that how much relevant the training provided to tourist guides are. Besides this table also explain the possible reason why many TGs didn't get on job training at all.

Table.15 Title of training and reason not obtaining on job training

what were the title of the trainings	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Customer handling (1)	1	(18.3%)	6	(14.3%)	8	(57.1%)	2	(28.6%)	1	(8.3%)	1	(9.1%)	29	(19.9%)
Principles of T.G (2)	8	(13.3%)	10	(23.8%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(9.1%)	19	(13.0%)
How to guide Tourist (3)	3	(5.0%)	0	(0.0%)	3	(21.4%)	0	(0.0%)	2	(16.7%)	4	(36.4%)	12	(8.2%)
Heritage conserv. (4)	4	(6.7%)	2	(4.8%)	0	(0.0%)	5	(71.4%)	7	(58.3%)	0	(0.0%)	18	(12.3%)
Other	22	(36.7%)	14	(33.3%)	3	(21.4%)	0	(0.0%)	2	(16.7%)	1	(9.1%)	42	(28.8%)
(1) and (3)	2	(3.3%)	4	(9.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	6	(4.1%)
(2) and (3)	4	(6.7%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(9.1%)	5	(3.4%)
(2) and (4)	1	(1.7%)	2	(4.8%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(2.1%)
(1), (2) and (3)	5	(8.3%)	4	(9.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(27.3%)	12	(8.2%)
Total	60	(100%)	42	(100%)	14	(100%)	7	(100%)	12	(100%)	11	(100%)	146	(100%)

Source: Own survey data, 2018

The study result on table 15 indicated that, out the total respondents, Majority (28. 8%) of them agreed that all the option listed on the table i.e., customer handling, principles of tourist guide, heritage conservation and how to guide tourist were the titles of the training. However, on aggregate out of the total respondents, majority (53.4%) of them obtained only one of the title listed above. Again on aggregate 17.6% of respondents from the total population attained two or three titles of training. Only one respondent from TTO attended on heritage conservation. Whereas large majority (71.4%) of CM and (58.3%) of GM tourist guides obtained training on the title of heritage conservation. This is maybe because museum administrative bodies manly focus heritage conservation than other.

In addition except two individual, the rest CM and GM accredited tourist guides didn't have a chance to obtain more than one title of training. The result of the study clearly showed that, MoCT accredited tourist guide had a better access to obtain different kinds of titles training, Even though, within them only less than half of them getting the advantage.

4.3.4. Reason not obtain training

There are different reason tourist guide did not obtain on job training. Table 16 shows the possible reason they didn't get on job training.

Table.16 Possible reason not to have on job training

If “Not at all “got training what is your possible reason?	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		FTO Accredited TGs		Total
	F	%	F	%	F	%	F	%	F	%	F	%	
Responsible body negligence	11	(45.8%)	5	(33.3%)	7	(46.7%)	0	(0.0%)	2	(50%)	1	(9.1%)	26 (35.1%)
Scarcity of budget	4	(16.7%)	2	(13.3%)	3	(20%)	1	(20%)	0	(0.0%)	3	(27.3%)	13 (17.6%)
Lack of awareness	1	(4.2%)	2	(13.3%)	0	(0.0%)	2	(40%)	2	(50%)	1	(9.1%)	8 (10.8%)
Responsible body lack of positive thinking	6	(25%)	4	(26.7%)	5	(33.3%)	2	(40%)	0	(0.0%)	6	(54.5%)	23 (31.1%)
Other	2	(8.3%)	2	(13.3%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	4 (5.4)
Total	24	(100%)	15	(100%)	15	(100%)	5	(100%)	4	(100%)	11	(100%)	74 (100%)

Source: Own survey data, 2018

The result of the study in table 16 above stated that, out of the total 74 respondents who had not an access to obtain training, majority (35.1%) of respondents asserted that, responsible body negligence is the basic reason. On other hand, from the total population 31.1% of them agreed that, responsible body lack of positive thinking also mention as the reason why they unable to obtain training so far. On aggregate from the total population 27.4% of respondents asserted that because of scarcity of budget and lack of awareness for the benefits of training among administrative organs were also mention as the reason for didn't have training.

The finding clearly show that, there was a gap regarding to title and coverage of training. On job training has to be diversified in their title and reach to all tourist guides. Beside this before training provide it have to be conduct training need assessment and identify the gap. MoCT have to take the incitation to launch a training advisor committee within their staff in order to assess the

areas of limitation in tourism industry particularly in tourist guide profession and prepare a workable manual.

4.3.5. Over time service

Domestic and foreign tourism mostly visit tourist attraction centers at weekends and holidays. Because of this, most tourist guides are expected to work in those days. Table 17 below explains how much tourist guides in Addis Ababa work during weekends and holidays.

Table 17 Tourist guide working in weekends and holidays

How often do you work in the weekends	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Always	34	(40.5%)	23	(40.4%)	20	(69.0%)	10	(83.3%)	10	(62.5%)	5	(22.7%)	102	(46.4%)
Not at all	4	(4.8%)	0	(0.0%)	3	(10.3%)	2	(16.7%)	4	(25.0%)	4	(18.2%)	17	(7.7%)
Sometimes	46	(54.8%)	34	(59.6%)	6	(20.7%)	0	(0.0%)	0	(0.0%)	12	(54.5%)	98	(44.5%)
work in shift	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(12.5%)	1	(4.5%)	3	(1.4%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	100%)
How often do you work in the holidays?														
Always	35	(41.7%)	19	(33.3%)	3	(10.3%)	11	(91.7%)	5	(31.25%)	6	(27.3%)	79	(35.9%)
Not at all	8	(3.6%)	0	(0%)	3	(1.4%)	1	(0.5%)	0	(0%)	2	(0.9%)	14	(6.4%)
Sometimes	41	(48.8%)	34	(59.6%)	12	(41.4%)	0	(0%)	0	(0%)	14	(63.6%)	101	(45.9%)
I work in shift	0	(0%)	4	(7.0%)	11	(37.9%)	0	(0%)	11	(68.75%)	0	(0%)	26	(11.8%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

Table 17 shows that the majority (46.4%) and (35.9%) of respondents from the total population work always on weekends and holidays respectively. Within this group CM accredited tourist guides large majority (83.3%) and (91.7%) of them were work always in weekends and holidays respectively. On other hand from the total population 44.5% and 45.9% of respondents were also work sometimes on those days. In this category MoCT, AATGA and AACTB took a lion share.

4.3.6. Par time payment

In this study par time payment means a fee for tourist guides for their service on holidays and weekends. Table 18 below shows how much tourist guides paid for overtime work and the reason way work at those days.

Table.18 Tourist guide par time payment and reason for working holiday and weekends

	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
If you work weekend and holiday, do you receive overtime payment?														
Sometime pay	-		-		-		0 (0%)		0 (0%)		10 (45.5%)		10 (20%)	
Always pay	-		-		-		0 (0%)		9 (56.3%)		7 (31.8%)		16 (32%)	
Not at all pay	-		-		-		10 (83.3%)		7 (43.8%)		5 (22.7%)		22 (44%)	
My org. provide boons	-		-		-		2 (16.7%)		0 (0%)		0 (0%)		2 (4%)	
Total	-		-		-		12 (100%)		16 (100%)		22 (100%)		50 (100%)	
How much the payment attractive														
Attractive							0 (0.0%)		2 (20%)		8 (47.1%)		10 (38.5%)	
Somewhat att							0 (0.0%)		0 (0.0%)		5 (29.4%)		5 (30%)	
Not attr. at all							0 (0.0%)		7 (77.8%)		4 (23.5%)		11 (42.3%)	
Total							0 (0.0%)		9 (100%)		17 (100%)		26 (100%)	
If you work at the weekends and holiday, what is the reason working weekends and holiday?														
Numbers of tourists are ↑	55 (65.5%)		28 (49.1%)		14 (48.3%)		-		-		-		97(57.1%)	
Make me busy	7 (8.3%)		10 (17.5%)		6 (20.7%)		-		-		-		23(13.5%)	
To earn more income	16 (19%)		8 (14.0%)		9 (31.0%)		-		-		-		33(19.4%)	
Other	6 (7.1%)		11 (19.3%)		0 (0.0%)		-		-		-		17(10.0%)	
Total	84 (100%)		57 (100%)		29 (100%)		-		-		-		170 (100%)	

Source: Own survey data, 2018

Concerning to par time payment, this question was only forward to CM, GM and TTO accredited TGs, because tourist guide who work in these organization as permanent workers and monthly paid. As we see in above, large majority respondents from CM accredited tourist guide work weekends and holidays. However, all of them not paid. On contrary 45.5% of TTO accredited

tourist guides, if they were on duty on those days they paid sometimes. Whereas, more than half (56.3%) of respondents from GM were stated that, always paid on weekends and holidays.

Among the total 26 respondents who paid, majority (42.3%) of them not at all like it the par time payment. In this category, large majority (77.8%) of GM accredited tourist guides dissatisfied by the overtime payment. But 47.1% of tourist guides from TTO are asserted that the part time payment were attractive. Minimum number (16.7%) of respondents from CM asserted that they obtain boons rather than par time payment.

Concerned to par time payment, both questionnaire and interview result almost similar. According to Liqe Gubahea Qsise Maheri Tebebu, Ethiopian Orthodox Thwohedo Church Addis Ababa Region Heritage and Tourism Director stated that, so far church museums not start to provide par time payment for tourist guides. However, in some church they give boons for all employees including tourist guide.

What was the reason working weekends and holidays? This question only left for MoCT, AATGA, and AACTB accredited tourist guides. Among 170 total respondents majority (57.1%) of them stated that they work on those days because number of tourist are increase. On aggregate 32.9% of respondents confirmed working on those days to make me busy and because I get earn more money than compare to the other days.

Generally, result of the study showed that, majority of tourist guides provided service on weekends and holidays, however, again majority of them not obtain par time payment, even though those who got par time payment not satisfactory for them. In order to get a better service a better encouragement mechanism needed. Thus, whole stakeholders provide attention regarding to this issue.

4.3.7. Feedback for tourist guide

Feedback in this context is assessment of tourist guide his/her own performance after delivery of service for his/her customers. Feedback is one of the vital error correction mechanisms especially for tourist guide. Table 19 illustrates sources of feedback for tourist guides.

Table.19 Feedback for tourist guides

From where do you get feedback?	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		FTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Leader of org /1	5	(6.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(12.5%)	2	(9.1%)	9	(4.1%)
senior TGs /2	1	(1.2%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(.5%)
Tourist (3)	60	(71.4%)	47	(82.5%)	29	(100%)	10	(83.3%)	12	(75.0%)	11	(50.0%)	169	(76.8%)
Friends (4)	0	(0.0%)	4	(7.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	4	(1.8%)
(1) and (3)	7	(8.3%)	2	(3.5%)	0	(0.0%)	2	(16.7%)	0	(0.0%)	2	(9.1%)	13	(5.9%)
(1) and (4)	1	(1.2%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(6.3%)	0	(0.0%)	2	(.9%)
(2) and (3)	2	(2.4%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(4.5%)	5	(2.3%)
(3) and (4)	1	(1.2%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(4.5%)	4	(1.8%)
(1), (2) and (3)	2	(2.4%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	3	(13.6%)	5	(2.3%)
All	5	(6.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(6.3%)	2	(9.1%)	8	(3.6%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

The result on table 19 above indicates that, from the total population a large majority (76.8%) of them obtain feedback from tourist. 100% of respondents from AACTB they receive feedback from tourist. From the total sample 5.1% of respondents obtained feedback from both leader of the organization and tourist. Again from the total sample a minimum number (0.9%) of respondents get feedback from friends. Except one respondent from MoCT, the rest do not obtain feedback from senior tour guide alone. The result of the study depicted that majority of respondent evaluate themselves one way. Receiving comment from different sources it helps oneself to identify his weakness.

4.3.8. Level of accredited organization support tourist guide

Table 20 tries to show how much tourist guide accrediting organizations are supportive to upgrade tourist guides education or profession?

Table.20 Extents of support tourist guide by accrediting organizations

How much does your accrediting org. support you	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Somewhat supportive	13	(15.5%)	6	(10.5%)	6	(20.7%)	0	(0.0%)	2	(12.5%)	4	(18.2%)	31	(14.1%)
Supportive but not satisfactory	34	(15.5%)	2	(.9%)	9	(4.1%)	1	(.5%)	0	(0.0%)	10	(4.5%)	56	(25.5%)
Not at all supportive	31	(36.9%)	49	(86%)	14	(48.3%)	11	(91.7%)	10	(62.5%)	5	(22.7%)	120	(54.5%)
Very much supportive	6	(7.1%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	4	(25%)	3	(13.6%)	13	(5.9%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

Table 20 above shows, from the total sample a large majority (54.5%) of respondents said they do not get continuous support for their professional development. Especially those tourist guide accredited by CM and AACTB large majority (91.7%) and (86%) of them agreed not at all supportive respectively. From the total population those who said supportive but not satisfactory are account for 25.5%. Minimum number (5.9%) of respondents agreed that their accredited organizations are very much supportive. From those who said very much supportive GM, TTO and MoCT accredited tourist guides it account for 25%, 13.6% and 7.1% respectively.

4.3.9. Reason for not support

There are different reason accredited organizations not at all support for tourist guide in Addis Ababa. Among the main reason they stated, because of administrative law of the organization, difficulty to get time sponsor, budget scarcity and responsible body lack of positive thinking. Table 21 below tray to show the possible reason tourist guide not obtain support from accredited organization.

Table 21 possible reason not for not support

	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
If “Not at all supportive”, what are possible reasons							
B/c of admi. Law of the organization	5 (16.1%)	4 (8.2%)	6 (42.9%)	1 (9.1%)	4 (40.0%)	1 (20.0%)	21 (17.5%)
Difficulty to get time sponsor	2 (6.5%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (20.0%)	0 (0.0%)	4 (3.3%)
Budget scarcity	3 (9.7%)	21 (42.9%)	6 (42.9%)	1 (9.1%)	0 (0.0%)	0 (0.0%)	31 (25.8%)
Responsible body lack of positive thinking	18 (58.1%)	24 (49.0%)	2 (14.3%)	8 (72.7%)	4 (40.0%)	4 (80.0%)	50 (50%)
Other	3 (9.7%)	0 (0.0%)	0 (0.0%)	1 (9.1%)	0 (0.0%)	0 (0.0%)	4 (3.3%)
Total	31 (100%)	49 (100%)	14 (100%)	1 (100%)	10 (100%)	5 (100%)	120 (100%)

Source: Own survey data, 2018

From the total 120 respondents who agreed not at all supportive, majority 50% of them their reason was responsible body lack of positive thinking. Minimum number (3.3%) of them agreed difficulty of getting time sponsor.

Interview result also support the point mention in above. According to senior tours guide from MoCT stated that, MoCT not supportive as expected. The authorized organ mainly focuses

on offering license for new comer, who join the profession and renew license for the existing members. Beside this, after three or four years of interval they provide two or three days of training. He concludes that, we need experience sharing at list from Kenya, strong association, transfer from tourist guide to travel agent owner, and finally he stated that we need loan and duty free car. Interview from AATGA senior tourist guide, the association current structure and performance was not totally capable to provide support for his members because the organization lost their office and did not have strong and committed leaders.

However, in government museums especially national museum full educational sponsor provide for tourist guides. According to the National Museum director Ato Ephram, stated that almost all tourist guide provide chance to upgrade their education. Because of this nowadays they became second degree holders. Ato Ngussu, the senior tourist guide in the National Museum, confirmed that the point mention in above is correct. Whereas according to the senior tourist guide from St. Gorge and Holy Trinity church museums stated that, so far there is no such kind of trend in church museums. Even though, a question arises, no one provide attention. So that, tourist guides forced to upgrade their education by their own expense.

4.3.10. Collaboration among tourist guides and tourist guide accrediting organization

Tourist guide in Addis Ababa have a chance to work with different stakeholders. However, because of direct attachment, I focus only on the interaction between two organizations, i.e., MoCT and AACTB and Tourist guides. Both of them are governmental organizations which have responsibility to create favorable condition for tourist guides.

The question present in two different ways, for those who accredited by MoCT and AACTB the question began “how often **you** work together with MoCT/AACTB”, but for the rest the question start “how often **your organization or association** work with MoCT/AACTB”. Table

22 tries to show how much these organizations work together with individual tourist guides and the rest accrediting organization.

Table.22 Extents of tourist guide and their organization works together with MoCT/AACTB

	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
How often you/ your org. /work with MoCT?							
	F %	F %	F %	F %	F %	F %	F %
I/ Our org./ work frequently with MoCT	5 (6.0%)	2 (3.5%)	2 (6.9%)	0 (0.0%)	4 (25.0%)	11 (50.0%)	24 (10.9%)
I/ Our org./ work somewhat with MoCT	39 (46.4%)	18 (31.6%)	6 (20.7%)	2 (16.7%)	7 (43.8%)	7 (31.8%)	79 (35.9%)
I/ Our org./ work not at all with MoCT	40 (47.6%)	37 (64.9%)	21 (72.4%)	10 (83.3%)	5 (31.3%)	4 (18.2%)	117 (53.2%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)
How often you/ your org. /work with AACTB?							
I/ Our orga./ work frequently with AACTB	5 (6.0%)	4 (7.0%)	11 (37.9%)	0 (0.0%)	4 (25.0%)	9 (40.9%)	33 (15%)
I/ Our orga. / work somewhat with AACTB	14 (16.7%)	30 (52.6%)	15 (51.7%)	4 (33.3%)	7 (43.8%)	7 (31.8%)	77 (35%)
I/ Our orga./ work not at all with AACTB	65 (77.4%)	23 (40.4%)	3 (10.3%)	8 (66.7%)	5 (31.3%)	6 (27.3%)	110 (50%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)

Source: Own survey data, 2018

As show in the table 22 above, from the total population 53.2% and 50% of respondents agreed not at all work with MoCT and AACTB respectively. CM accredited tourist guides the large majority (83.3%) of them confirmed not at all work with MoCT. Beside 66.7% of them also asserted that their organization not at all works with AACTB. On contrast, out the total population significant number 35.95% and 35% of respondents also asserted that somewhat work together with MoCT and AACTB respectively. Among the total sample on aggregate 25.9% of them agreed that frequently work together with MoCT and AACTB.

The research result as show in above indicate that, even those, tourist guides got their recognition from MoCT most of them didn't work together with the authorized organ. The same is also true in the case of AACTB accredited tourist guides. The result of table 21 was almost similar with the finding on Table 20 above.

4.3.11. Extents of tourist guide service and a trend of asking ID card

Tourism is directly related with movement. And this movement is supported by different professionals. The most important catalyst of movement in tourism industry is a tourist guide. Tourist guide activities or movement may be affected by the license they have. Table 23 tries to illustrate how many of them work outside of Addis Ababa, the trends of being asked to show their license in the destination, whether or not refused guiding service and the reason why they refuse.

Table.23 Extents of tourist guide service and a trend of asking ID card

	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	CM Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
Do you provide guiding service outside of AA							
	F %	F %	F %	F %	F %	F %	F %
Some time	23 (27.4%)	22 (38.6%)	3 (10.3%)	2 (16.7%)	7 (43.8%)	8 (6.4%)	65 (29.5%)
Always	52 (61.9%)	31 (54.4%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	11 (50%)	94 (42.7%)
Not at all	9 (10.7%)	4 (7.0%)	26 (89.7%)	10 (83.3%)	9 (56.3%)	3 (13.6%)	61 (27.7%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220(100%)
How often do you come across question to present (to show) your ID. Card in the destination?							
Some time	40 (47.6%)	26 (45.6%)	6 (20.7%)	0 (0.0%)	0 (0.0%)	10 (45.5%)	82 (37.3%)
Always	11 (13.1%)	12 (21.1%)	6 (20.7%)	0 (0.0%)	0 (0.0%)	6 (27.3%)	35 (15.9%)
Not at all	33 (39.3%)	19 (33.3%)	17 (58.6%)	12 (100%)	16 (100%)	6 (27.3%)	103 (46.8%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)
How often are you refused to provide tour guiding service in any destination?							
Some time	21 (25.0%)	16 (28.1%)	3 (10.3%)	0 (0.0%)	0 (0.0%)	6 (27.3%)	46 (20.9%)
Always	1 (1.2%)	2 (3.5%)	0 (0.0%)	0 (0.0%)	2 (12.5%)	2 (9.1%)	7 (3.2%)
Not at all	62 (73.8%)	39 (68.4%)	26 (89.7%)	12 (100%)	14 (87.5%)	14 (63.6%)	167 (75.9%)
Total	84 (100%)	57 (100%)	29 (100%)	12 (100%)	16 (100%)	22 (100%)	220 (100%)

Source: Own survey data, 2018

As shown on the table 23, majority (42.7%) of respondents, out the total population, provide tourist guide service always outside of Addis Ababa. Within this group, 61.9% TGs from TTO frequently work outside of Addis Ababa. On contrary, out the total population 27.7% of the respondents not at all provide service outside of Addis Ababa. In this category especially those TGs accredited from CM 89.7%, TGs accredited from AACTB 89.7% and TGs from GM 56.3% of them didn't offer service outside of Addis Ababa. However non respondent found from AACTB, CM and GM work always outside of Addis Ababa. But, those TGs deliver service sometime outside of Addis Ababa accounts for 16.7%, 10.3% and 43.8% respectively. Therefore, TTO accredited TGs able to provide service always without having MoCT license. Beside this those tourist guide from AATGA also provide service frequently outside of Addis Ababa with using their own license which is only allow in the district of Addis Ababa. Furthermore, 43.3% of TGs from GM also provide service sometimes outside of Addis Ababa, without holding the federal license.

