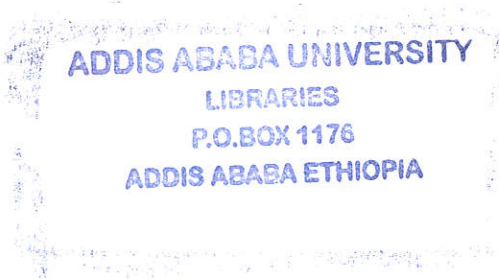


ADDIS ABABA UNIVERSITY
SCHOOL OF GRADUATE STUDIES

**THE NEED TO INTEGRATE TOURISM EDUCATION AND
TRAINING INTO TVET PROGRAM AND MANPOWER
PLANNING FOR TOURISM DEVELOPMENT IN
ETHIOPIA**

By: GASHAW TEDLA



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TABLE OF CONTENTS

	<i>Page</i>
Acknowledgment	i
Table of contents	ii
List of tables	v
Acronyms	vi
Abstract	vii

CHAPTER ONE

1. The Problem and Its Approach	1
1.1 Background of the study	1
1.2 Statement of the problem	4
1.3 Objective of the study	7
1.4 Significance of the study	7
1.5 Delimitation of the study	8
1.6 Limitation of the study	8
1.7 Operational Definition of Terms	8
1.8 Organization of the Study	10

CHAPTER TWO

2. Review of Related Literature	11
2.1 Functions of TVET Literature	11
2.2 Technical and Vocational Education and Training in Africa	11
2.3 Historical Development of Technical and Vocational Education and Training in Ethiopia	14
2.4 The Development of Tourism	17
2.4.1 Historical Development of Tourisms	18
2.4.2 The Development of Tourism in Ethiopia	19

2.5 Approach to Manpower Planning in Tourism	20
2.5.1 Evaluation of the present manpower in Tourism	20
2.5.2 Projecting Future Manpower Needs	21
2.5.3 Human Resources Evaluation	22
2.5.4 Formulating the Education and Training Programs ...	23
2.6 Tourism and Human Resource Development in Ethiopia	24
2.7 Academic Program of the Catering and Tourism	
Training Institute, C.T.T.I.	26
2.7.1 Hotel Management Department	27
2.8 Food and Beverage Department	30
2.8.1 Food Preparation	30
2.8.2 Food and Beverage Service	30
2.9 Food and Beverage Control	31
2.10 Tourism Management Department	32
2.10.1 Travel Operating	32
2.10.2 Tourist Guiding	33

CHAPTER THREE

3. Method of the study	34
3.1 Research Design	34
3.2 Sources of Data	34
3.3 Sampling Techniques and Sampling Size	35
3.4 Instrument of Data Collection	36
3.4.1 Questionnaire	36
3.4.2 Interviews	36
3.4.3 Documentary analysis	36
3.5 Procedure of Data Collection	38

CHAPTER FOUR

4. Presentation and Analysis	39
4.1 Demographic Characteristics of the Respondents	39
4.2 Analysis of the main data	43
4.2.1 Hotel Industry	43
4.2.2 Tour operator and Travel Agency	49
4.3.3 Presentation and Analysis Data through Interview with MCT	53
4.2.4 Presentation and Analysis Data through Interview with Tourism Business Community	58
4.2.5 Dissection of Result	63
4.2.6 Approach Human Power Planning	64
4.3 Data Based on Document Analysis	66
4.3.1 The Hotel Industry	66
4.3.2 Tour and Travel Operation	72
4.4 The Future Manpower Projection and Training Needs	77
4.4.1 The Hotel Industry Manpower Projection	77
4.4.2 Travel Agencies and Tour-Operations	78

CHAPTER FIVE

5. Summary, Conclusion and Recommendations	80
5.1 Summary	80
5.2 Conclusions	82
5.3 Recommendations	83
Reference	87
Appendix	90