The result from table 23 again indicated that, from the total population, majority (46.8%) of respondents not at all asked to show their ID card in the destination. Among this GM and CM accredited tourist guide all of them (100%) not at all asked their ID card in the destination. This may be because majority of them not at all frequently deliver service outside of Addis Ababa and most of the time their service confine with museums.

On contrary, out of total population 37.3% of respondents asserted that some time ask their ID card in the destination. Even though, a minimum number (15.9%) of respondents out of the total population agreed that they ask to show their ID card always in the destination. Among the total TGs on aggregate 24.1% of them came across refuse to provide service in the destination, but large majority 75.9 % of them in the total sample size never happen in their experience.

To conclude the above outcome, all TGs including docent accomplish their task in different destinations without asking their legality. This is because there was lack of coordination between license provider and the administrative body of the destinations. Therefore, having a license not bring significant different in this context currently.

4.3.11. Reasons for being refused to work on destination

Refusal in this context is a tourist guide unable to provide service in the destination. Table 24 summarizes the causes for being refused.

Table.24 Reasons for being refused to work on destination

	MoCT Accredited TGs	AATGA Accredited TGs	AACTB Accredited TGs	GM Accredited TGs	TTO Accredited TGs	Total
If your answer is “sometimes or always”, mention the reason for being refusing						
	F %	F %	F %	F %	F %	F %
B/c I have not have tour guide license (1)	0 (0.0%)	4 (22.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4 (7.5%)
My license was not renewed (2)	1 (4.5%)	4 (22.2%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	6 (11.3%)
Dressing styles violates destination norms (both tourist and TGs) (3)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (12.5%)	1 (1.9%)
For a security purpose (4)	4 (18.2%)	2 (11.1%)	3 (100%)	0 (0.0%)	2 (25%)	11 (20.8%)
Absence of ticket officer or a responsible person (5)	4 (18.2%)	4 (22.2%)	0 (0.0%)	0 (0.0%)	2 (25%)	10 (18.9%)
(4) and (5)	4 (18.2%)	0 (0.0%)	0 (0.0%)	2 (100%)	2 (25.0%)	8 (15.1%)
All	9 (40.9%)	4 (22.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	13 (24.5%)
Total	22 (100%)	18 (100%)	3 (100%)	2 (100%)	8 (100%)	53 (100%)

Source: Own survey data, 2018

As it indicated in Table 24, the majority (75.9%) of respondents have not been refused to provide service in the destination. Whereas, on aggregate 24.1% of them were refused. Table 23 shows reasons for them refused. Table 23 above shows the reasons why respondents are refused in the destination. There were five reasons for a tourist guide to be refused in the destination, these were, (i) guiding without a license, (ii) expired license, (iii) visitation if destination dressing code by

tourist or tourist guides, (iv) reasons of security and (v) absence of a ticket officer or a responsible person on duty.

The majority (24.5%) of them agreed that, other than the choice listed in above, some of these reasons were: closing the destination early, local guide in the destination refuses me to work, asking extra amount of money and so on. The second reason was 'reasons of security' which account for 20.8%. The third was 'absence of a ticket officer or a responsible person on duty' it accounts for 18.9%. The fourth reason was 'expired license' it accounts for, 11.3% and the last reason was 'guiding without a license' which account for 7.5%

On aggregate, 18.8% of respondents only mentioned the reason for refuse service in the destination directly related to license. However, these happen for only very few number of tourist guides among the total population. As the result of the study, we conclude that large majority of tourist guides was not asked to show their ID card, besides, even though refused to provide guiding service because of other case than license.

Interview result also support the discussion in above, according to senior tourist guide from MoCT stated that in my 12 years' experience only two times asked my license in the destination. This is maybe; they accepted me as professional because I went frequently in the destinations. However, interview with Ato Habetamu MoCT expert stated that, the authorized body dispatched latter to refuse service for those how have not federal tourist guide license in the main tourist attractions. Unfortunately, I doubt they implement it. According to Ato Ephram the director of National Museum stated that MoCT sent a refusal letter for those who has not federal license. When in the time of implementation there were many problem rises. Tourist guides complain and present there reason. Among there reason (i) we are on process, COC appoint us for month, we start learning tour guiding in college..., I lost my license etc,. In this situation we observe

discomfort among our guests particularly transit foreign tourists; therefore for the time being all tourist guides can provide service without restriction.

4.3.12. Reasons for choosing TG as a profession

Table.25: The reason why choice tourist guide profession

Why do you choose tour guide profession?	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Because I like the profession (1)	56	(66.7%)	39	(68.4%)	23	(79.3%)	8	(66.7%)	9	(56.3%)	12	(54.5%)	147	(66.8%)
Because it helps me to meet dif. people (2)	15	(17.9%)	4	(7.0%)	0	(0.0%)	1	(8.3%)	3	(18.8%)	5	(22.7%)	28	(12.7%)
Because I have not any option (3)	1	(1.2%)	0	(0.0%)	6	(20.7%)	2	(16.7%)	4	(25%)	0	(0.0%)	13	(5.9%)
To get tip (4)	2	(2.4%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	4	(1.8%)
(1) and (2)	6	(7.1%)	4	(7.0%)	0	(0.0%)	1	(8.3%)	0	(0.0%)	2	(9.1%)	13	(5.9%)
(2) and (4)	0	(0.0%)	6	(10.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	6	(2.7%)
> two option	1	(1.2%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	2	(9.1%)	3	(1.4%)
Other	3	(3.6%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(4.5%)	6	(2.7%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	(100%)

Source: Own survey data, 2018

As it indicated on table13, on aggregate 52.7% of respondents, agreed very much like and somewhat like the working condition. Again table 24 shows the reasons why the respondents choose tourist guide profession. According to the result, respondents forward four reasons. These were, (i) because I like the profession very much (ii) Because it help me to meet different people (iii) Because I have no any option (iv) because it help me to get tip. The majority (66.8%) of respondents out of the total sample asserted that they choice the profession because they like it very much. On other hand, significant number of respondent out of the total population 12.7% of them agreed that they choice the profession because it help me to meet with different people. Minimum number (1.8%) of respondents agreed that, because I have not any option. On aggregate

6.8% of respondents out of the total sample they confirmed the reason why select the profession because of two and more than two option mentioned in the above.

4.3.13. Challenges of tourist guide

Challenges of tourist guide in the context of this study, those problems which is directly or indirectly affect tourist guides. Table 26 tries to show the challenges of tourist guide in Addis Ababa.

Table 26 Challenge of tour guide profession

Rank the challenge of tour guide profession in Addis Ababa?	MoCT Accredited TGs		AATGA Accredited TGs		AACTB Accredited TGs		CM Accredited TGs		GM Accredited TGs		TTO Accredited TGs		Total	
	F	%	F	%	F	%	F	%	F	%	F	%		
Seasonality	15	(17.9%)	10	(17.5%)	2	(6.9%)	4	(33.3%)	4	(25.0%)	5	(22.7%)	40	(18.2%)
Illegal TGs	10	(11.9%)	6	(10.5%)	0	(0.0%)	4	(33.3%)	4	(25.0%)	0	(0.0%)	24	(10.9%)
Administrative related problem	4	(4.8%)	5	(8.8%)	6	(20.7%)	0	(0.0%)	4	(25.0%)	0	(0.0%)	19	(8.6%)
Destination related problem	4	(4.8%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	8	(36.4%)	14	(6.4%)
Low attention from the gover.	33	(39.3%)	12	(21.1%)	4	(13.8%)	0	(0.0%)	0	(0.0%)	1	(4.5%)	50	(22.7%)
Neglecting of tour guide by the stak.	1	(1.2%)	5	(8.8%)	8	(27.6%)	1	(8.3%)	0	(0.0%)	0	(0.0%)	15	(6.8%)
Low amount of income generat.	2	(2.4%)	5	(8.8%)	9	(31.0%)	1	(8.3%)	2	(12.5%)	1	(4.5%)	20	(9.1%)
Difficult of getting on job training	3	(3.6%)	3	(5.3%)	0	(0.0%)	2	(16.7%)	0	(0.0%)	0	(0.0%)	8	(3.6%)
Language related problem	1	(1.2%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	1	(6.3%)	0	(0.0%)	4	(1.8%)
Lack of peace and security	11	(13.1%)	5	(8.8%)	0	(0.0%)	0	(0.0%)	1	(6.3%)	6	(27.3%)	23	10.5%
Lack of infrastruc.	0	(0.0%)	2	(3.5%)	0	(0.0%)	0	(0.0%)	0	(0.0%)	1	(4.5%)	3	(1.4%)
Total	84	(100%)	57	(100%)	29	(100%)	12	(100%)	16	(100%)	22	(100%)	220	100%

Source: Own survey data, 2018

In the previous discussion majority of tourist guide unable to get training and lack of support from their accrediting organization, beside this there is no strong tourist guide association to solve problem they face. According to the respondents rank the challenge, low attention from

the government, illegal tourist guide, lack of peace and security (state of emergency) and low amount of income generating order one up to five which accounts for 22.7%,18.2%, 10.9%, 10.5% and 9.1% respectively. Illegal tourist guide is a significant challenge for CM and GM it accounts for 33.3% and 25% respectively. Majority (39.3%) of respondents from MoCT accredited tourist guides says that low attention given from the government considered as the major challenge for them. On other hand, from the respondents 1.4% of them justified, lack of infrastructure is the list challenge from tourist guides. Interview result from senior tourist guides, had mostly similar finding with the result stated above.

CHAPTER FIVE

5. SUMMARY, CONCLUSIONS AND RECOMMENDATION

This is the last chapter of this thesis. It contains a summary of the objectives, research methodology, findings of the tour guiding policy and current practice. Finally, from the findings of the investigation, conclusions were drawn and recommendations forwarded for policy and practical interventions.

5.1. Summary and conclusion

The research was aimed to attain three objectives; i.e., to analyze policy/legal framework governing tour guide in Addis Ababa, to describe tour guide current practice in Addis Ababa; and to investigate practice elsewhere in Africa and beyond so as to get a comparative insight with the Ethiopia experience. To attain these objectives, I collected data about the numbers of TGs from six organizations and then through proportional sampling method 220 tourist guides were randomly identified from MoCT, AATGA, AACTB, TTO, GM and CM. The necessary information was obtained through in-person face-to-face interviews using a structured interview schedule and in-depth interview from leaders, experts and senior TGs. A thematic analysis was used to organize and sub organizes findings into which result of simple descriptive statistics from survey data and themes from qualitative data were made to fit.

The study result indicated that out of the total 220 respondents, the vast majority (94.1%) of tourist guides were male. The remaining 5.9% of the respondents were female. The result also show that there is no female tour guide accredited from AATGA, AACTB and CM. Compare to the other tourist guide accrediting organizations tour and travel organization offer a better chance for female tourist guide it accounts for 18.2% in their total population.

The result of the study also revealed that the majority (65.4) of the respondents' educational background is diploma level. Within this category, 63.1%, 57.9% and 69% of tourist guides are accredited by MCoT, AATGA and AACTB respectively. Beside on aggregate only 44.1% of respondents studied directly related to tourism i.e., tour guiding operation and tourism management. Furthermore, people from various fields of specialization have joined the profession. There were 24 fields of specializations identified. Among these, some of the tourist guides studies economics, marketing management, biology, law, industrial chemistry, information technology, human resource management, wood work, literature, electronics, animal and wild life science and so on.

Regarding foreign languages, the result shows that majority of respondents (49.1%) out of the total population speak only one foreign language. In this category, the vast majority (89.7%) from AACTB and (75%) from GM tourist guides in their total sample speak only one foreign language.

Even though, most TGs consider themselves as the owners of one or more types of specialization, according to the interview with experts and senior tourist guides all TGs accrediting organizations did not develop a trend to provide license according to types of specialization. Hence, all TGs have a similar license under the label "tourist guide".

Among the total sample size, the majority (77.2%) of respondents confirmed that they have license which help them work in different tourist destinations. However CM, GM and TTO accredited tourist guides had not have license to work outside of their organization. i.e., they only had ID card from their own organization.

The study showed that 27.3% of respondents from the total sample didn't known about the existence of tour guide guideline in Addis Ababa. In this group, from their total population, 58.3%

,48.3%, 22.7%, 22.6%, 21.1% and 18.8% of respondents agreed that they do not know at all about tour guide guideline, those were CM, AACTB, TTO, MoCT, AATGA and GM accredited tour guide respectively. The study result clearly shows that, there is gap of knowledge concerning tourist guide guideline issue.

Even if, on aggregate 84.6% respondents agreed that having a compiled TGs law is “essential” and “very essential”, for the question why we fail to produced tourist guide compiled law so far. The majority (49.1%) respondent out of the total population agreed that, lack of coordination among stakeholders was the main reason.

With regard of training, out of the total population, majority (33.6%) of the respondents have not at all got training. Both AACTB and TTO accredited TGs 50.7% and 50% in their total respondents did not obtain training respectively. The possible reason for respondents didn't get training, responsible body negligence was the basic cause it accounts majority (35.1%) out of the total population.

Concerning TGs support, majority (54.5%) of TGs out of the total sample said they do not get continuous support for their professional development from the organization which gave them the accreditation. Especially a large majority of tourist guides accredited by CM (91.7%) and AACTB (86%) agreed they have never been supported for their professional development.

The findings also indicate that Majority (42.7%) of respondents out the total population provided tourist guide service always outside of Addis Ababa. Within this group, 61.9% TGs from TTO were frequently worked outside of Addis Ababa, without having MoCT license. Besides, majority (46.8%) of respondents out of the total sample agreed not at all ask to show tourist guide ID card in the destinations. Furthermore only 18.8% of respondents out of the total population refused offering guiding service in the destinations concerning license related problems.

5.2. Recommendations

On the basis of this study, the following recommendations are made.

- As mentioned in the literature review and the interview result, illegal tourist guides and illegal activities of legal tourist guides were the trait of the profession and the industry at whole. To control illegal activities of tourist guide and offer continuous support, it needs tourist guides law. Besides, to solve challenges and problems of the profession tourist guide law is very significant. However, so far in Ethiopia did not produce a tourist guide law. Therefore all stakeholders especially Ministry of Culture and Tourism, Addis Ababa Culture and Tourism Bureau and Tourism colleges should play a significant role to prepare tourist guide law.
- The study result revealed that a large majority of respondents were male. Only 5.9% of them were female. Therefore, all stakeholders especially government and private tour guide training institution, Ministry of Culture and Tourism, Addis Ababa Culture and Tourism Bureau, Government Museums and Church Museums should give attention to more participation of women in the profession.
- Educational level and field of specialization are very significant to provide detail explanation for the tourist in a destination. However, a large majority of tourist guides were diploma level only. Besides, directly related to tourist guide field of study accepted by MoCT, AACTB, and AATGA were tour guiding and operation and tourism management and development. However, on these field of study on aggregate only 44%. So that result clearly indicates a big gap. Therefore, in order to solve this problem Ministry Of Culture and Tourism discusses with Ministry of education and upgrade tourist guides educational status in the low season especially in summer, provide very important tourism course in college or university and help them to hold their degree. In addition to this the authority organ works hard to start tour guide specialization in degree level, because so far no college and university began to provide tour guiding in degree.

- According to Ethiopian tourism organization report (2017), more than 20 different countries visitors frequently visit Ethiopia particularly Addis Ababa. This means various language speakers visit our destination. However, majority, especially in CM and GM tourist guides, speak only one language. Therefore, accrediting tourist guide organizations should encourage and motivate tourist guide; and discuss with foreign language provider center like Goatee Institute, Alliance Francize, The British Council, Russian and Italian cultural institution and so on, in order to improve a foreign language competence they currently use as well as learn additional languages.
- Result of the study indicated that, almost all tourist guides designated at list one types of specialization. However, accrediting organization so far didn't start to provide license according to their types of specialization. Therefore, if the accrediting organization began now to recognize in the near future we can produce a competitive specialized tourist guides.
- Tourist guide license offered by different organization, with somewhat differ guidelines. This create confusion and difficult for supervision and control. Beside this it weakened the unity of tourist guide. Furthermore, when resource is distributed in to three or more areas it make weak and unable accomplish tangible change. Therefore, license has to be provides by one responsible body, especially if it is offer to tour guide association more advisable and sound. Ministry of Culture and Tourism and Addis Ababa Culture and Tourism offer the necessary support for the tour guide association and then only focus on other duty like supervision, control, training offering etc.,.
- Concerning to tourist guide guideline, the study result shows a gap of knowledge. This indicated that let alone illegal tourist guides legal tourist guides whom govern by the guideline significant number of them didn't know about it. Therefore, MoCT, AACTB and AATGA and

other stakeholders using destinations and distribute information about the guideline. This may help those illegal tourist guides try to work hard in order to fulfill at list minimum criteria and turned to legal tourist guide.

- The result of the study indicated that majority (33.6%) of tourist guides didn't get on job training. Particularly both AACTB and TTO accredited tourist guides. In addition to this, accrediting tourist guide organizations provide training confine their own members only. Furthermore, frequency of training extended four years and above. Therefore, tourist guide training is very essential for all actively engage tourist guide without considering from where the license came. Beside this the training have to be given if it is possible two times per year if not possible could be provide in every year.
- Tourist guide accrediting organization didn't provide continuous support for their members. Therefore, all accrediting organization and stakeholders have to provide continuous support and follow up is needed to the wellbeing of the profession and also the tourism industry as well.
- The basic aim of license/ ID card to differentiate legal tourist guide with illegal one. However, the result of the study indicated that majority of tourist guide work outside of Addis Ababa frequently and again majority of them not at all ask to show their ID card in the destination. Therefore, all destination administrator and staff must start control and differentiate illegal tourist guide. Beside MoCT discuss with destination directors or responsible body ID card related issue. If all destinations controlling system is strong forced illegal tourist guides in the right track.
- Result of the study shows that, AACTB, TTO, CM and GM accredited tourist guides less benefited on job training and less continuous educational and professional support from their

accredited organization. Furthermore their educational level and number of language they speak were incomparable from MoCT and AATGA. Therefore, the responsible body of each organization should work coordinately to solve the existing problems. Ministry of Culture and Tourism have to play a key role in order to minimize knowledge gap among tourist guides.

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Informant Enedgna Mnekere (2018, march). Senior Tourist Guide from Addis Ababa Tour Guide Association (Amdemariam intrviwed)

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Informant Yeseqe Hayelia (2018, march). Senior Tourist Guide from Ministry of Culture and Tourism (Amdemariam intrviwed)

Appendix I: Questionnaire

Addis Ababa University

School Graduate studies

Center for Environment and Development studies

Program of Tourism Development and Management

I. Questionnaire guide for government museums, church museum and tour and travel tour guides

Dear Respondent,

I am pursuing my postgraduate studies in Master of Arts in Tourism Development and Management in Addis Ababa University. I am currently working on a thesis entitled “Tour guiding practices in Addis Ababa”.

All your information will be kept anonymous and used only for this research purpose. You do not write your name on the questionnaire. You can refuse to fill the questionnaire or can quit at any stage. However, information you provide me has a significant contribution for the success of the study.

a) Agree to fill the questionnaire b) refuse to fill the questionnaire c) quit filling the questionnaire

1. Sex A. Male Female
2. Age A. 18- 25 B. 26- 33 C. 34 -41 D. 42- 49 E. 50 and above
3. Do you have Tour guide license?
A. Yes B. No
4. If your answer for question No 3 above “Yes” which responsible organization provide for you?
A. Minister Culture and Tourism C. Addis Ababa Culture and Tourism Bureau
B. Addis Ababa Tour Guide Association D. From the organization I work
E. Other
5. Do you pay fee for getting the license? A. Yes B. No
6. If your answer for question No 5 above “Yes”, how much do you pay in Ethiopian birr?
A. Below 50 B. 51-100 C. 101- 200
D. 201- 300 E. more than 300
7. Dose it mandatory to renew the license? A. Yes B. No
8. If your answer for question No 7 above “Yes”, in what years interval is expected to renew your license?
A. One year B. Two Years C. Three Years
D. Four and above years E. Not at all expected to renew the license
9. Work experience
A. < 3 years B. 3-5 years C. 6-8 years D. 9-11 years E.12 and above
10. Your educational background?
A. Grade 10-12 B. Diploma C. Degree D. Master

- D. Once in per two years
- E. Once per three years
- F. Other.....

19. If you obtain training which organization is provide to you?

- A. Addis Ababa Culture and e Tourism Bureau
- C. Minister of Culture and e Tourism
- B. Authority for Research and Conservation of Cultural Heritage
- D. Nongovernmental Organization
- E. Addis Ababa Tour Guide Association
- F. the organization whom I work
- G. Other.....

20. If your obtain training, often what were the title of the trainings (allow >1 answer)

- A. Customers handling
- B. Principles of tour guide
- C. How to guide tourist
- D. Heritage conservation
- E. Other.....

21. If your answer for question No 18 above “Not at all” what is your possible reason?

- A. Responsible body negligence
- C. Lack of awareness for the significance of training
- B. Scarcity of budget
- D. Responsible body lack of positive thinking
- E. Other.....

22. How often do you work in the weekends?

- A. I work always in the weekends
- C. I work sometimes in the weekends
- B. I work weekends in shift with my colleague
- D. Not at all work in the weekends
- E. Other.....

23. How often do you work in the holiday?

- A. I work always in the holiday
- C. I work sometimes in the holiday
- B. I work in shift with my colleague in holiday
- D. Not at all work in the holiday
- E. Other.....

24. If you work at the weekends and holiday do your organization provide par time payment for working weekends and holiday’s

- A. My organization Sometimes pay for par time work
- B. My organization always pay for par time work
- C. My organization not at all pay for par time work
- D. My organization provide boons at the end of the year instead of par time payment
- E. Other.....

25. How much the par time you are paid attractive?

- A. Very much attractive
- C. Somewhat attractive

- B. Attractive
- D. Not attractive at all
- E. Other.....

26. From where do you get feedback

- A. The leader's of the organization
- B. senior tour guide
- C. Tourist
- D. Friends
- E. other.....

27. How much your organization support to you to upgrade your education or profession?

- A. Somewhat supportive
- B. Supportive but not satisfactory
- C. Not at all supportive
- D. very much supportive
- E. Other

28. If your answer for question No 27 above "Not at all supportive" what is your possible reason?

- A. Because of administrative law of the organization
- C. budget scarcity
- B. Difficulty to get time sponsor
- D. Responsible body lack of positive thinking
- E. Other.....

29. How often your organization work together with Minister of Culture and Tourism? (MoCT)

- A. Our organization work frequently with MoCT
- B. Our organization work somewhat with MoCT
- C. Our organization work not at all with MoCT

30. How often your organization work together with Addis Ababa Culture and Tourism Bureau? (AACTB)

- A. Our organization work frequently with AACTB
- B. Our organization work somewhat with AACTB
- C. Our organization work not at all with AACTB

31. How often you get a chance to provide guiding service outside of your museum?

- A. Not at all
- B. Once in a week
- C. More than once week
- D. Once in a month
- E. Once in two months
- F. Frequently
- G. Other.....

32. As tour guide what do you know about tour guide guideline in Addis Ababa?

- A. I know little
- B. No I don't know about it
- C, I know very much
- D. Other.....

33. Does it essential to have a compiled tour guide act or law in Ethiopia?

- A. Yes it is essential
- B. Yes It's very essential
- C. No it's not essential
- D. Somewhat essential
- E. Other.....

34. So far we don't have a compile tour guide Act/law/guideline, what could be the possible reason for you behind this?
- A. Because it's not significant C. Because of lack of coordination
 B. No one provide attention D. Knowledge gab of the administrative organ
 E. Other.....
35. Among different types of tour guide, what is your field of specialization? (you can choose more than one)
- A. City tour guide C. Docents (indoors guide) E. Personal or private guides
 B. Deriver Guide D. Adventure guides F. free lance
 G. International. H. Specialist Guide I. Other
36. Why do you choose tour guide profession?
- A. Because I like the profession B. Because it help me to meet different people
 C. Because I have not any option D. Because get tip
 E. Other.....
37. Rank the challenge of tour guide profession in Addis Ababa
- A. Seasonality B. Illegal tour guide C. administrative related problem
 D. Destination related problem E. low attention from the government
 F. Neglecting of tour guide by the stakeholders G. low amount of income generate
 H. Difficult of getting on job training I. Language proficiency related problem
 J. lack of peace and security (state of emergency)
 K. lack of infrastructure
 L. Other

Appendix II: Questionnaire

Addis Ababa University

School Graduate studies

Center for Environment and Development studies

Program of Tourism Development and Management

II. Interview Questionnaire guide for curators or director (museums and/ tour and travel organization association),

III. Dear Respondent,

I am pursuing my postgraduate studies in Master of Arts in Tourism Development and Management in Addis Ababa University. I am currently working on a thesis entitled "Tour guiding practices in Addis Ababa".

All your information will be kept anonymous and used only for this research purpose. You do not write your name on the questionnaire. You can refuse to fill the questionnaire or can quit at any stage. However, information you provide me has a significant contribution for the success of the study.

a) Agree to fill the questionnaire b) refuse to fill the questionnaire c) quit filling the questionnaire

1. Do you require license when you employ new tour guide?
2. If your answer is no; would you put your reason please?
3. Do you restrict study area when you employ new tour guide?
4. If your answer for question 3 above is "Yes" what is your reason?
5. If your answer for question 3 above is "No" what is your reason?
6. If your answer for question 3 above is "Yes" which study area are allow by your organization?
7. A newly tour guide to join in your organization, how many foreign language is expected to speak?
8. Does tour guide payment vary among church museums/ government museums/ tour and travel organizations?
9. Do you provide training for tour guides?
10. Do you have women tour guide in your organization?
11. If women tour guide work in your organization how you organization support her?
12. What is the reason hardly found women tour guide in Ethiopia particularly in Addis Ababa?
13. Does tour guiding have the same structure with other governmental museums/church museums or tour and travel organizations?
14. Does your organization follow the same job level with other governmental/religious museum or tour and travel organization? Who is responsibility to supervise tour guides?

15. Do you have a system to check tour guide satisfaction in your organization?
16. In what extent your organization has coordination with stake holders related to tour guide issue?
17. What are the major challenges of tour guide in Addis Ababa? How can we address the challenges?
18. Does it important to have a common tour guide guideline/law? What is the possible reason to fell so far to have a common guideline?

Appendix III: Questionnaire

Addis Ababa University

School Graduate studies

Center for Environment and Development studies

Program of Tourism Development and Management

III. Interview Questionnaire guide for Addis Ababa Tour Guide Association leaders

Dear Respondent,

I am pursuing my postgraduate studies in Master of Arts in Tourism Development and Management in Addis Ababa University. I am currently working on a thesis entitled "Tour guiding practices in Addis Ababa".

All your information will be kept anonymous and used only for this research purpose. You do not write your name on the questionnaire. You can refuse to fill the questionnaire or can quit at any stage. However, information you provide me has a significant contribution for the success of the study.

a) Agree to fill the questionnaire b) refuse to fill the questionnaire c) quit filling the questionnaire

1. How many members do you have?
2. The number of your tour guide member are reduce in number would you explain the reason behind this?
3. The payment you receive from newly join tour guide profession for what purpose do you utilized?
4. What kind of benefit to offer for your members?
5. Do you provide training for your members?
6. Do you have any criteria individual tour guide join the association?
7. What is your legal mandate to offer accreditation Id. Card for your members?
8. Is foreign language is mandatory to be tour guide? If it is mandatory how many foreign languages are expected to speak?
9. Dose educational qualification is essential to join in your association? If yes please explain educational criteria?
10. What does the structure of the association look like?
11. Does the association have tour guide guideline?
12. What do you think the reason to fell to have a common tour guide guideline?
13. Does your member face it any problem related to ID card or license acceptance in the destination?
14. If the problem face, how the association solve it?
15. What are the main challenges of your association?
16. What are the main challenges of your member face?

Appendix IV: Questionnaire

Addis Ababa University

School Graduate studies

Center for Environment and Development studies

Program of Tourism Development and Management

IV. Questionnaire guide for Question for Addis Ababa Tour Guide Association members

Dear Respondent,

I am pursuing my postgraduate studies in Master of Arts in Tourism Development and Management in Addis Ababa University. I am currently working on a thesis entitled "Tour guiding practices in Addis Ababa".

All your information will be kept anonymous and used only for this research purpose. You do not write your name on the questionnaire. You can refuse to fill the questionnaire or can quit at any stage. However, information you provide me has a significant contribution for the success of the study.

a) Agree to fill the questionnaire b) refuse to fill the questionnaire c) quit filling the questionnaire

1. Sex of tour guide A. Men B. Female
2. Age of tour Guide A. 18- 25 B. 26- 33 C. 34 -41 D. 42- 49 E. 50 and above
3. Do you have Tour guide license?
A. Yes B. No
4. If your answer for question No 3 above "Yes" which responsible organization provide for you?
A. Minister Culture and Tourism C. Addis Ababa Culture and Tourism Bureau
B. Addis Ababa Tour Guide Association D. From the organization I work
E. Other
5. Does it have any criteria to fulfill to obtain tour guide license?
A. Yes it has B. No it has not C. Yes but not always
6. If your answer for question No5 above "Yes it has", the criteria based on?
A. Education B. Experience C. language D. Free from criminal record
E. Other
7. Do you pay fee for getting the license? A. Yes B. No
8. If your answer for question No 7 above "Yes", how much do you pay in Ethiopian birr?
A. Below 50 B. 51-100 C. 101- 200
D. 201- 300 E. more than 300
9. Dose it mandatory to renew the license? A. Yes B. No

- A. Not at all B. Once in a year C. Two times in a year
- D. Once in per two years E. Once per three years
- F. Other.....

22. If you obtain training which organization is provide to you?

- A. Addis Ababa Culture and e Tourism Bureau C. Minister of Culture and e Tourism
- B. Authority for Research and Conservation of Cultural Heritage
- D. Nongovernmental Organization E. Addis Ababa Tour Guide Association
- F. The organization that I work
- G. Other.....

23. If you obtain tour training, often what were the titles of training? (allow > 1 answer)

- A. Customers handling B. Principles of tour Guide C. How to guide tourist
- D. Heritage conservation E. Other.....

24. If your answer for question No 21 above “Not at all” what is your possible reason?

- A. Responsible body negligence
- B. Responsible body lack of awareness for the significance of training
- C. Responsible body Scarcity of budget D. Responsible body lack of positive thinking
- E. Other.....

25. How often do you work in the weekends?

- A. I work always in the weekends C. I work sometimes in the weekends
- B. I work weekends in shift with my colleague D. Not at all work in the weekends
- E. Other.....

26. How often do you work in the holiday?

- A. I work always in the holiday C. I work sometimes in the holiday
- B. I work in shift with my colleague in holiday D. Not at all work in the holiday
- E. Other.....

27. If you work at the weekends and holiday, what is the reason working weekends and holiday’s

- A. Because numbers of tourists are increase at weekends and holidays
- B. To make me busy
- C. Because I get large amount of money compare to other days
- D. Other.....

28. From where do you get feedback

- A. The leader of the organization
- B. Senior tour guide
- C. Tourist
- D. Friends
- E. Other.....

29. How often your association work together with Minister Culture and Tourism (MoCT)

- A. Our organization work frequently with MoCT
- A. Our organization work somewhat with MoCT
- B. Our organization work not at all with MoCT

30. How often your association work together with Addis Ababa Culture and Tourism Bureau (AACTB)

- A. Our organization work frequently with AACTB
- B. Our organization work somewhat with AACTB
- C. Our organization work not at all with AACTB

31. How often you get a chance to provide guiding service outside of Addis Ababa?

- A. Not at all
- B. Once in a month
- C. More than once in month
- D. Once in a two month
- E More than two in two months
- F. Frequently
- G. Other.....

32. As tour guide what do you know about tour guide guideline in Addis Ababa?

- A. I know little
- B. No I don't know about it
- C, I know very much
- D. Other.....

33. Does it essential to have a compiled tour guide act or law in Ethiopia?

- A. Yes it is essential
- B. Yes it's very essential
- C. No It's not essential
- D. Somewhat essential
- E. Other.....

34. So far we don't have a compile tour guide Act/law/guideline, what could be the possible reason for you behind this?

- A. Because it's not significant
- C. Because of lack of coordination
- B. No one provide attention
- D. knowledge gab of the administrative organ
- E. Other.....

35. Among different types of tour guide, what is your field of specialization? (you can choice more than one)

- A. City tour guide
- C. Docents (indoors guide)
- E. Personal or private guides
- B. Deriver Guide
- D. Adventure guides
- F. free lance

G. International. H. Specialist Guide I. Other

36. Why do you choose tour guide profession?

- A. Because I like the profession B. Because it help me to meet different people
- C. Because I have not any option D. Because get tip
- E. Other.....

37. Rank tour guide profession challenge in Addis Ababa

- A. Seasonality B. Illegal tour guide C. administrative related problem
- D. Destination related problem E. low attention from the government
- F. Neglecting of tour guide by the stakeholders G. low amount of income generate
- H. Difficult of getting on job training I. Language proficiency related problem
- J. lack of peace and security (state of emergency)
- K. lack of infrastructure
- L. Other

Appendix V: Questionnaire

Addis Ababa University

School Graduate studies

Center for Environment and Development studies

Program of Tourism development and management

V. Interview Questionnaire guide for senior tour guides

Dear Respondent,

I am pursuing my postgraduate studies in Master of Arts in Tourism Development and Management in Addis Ababa University. I am currently working on a thesis entitled "Tour guiding practices in Addis Ababa".

All your information will be kept anonymous and used only for this research purpose. You do not write your name on the questionnaire. You can refuse to fill the questionnaire or can quit at any stage. However, information you provide me has a significant contribution for the success of the study.

a) Agree to fill the questionnaire b) refuse to fill the questionnaire c) quit filling the questionnaire

1. Do you have a trend to ask ID card accreditation card from the destination?
2. Do you come across problem of accepting your accreditation card from the destination so far?
3. If your answer is yes would you mention the reason of refusing to provide tour guiding service
4. Types of tour guide is workable in the case of Addis Ababa
5. Is fee mandatory to get certificate/ tour guiding card?
6. If your answer is yes would you state how many Ethiopian birr have to be pay-----
7. Is it mandatory to renew license/ tour guiding card?
8. If your answer is yes would you mention how many years of interval expected to renew?
9. Do you get an access of training to updating your profession? How often?
10. Which organization offer for you?
11. Which governmental and nongovernmental organization done their responsibility properly in training related issue?
12. Dose it necessary to have license for tour guide activity?
13. Who is responsible organ to produce a compiled tour guide law/rule/act / or regulation in Addis Ababa and in the country as a whole?
14. How do you evaluate the current tour guide training institution?
15. How much capable those who finish and join the profession after school?
16. Why we fail to produce a compiled tour guide law so far?

17. Does you believe illegal tour guide a threat for tourist and the industry as a whole?
18. In which way we minimize illegal tour guide in Addis Ababa?
19. What are the main challenges of tour guide in Addis Ababa?

Appendix VI: Questionnaire

Addis Ababa University

School Graduate studies

Center for Environment and Development studies

Program of Tourism development and management

VI. Interview Questionnaire guide for Expertise

Dear Respondent,

I am pursuing my postgraduate studies in Master of Arts in Tourism Development and Management in Addis Ababa University. I am currently working on a thesis entitled "Tour guiding practices in Addis Ababa".

All your information will be kept anonymous and used only for this research purpose. You do not write your name on the questionnaire. You can refuse to fill the questionnaire or can quit at any stage. However, information you provide me has a significant contribution for the success of the study.

a) Agree to fill the questionnaire b) refuse to fill the questionnaire c) quit filling the questionnaire

1. Dose it necessary to have license for tour guide activity? Way?
2. Which organization have right to provide license for tour guide?
3. Do you have any legal background to provide tour guide license?
4. If your answer is yes would you mention the legal mandate you have
5. The license you offer considering/ mentioning types of tour guide
6. Is fee mandatory to get certificate/ tour guiding card?
7. If your answer is yes would you state how many Ethiopian birr is expect to pay-----
8. Is it mandatory to renew license/ tour guiding card?
9. If your answer is yes would you mention how many years of interval expected to renew?
10. Do your organization is offer training to updating tour guide? If yes, How often?
11. Who is responsible organ to produce a compiled tour guide law/rule/act / or regulation in Addis Ababa or as a whole in the country?
12. How do you evaluate the current tour guide training institution?
13. How much capable those who finish and join the profession after school?
14. Why we fail to produce a compiled tour guide law so far?
15. Does you believe illegal tour guide a threat for tourist and the industry as a whole?
16. In which way we minimize illegal tour guide in Addis Ababa?
17. What are the main challenges of tour guide in Addis Ababa?

Appendix VII: Questionnaire

Addis Ababa University

School Graduate studies

Center for Environment and Development studies

Program of Tourism Development and Management

- B. Authority for Research and Conservation of Cultural Heritage
- D. Nongovernmental Organization
- F. The organization that I work
- H. Other.....
- E. Addis Ababa Tour Guide Association
- G. Sub City of Culture and Tourism Office

21. If you obtain training, often what were the title of the trainings (allow >1 answer)
- A. Customers handling
 - B. Principles of tour guide
 - C. How to guide tourist
 - D. Heritage conservation
 - E. Other.....

22. If your answer for question No 19 above “Not at all”, what is your possible reason?
- A. Responsible body negligence
 - B. Responsible body lack of awareness for the significance of training
 - C. Responsible body scarcity of budget
 - D. Low positive thinking of Responsible body
 - E. Other.....

23. What are the main customers of your guiding service?
- A. Foreign tourist
 - B. student
 - C. Organization workers
 - D. Religious group
 - E. Other.....

24. How often do you work in the weekends?
- A. I work always in the weekends
 - B. Not at all work in the weekends
 - C. I work sometimes in the weekends
 - D. Other.....

25. How often do you work in the holiday?
- A. I work always in the holiday
 - B. Not at all work in the holiday
 - C. I work sometimes in the holiday

D. Other.....

26. If you work at the weekends and holiday, what is the reason working weekends and holiday?
- A. Because numbers of tourists are increase at weekends and holidays
 - B. To make me busy
 - C. Because I get large amount of money compare to other days
 - D. Other.....

27. From where do you get feedback
- A. The leader of the organization
 - B. Senior tour guide
 - C. Tourist
 - D. Friends
 - E. Other.....

28. How much the Ministry of Culture and Tourism support to you to upgrade your profession?
- A. Somewhat supportive B. Supportive but not satisfactory
 C. Not at all supportive D. very much supportive
 E. Other.....
29. If your answer for question No 28 above “Not at all supportive” what is your possible reason?
- A. Because of administrative law of the organization C. Budget scarcity
 B. Difficulty to get time sponsor D. Lack of administrative positivity
30. How often you work together with Minister of Culture and Tourism (MoCT)
- A. I work frequently with MoCT
 B. I work sometimes with MoCT
 C. I work not at all with MoCT
31. How often your work together with Addis Ababa Culture and Tourism Bureau (AACTB)
- A. I work frequently with AACTB
 B. I work sometimes with AACTB
 C. I work not at all with AACTB
32. How often you get a chance to provide guiding service outside of Addis Ababa?
- A. Not at all B. Once in a month C. More than once in month
 D. Once in a two month E. More than two in two months
 F. Frequently G. Other.....
33. As tour guide what do you know about tour guide guideline in Addis Ababa?
- A. I know little B. No I don't know about it C, I know very much
 D. Other.....
34. Does it essential to have a compiled tour guide act or law in Ethiopia?
- A. Yes it is essential B. Yes It's very essential C. No it's not essential
 D.Somewhat essential
 E. Other.....
35. So far we don't have a compile tour guide Act/law/guideline, what could be the possible reason for you behind this?
- A. Because it's not significant C. Because of lack of coordination
 B. No one provide attention D. Knowledge gab of the administrative organ
 E. Other.....

36. Among different types of tour guide, what is your field of specialization? (you can choose more than one)

- A. City tour guide
- B. Deriver Guide
- G. International.
- C. Docents (indoors guide)
- D. Adventure guides
- H. Specialist Guide
- E. Personal or private guides
- F. free lance
- I. Other

37. Why do you choose tour guide profession?

- A. Because I like the profession
- C. Because I have not any option
- E. Other.....
- B. Because it help me to meet different people
- D. Because get tip

38. Rank the challenge of tour guide profession in Addis Ababa

- A. Seasonality
- D. Destination related problem
- F. Neglecting of tour guide by the stakeholders
- H. Difficult of getting on job training
- J. lack of peace and security (state of emergency)
- K. lack of infrastructure
- L. Other
- B. Illegal tour guide
- C. administrative related problem
- E. low attention from the government
- G. low amount of income generate
- I. Language proficiency related problem

በባህልና ቱሪዝም ሚኒስቴር ፍቃድ ያገኙ የግለሰብ አስጎላሚዎች ስም ዝርዝር

Full Name in Amharic & English	sex	Date of Birth	Qualification	COC LEV EL	Experience in year	Language	Address				
							Region	Sub-city	W	H.no	Mob.no
ህጽብተ ዳግም ኢያሱ Hestbete Dagim Eyas	F	1985	Tour operation supervision Level/4/	4	5	English	አ.አ A.A	ቲርቆስ Qirkos	11	265	093804 9880
ኤድና ታዩ ቶኮን Edena Taye Tekon	F	1973	Diploma Tour operation supervision	4	10	English German	አ.አ A.A	ቲርቆስ Qirkos	6	285/ 04	091165 8937
ጆማል ቢረጋ መኩሪያ Jemal Birega Mekuriya	M	1976	DIPLOMA Tour operator	4	5	English French Italian Arabic	አ.አ A.A	አራዳ Arada	06	1146 /2	091154 0085
አድር አብራሐም መሐመድ Khader Ebrahim Mohammed	M	1986	LEVEL/4/ Tourism managment	4	5	English French Arabic	አ.አ A.A	ቲርቆስ Qirkos	10		093806 2288
ተክታይ አበበ መኩሪያ Teketayi Abebe Mekuriy	M	1977	B.A Tourism managemen t	-	5	English German	አ.አ A.A	አዲስ ከተማ A/ketema	06	148	091369 6336
አብዱልገፋር አብዱልቃድር አደም Abdulgefar Abdulkadir Adem	M	1981	LEVEL/4/ Tour operation supervision	4		English Arabic FRENCH	አ.አ A.A	ቲርቆስ Qirkos	4	New	091225 0737
ዳርዳን ደሊል አብደላ Erdan Delil Abdela	M	1981	LEVEL/3/ Tour servise	3	5	English Arabic	አ.አ A.A	ቦሌ Bole			091235 6463
ገሩም ፈጠነ ሸፈራው Gerum Fetene shiferaw	M	1981	LEVEL/4/ Tour and travel operation	4	5	English German	አ.አ A.A	አራዳ Arada	07	057 ሐ	091181 0498
ዳዊት ዳንቤ ቡርጂ Dawit Denbi Burji	M	1987	LEVEL/4/ Tour operation supervision	4	5	English French German	አ.አ A.A	አራዳ Arada	5	1043	091697 3794
ፊሊሞን ጌታቸው ብርሃኑ Philimon Getachew Biraanu	M	1985	LEVEL/4/ Tour operation supervision	4	5	English Japan	አ.አ A.A	አራዳ Arada	7		091877 5106
አሸናፊ ስለሺ ነጋልኝ Ashenafi Sileshi Negaligen	M	1973	LEVEL/3/ Tour guiding		4	English	አ.አ A.A	ቲርቆስ Qirqos	04	126	091103 7732
ደደጅ ጋሻው አልታሰብ DEREJE GASHAW ALTASEB	M	1984	Level/5/ Tour operation supervision	4		English	አ.አ A.A	አራዳ Arada	06	144	091066 9647

መክንን በላይነህ ወልደ መስቀል Mekonnen Belayneh Weldemeskel	M	1946	LEVEL/3/ Tour guiding	3	10	English French	A.A	ቲርቆስ Qirkos	06/ 07	951	091146 0488
ውብሽት አበራ ጊቻም Wubishet Abera Gichamo	M	1987	LEVEL/5/ Tourism managemen t	4		English French German	አ.አ A.A	አራዳ Arada	05		091673 9378
ጊታቸው ወ/ግዲቅ አርጋው Getachew W/tsadik Argaw	M	1985	BA Tourism and hotel mgt		5	ENGLISH FRENCH GERMNY	ኦሮሚያ OROM IYA	ኢ.ጃሬ Ejare	03	042/ 02	093150 0152
በለጠ ጥላሁን ተፈራ Belete Tilahun Tefera	M	1982	DEGREE Wild life and eco tourism mgt	3	5	English	አ.አ A.A	ን/ላፍቶ N/Lafto			091912 5291
አበባው ሽመልስ ወልደጊዮርጊስ Abebaw Shimelis Woldegeorgis	M	1986	B.A Tourism mgt		5	English	A.A	ቲርቆስ Qirkos	10	460	092305 2359
ቤተልሔም አበቻ ስሜ Bethelhem Abicha Sime	F	1984	LEVEL/4/ Tour operation super vision	4	5	English French	አ.አ A.A	ኮ/ቀራኒያ k/gerany o	13	477	092012 7400
አብዱልሠላም ነቢዩ አባጎጃም Abdulselam Nezif Abagojam	M	1981	B.A Tourism mgt	-	5	English	ኦሮሚያ OROM IYA	ሰቢታ Sebeta	01	1286	094032 0935
ሚካኤል ዘለቀ ሀይሌ Micheal Zeleke Haile	M	1985	LEVEL 4 Tour Operation sup	4	-	English	አ.አ A.A	ቦሌ Bole	08	1214	010223 393
ሰሙኤል ቦጋለ ኃ/ሚካኤል Samuel Bogale H/micheal	M	1983	LEVEL 4 Tour Operation sup	4	-	English	አ.አ A.A	የካ Yeka	04	1602	091237 2938
ሁስኒያ ያሲን ካሊድ Husnya Hussen Kalid	F	1983	LEVEL 4 Tour Operation sup	4	-	English	አ.አ A.A	አዲስ ከተማ Adis Ketema	13	862	091182 1157
ቤቴልሂም ፍስሀ ጥላሁን Betelhem Feseha Tilahun	F	1982	Tour operation supervision Level/4/	4	5	English	A.A አ.አ	bole ቦሌ	07	New	091143 2363
አብዱሰላም አብዱልመጅድ ሻሚል Abduselam Abdulmejid shamil	M	1985	B.A degree in Tourism mgt	-	-	English and Germen	አ.አ A.A	አራዳ Arada	06	626	092360 1897

አብርሐም ይግለጡ አስፋ Abrham Yigiletu Assefa	M	1976	LEVEL/4/ Tour Operation Supervision	4	5	English	አ.አ A.A	አራዳ Arada	6	746	091166 6216 092159 9533
ቤዛዊት ደነቀው ታምር Bezawit Denekew Tamer	F	1979	LEVEL/4/ Tour Operation Supervision	4	5	English	አ.አ A.A	ን/ፋ/ሰ/ላ/ክ /ክ N/Lafto	01	B35/ 11	091303 6648
ዘለም ብርሀኑ ሎማ Zelalem Berhanu Lema	M	1979	Tour operation supervision Level/4/	4		English French	አሮሚያ OROM IYA	ቡራዩ Burayu	02	2133	091035 2154
አንደኛነው አስፋ ምንአስ Endegnaw Assefa Menale	M	1985	B.A Tourism Developmen t	-	5	English French	አ.አ A.A	ቲርቆስ Qirkos	04		091284 9952
ገላይ ገይዳራ ኮራ Gelaye Geydare Kora	M	1986	LEVEL/4/ Tour operation supervision	4	6	English German	አ.አ A.A	ቦሌ Bole	13	-	094662 344
አዲስ መኮንን ጌቱ Adisu mekonen Getu	M	1985	LEVEL/4/TO UR GUIDING	3	5	English Arabic French	አ.አ A.A	ቲርቆስ Qirqos	04	150	094024 1952
አዳሙ ሀይሉ ገ/ሰላሴ Adamu Hailu G/silassie	M	1981	LEVEL/3/TO UR GUIDEE	3	5	English	አ.አ A.A	የካ Yeka	12	2053	091178 4004
ፍታም ወንድሜ ሀይሌ Fitsum Wondemeye Haile	M	1953	Level /3/Tour guiding	3	10	ENGLISH French	አ.አ A.A	ካላፍ ቀራንዮ K/Qerani yo	04	-	091124 9803
ሙሉጌታ ዜና አክሊሉ Mulugeta Zena Aklilu	M	1987	Level/4/Tour operation supervision	3	5	English French German	አ.አ A.A	ሊደታ Lideta	08	312	091270 9296
መሰረት ገ/ሰላሴ ይትባረክ Meseret G/selassie yitbarek	M	1985	Level /3/ Tour guiding	3	6	French Germen English	አ.አ A.A	ቲርቆስ Qirqos	07	467	091441 9621
ቤዛነ ግርማ ስሜ Bezaneh Girma Sime	M	1983	Level /3/ Tour operation supervision	4		English Frech	አ.አ A.A	ካ/ቀ K/qerany o	05	1836	091158 5815
ዘታሙ ተፈሪ ሞሬ Habtamu Teferie Morie	M	1985	Level /3/ Tour guiding	3	5	Germen french	አ.አ A.A	ቲርቆስ Qirkos	04		092587 63
አቤል መኮንን ወርቅነህ Abel Mekonnen Workneh	M	1975	Level /3/ Tour guiding	3	5	English Germen	አ.አ A.A	የካ Yeka	05	143	091327 5328

ሀይሌ ደሳለኝ እጅጉ Hailu desalegn ejigu	M	1984	Level /3/ Tour operation supervision	4	5	English French Hebru	አ.አ A.A	የካ YEKA	05	አ.ዲ.ስ New	091195 5080
ሳይፈ ገብርኤል ሸፈራው Seife Gebreal Shiferaw	M	1979	Level /3/ TOUR AND TRAVEL OPERATER	2	5	English French	አ.አ A.A	ቁርቆስ Qirkos	04	1083	091120 9882
አንደበት አለም አበጀ Andebet alem abeje	M	1984	BA Eco-tourism and Cultural heritage	-	-	ENGLISH	አ.አ A.A	ን/ስ/ላ N/Lafto	06	79/1 3	092103 3229
ሽመልስ ፈንቲ ካሳ Shimels Fentie Kassa	M	1979	Level/ 4/ Tour operation supervision	4	-	English	A.A	ን/ስ/ላ N/Lafto	09	208	092380 8693
ዮሴፍ አልታዬ ወልደ Yoseph altaye wolde	M	1966	Level 4 Tour guide	3	5	Italian English	አ.አ A.A	ቦሌ BOLE	06	329	091332 3992
መስፍን ጌታቸው ተደላ Mesfin Getachew Tedla	M	1984	Level 4 TOUR OPRESTIO N SUPERVISI ON	4	5	English	አ.አ A.A	ጉላሌ Gulele	08	1016	092159 8973
አሰፋ አርጋቸው ከላሎ Assefa Argachew kulalu	M	1972	Level 3 Tour guiding	3	10	English	A.A አ.አ	ን/ላ/ክ N/Lafto	09	232/ 1238	091341 9936
አማረ መልካም አገኘሁ Amare Melkam Agegnehu	ወ M	1985	TOUR GUIDING LEVEL 4	3	-	English	አ.አ A.A	ን/ላ/ክ N/Lafto	05	082	092262 6342
ባቀለ ሌሊሽ ገ/ጊዮርጊስ Bekele Lelisho G/giorgis	ወ M	1961	Level 3 Tour guiding	4	30	English	አ.አ A.A	የካ Yeka	03	122/ 03	091117 4310
ሳሳይ ጥላሁን ወንድም Sisay Tilahun Wendim	ወ M	1974	LEVEL 4 TOUR OPERATIO N SUPERVISI ON	4	-	English	አ.አ A.A	ቦሌ Bole	13	B09 A	091348 1317
ሀብታሙ ሀይሌ ፋፋ Habtamu Haile Fafa	ወ M	1976	BA tourism magt	-	-	English	አ.አ A.A	ን/ላ/ክ/ክ N/L/K/K	01	1178/ 18	091244 6235

አምዴ ታሪኩ ቴሶ Amde Tariku Tesso	ወ M	1977	BA Business administrati on Short term training In tour guiding	4	10	English	አ.አ A.A	ጌ/ላ/ክ/ክ N/L/K/K	06	81/1 7	091157 1120
ጥበበ አስቻለ አላምረው Tibebe Aschale Alamrew	ወ M	1977	Level 4 tour guiding	Leve l 4	-	English	አ.አ A.A	የካ Yeka	12	አዲስ New	092936 6441
አምራዊት ከበደ ሽለም Samrawit Kebede Shalmo	ሴ F	1985	Level 4 tour operation supervision	Leve l 4	-	English	አ.አ A.A	አዲስ ከተማ Adis ketema	06	1171	091249 4709
ገብረማሪያም ማሞ አላምረው G/mariam Mamo Alamirew	ወ M	1981	Level 4 tour operation supervision	Leve l 4	-	English	አ.አ A.A	ቂርቆስ Qirqos	02	101/ 04/3 6	
ግሀይ መሀሪ አብርሀ Tsehaye Mehari Abrha	ወ M	1968	Level 4 tour operation supervision	Leve l 4	-	English	አ.አ A.A	ጌ/ላፍቶ N/lafto	06	902	091124 3955
ቴዎድሮስ ደምሴ በልሁ Tewodros Demssie Belihu	ወ M	1977	BA in TOURISM MAGT			English	አ.አ A.A	አዲስ ከተማ Adis ketema	01	113	091132 0145
ዘለለም መርአዊ ክንፈ Zelalem Meraewi Kenfu	ወ M	1972	Level 4 tour operation supervision	Leve l 4	-	English	አ.አ A.A	ቂርቆስ Qirqos	06	135	091120 9106
ተክሉ ሲሳይ ላቀው Teklu Sisay Lakew	ወ M	1975	Level 4 tour operation supervision	Leve l 4	-	English	አ.አ A.A	ቦሌ Bole	10	አዲስ New	091107 6157
ጌትነት ስዩም ተስፋይ Getnet Siyum Tesfaye	ወ M	1976	Level 4 tour and travel operation	Leve l 3	-	English	አ.አ A.A	ጌ/ላፍቶ N/lafto	12	1656	091172 4072
አቡሽ ጌታቸው ነጋሽ Abush Getachew Negash	ወ M	1974	LEVEL 4 Tour and travel operation	Leve l 4	-	English	አ.አ A.A	አዲስ ከተማ Adis ketama	09	069	091182 3368
ጊሳጌጥ አርኬስ በቀለ Bezaget Arkes Bekele	ሴ F	1967	LEVEL 4 TOURISM MGT	Leve l 4		English	አ.አ A.A	ቂርቆስ Qirqos	02	136/ 36	091154 6023
ሳሙኤል ሽመልስ አፍኔ Samuel Shimeles Afne	ወ M	1974				English	አ.አ A.A	ኮለፍ ቀራንዮ K/Qerani yo	12	034	091162 0090
ደጋዩ ገዛሀን ገብረመድህን Tsegaye Gezahagn Gebremedihin	ወ M	1977	Level 3 travel & tour operation	Leve l 4	5	English	አ.አ A.A	አዲስ ከተማ Adis ketama	01	306	091207 1811

ወንድማገኝ ተፈራ መኮንን Wendimagegn Tefera Mekonnen	ወ M	1966	Level 3 travel & tour operation	Leve l 3	7	English Italy	አ.አ A.A	ቲርቆስ Qirqos	32	140	091164 6869
አስክሰ በልሁ ወልደሀና Askale Belihu Weldehana	ሴ F	1972	LEVEL 4 Tour and travel operation	Leve l 4	10	English Spain	አ.አ A.A	ጉለሌ gulele	07/ 17	527	091205 5075
ሳይፌ አያሌው ደስታ Seyife Ayalew Desta	ወ M	1958	Level 1 tour guiding	Leve l 3	5	English	አ.አ A.A	አራዳ Arada	04	932	091123 6575
ሚኪያስ ሞላ ተፈራ	ወ M	1983	LEVEL 4 Tour and travel operation	Leve l 4	-	English	አ.አ A.A	አራዳ Arada	06	447	091080 4794
በሩክ እገራ ጌታነህ	ወ M	1987	Level 4 tour operation supervision	Leve l 4	-	English	አ.አ A.A	ጉለሌ gulele	03	209	093804 6506
ክብሮም ገብረሀይወት ኪዳኔ Kibrom Gebrehiwot Kidane	ወ M	1980	LEVEL 3 Tour and travel operation	Leve l 4		English German	አ.አ A.A	ን/ላፍቶ N/lafto	12	2354	091155 7848
ዮናስ በለጠ ምንይሽር Yonas Belete Minyishir	ወ M	1876	Level 5 Tourism managemen t	Leve l 4		English	አ.አ A.A	ን/ላፍቶ N/lafto	05/ 07	209	091114 3223
ታምራት አሰፋ በዩነ Tamrat Asefa Beyene	ወ M	1976	Level 5 Tourism managemen t	Leve l 4		English	አ.አ A.A	አራዳ Arada	10	528	091142 0038
አማኑኤል አሰፋ ፈንታው Amanual Asefa Fantaw	ወ M	1986	BA Tourism managemen t			English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	04	7383	091235 3133
ሳሜኑህ አበበ ይመር Simeneh Abebe Yimer	ወ M	1954	Level 4 Tour guiding	4		English French	አ.አ A.A	ቲርቆስ Qirqos	08	አዲስ New	091161 5008
ክብሩ አስቻለው ወልደሚራያም Kibru Aschalew Weldemariam	ወ M	1973	BA tourism managemen t			English French	ጎንደር Gonde r		18		098907 0164
ትርሀስ ጸጋዬ ደስታ Tirhas Tsegaye Desta	ሴ F	1984	Level 4 tour operation supervision	4		English French	አ.አ A.A	አ/ቃሊቲ A/qaliti	08	አዲስ New	094627 0872
ፊዮሪ መብራቱ አራፋይኔ Fiyori Mebrhatu Arafayne	ሴ F	1987	BA wildlife and protected area mgt	3		English	አ.አ A.A	አ/ቃሊቲ A/qaliti	04	045	092139 9736
ዘረሀን ደምሴገብራ Zerihun Demissie Gebre	ወ M	1984	BA tourism managemen t			English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	05	1387	092933 5414

ታሪክ ሙሉጌታ ወዛም Tariku Mulugeta Wezam	ወ M	1979	BA tourism managemen t			English	አ.አ A.A	ቦሌ Bole	10	አዲስ New	091102 1693
ኤደን ሃዲሽ ወ/ማሪያም Eden Hadush W/mariam	ሴ F	1984	BA tourism managemen t			English	አ.አ A.A	የካ Yeka	06/ 28	058	091087 5639
ሀገስ ተክሉ ገ/ማሪያም Hagose Teklu G/mariam	ወ M	1979	BA Wild life & eco tourism managemen t			English	ትግራይ Tigray		06	-	093880 2542
ሰምራዊት ግርማ በቀለ Samrawit Girma Bekele	ሴ F	1984	Ba tourism managemen t			English	አ.አ A.A	ንላፍቶ N/lafto	12	1105	091246 0462
ሰና ሙሉጌታ ይመር Sosina Mulugeta Yimer	ሴ F	1978	Level 4 tourism managemen t	Leve l 4		English	አ.አ A.A	ቦሌ bole	08/ 14	አዲስ New	091144 2356
አይማኖት ያረጋል ተሸመ Abejorant Yajalem Tessema	ወ M	1980	Level 4 tour guiding	Leve l 3		English	አ.አ A.A	አራዳ Arada	08	1214	091311 2168
ሰሳይ ደምላይ ገሰሰ Sisay Demlay Gesesse	ወ M	1974	Level 3 tour guiding	Leve l 4		English	አ.አ A.A	አራዳ Arada	05	395	011155 5090
አሁዳ ከበደ ቦሩ Ahadu Kebede Boru	ወ M	1974	Level 4 tour guiding	Leve l 3		English	አ.አ A.A	ንላፍቶ N/Lafeto	02	፪/በ 229/ 24	091154 8080
ሙሉ ሞሴ ተስፋይ Mulu mossies tesfaye	ሴ F	1970	Level 4 tour operation	Leve l 4		English	አ.አ A.A	ጉለሌ gulele	09	544	091156 0986
ግሩም ደራራ ነዳሳ Groom darara nedassa	ወ M	1979	Level 3 tour guiding	Leve l 4		English	አ.አ A.A	አ/ቃሊቲ A/qaliti	06	323	091136 7103
ፍሬው ፍሰሃ አበራ Firew fisha abea	ወ M	1986	Level 4 tour operation	Leve l 4		English	አ.አ A.A	ቦሌ Bole	09	አዲስ	091192 0411
ሄኖስ ኃ/ጊዮርጊስ መካከንን Henos h/giorgis mekonene	ወ M	1981	Level 3 tour operation	Leve l 3		English	አ.አ A.A	ክላዳ ቀራንዮ K/Qerani yo	05	አዲስ	091057 8027
ሄኖክ ፀጋዬ ሐሰን Henok tsegaye hassen	ወ M	1972	Level 4 tour operation	Leve l 3		English /German	አ.አ A.A	አራዳ Arada	06	467	091187 7431
ተስፋይ ታፈሰ ወንድምኩን Tesfay tafese wondmkun	ወ M		Level 4 tour operation	Leve l 3		English	አ.አ A.A	አዲስ ከተማ Adis ketama	05	559	091071 7171

ጊዜው ክፍያለው አቅኔ Giziew kefyalew aknie	ወ M	1986	Level 4 tour guiding	Leve l 3		English /German	አ.አ A.A	አዲስ ከተማ Adis ketama	01	269/ 04	092194 7962
ዶክንስ ዋሴ ከለለው Yohannes wassie kelelew	ወ M		Level 4 tour guiding	Leve l 3		English	አ.አ A.A	ን/ላፍቶ N/lafto	06	221	091263 9539
ኤልያስ ናለማየው ወርቁ Elias alemayhu worku	ወ M		Level 4 tour guiding	Leve l 3		English	አ.አ A.A	ልደታ	05	1000	091161 5053
ቴዎድሮስ ሳለሞት አባተ-ባዬ Tewoderos salemot abatbaye	ወ M	1978	Level 3 tour guiding	Leve l 3		English	አ.አ A.A	ኮለፍ፣ ቀራንዮ K/Qerani yo	09	ጠ810 6	091362 0916
አብይ ጥላወጃ ላቀው Abey telahun lakew	ወ M	1953				English	አ.አ A.A	ቲርቆስ Qirqos	01	220	091050 7837
አሰፋ ይፍሩ አየለ Assefa yifru ayele	ወ M	1977	Level 4 tour operation supervision	Leve l 4		English	አ.አ A.A	አራዳ Arada	11/ 12	031	091058 2583
ወልደሰንበት አሰፋ በላይ Woldsenbet asefa belay	ወ M	1979	Level 4 tourism managemen t	Leve l 2		English	አ.አ A.A	አራዳ Arada	02	688	091178 8614
ሚካኤል ተ/ሚርያም አባተ Mikyias t/maryam abate	ወ M	1988	Level 4 tour operation supervision	Leve l 4		English	አ.አ A.A	የካ Yeka	03	397	096101 1011
ማሪግ ወ/ተንሳይ Mareg w/tensay wasie	ወ M	1983	Level 4 tour guiding	Leve l 3		English	አ.አ A.A	ን/ላፍቶ N/lafto	06	057/ 32	091342 0377
ሰሜል በልአማን ማሪን Samuel belamine mahone	ወ M	1987	Level 4 tour guiding	Leve l 3		English	ትግራይ	ሐድነት	17		091126 3656
Tadiyos Hailu Woldegebriel	ወ M	1979	Level 4 tour operation supervision	Leve l 4		English	አ.አ A.A	የካ Yeka	05	608	0911 758440
ሙሪታ ሲሳይ ቸኮል Mulugeta Sisay Checol	ወ M	1981	Level 3 tour guiding	Leve l 3		English	አ.አ A.A				092001 3455
Sisay Genzeb Tegen ሲሳይ ንንዘብ ተገን	ወ M	1985	Level 4 tourism managemen t	Leve l 3		English	አ.አ A.A	ቦሌ Bole	05	056	091069 2230
Sentayue Mandefro Daba ሰንታሁ ማንደፍሮ ዳባ	ወ M	1979	Level 3 tour guiding	Leve l 3		English	አ.አ A.A	ን/ላፍቶ N/lafto	09	233/ 1517	091177 3497
አለነ ንርአዮ ሚሳ Alene Nirayo Meressa	ወ M		Level 4 tour guiding	Leve l 3		English	አ.አ A.A	የካ Yeka	05	317	091304 7911

Moges Sina Haile ሞገስ ሰነ ኃይሌ	ወ M	1967	Level 3 tour guiding	Level 4		English	ኢ.አ A.A	ጉለሌ gulele	1/2 0	እን/1 5	091054 9997
Sultan Osman Dawod ሱልጣን ኡስማን ዳወድ	ወ M	1967	BA Tourism Management	Level 4		English	ኢ.አ A.A	ኮለፍት ቀራንዮ K/Qerani yo	01	3384	091211 6026
Sisay Wubetu Woldu ሲሳየ ወብቱ ወልዱ	ወ M	1972	Level 3 tour guiding	Level 3		English	ኢ.አ A.A	ቦሌ Bole	09		091103 2806
Wassu Ayichew Tsegaw ዋሱ አይቼውፀጋው	ወ M	1984	Level 3 tour operation supervision	Level 3		English	ኢ.አ A.A	ሌደታ Ledta	01	1376	091375 9806
Befekadu Awgchew Shumye ባፍቃዲ አወግቻውሱምዬ	ወ M	1954	Level 3 tour guiding	Level 3	13	English	ኢ.አ A.A	የካ Yeka	01/ 02	061	091125 3634
Sentayue Mandefro Daba ሰንታዩ ሁማንደፍሮ ዳባ	ወ M	1979	Level 3 tour guiding	Level 3	1	English French	ኢ.አ A.A	ንላፍቶ N/lafto	09	233/ 1517	091177 3497
Tesfaye Negusa Damtaw ተስፋዬ ንጉሤ ዳምጠው	ወ M	1984	Level 3 tour guiding	Level 3		English	ኢ.አ A.A	አ/ቃሊት A/qaliti	01	170	091268 9623
Eskedar Tadesse Tessema አስከዳር ታደሠ ተሰማ	ወ M	1975	Level 3 tour guiding	Level 3		English	ኢ.አ A.A	የካ Yeka	11	149	091117 0523
Abenezzer Aleme Mekonnen አብነጌ ዘርዳለ ሜመክንን	ወ M	1983	Level 4 tour operation supervision	Level 3		English	ኢ.አ A.A	አ/ቃሊት A/qaliti	02/ 03	733	091283 7359
Tesefaw Girmay Ayaliew ተስፋውግር ማይ አያሌው	ወ M	1982	Level 4 tour operation supervision	Level 4		English	ኢ.አ A.A	ሌደታ Ledta	10	005/ 1	092508 1222
Tesfaneh Mengistu Asefa ተስፋነህ መንግስቱ አሠፋ	ወ M	1984	BA Tourism and hotel management	Level 3		English	ኢ.አ A.A	ኮለፍት ቀራንዮ K/Qerani yo	04	አዲስ	093220 6868
Abiy Rorisa Abrham አብይ ሮሪሳ አብርሃም	ወ M	1984	Level 4 tour operation supervision	Level 3		English	ኢ.አ A.A	አራዳ Arada	08	799	091371 4719
Getasew Lisanework Weldeargawi ጌታሳውልሳነ ወርቅ ወልደአረጋዊ	ወ M	1970	Level 4 tour guiding	Level 3		English	ኢ.አ A.A	አራዳ Arada	5	309	091106 3311

S.No	Full Name in Amharic & English	Sex	Date of Birth	Qualification	COC LEVEL	Experience in year	Language	Address						
								Region	Sub-city	W	H.no			
1	ወንጌል ለገሰ ገብረመስቀል Daniel Menberu Amratay ወንጌል ለገሰ ገብረመስቀል Hesibete Dagim Eyas	M	1985	Level 4 tour guiding operation supervision	13	4	English	ኢትዮጵያ A.A	ቂርቆስ Qirqos A.A	07	175	091125	1265	
2	ቢነህ ገብረ ገ/አይወት Biniyam Gezahegn G/ Hiwot አይወት ገ/አይወት Tekon	M	1970	Level 4 operation supervision	13	4	English	ኢትዮጵያ A.A	ቂርቆስ Qirqos	07	175	091163	285/0	
3	ታደሰ ለሸቱ Tariku Tadesse Eshetu	M	1974	Level 4 operation supervision	13	10	English French	ኢትዮጵያ A.A	ቂርቆስ Qirqos	02/ 03	175	091121	2427	
3	ጆማል ቢረጋ መኩሪያ Jemal	M	1976	DIPLOMA	4	5	Englis				06	1146		
4	ዛሬኛ ካሴ አህመድ Hamid Kassie Ahmed	M	1979	Level 4 tour guiding	13	3	English	ኢትዮጵያ Arabic French Italian Arabic	አራዳ Arada	አራዳ Arada	5- 3/07	091214	0821	
5	ቢሩ አብዱ Taye Biru Abdi	M	1967	tour guiding Tourism managment	13	8	English	ኢትዮጵያ A.A French Arabic	አራዳ Arada	አራዳ Arada	8	402	091118	1561
6	ሜልኤ ለመገለ መገረ Melkamu Alemu Mengelale	M	1974	Level 4 tour guiding B.A Tourism managemen	13	9	English	ኢትዮጵያ A.A English German	አዳር Adis ketama	አዳር Adis ketama	6	485	091116	671448
7	ጌትነት ገላሁን ፋንታይ Getnet Tilahun Fantaye	M	1977	Level 4 tour operation supervision	13	6	English	ኢትዮጵያ A.A	አራዳ Arada	አራዳ Arada	6	664	091147	5342

6	አብዱልገፋር አብዱልቃድር አደም Abdulgefar Abdulkadir Adem	M	1981	LEVEL/4/ Tour operation supervision	4		Englis h Arabic FREN CH	አ.አ A.A	ቁርቆስ Qirkos	4	New
7	እርዳን ደሊል አብደላ Erdan Delil Abdela	M	1981	LEVEL/3/ Tour servise	3	5	Englis h Arabic	አ.አ A.A	ቦሌ Bole		
8	ግሩም ፈጠነ ሸፈራው Gerum Fetene shiferaw	M	1981	LEVEL/4/ Tour and travel operation	4	5	Englis h Germa n	አ.አ A.A	አራዳ Arada	07	057ሐ
9	ዳዊት ዳንቤ ቡርጂ Dawit Denbi Burji	M	1987	LEVEL/4/ Tour operation supervision	4	5	Englis h French Germa n	አ.አ A.A	አራዳ Arada	5	1043
10	ፊሊሞን ጌታቸው ብርሃኑ Philimon Getachew Biraanu	M	1985	LEVEL/4/ Tour operation supervision	4	5	Englis h Japan	አ.አ A.A	አራዳ Arada	7	
11	አሸናፊ ስለሽ ነጋልኝ Ashenafi Sileshi Negaligen	M	1973	LEVEL/3/ Tour guiding		4	Englis h	አ.አ A.A	ቁርቆስ Qirqos	04	126
12	ደረጀ ጋሻው አልታሰብ DEREJE GASHAW ALTASEB	M	1984	Level/5/ Tour operation supervision	4		Englis h	አ.አ A.A	አራዳ Arada	06	144
13	መኮንን በላይነህ ወልደ መስቀል Mekonnen Belayneh Weldemeskel	M	1946	LEVEL/3/ Tour guiding	3	10	Englis h French	A.A	ቁርቆስ Qirkos	06/ 07	951
14	ውብሽት አበራ ጊቻም Wubishet Abera Gichamo	M	1987	LEVEL/5/ Tourism managemen t	4		Englis h French Germa n	አ.አ A.A	አራዳ Arada	05	
15	ጌታቸው ወ/ዳዲቅ አርጋው Getachew W/tsadik Argaw	M	1985	BA Tourism and hotel mgt		5	ENGLISH FRENCH GERMNY	ኦሮሚያ OROMI YA	አ.ጃሬ Ejare	03	042/0 2
16	በለጠ ጥላሁን ተፈራ Belete Tilahun Tefera	M	1982	DEGREE Wild life and eco tourism mgt	3	5	English	አ.አ A.A	ንጣፍቶ N/Lafto		

17	አበባው ሸመልስ ወልደጊዮርጊስ Abebaw Shimelis Woldegeorgis	M	1986	B.A Tourism mgt		5	English	A.A	ቲርቆስ Qirkos	10	460
18	ቤተልሔም አቢቻ ስሜ Bethelhem Abicha Sime	F	1984	LEVEL/4/ Tour operation super vision	4	5	English French	አ.አ A.A	ኮ/ቀራኒዮ k/qerany o	13	477
19	አብዱልሠላም ነዚፍ አባጎጃም Abdulselam Nezif Abagojam	M	1981	B.A Tourism mgt	-	5	English	አሮሚያ OROMI YA	ሰቦታ Sebeta	01	1286
20	ሚካኤል ዘለቀ ሀይሌ Micheal Zeleke Haile	M	1985	LEVEL 4 Tour Operation sup	4	-	English	አ.አ A.A	ቦሌ Bole	08	1214
21	ሳሙኤል ቦጋለ ኃ/ሚካኤል Samuel Bogale H/micheal	M	1983	LEVEL 4 Tour Operation sup	4	-	English	አ.አ A.A	የካ Yeka	04	1602
22	ሁስኒያ ያሲን ካሊድ Husnya Hussen Kalid	F	1983	LEVEL 4 Tour Operation sup	4	-	English	አ.አ A.A	አዲስ ከተማ Adis Ketema	13	862
23	ቤቴልሄም ፍስሀ ጥላሁን Betelhem Feseha Tilahun	F	1982	Tour operation supervision Level/4/	4	5	English	A.A አ.አ	bole ቦሌ	07	New አዲስ
24	አብዱሰላም አብዱልመጅድ ሻሚል Abduselam Abdulmejid shamil	M	1985	B.A degree in Tourism mgt	-	-	English and Germen	አ.አ A.A	አራዳ Arada	06	626
25	አብርሐም ይግለጡ አስፋ Abrham Yigiletu Assefa	M	1976	LEVEL/4/ Tour Operation Supervision	4	5	English	አ.አ A.A	አራዳ Arada	6	746
26	ቤዛዊት ደነቀው ታምር Bezawit Denekew Tamer	F	1979	LEVEL/4/ Tour Operation Supervision	4	5	English	አ.አ A.A	ን/ፋ/ስ/ላ/ክ /ክ N/Lafto	01	B35/ 11
27	ዘላለም ብርሀኑ ለማ Zelalem Berhanu Lema	M	1979	Tour operation supervision Level/4/	4		English French	አሮሚያ OROMI YA	ቡራዩ Burayu	02	2133
28	አንደኛነው አስፋ ምንአስ Endegnaw Assefa Menale	M	1985	B.A Tourism Developmen t	-	5	English French	አ.አ A.A	ቲርቆስ Qirkos	04	
29	ገላዬ ገይዳራ ኮራ Gelaye Geydare Kora	M	1986	LEVEL/4/ Tour operation supervision	4	6	English German	አ.አ A.A	ቦሌ Bole	13	-

30	አዲሱ መኮንን ጌቱ Adisu mekonen Getu	M	1985	LEVEL/4/TO UR GUIDING	3	5	English Arabic French	አ.አ A.A	ቲርቆስ Qirqos	04	150
31	አዳሙ ሀይሉ ገስላሴ Adamu Hailu G/silassie	M	1981	LEVEL/3/TO UR GUIDEE	3	5	English	አ.አ A.A	የካ Yeka	12	2053
32	ፍቅም ወንድሜ ሀይሌ Fitsum Wondemeye Haile	M	1953	Level /3/Tour guiding	3	10	ENGLISH French	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	04	-
33	ሙሉጌታ ቤና አክሊሉ Mulugeta Zena Akilu	M	1987	Level/4/Tour operation supervision	3	5	English French German	አ.አ A.A	ሊደታ Lideta	08	312
34	መሰረት ገስላሴ ይትባረክ Meseret G/selassie yitbarek	M	1985	Level /3/ Tour guiding	3	6	French Germen English	አ.አ A.A	ቲርቆስ Qirqos	07	467
35	ቤዛነ ግርማ ስሜ Bezaneh Girma Sime	M	1983	Level /3/ Tour operation supervision	4		English Frech	አ.አ A.A	ኮ/ቀ K/qerany o	05	1836
36	ሀብታሙ ተፈሪ ሞሬ Habtamu Teferie Morie	M	1985	Level /3/ Tour guiding	3	5	Germen french	አ.አ A.A	ቲርቆስ Qirkos	04	
37	አቤል መኮንን ወርቅነህ Abel Mekonnen Workneh	M	1975	Level /3/ Tour guiding	3	5	English Germen	አ.አ A.A	የካ Yeka	05	143
38	ሀይሌ ደሳለኝ አጅጉ Hailu desalegn ejigu	M	1984	Level /3/ Tour operation supervision	4	5	English French Hebru	አ.አ A.A	የካ YEKA	05	አዲስ New
39	ሰይፈ ገብርኤል ሸፈራው Seife Gebreal Shiferaw	M	1979	Level /3/ TOUR AND TRAVEL OPERTER	2	5	English French	አ.አ A.A	ቲርቆስ Qirkos	04	1083
40	አንደበት አለም አበጀ Andebet alem abeje	M	1984	BA Eco-tourism and Cultural heritage	-	-	ENGLISH	አ.አ A.A	ን/ስ/ላ N/Lafto	06	79/13
41	ሸመልስ ፈንቱ ካሳ Shimels Fentie kassa	M	1979	Level/ 4/ Tour operation supervision	4	-	English	A.A	ን/ስ/ላ N/Lafto	09	208

42	ዮሴፍ አልታዬ ወልዴ Yoseph altaye wolde	M	1966	Level 4 Tour guide	3	5	Italian English	አ.አ A.A	ቦሌ BOLE	06	329
43	መስፍን ጌታቸው ተደላ Mesfin Getachew Tedla	M	1984	Level 4 TOUR OPRESTIO N SUPERVISI ON	4	5	English	አ.አ A.A	ጉላሌ Gulele	08	1016
44	አሰፋ አርጋቸው ክላሉ Assefa Argachew kulalu	M	1972	Level 3 Tour guiding	3	10	English	A.A አ.አ	ን/ላ/ክ N/Lafto	09	232/1 238
45	አማራ መልካም አገኝሁ Amare Melkam Agegnehu	ወ M	1985	TOUR GUIDING LEVEL 4	3	-	English	አ.አ A.A	ን/ላ/ክ N/Lafto	05	082
47	በቀለ ሌሊሾ ገ/ጊዮርጊስ Bekele Lelisho G/giorgis	ወ M	1961	Level 3 Tour guiding	4	30	English	አ.አ A.A	የካ Yeka	03	122/0 3
48	ሲሳይ ጥላሁን ወንድም Sisay Tilahun Wendim	ወ M	1974	LEVEL 4 TOUR OPERATIO N SUPERVISI ON	4	-	English	አ.አ A.A	ቦሌ Bole	13	B09A
49	ሀብታሙ ሀይሌ ፋፋ Habtamu Haile Fafa	ወ M	1976	BA tourism magt	-	-	English	አ.አ A.A	ን/ላ/ክ/ክ N/L/K/K	01	1178/ 18
50	አምዴ ታሪኩ ቴሶ Amde Tariku Tesso	ወ M	1977	BA Business administrati on Short term training In tour guiding	4	10	English	አ.አ A.A	ን/ላ/ክ/ክ N/L/K/K	06	81/17
51	ጥበበ አስቻለ አላምረው Tibebe Aschale Alamrew	ወ M	1977	Level 4 tour guiding	Level 4	-	English	አ.አ A.A	የካ Yeka	12	አዲስ New
52	ሳምራዊት ክበደ ሻለም Samrawit Kebede Shalmo	ሴ F	1985	Level 4 tour operation supervision	Level 4	-	English	አ.አ A.A	አዲስ ከተማ Adis ketema	06	1171
53	ገብረማሪያም ማሞ አላምረው G/mariam Mamo Alamirew	ወ M	1981	Level 4 tour operation supervision	Level 4	-	English	አ.አ A.A	ቲርቶስ Qirqos	02	101/0 4/36
54	ፀሀይ መሀሪ አብርሀ Tsehaye Mehari Abrha	ወ M	1968	Level 4 tour operation supervision	Level 4	-	English	አ.አ A.A	ን/ላ/ፍ/ፍ N/lafto	06	902

55	ቴዎድሮስ ደምሴ በልሁ Tewodros Demssie Belihu	ወ M	1977	BA in TOURISM MAGT			English	አ.አ A.A	አዲስ ከተማ Adis ketema	01	113
56	ዘላለም መርአዊ ክንፈ Zelalem Meraewi Kenfu	ወ M	1972	Level 4 tour operation supervision	Level 4	-	English	አ.አ A.A	ቲርቆስ Qirqos	06	135
57	ተክሉ ሲሳይ ሳቀው Teklu Sisay Lakew	ወ M	1975	Level 4 tour operation supervision	Level 4	-	English	አ.አ A.A	ቦሌ Bole	10	አዲስ New
58	ጌትነት ስዩም ተሰፋዬ Getnet Siyum Tesfaye	ወ M	1976	Level 4 tour and travel operation	Level 3	-	English	አ.አ A.A	ን/ላፍቶ N/lafto	12	1656
59	አቡሽ ጌታቸው ነጋሽ Abush Getachew Negash	ወ M	1974	LEVEL 4 Tour and travel operation	Level 4	-	English	አ.አ A.A	አዲስ ከተማ Adis ketama	09	069
60	ቤሃጌጥ አርኬስ በቀለ Bezaget Arkes Bekele	ሴ F	1967	LEVEL 4 TOURISM MGT	Level 4		English	አ.አ A.A	ቲርቆስ Qirqos	02	136/3 6
61	ሳሙኤል ሸመልስ አፍኔ Samuel Shimeles Afne	ወ M	1974				English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	12	034
62	ጸጋዬ ገዛሀን ገብረመድህን Tsegaye Gezahagn Gebremedihin	ወ M	1977	Level 3 travel & tour operation	Level 4	5	English	አ.አ A.A	አዲስ ከተማ Adis ketama	01	306
63	ወንድማገኝ ተፈራ መኮንን Wendimagegn Tefera Mekonnen	ወ M	1966	Level 3 travel & tour operation	Level 3	7	English Italy	አ.አ A.A	ቲርቆስ Qirqos	32	140
64	አስካለ በልሁ ወልደሀና Askale Belihu Weldehana	ሴ F	1972	LEVEL 4 Tour and travel operation	Level 4	10	English Spain	አ.አ A.A	ጉሳሌ gulele	07/ 17	527
65	ሰይፈ አያሌው ደስታ Seyife Ayalew Desta	ወ M	1958	Level 1 tour guiding	Level 3	5	English	አ.አ A.A	አራዳ Arada	04	932
66	ማኪያስ ሞላ ተረፈ	ወ M	1983	LEVEL 4 Tour and travel operation	Level 4	-	English	አ.አ A.A	አራዳ Arada	06	447
67	ብሩክ አዝራ ጌታነህ	ወ M	1987	Level 4 tour operation supervision	Level 4	-	English	አ.አ A.A	ጉሳሌ gulele	03	209
68	ክብሮም ገብረሀይወት ኪዳኔ Kibrom Gebrehiwot Kidane	ወ M	1980	LEVEL 3 Tour and travel operation	Level 4		English German	አ.አ A.A	ን/ላፍቶ N/lafto	12	2354

69	ዮናስ በለጠ ምንጮር Yonas Belete Minyishir	ወ M	1876	Level 5 Tourism managemen t	Level 4		English	አ.አ A.A	ን/ላፍቶ N/lafto	05/ 07	209
70	ታምራት አሰፋ በየን Tamrat Asefa Beyene	ወ M	1976	Level 5 Tourism managemen t	Level 4		English	አ.አ A.A	አራዳ Arada	10	528
71	አማኑኤል አሰፋ ፈንታው Amanual Asefa Fantaw	ወ M	1986	BA Tourism managemen t			English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	04	7383
72	ስሜነህ አበበ ይመር Simeneh Abebe Yimer	ወ M	1954	Level 4 Tour guiding	4		English French	አ.አ A.A	ቂርቆስ Qirqos	08	አዲስ New
73	ክብሩ አስቻለው ወልደማሪያም Kibru Aschalew Weldemariam	ወ M	1973	BA tourism managemen t			English French	ጎንደር Gonder		18	
74	ትርሀስ ጸጋዬ ደስታ Tirhas Tsegaye Desta	ሴ F	1984	Level 4 tour operation supervision	4		English French	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	08	አዲስ New
75	ፊዮሪ መብራቱ አራፋይኔ Fiyori Mebrhatu Arafayne	ሴ F	1987	BA wildlife and protected area mgt	3		English	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	04	045
76	ዘሪሁን ደምሴገብሬ Zerihun Demissie Gebre	ወ M	1984	BA tourism managemen t			English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	05	1387
77	ታሪኩ ሙሉጌታ ወሃም Tariku Mulugeta Wezam	ወ M	1979	BA tourism managemen t			English	አ.አ A.A	ቦሌ Bole	10	አዲስ New
78	ኤደን ሃዳሽ ወ/ማሪያም Eden Hadush W/mariam	ሴ F	1984	BA tourism managemen t			English	አ.አ A.A	የካ Yeka	06/ 28	058
81	ሀጎስ ተክሉ ገ/ማሪያም Hagose Teklu G/mariam	ወ M	1979	BA Wild life & eco tourism managemen t			English	ትግራይ Tigrai		06	-
82	ሳምራዊት ግርማ በተሰ Samrawit Girma Bekele	ሴ F	1984	Ba tourism managemen t			English	አ.አ A.A	ን/ላፍቶ N/lafto	12	1105
83	ሶስና ሙሉጌታ ይመር Sosina Mulugeta Yimer	ሴ F	1978	Level 4 tourism managemen t	Level 4		English	አ.አ A.A	ቦሌ bole	08/ 14	አዲስ New
84	ሐይማኖት ያረጋል ተሸመ	ወ M	1980	Level 4 tour guiding	Level 3		English	አ.አ A.A	አራዳ Arada	08	1214

85	ሲሳይ ደምላይ ገሰሰ Sisay Demlay Gesesse	ወ M	1974	Level 3 tour guiding	Level 4		English	አ.አ A.A	አራዳ Arada	05	395
86	አሀዳ ከበደ ቦሩ Ahadu Kebede Boru	ወ M	1974	Level 4 tour guiding	Level 3		English	አ.አ A.A	ን/ላፍቶ N/Lafeto	02	ጀ/በ 229/2 4
87	ሙሉ ሞሴ ተስፋይ Mulu mossies tesfaye	ሰ	1970	Level 4 tour operation	Level 4		English	አ.አ A.A	ጉሰሌ gulele	09	544
88	ግሩም ደራራ ነዳሰ Groom darara nedassa	ወ M	1979	Level 3 tour guiding	Level 4		English	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	06	323
89	ፍሬው ፍስሃ አበራ Firew fisha abea	ወ M	1986	Level 4 tour operation	Level 4		English	አ.አ A.A	ቦሌ Bole	09	አዲስ
89	ሄኖስ ኃ/ጊዮርጊስ መካከንን Henos h/giorgis mekonene	ወ M	1981	Level 3 tour operation	Level 3		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	05	አዲስ
90	ሄኖስ ፀ.ጋዬ ሐሰን Henok tsegaye hassen	ወ M	1972	Level 4 tour operation	Level 3		English /German	አ.አ A.A	አራዳ Arada	06	467
91	ተስፋይ ታፈሰ ወንድምካንን Tsfay tafese wondmkun	ወ M		Level 4 tour operation	Level 3		English	አ.አ A.A	አዲስ ከተማ Adis ketama	05	559
92	ጊዜው ከፍያለው አቅኔ Giziew kefyalew aknie	ወ M	1986	Level 4 tour guiding	Level 3		English /German	አ.አ A.A	አዲስ ከተማ Adis ketama	01	269/0 4
93	ዮሐንስ ዋሴ ከለለው Yohannes wassie kelelew	ወ M		Level 4 tour guiding	Level 3		English	አ.አ A.A	ን/ላፍቶ N/lafto	06	221
94	ኤልያስ ዓለማየው ወርቁ Elias alemayhu worku	ወ M		Level 4 tour guiding	Level 3		English	አ.አ A.A	ልደታ	05	1000
95	ቴዎድሮስ ሳለሞት አባተባይ Tewoderos salemot abatbaye	ወ M	1978	Level 3 tour guiding	Level 3		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	09	በ810 6
96	አብይ ጥላውን ላቀው Abey telahun lakew	ወ M	1953				English	አ.አ A.A	ቁርቆስ Qirqos	01	220
97	አሰፋ ይፍሩ አየሌ Assefa yifru ayele	ወ M	1977	Level 4 tour operation supervision	Level 4		English	አ.አ A.A	አራዳ Arada	11/ 12	031

98	ወልደሰንበት አሰፋ በላይ Woldsenbet asefa belay	ወ M	1979	Level 4 tourism managemen t	Level 2		English	አ.አ A.A	አራዳ Arada	02	688
99	ሚኪያስ ተ/ማርያም አባተ Mikyasa t/maryam abate	ወ M	1988	Level 4 tour operation supervision	Level 4		English	አ.አ A.A	የካ Yeka	03	397
100	ማሪረግ ወ/ተንሳይ Mareg w/tensay wasie	ወ M	1983	Level 4 tour guiding	Level 3		English	አ.አ A.A	ን/ላፍቶ N/lafto	06	057/3 2
101	ሳሙኤል በልአሚን ማሆን Samuel belamine mahone	ወ M	1987	Level 4 tour guiding	Level 3		English	ትግራይ	ሐድነት	17	
102	Tadiyos Hailu Woldegebriel	ወ M	1979	Level 4 tour operation supervision	Level 4		English	አ.አ A.A	የካ Yeka	05	608
103	ሙሉጌታ ሲሳይ ቸኮል Mulugeta Sisay Checol	ወ M	1981	Level 3 tour guiding	Level 3		English	አ.አ A.A			
103	Sisay Genzeb Tegen ሲሳይ ገንዘብ ተገን	ወ M	1985	Level 4 tourism managemen t	Level 3		English	አ.አ A.A	ቦሌ Bole	05	056
104	Sentayue Mandefro Daba ስንታሁ ማንደፍሮ ዳባ	ወ M	1979	Level 3 tour guiding	Level 3		English	አ.አ A.A	ን/ላፍቶ N/lafto	09	233/1 517
105	አለነ ንርአዮ መረሳ Alene Nirayo Meressa	ወ M		Level 4 tour guiding	Level 3		English	አ.አ A.A	የካ Yeka	05	317
106	ሞግስ ሰነ ኃይሌ Moges Sina Haile	ወ M	1967	Level 3 tour guiding	Level 4		English	አ.አ A.A	ጉሰሌ gulele	1/2 0	አን/1 5
107	ሱልጣን ኡስማን ዳውድ Sultan Osman Dawod	ወ M	1967	BA Tourism Managemen t	Level 4		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	01	3384
108	Sisay Wubetu Woldu ሲሳይ ወብቱ ወልዱ	ወ M	1972	Level 3 tour guiding	Level 3		English	አ.አ A.A	ቦሌ Bole	09	
109	ዋሱ አይቼው ፀጋው Wassu Ayichew Tsegaw	ወ M	1984	Level 3 tour operation supervision	Level 3		English	አ.አ A.A	ሊደታ Ledta	01	1376
110	በፍቃዱ አውግቻው ሱምዬ Befekadu Awgchew Shumye	ወ M	1954	Level 3 tour guiding	Level 3	13	English	አ.አ A.A	የካ Yeka	01/ 02	061
112	Sentayue Mandefro Daba ስንታሁ ማንደፍሮ ዳባ	ወ M	1979	Level 3 tour guiding	Level 3	1	English French	አ.አ A.A	ን/ላፍቶ N/lafto	09	233/1 517

113											
114	Tesfaye Negusa Damtaw ተስፋዬ ንጉሤ ዳምጠው	ወ M	1984	Level 3 tour guiding	Level 3		English	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	01	170
115	Eskeदार Tadesse Tessema እስኩዳር ታደሠ ተሠማ	ወ M	1975	Level 3 tour guiding	Level 3		English	አ.አ A.A	የካ Yeka	11	149
116	አብነዘር ዓለሜ መኮንን Abenezer Aleme Mekonnen	ወ M	1983	Level 4 tour operation supervision	Level 3		English	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	02/ 03	733
117	Tesefaw Girmay Ayalew ተስፋው ግርማይ አያሌው	ወ M	1982	Level 4 tour operation supervision	Level 4		English	አ.አ A.A	ልደታ Ledta	10	005/1
118	Tesfaneh Mengistu Asefa ተስፋነህ መንግስቱ አሠፋ	ወ M	1984	BA Tourism and hotel managemen t	Level 3		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	04	አዲስ
119	አብይ ሮሪሳ አብርሃም Abiy Rorisa Abrham	ወ M	1984	Level 4 tour operation supervision	Level 3		English	አ.አ A.A	አራዳ Arada	08	799
120	ጌታሰው ልሳነወርቅ ወልደአረጋዊ Getasew Lisanework Weldeargawi	ወ M	1970	Level 4 tour guiding	Level 3		English	አ.አ A.A	አራዳ Arada	5	309
121	ዳንኤል መንበሩ አምታታው Daniel Menberu Amtataw	ወ M	1988	Level 4 tour guiding	Level 3		English	አ.አ A.A	ቲርቆስ Qirqos	01	19
122	ቢኒያም ገዛኸኝ ገ/ ሕይወት Biniyam Gezahegn G/ Hiwot	ወ M	1970	Level 4 tour operation supervision	Level 3	10	English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	07	አዲስ
123	ታሪኩ ታደሰ እሸቱ Tariku Tadesse Eshetu	ወ M	1974	Level 4 tour operation supervision	Level 3	10	English French	አ.አ A.A	ቲርቆስ Qirqos	02/ 03	175
124	ሃሚድ ካሴ አህመድ Hamid Kassie Ahmed	ወ M	1979	Level 4 tour guiding	Level 3	3	English	አ.አ A.A	አራዳ Arada	7	ጁ.ቢ. 5- 3/07
125	ታዩ ብሩ አብዲ Taye Biru Abdi	ወ M	1967	tour guiding	Level 3	8	English	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	8	402
126	መልካሙ ዓለሙ ቦሩ Melkamu Alemu Boru	ወ M	1974	Level 4 tour guiding	Level 3	9	English	አ.አ A.A	አዲስ ከተማ Adis ketama	6	485

127	ጌትነት ጥላሁን ፋንታይ Getnet Tilahun Fantaye	ወ M	1977	Level 4 tour operation supervision	Level 3	6	English	አ.አ A.A	አራዳ Arada	6	664
128	ይገርማል ጌቱ ታረቆን Yigermal Getu Tarekn	ወ M	1977	Level 4 tour guiding	Level 3		English	አ.አ A.A	ቲርቆስ Qirqos	04	685
129	ማርቆስ ህሊና ግርማ Markos Hilina Girma	ወ M	1962	tour guiding	Level 3		English French	አ.አ A.A	አራዳ Arada	01	623
130	ምሥራቅ ወ/ሚካኤል ዲሮ Misrak Woldemichael Diro	ወ M	1954	Level 4 tour guiding	Level 2		English	አ.አ A.A	ቲርቆስ Qirqos	13	650
131	ባዬ ፈንታሁን ደጉ Baye Fentahun Degu	ወ M	1984	Level 4 tour operation supervision	Level 3		English	አ.አ A.A	ቦሌ Bole	04	418
132	ማዕረግ ሰጌራ ሐጎስ Mearg Seged Hagos	ወ M	1975	Level 4 tour guiding	Level 3		English	አ.አ A.A	አዲስ ከተማ Adis ketama	10	332
133	ክብሮም ተስፋዬ አብርሃ Kibrom Tesfay Abraha	ወ M	1975	Level 4 tour guiding	Level 3	3	English	አ.አ A.A	ቦሌ Bole	10	B366 /20
134	ደጉ ዘውዱ ተገኝ Degu Zewdu Tegegn	ወ M	1961	Level 4 tour operation	Level 3	4	English French Germany	አ.አ A.A	የካ Yeka	11	አዲስ
135	ቴዎድሮስ ደምሰው ነዛብሀ Tewodros Demissew Bezabih	ወ M	1974	Level 4 tour operation supervision	Level 3	9	English	አ.አ A.A	ቦሌ Bole	08	አዲስ
136	ገ/ ሰላሴ ሀዲስ ገ/ማርያም GEBRESILASSIE HADDIS G/MARIAM	ወ M	1972	Level 4 tour operation	Level 3	4	English	አ.አ A.A	ቦሌ Bole	6	055
137	ጌታሁን ባልቻ ወ/መስቀል Getahun Balcha W/meskel	ወ M	1979	BA hotel & tourism	Level 2		English	አ.አ A.A	ልደታ Lideta	10	149ለ
138	ታፈስ ብርሀኑ ታፈስ Taffesse Birhanu Taffesse	ወ M	1969	Level 4 tour guiding	Level 3		English	አ.አ A.A	ቦሌ Bole	13	3539
139	ዳዊት ሀብታሙ ተስፋው Dawit Habtamu Tesfaw	ወ M	1987	Level 4 tour operation supervision	Level 3		English	አ.አ A.A	የካ Yeka	01	A69
140	ጌታቸው ሸሸቱ አራርሣ Getachew Eshetu Ararssa	ወ M	1970	Level 4 tour guiding	Level 3		English	አ.አ A.A	ልደታ Lideta	02	970

141	ግዮን ብርሃኑ ደስታ Ghion Berhanou Desta	ወ M	1945	Level 1 tourism service	Level 3	15	English	አ.አ A.A	ጉለሌ gulele	05	501
142	ዳዊት አባይነ ታደሰ Dawit Abayenh Tadesse	ወ M	1974	Diploma tour guiding	Level 3		English	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	07	328
143	ካሣሁን ወርቁ ባህሩ Kassahun Worku Bahiru	ወ M	1956	tour guiding	Level 2	7	English	አ.አ A.A	ን/ላፍቶ N/lafto	12	2774
144	ግሩም ወርቁ ታምሬ Girum Worku Tamire	ወ M	1972	Tour and travel operation	Level 3	7	English	አ.አ A.A	ን/ላፍቶ N/lafto	01	258/1 0
146	ቴዎድሮስ መንግስቱ ተከስተ Thewodros Mengistu Tekeste	ወ M	1969		Level 3	4	English French	አ.አ A.A	የካ Yeka	3	001
147	ጋሻው ነውጥ ሀይሉ Gashaw Newt Hailu	ወ M	1981	Level 4 tour operation supervision	Level 3		English	አ.አ A.A	ጉለሌ gulele	01/ 19	265
148	በየነ አሰፋ በቀለ Beyene Assefa Bekele	ወ M	1970	Level 4 tour operation supervision	Level 3	6	English	አ.አ A.A	ቦሌ Bole	05	-
149	ጌትነት ሙሉጌታ አየሁ Getnet Mulugeta Ayehu	ወ M	1985	Level 4 tour operation	Level 4		English	አ.አ A.A	ጉለሌ gulele	2/1 7	1180
150	ገብረኤል መብራህቱ ሃይሉ Gabriel Mebrahitu Hailu	ወ M	1985	Level 4 tourism managemen t	Level 3		English	አ.አ A.A	ቲርቆስ Qirqos	06	052/0 4
151	ወንድጭ ካሣው መኮነን Wondiyе Kassaw Mekonnen	ወ M	1979	Diplomqa tour guiding	Level 3		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	03	
152	ኤርሚያስ ምንዳ ደረሰ Ermias Minda Derese	ወ M	1975	Level 2 tour guiding	Level 3	4	English	አ.አ A.A	አራዳ Arada	6	1015
153	ኤልያስ በርሄ ተሰፋ Elias berehe Tesfu	ወ M	1995	Level 4 tour guiding	Level 4		English	አ.አ A.A	አራዳ Arada	05	1219
154	ብርሃኑ አበራ ዳዲ Birhanu Abera Dadi	ወ M	1979	Level 3 tour guiding	Level 3		English	አ.አ A.A	አዲስ ክተማ Addiss ketama	06/ 07	498
155	የሃንስ በቀለ ተሰማ Yohannes bekele tessema	ወ	1975	Diplomqa tour guiding	Level 4		English	አ.አ A.A	አራዳ Arada	04	1871/ 10

156	<i>Temesgen Kenoo Ayana ተመስገን ቀኖ አያኖ</i>	M/ ወ	1971	Masters	-	-	English	አ.አ A.A	ልደታ Ledeta	01	420	0
157	<i>ናትናኤል ታደሰ ተሰማ Natanael Tadesse Tasama</i>	ወ/M	1984	Level 4 tour operation	Level 4	-	English	አ.አ A.A	የካ/YEKA	05	752	0
158	<i>Abreham Aragie Wasie አብረሃም አራጌ ዋሴ</i>	M/ወ	1980	Degree	-	-	English	አ.አ A.A	የካ/YEKA	01	013	0
159	<i>Lidiya Mitiku Weldyese ሊዲያ ምትኩ ወልደየስ</i>	M/ወ	1986	Level 4 tour operation	Level 4	-	English	አ.አ A.A	አራጌ/Ara da	08	117	0
160	<i>Million Hailemariam Bekele ሚሊዮን ኃይለማርያም በቀለ</i>	ወ	1973	Level 3 tour operation	Level 3	5	English French	አ.አ A.A	ኮልሬ/kolf e	09	1190	0
161	<i>Desalegn Demelash Yimar ደሳለኝ ደመላሽ ይመር</i>	ወ	1978	Degree	-	-	English French Germany	አ.አ A.A	ኮልሬ/kolf e	05	1023	0
162	<i>Amdeselasia Amare Felke አምደስሳሴ አማረ ፈስቀ</i>	ወ/M	1986	Level 4 tour operation	Level 3	-	English	አ.አ A.A	ኮልሬ/kolf e	14	1184	0
163	<i>Habtie Assefa Baley ሃብቲ አሰፋ በላይ</i>	ወ/M	1974	Level 4 tour operation	Level 3	-	English	አማራ	ባ/ዳር	08	A-34	0
164	<i>Temesgen Assefa Luile ተመስገን አሰፋ ሉሌ</i>	ወ/M	1980	Level 4 tour operation	Level 4	-	English	አ.አ A.A	ቲርቶስ	10	824	0
165	<i>ሀፍታይ ገ/አምላክ ጸዲቅ Haftay Gebremlak Tsadik</i>	ወ/M	1972	Level 4 tour operation	Level 4	-	English	አ.አ A.A	ቦሌ	05	B6- 1.01	0
166	<i>Minyahl Fent Tareku</i>	ወ/M	1985	Level 4 tour operation	Level 3	-	English	አ.አ A.A	የካ/YEKA	12	-	0
167	<i>ባህታ ሰጠኝ አሰረስ Bahta Setegn Asres</i>	ወ/M	1976	M.A	-	-	English Germany	ትግራይ	መቀለ/Me kele	11	-	0

168	መንገስቱ ኮረጊ ቶላ Mengistu Korji Tola	ጠ/M	1985	Level 4 tour operation	Level 4	-	English	አ.አ A.A	ኮልፌ/kolf e	03	-	0
169	አቡሽ ዋጃቦ ሃይሌ Abush Wajebo Haile	ጠ/M	1984	Level 4 tour operation	Level 4	-	English French	አ.አ A.A	ጉለሌ gulele	03	714	0
170	ሰሚ ኃይሌ ሰንበቶ Lemi Hailu Senbeto	ጠ/M	1978	Level 4 tour operation	Level - 3	-	English	አ.አ A.A	የካ/YEKA	11/1 2	594	0
171	ሃብታሙ ታደሰ መንገሻ Habtamu Tadesse Mengesha	ጠ/M	1979	Level 4 tour operation	Level 3	-	English	አ.አ A.A	ቲርቆስ Qirqos	07	071/ ስ	0
172	አቤል ሰገሰ ወልዴ Abel Legesse Wolde	ጠ/M	1982	Level 4 tour operation	Level 3	-	English	አ.አ A.A	አራዳ/Ara da	01	533	0
173	ልሳንወርቅ ሀይሌ ሰሰሽ Lesanework Hailu Sileshi	ጠ/M	1986	Degree	-	-	English	አ.አ A.A	ቲርቆስ Qirqos	06	259	0
174	ዮሴፍ ተ/ማርያም ኤክሻሽ Yoseph Teklemariam Ekshesh	ጠ/M	1986	Level 4 tour operation	Level 4 tour	-	English	አ.አ A.A	ቲርቆስ Qirqos	07	1259	0
175	ብርቱካን በቀሰ ንግርቲ Birtukan Bekele Nigirti	F/ሴ	1983	Level 4 tour operation	Level 3	-	English	አ.አ A.A	ቲርቆስ Qirqos	01	680	0
176	ደሳለኝ ይገባሃል ገነቦ Desalegn Yigbahal Genebo	ጠ/M	1986	Level 4 tour operation	Level 4	-	English	አ.አ A.A	አራዳ Arada	05	995	0
177	ሁሴይን ሞሐሲን ካዲር Husein Mohasin Kedir ሁሴን ሙሃሰን ካዲር	ጠ/M	1984	Level 4 tour operation	Level 4	-	English	አ.አ A.A	ጉለሌ gulele	03	-	0
178	አሰማየሁ መሳኮ ደበበ Almayehu Melku Debebe	ጠ/M	1977	Diplomqa tour guiding	Level 3	-	English	አ.አ A.A	ጉለሌ gulele	08	09/1 5	0

179	ቴዎድሮስ ዳንኤል ተሰማ Tewodros Daniel Tessema	ፀ/ጠ	1984	BA tourism managemen t	-	-	English	አ.አ A.A	ቲርቆስ Qirqos	09	20/2 1	
180	በላይ አብይ ካስ Belay Abye Kassa	ፀ/ጠ	1983	BA tourism managemen t	-	-	English	አ.አ A.A	የካ/YEKA	02	516	
181	በረክ ደስል መንጅ Biruk Delil Mengo	ፀ/ጠ		BA tourism managemen t	-	-	English	አ.አ A.A	ኮልጌ/ko lfe	11	439	
182	አብዱልሳላም ነዚፍ አባጎጃም Abdulselem Nezif Abagojam	ፀ/ጠ	1981	B.A Tourism mgt	-	5	English	አሮሚያ ORO MIYA	ሰበታ Sebeta	01	128 6	
183	ቴዎድሮስ ገ/ሚካኤል ሃይሱ Tewodros Gebremichael Hailu	ፀ/ጠ	1968	Level 3	Level 4	5	English French	አ.አ A.A	የካ/YEK A	03	301	
184	ዘረሁን ብረሁኑ ሃብቲ Zerihun Birhanu Habite	ፀ/ጠ	1982	B.A Tourism mgt	-	-	English	አ.አ A.A	ኮልጌ/ko lfe	05	-	
185	ክብሮም ደትባረክ ይሁን Kbrom Ytbarek Yhun	ፀ/ጠ	1979	Level 3	Level 4	5	English	አ.አ A.A	አዲስ ከተማ	-	-	
186	ዮናታን ምናሴ ደገ Yonatan Menassie Degu	ፀ/ጠ	1980	Level 4 tour operation	Level 3		English	አ.አ A.A	ጉሳሌ gulele	04	821	
187	አባጎጃም ታደሰ አለሙ Abatihun Tadesse Alemu	ፀ/ጠ	1986	Level 4 tour operation	Level 3		English	አ.አ A.A	ጌ/ላፍቶ N/lafto	06/ 46	676	
188	መካሻ ቢራራ መንገሰቲ Mekasha Birara Mengste	ፀ/ጠ	1985	Level 4 tour operation	Level 3		English	አ.አ A.A	የካ/YEK A	05	140	
189	ነፃነት ተራሃ ዋቅጅራ Netsanet teressa wakjira	ፀ/ጠ	1973	Diplomqa tour guiding	Level 4		English	አ.አ A.A	ጌ/ላፍቶ N/lafto	01	09/ 16	
190	ሳምሶን አሸናፊ ሀዋዝ Samson Ashenafi Hawaz	ፀ/ጠ	1979	Level 4 tour operation	Level 3		English	አ.አ A.A	ጌ/ላፍቶ N/lafto	11	354	
191	አንዳሻው ዘስቀ ደረሴ Endashaw Zeleke Diressie	ፀ/ጠ	1985	B.A Tourism mgt			English	አ.አ A.A	ቲርቆስ Qirqos	08	312	

192	ኤሊያስ ታረቀኝ አሰሙ ELYAS TAREKEGN ALEMU	ወ/ M	1986	B.A Tourism mgt			English	አ.አ A.A	ኮልና ቀራንዮ K/Qerani yo	06	አዲስ	
193	እዮቤድ ደረጃ ታረቀኝ EYOBED DEREJE TAREKEGN	ወ/ M	1987				English	አ.አ A.A	ኮልና ቀራንዮ K/Qerani yo	01	381 9	
194	ይስሃቅ ደስሰኝ አርጋው YISHAK DELELEGN ARGAW	ወ/ M	1980	Diplomqa tour guiding	Level 4		English	አ.አ A.A	ቲርቆስ Qirqos	05	583	
195	ገረም ዋስ ወንድም GIRUM WALLE WONDIM	ወ/ M	1970	B.A Tourism mgt			English	አ.አ A.A	የካ/YEK A	06	አዲስ	
196	የኔው ሞሳ ይገዛው YENEW MOLLA YIGZAW	ወ/ M	1982	Diplomqa tour guiding	Level 3		English	አ.አ A.A	አራዳ Arada	01	466	
197	አበባው ታዘበው ታደሰ ABEBAW TAZEBEW TADESSE	ወ/ M	1983	Level 4 tour guiding	Level 4		English	አ.አ A.A	የካ/YEK A	ወ/0 1	091	
198	ሰሎሞን መሀሪ ሀንጣስ SOLOMON MEHARI HANTAL	ወ/ M	1983	B.A Tourism mgt			English	አ.አ A.A	አ/ቃሲ.ቲ A/qaliti	5	999 9	
199	የኑስ ኢብራሂም ሰአድ YENUS EBRAHIM SEAD	ወ/ M	1974	B.A Tourism mgt			English	አ.አ A.A	አራዳ Arada	02	395	
200	በፍቃዱ ፀጋዩ አንተነህ BEFIKADU TSEGAYE ANTENEH	ወ/ M	1988	Level 4 tour operation	Level 4		English	አ.አ A.A	ን/ላፍቶ N/afito	02/ 02	194 5	
201	ሙሉጊታ አውራረስ መሰሠ MULUGETA AWRARIS MELESE	ወ/ M	1985	Level 4 tour operation	Level 4		English	አ.አ A.A	ቦሌ Bole	14	112 8/4	
292	ሀብታሙ ወንዴ በስጠ HABTAMU WONDIE BELETE	ወ/ M		B.A Tourism mgt			English	አ.አ A.A	አዲስ ከተማ Addiss ketama	05		

293	አፎሞያ በቀስ መንገስቱ AFOMIYA BEKELE MENGISTU	ሴ F		Level 4 tour operation	Level 4		English	አሮሚያ	ፍቺ	04	818	
294	ነጋሽ ብርሃኑ ጌታነህ NEGASH AIRHANU GETANEH	ወ/M		Level 4 tour operation	Level 4		English	አ.አ A.A	የካ/YEK A	12	358	
295	ተስፋፊደት ሣህሱ ዘርጋው TESFALEDET SAHLU ZERGAW	ወ/M	1984	B.A Tourism mgt			English	አ.አ A.A	አራዳ Arada	05	767	
296	ተክሎሃይማኖት ወልደማርያም ስሜነህ TEKLEHAIMANOT W/MARIAM SIMENEH	ወ/M		Level 4 tour operation	Level 4		English	አ.አ A.A	ንግግር N/lafto	12	255 5	
197	ወበቱ ፈንቱ ፈረደ WUBETU FENTE FEREDE	ወ/M	1971	Diplomqa tour guiding	Level 3		English	አ.አ A.A	ቲርቆስ Qirqos	11/ 10	037	
198	ፍራዕስ ተመስገን ስመኑ FRAOL TEMESGEN AMENU	ወ/M	1986	B.A Tourism mgt			English	አ.አ A.A	ቦሌ Bole	12	አዲስ	
199	ሠሎሞን ጌታቸው ሸኩር SOLOMON GETACHEW SHIKUR	ወ/M	1976	Diplomqa tour guiding	Level 2	10	English	አ.አ A.A	ቲርቆስ Qirqos	10		
200	ማረገነሽ አንዳስ ቴኒ MAREGNSHE ENDALE TANI	ሴ/F	1982	Level 4 tour operation	Level 4		English	አ.አ A.A	ሌደታ Ledeta	04/ 06	128 1	
201	ትዝብት አማራ ካሣ TIZIBT AMARF KASSA	ወ/M	1974	Level 4 tour operation	Level 4		English	አ.አ A.A	ቦሌ Bole	05	291 ሐ	
202	ቃስሸብ አዳነ ብርሴ KALEAB ADANE BIRILE	ወ/M	1982	Level 3 tour guiding	Level 3		English	አ.አ A.A	ጉሳሌ gulele	1		
203	ይመካል ህሩይ ሲሣይ YEMEKAL HRUY SISAY	ወ/M	1987	Level 4 tour operation	Level 3		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	02	205 4	
204	ነር ያሲን ነር NUR YASSIN NUR	ወ/M	1967	Level 3 tour guiding	Level 4	6	English French	አ.አ A.A	ሌደታ Ledeta	7/3 3	801	
205	ኪሩቤል ኪዳነማርያም ወልደመስቀል KIRUBEL K/MARIAM W/MESKEL	ወ/M	1988	Level 4 tour operation	Level 3		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	01	101 8	

206	አማኑኤል ብርሃኔ አራዳ AMANUEL BRHANE ARAYA	ወ/ M	1986	Level 4 tour operation	Level 4		English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	01	852 0
207	አዲስአስም ተፈራ ተሰማ ADDISALEM TEFFRA TESEMA	ሴ/ F	1990	Level 4 tour operation	Level 4		English	አ.አ A.A	ንገላፍቶ N/lafto	01	አዲ ስ
208	ሃብታሙ አይነሰዲስ ገበየሁ HABTAMU AYNADIS GEBEYEHU	ወ/ M	1988	Level 4 tour operation	Level 3		English	አ.አ A.A	አራዳ Arada	01	A87 /02
209	የንስሀፍሬ ደስታ ስቦሳ YENISIHAFIRE DESTA OBOLA	ሴ/ F	1983	Level 4 tour operation	Level 4		English	አ.አ A.A	ሌደታ Ledeta	10/ 04	663
210	ቴዎድሮስ ደሣለኝ አበበ TEWODROS DESALEGN ABEBE	ወ/ M	1975	Level 4 tour operation	Level 3		English	አ.አ A.A	ጉላሌ gulele	9	391
211	አስቻሰው ገበየሁ ተ/ፀድቅ ASCHALEW GEBEYEHU TEKLETSADIK	ወ/ M	1980	Level 4 tour operation	Level 3		English	አሮሚያ OROMI A	ጎንደ goondi	ጎን ዶ0 1	054
212	ሰሰሞን አደማሱ እንዳሳማው SOLOMON ADMASU ENDALAMAW	ወ/ M	1979	Diplomqa tour guiding	Level 4		English			02	025 /36
213	ሠይፈስሳሴ በቀስ ታደሠ SEYFESELISSIE BEKELE TADDASSIE	ወ/ M	1983	Level 4 tour operation	Level 4		English	አ.አ A.A	አዲስ ስተማ Addiss ketama	7	398
214	ክብሮም ኃሰፎም ስዩም KIBROM HALEFOM SYUM	ወ/ M	1986	Level 4 tour operation	Level 4		English	መቀሌ	ዓዲ/ሐቋ	18	
215	ተመስገን ዳምጠው TEMESGEN DAMTEW TSEGAYE	ወ/ M	1980	Level 4 tour operation	Level 3		English	አ.አ A.A	ጉላሌ gulele	5	845
216	ዘርትሁን ጉዲሣ ወዳጅ ZERTIHUN GUDISA WEDAJO	ሴ/ F	1981	BA wildlife and ecotourism managemen t			English	አ.አ A.A	ኮልፍ ቀራንዮ K/Qerani yo	14	112 6
217	ውብሽት ፀጋዩ አበበ WUBESHET TSEGAYE ABEBE	ወ/ M	1985	Level 4 tour operation	Level 3		English	ጎሀይያን	ሞጃ	01	

218	ነብይ ምናሴ አስፋው NEBIYU MENASSIE ASFAW	ወ/ M	1982	BA Tourism managemen t			English	አ.አ A.A	ጉለሌ gulele	09	151	
219	ሚካኤል ታምራት ረዳ MICHAEL TAMERAT REDA	ወ/ M		Level 4 tour operation	Level 4		English	አ.አ A.A	የካ/YEK A	06	588	
220	ማሩ አማኝ ቢያርጊ MARU EMAGNU BIARGE	ወ/ M	1979	BA Tourism managemen t			English	አ.አ A.A	የካ/YEK A	04	105	
221	ሰይድ ዩሱፍ አንድረስ SEID YESUF ENDRIS	ወ/ M	1979	BA Tourism managemen t			English	አ.አ A.A	አራዳ Arada	05	180	
222	ማህሴት የሻነው አገምጋሚ MAHLET YESHANEW ALAMIREW	ሴ/ F	1988	Level 4 tour operation	Level 4		English	አ.አ A.A	ኮልዳ ቀራንዮ K/Qerani yo	02		
223	አየሩሣሌም አያሌው ቢያመሽ EYERUSALEM AYALEW BEYAMESH	ሴ/ F	1979	MA Tourism managemen t			English	አ.አ A.A	የካ/YEK A	03/ 04	317	
224	ኪዳኔ ገረሱ አማጅ KIDANE GERESU AMAJO	ወ/ M	1979	BA Tourism managemen t			English	አ.አ A.A	ቲርቆስ Qirqos	05	00/ 08	
225	ዮናስ ትኩ ሰገሰ YONAS TIKU LEGESSE	ወ/ M	1972	tour operation	Level 4		English	አ.አ A.A	የካ/YEK A	11	117 8	
226	አታገኝ ጌታቸው ሳህሴ ETHAGEGN GETACHEW SAHLE	ሴ/ F	1989	Level 4 tour operation	Level 3		English	አ.አ A.A	አ/ቃሊት A/qaliti	3	993	
227	አሴር አደራ አበተ ASER ADERA ABITE	ወ/ M	1987	Level 4 tour operation	Level 3		English	አ.አ A.A	ቦሌ Bole	10		
228	አበበ አንግዳ አሸቴ ABEBE ENGIDA ESHETE	ወ/ M	1975	Diplomqa tour guiding	Level 3		English	አ.አ A.A	ጉለሌ gulele	07	128 /56	
229	መሰረት ኃ/አየሱስ መከተ MESERET HAILEYESUS MEKETE	ሴ/ F	1978	BA Tourism managemen t			English	ጎንደር		04		
230	ፀጋስም ሸማ ጌታሁን TSEGALEM SEMA GETAHUN	ወ/ M	1990	Level 3 tour operation		5	English	አ.አ A.A	ቦሌ Bole	13	133 3	

231	ተክልን ፈየሣ ቀና TEKALGN FEYISA KENNA	ወ/ M	1970	Level 4 tour operation	Level 4		English	አ.አ A.A	ጉለሌ gulele	01/ 02	559	
232	መድሀንዩ ኪዳነ ገብረመድህን MEDHANIE KIDANE GEBREMEDHIN	ወ/ M	1985	Level 4 tour operation	Level 4		English	አ.አ A.A	ን/ላኛቶ N/lafto	6	690	
233	ሰማእገዜር አዳሴው ከበደ SEMAEGIER AYALEW KEBEDE	ሴ/ m	1983	Level 4 tour operation	Level 3		English	አ.አ A.A	ካልፍ ቀራንዮ K/Qerani yo	02		
234	ብርሀነመስቀል ፕላይ ገብረመድህን BIRHANEMESKEL TILAYE GEBREMEDHIN	ወ/ M	1975	tour operation	Level 3	2	English	አ.አ A.A	ጉለሌ gulele	01/ 02	383	.
235	ሰላሞን አድማሱ እንዳሳማው SOLOMON ADMASU ENDALAMAW	ወ/ M	1979	Diplomqa tour guiding	Level 3		English	አ.አ A.A	ቦሌ Bole	11	02	
236	ንፍታሴም አድማሱ ባይ NIFTALEM ADMASU BAYU	ሴ/ F	1988	Level 4 tour operation	Level 3		English	አ.አ A.A	አዲስ ከተማ Addiss ketama	9	540	
237	በቃሱ ቻላቸው በላይ BEKALU CHALACHEW BELAY	ወ/ M	1983	BA Tourism managemen t			English	አ.አ A.A	ካልፍ ቀራንዮ K/Qerani yo	02	አዲስ	
238	ገትነት መልካሙ ተገኝ GETENET MELKAMU TEGEGNE	ወ/ M	1988	Level 4 tourism marketing	Level 4		English	አ.አ A.A	ቲርቆስ Qirqos			
239	ገብርሃና አበበ ተዘራ GEBREHANA ABEBE TEZERA	ወ/ M		Level 4 tour operation	Level 3		English	አ.አ A.A	አራዳ Arada	08	1214	
240	ሙስነህ ተክሰ ወንዴ MULUNEH TAKELE WENDE	ወ/ M	1975	Level 4 tour operation	Level 3		English	አ.አ A.A	የካ/YEK A	05	817	
241	እንደገና መንክር ሙስጌታ ENDGENA MENKIR MULUGETA	ወ/ M	1972	Level 3	Level 3		English	አ.አ A.A	ቲርቆስ Qirqos	09/ 20/ 21	285	

241	መሀመድ አስም ደመር MOHAMMED ADEM YIMER	ወ/ M	1965	Level 4 tour operation	Level 3		English	አ.አ A.A	አራዳ Arada		334
242	መሳኩ ተስፋ በዩነ MELAKU TESFA BEYENE	ወ/ M	1975	Diplomqa tour guiding	Level 3		English	አ.አ A.A	ክ/ከተማ	03	416
243	አስፋ ባቱ በዳኔ ASSEFA BATU BERDANE	ወ/ M	1961	BA HISTORY	Level 3	ከ 10 አመት በላይ	English	አ.አ A.A	አ/ቃሊ.ተ A/qaliti	08	አዲስ
244	ፍጹም ኮስትራ ኃ/ስላሴ FISTUM KOSTRE HAILE SELASSIE	ወ/ M	1982	Diplomqa tour guiding	Level 3		English	አ.አ A.A	አራዳ Arada	14/ 15	275
245	ሰይድ ማኔ ኬሮ SEYDE MOUANIE KOSTRE	ወ/ M	1984	Diplomqa tour guiding	Level 3		English	አ.አ A.A	አራዳ Arada	10	701

የአዲስ አበባ ግለሰብ አስጎብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
1	ጆማል ቢረጋ መኩሪያ Jemal Birega Mekuria	ወ	32	አራዳ	06	1146/2	0911540085	
2	እንግዳ ግዛው ሃ/ማርያም Engda Gizaw Hailemariam	ወ	28	ቂርቆስ	14	805	0911966551	
3	ግርማ ወርቁ አስረስ Girma worku	ወ	29	>>>	09	317	0910024515	

	Asres							
4	ጌታቸው አለሙ-ጀጃው	ወ	32	>>>	01	260	0913662409	
	Getachew Alemu Jejaw							
5	ታሪኩ ታደሰ እሼቴ	ወ	38	>>>	18	175	0911212427	
	Tariku Tadesse Eshete							
6	አያልቅበት ደሀናነሀ ግድሮ	ወ	29	>>>	16	456	0911118256	
	Ayalkibute Dehnaneh Gdro							
7	እንደገና መንክር ሙልጌታ	ወ	35	>>>	09	285	0913034993	
	Endegen Menkir Mulugeta							
8	ልደት ባህረ ሳህሉ	ወ	30	>>>	11	308	0910347001	
	Lidet Bahere Sahalu							
9	መንግስት አብ እሸቱ አማረ	ወ	35	>>>	08	601	0911141887	
	Mengstab Eshetu Amare							
10	በየነ አርአያ ገ/አብ	ወ	38	>>>	08	891	0911249349	
	Beyene Araya Gebreab							
11	ሳሙኤል አባተ ተፈራ	ወ	46	>>>	18	600	0915955431	
	Samuel Abate Tefera							
12	መሠረት ተስፋዬ ጥላሁን	ወ	41	>>>	11	446	0911403836	
	Meseret Tesfaye Tilahun							
13	ዘውዱ ገ/ኪዳን ወልዱ	ወ	38	>>>	02	470	0928680587	
	Zewdu Gebrekidan Weldu							

የአዲስ አበባ ግለሰብ አስጎብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
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	Name							
14	ያሬድ ታምራት አበበ	ወ	35	ቂርቆስ	07	1131	0911156023	
	Yared Tamerat Abebe							
15	አብረሃም ነጋሽ ገ/ሕይወት	ወ	35	>>>	02/03	B2 92/41	0912053938	
	Abraham Negashe G/Hiwot							
16	ወንድማገኝ ተፈራ መኮንን	ወ	42	>>>	07	140	0911646869	
	Wendmagegn Tefera Mekonnen							
17	አምሃ ገ/መስቀል አሸቴ	ወ	35	>>>	07	123	0912156806	
	Amha G/Meskel Eshete							
18	ነብዩ ካሃሁን አወቀ	ወ	31	>>>	06	498	0911124559	
	Nebiyu Kassahun Aweke							
19	ብርሃኑ ፀጋዬ ዘሩ	ወ	25	>>>	07	-----	0927940934	
	Birhanu Tsegaye Zeru							
20	ቢኒያም ጌጡ አየለ	ወ	39	>>>	07	1224	0910485997	
	Binyam Getu Ayele							
21	አንዋር አሚር መሐመድ	ወ	37	>>>	08	610	0911642850	
	Anwar Amir Mohammed							
22	ዮሐንስ ሙላት አስፋው	ወ	37	>>>	07	406	0913098554	
	Yohannes Mulat Asefaw							
23	ሚናስ ታደሰ ወርቁ	ወ	39	>>>	12	B19/40	0912190255	
	Minas Taddese Worku							
24	ዳዊት ፍትህአወቅ ደመቀ	ወ	36	>>>	13	026	0911749809	
	Dawit Ftawke Demeke							

25	አለማየሁ ካሣ እጅጉ	ወ	38	>>>	12	470	0911476820	
	Alemayehu Kassa Ejegu							
26	አንተነህ አክሊሉ ገ/ሕይወት	ወ	32	>>>	18	897	0913918717	
	Antenhe Aklilu G/Hiwot							

የአዲስ አበባ ግለሰብ አስጎብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
27	ኤርሚያስ ተድላ ዘየሐንስ	ወ	45	ቂርቆስ	08	908	0911752263	
	Ermias Tedela ZeYohannes							
28	ቢኒያም መሐሪ ደስታ	ወ	34	>>>	09	272	0911152594	
	Biniyam mehari Desta							
29	አዕምሮ ውብአንተ ጌቤ	ወ	36	የካ	05	9999/1	0913663210	
	Aemiro Wubante Gete							
30	ይቅደም ጌታቸው ትርፌ	ወ	38	>>>	16	736	0911102073	
	Yikdem Getachew Tirfe							
31	ሙሉጌታ አባቡ ቦሪሁን	ወ	31	>>>	19	-----	0912001330	
	Mulugeta Ababu Berihun							
32	አንዱአለም ጌታቸው ትርፌ	ወ	36	>>>	07	736	0911455637	
	Andualem Getachew Tirfe							
33	አባይ ታደሰ አበጋዝ	ወ	29	>>>	16	420	0912037750	
	Abay Tadesse Abegaz							
34	ኃይሌ ደምሴ ሣህሌ	ወ	45	>>>	07	718	0911564661	
	Haile Demisse Sahale							

35	ወንድወሰን ታደሰ ወልዴ	ወ	50	>>>	11	-----	0911751497	
	Wendwesem Tadesse Welde							
36	ኤልያስ ወንድይራድ አበበ	ወ	35	>>>	12	907	0911685638	
	Elias Wondirad Abebe							
37	ስብሐት ከበደ ስብሐት	ወ	39	>>>	07	290	0913254345	
	Sebhat Kebede Sebhat							
38	እስክንድር ገ/ሥላሴ ኃ/ማርያም	ወ	29	>>>	12	125	0911086127	
	Esknder G/Selassie H/Mariam							
39	ያብባል አያኖ ገብሬ	ወ	39	>>>	06	763	0911954003	
	Yabibal Ayano Gebru							

የአዲስ አበባ ግለሰብ አስጎብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
40	መንክር ቢተው ተሰማ	ወ	59	የካ	02	1731	0911303606	
	Menkir Bitew Tesemma							
41	በሻህ አምዴ ወ/ተክሌ	ወ	40	>>>	08	-----	0912052903	
	Besha Amde W/Tekle							
42	ሐና ክፍሌ ሀብተ ፅዮን	ሴ	31	>>>	06/29	-----	0913244022	
	Hana Kefle Habtetsion							
43	አማኑኤል አየነው ገማ	ወ	46	>>>	06	243	0911049982	
	Amanuel							

	Ayeneu Guma							
44	ሀብታሙ ይታይ አበበ	ወ	27	>>>	05	-----	0921932362	
	Habtamu Yitay Abebe							
45	ተስፋዬ ታደሰ ኃይሌ	ወ	31	>>>	06	192	0923617359	
	Tesfaye Tadesse Haile							
46	ዮናስ ማሞ በልሁ	ወ	33	አራዳ	02	238	0911145915	
	Yonas Mamo Belhu							
47	ጥላሁን ደምሴ ታገል	ወ	27	>>>	12	-----	0925076107	
	Tilahun Demessie Tagel							
48	ዋሲሁን አየለ ተሰማ	ወ	28	>>>	07	-----	0912636910	
	Wasihun Ayele Tesema							
49	አፈወርቅ በዛብህ በቀለ	ወ	30	>>>	07	386	0913413740	
	Afewerk Bezabhi Bekele							
50	ነብዩ ፍሰሐ ወ/ማርያም	ወ	40	>>>	07	232	0911740845	
	Nebiyou Fiseha w/Mariam							
51	ምስጋናው ከበደ አድነው	ወ	31	>>>	05	-----	0920719572	
	Mesganaw Kebede Adenew							
52	ኤርሚያስ ምንዳ ደረሰ	ወ	33	>>>	06	1015	0911336831	
	Ermias Minda Derese							

የአዲስ አበባ ግለሰብ አስተባባሪዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
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53	ብረሃኑ ክፍሌ ብዙነህ	ወ	29	አራዳ	02	-----	0918606191	
	Birhanu Kifle Buzneh							
54	ክፍሌ አበበ ፀጋዬ	ወ	65	>>>	09	769	0911727347	
	Kifle Abebe Tsegaye							
55	ሚሊዮን በዳሳ ቀጨኔ	ወ	33	>>>	06	1049	0911314034	
	Million Bedassa Kechine							
56	ሲሳይ አሰፋ ሻክፌ	ወ	31	>>>	02	-----	0913488817	
	Sisay Assefa Shakife							
57	እንግዳው አስታጥቄ አስማራ	ወ	29	>>>	06	512	0913049797	
	Engidaw Astatkie Asmara							
58	አዝማች ኃይሉ ጉርሜቻ	ወ	33	>>>	06	680	0913649514	
	Azemach Hailu Guirmecha							
59	ተስፋ-እየሱስ ያዕቆብ እንድሪያስ	ወ	48	>>>	07	377	0911665695	
	Tesfayesus Yacob Endrias							
60	ዮናስ ዮሴፍ አብረሃም	ወ	31	>>>	02	164	0911145005	
	Yonas Yosef Abrham							
61	በእሱፍቃድ ገዛኸኝ አጥናፉ	ወ	27	>>>	01	080	0912334282	
	Besufekad Gezahgn Atnafu							
62	ጌታቸው ሣህሌ ወልደየስ	ወ	26	>>>	02	047	0913081432	
	Getachew Sahle Weldeyes							
63	ማይክል አሰፋ ወ/ጊዮርጊስ	ወ	32	>>>	08	209	0911735040	

	Michael Assefa W/Giorgis							
64	ዘመን አዲስ አለም	ወ	38	>>>	01	166	0925484935	
	Zemen Addis Alem							
65	ግርማይ መሀሪ ወ/አብ	ወ	30	>>>	01	422	0913344535	
	Girmay Mehari W/Ab							

የአዲስ አበባ ግለሰብ አስጎብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
66	አለምፀሐይ አምባይ በላይ	ሴ	27	አራዳ	10	-----	0912049265	
	Alemtsehai Ambaye Belay							
67	እዮብ ንጉሤ ህዳድ	ወ	35	>>>	23	380	0923107875	
	Eyob Nigussie Hidad							
68	ማዕረግ ወ/ተንሳይ ዋሴ	ወ	25	>>>	06	228	0913420377	
	Mareg W/Tensay Wassie							
69	ነሲቡ መሐመድ ሐሰን	ወ	32	>>>	06	795/271	0910099702	
	Nesibu Mohammed Hassen							
70	ቢኒያም ብሩክ ገ/ሕይወት	ወ	33	>>>	17	555	0911966788	
	Biniyam Biruk G/Hiwot							
71	ተስፋገብርኤል ፀጋዬ ተሾመ	ወ	33	>>>	06	082	0913104458	
	Tesfagebriel Tsegaye Teshome							
72	ስዩም ታደሰ ገረሱ	ወ	27	>>>	14	-----	0910365046	
	Seyoum							

	Tadesse Geresu							
73	ዮሴፍ አልታዩ ወልዴ	ወ	40	>>>	06	329/7	0913323992	
	Yoseph Altaye Wolde							
74	በአካል ክብረት መኮንን	ወ	26	>>>	06	596/9	0911069275	
	Behakal Kibret Mekonnen							
75	ኬሊ ያዴሳ ከድር	ወ	31	>>>	17	-----	0911694206	
	Kelly Yadessa Kedir							
76	ዳዊት ማሞ ኃይሌ	ወ	31	ልደታ	03	944	0913732928	
	Dawit Mamo Haile							
77	መሣይ ቸርነት በላቸው	ወ	25	>>>	05	604	0913480121	
	Mesay Cherenet Belachew							
78	ጌትነት ተስፋዬ አበበ	ወ	27	>>>	09	669	0921058348	
	Getenet Tesfaye Abebe							

የአዲስ አበባ ግለሰብ አስጎብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
79	ሳሙኤል አለሙ ከፈኔ	ወ	32	ልደታ	07	045	0912165145	
	Samuel Alemu Kefene							
80	አበበ በረዳ ብካ	ወ	40	>>>	12	081	0911360799	
	Abebe Bereda Bika							
81	ኪዳኔ ተክሉ መለስ	ወ	39	>>>	07	523	0912486255	
	Kidane Teklu meles							
82	ተፈሪ አመንሲሳ አሊ	ወ	32	>>>	04	754	0912133962	
	Teferi Amensisa Ali							

83	ደረሰ ሂርጸ አያኖ	ወ	37	>>>	06	054	0911363246	
	Derese Hirpo Ayano							
84	ወልደጊዮርጊስ ወ/ማርያም ተፈሪ	ወ	67	>>>	10	115/24	0911609566	
	Woldegiorgis W/Mariam Teferi							
85	ጌታቸው ሆፎላ ደከሳ	ወ	34	ን/ስልክ	09	216/2504	0912115653	
	Getachew Hofola Daksa							
86	ሚካኤል ዮሐንስ አሰፋ	ወ	39	>>>	05	889	0911953600	
	Michael Yohannes Assefa							
87	መላኩ መኩሪያ አበበ	ወ	27	>>>	01	232/22	0912049003	
	Melaku Mekuria Abebe							
88	ሚካኤል እንቢበል ከልክሎ	ወ	29	>>>	03	031	0113715370	
	Michael Enbibel Kelkelo							
89	ሙሉጌታ አበበ ዳምጠው	ወ	47	>>>	17	660	0923029018	
	Mulugeta Abebe Damte							
90	ሚኪያስ ብርሃኑ ዳባ	ወ	26	>>>	09	3047	0913008602	
	Mikiyas Birhanu Daba							
91	ስንታየሁ ማንደፍሮ ዳባ	ወ	30	>>>	12/13	-----	0911773497	
	Sentayehu Mandefro Daba							

የአዲስ አበባ ግለሰብ አስጎብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
92	ሚፍታ ጀማል	ወ	30	ን/ስልክ	14	007	0913515769	

	ሸኽ ሳሊያ							
	Mifta Jemal Sha Salia							
93	ቦጋለ አብይ መስፍን	ወ	32	>>>	19	-----	0911198543	
	Bogale Abey Mesfin							
94	መንግስቱ ሙሉጌታ ዘውዴ	ወ	31	ከ/ቀራንዮ	11	-----	0911691608	
	Mengistu Mulugeta Zewde							
95	ዙፋን በርሄ አፅበሃ	ሴ	24	>>>	03	461	0921061343	
	Zufan Berhe Atsbeha							
96	ሄኖስ ሀ/ጊዮርጊስ መኮንን	ወ	26	>>>	05	4248	0910578027	
	Henos H/Giorgis Mekonnen							
97	ፋሲል ካሣ ተምትሜ	ወ	34	>>>	07	068	0913214551	
	Fasil Kassa Temtime							
98	ጥላሁን አሰፋ ግርማይ	ወ	39	>>>	06	-----	0911666613	
	Tilahun Assefa Girmay							
99	አሳዮኸኝ ንዳው ምህረቱ	ወ	31	>>>	13	-----	0911309022	
	Asayehegn Nidaw Mihretu							
100	ሰለሞን ጋሻው እሱእንዳለ	ወ	26	>>>	15	1378	0911139348	
	Solomon Gashaw Esuendale							
101	ብሩክ ጭቅላ ፈርሼ	ወ	30	>>>	08	658	0910035018	
	Biruk Chiksa Fershe							
102	አብዱልነጂብ	ወ	28	>>>	01	503	0911620580	

	ሸሪፍ በረካ							
	Abdulnejib Sherif Bereka							
103	ደኒር ኤልያስ ዘከርያ	ወ	31	>>>	-----	-----	0912079097	
	Denir Elias Zekeria							
104	ሙሉንታ ሲሳይ ቸኩል	ወ	26	>>>	04	1525	0920013455	
	Mulugeta Sisay Chekul							

የአዲስ አበባ ግለሰብ አስተባባሪዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
105	ተሾመ ጋረደው በዳሳ	ወ	26	አ/ከተማ	05	391	0913657286	
	Teshome Garedew Bedassa							
106	ቴዎድሮስ ገ/ሚካኤል ኃይሉ	ወ	38	>>>	03	301	0911634122	
	Tewodros Gebremichael Hailu							
107	ማዕረግ አወቀ እንዳየን	ወ	29	>>>	08	-----	0911540085	
	Mareg Aweke Endayen							
108	ብርሃኑ አበበ ደሃለ	ወ	32	ጉለሌ	14	695	0911028962	
	Berhanu Abebe Dessale							
109	ቢኒያም አማኑኤል ሁመራ	ወ	26	>>>	07	-----	0911754138	
	Biniyam Amanuel Humera							
110	ቴዎድሮስ አዘነ ማሞ	ወ	25	>>>	07	755/8	0922079908	
	Tewodros Azene Mamo							

111	መሐመድ ዋሉ ቢሉ	ወ	32	>>>	05	-----	0910508942	
	Mohammed Walu Bilu							
112	ትዕዛዙ ሣህሌ ረታ	ወ	36	ልደታ	07	345	0911828095	
	Tizazu Sahele Reta							
113	አለበል ሽፈራው ኃይሉ	ወ	31	ቂርቆስ	17	555	0911982246	
	Alebel Shiferaw Hailu							
114	አብዱረህማን ሰይድ አህመድ	ወ	32	አራዳ	13	031/2	0913540613	
	Abdurehman Seid Ahmed							
115	ኃይለሚካኤል ወሰንየለህ ብጡል	ወ	42	ቦሌ	12	-----	0911985054	
	Hailemichael Wosenyeleh Betul							
116	አማረ መልካም አገኘው	ወ	24	ን/ስልክ	05	082/መ	0922626342	
	Amare Melkam Agegneu							
117	ይስሃቅ ካሣዬ ገ/መድህን	ወ	27	አራዳ	06	249	0913263420	
	Yeshak Kassaye G/Medhen							

የአዲስ አበባ ግለሰብ አስገብኚዎች ማህበር አባላት ሥም ዝርዝር

ተ. ቁ	ሙሉ ስም ከነአያት/ Full Name	ፆታ	ዕድሜ	ክ/ከተማ	ወረዳ	የቤት ቁጥር	ስልክ ቁጥር	ፊርማ
118	አለነ ዘውዱ ብረሃኑ	ወ	27	ቦሌ	06	596/9	0913371610	
	Alene Zewdu Birhanu							
119	ሲሳይ ገንዘብ ተገን	ወ	25	>>>	03	056	0910642230	
	Sisay Genzeb Tegen							
120	ፀጋዬ ገዛኸኝ	ወ	34	ሳፍቶ	02	106	0912071811	

	ገ/መድሀን							
	Tsegaye Gezahegne G/Medhen							
121	ሚኪያስ ሞላ ተረፈ	ወ	26	አራዳ	06	447	0910804794	
	Mikiyas Molla Terefe							
122	ስለሺ ፅጌ አስማማው	ወ	29	ቂርቆስ	06	165	0912935779	
	Sileshi Tsige Asmamaw							
123	ሐይማኖት ያረጋል ተሾመ	ወ	28	አራዳ	08	1214	0913112168	
	Haymanot Yaregal Teshome							
124	እሱባለው ዋሲሁን መብራቱ	ወ	30	ኮልሬ	02	2772ሀ/6	0911860592	
	Esubalew Wasihun Mebratu							
125	ፋሲል እሸቱ ሽፈራው	ወ	39	ቃሊቲ	04	214/09	0911938411	
	Fasil Eshetu Sheferaw							
126	ጌትነት ስዩም ተስፋዬ	ወ	35	ላፍቶ	12	1656	0911724072	
	Getinet Seyoum Tesfaye							
127	ሙሉጌታ ተክሉ ፈንታ	ወ	42	ላፍቶ	08	692	0935998276	
	Mulugeta Teklu Fenta							