List of Tables

Tables	Pages
Table 1. MCT Higher Official by Educational Qualification and Sex	48
Table 2. Tourism Business Enterprise (Hotel and tour operator) by Educational qualification and Sex	49
Table 3. Demographic characteristics of respondents Government officials and Business enterprises working in Tourism by age and working experience	50
Table 4. Profile of existing manpower in tourism hotel industry.....	52
Table 5. Profile of existing manpower in tour and travel enterprises.....	57
Table 6. Distribution of Tourist Hotels in Ethiopia ,2006	93
Table 7. Hotel staff categories	94
Table 8. Distribution of Tourist Hotels by their standards	96
Table 9. Travel and tour operators by their number of employees	97
Table 10. Tour operators division of work	99
Table 11. International tourists by purposes of visits 2001-2005	102

Acronyms

CTTI:	Catering and Tourism Training Institute
ENDT:	Ecole National des arts
ESCWA:	Economic and Social Commission for West Africa
ETC:	Ethiopian Tourism Commission
ETHIC:	Ethiopia Tourism and Hotels Investment Corporation
ETO:	Ethiopian Tourism Organization
GATT:	General Agreement on Tariffs and Trade
IER:	Institute of Educational Research
MCT	Ministry of Culture and Tourism
MOE:	Ministry of Education
TVET :	Technical and Vocational Education Training
UN-CPC:	United Nations central Product Classification
UNESCO:	United Nations Educational Scientific and Cultural Organization
WTO:	World Trade Organization

Abstract

The purpose of this study was to examine the need to integrate tourism education and training into technical and vocational education and training program to ensure the supply of adequate middle level manpower to the tourism industry. The theoretical framework indicates that successful manpower planning approach in tourism involves that the evaluation of the present manpower, the projection of future manpower needs, the evaluation of the human resource available and, formulating the education and training program which required providing the requisite qualified manpower. To achieve this objective, the descriptive research method was employed. Primary data from 71 respondents (13 higher officials of MCT and 58 personnel and marketing departments heads of hotels and tour operators), and secondary data from legal documents of both entities, were collected. Questionnaire, document analysis and interview were used as instruments of data collection. The finding of the study revealed that the existing tourism training institutes are unable to supply adequate number of trained manpower to the extent of the tourism industry needs. Besides, the existing tourism business enterprises, namely tourist hotels and tour operators are not strong enough in their number and quality of manpower to deliver an internationally competitive service. The theoretical framework indicates that successful manpower planning approach in tourism involves which evaluation of the present manpower, the projection of future manpower needs, the evaluation of the human resource available and, formulating the education and training program required to provide the requisite qualified manpower. In the light of these findings, recommendations suggested were, first, to achieve the manpower training development programs needs assessment has to be carried out, secondly a systematic formulation of the training programs are to be designed for the required pre-employment including on-the-job-training needed to upgrade the present employees working in tourism. At last recommendations given on the major findings of the study, for the development of tourism training institute expansion program are that MCT and MOE may maintain a system measure to integrate tourism education and training into TVET program to meet the tourism industry human resource requirements.

CHAPTER ONE

1. THE PROBLEM AND ITS APPROACH

This chapter generally deals with the problem and its approach background of the problem, statement of the problem, objective of the study, significance of the study, delimitation of the study, limitation of study, operational definition of terms and organization of the study.

1.1 Background of the Study

Technical and vocational education and training is understood as a form of education which prepares the individual for an ultimate occupation that could constitute the individual's career or basis of such career. Various approaches have been adopted worldwide to offer TVET either within or outside the school system, depending on how a given society envisages the role of TVET in the education system. The system and approach to TVET, however, strongly influenced by such factors as the economic, social and political structure, in such a way to serve the needs of the empowered population group (Munetsi, 1994: 220).

Most developing countries have recognized the TVET program as a pool to offer skilled manpower in essential economic sectors (Kerre, 1994). It is with this intent that Ethiopia has diversified the skill training areas and increased the number of training institutions (formal and non-formal) mainly for the purpose of producing middle level manpower in the fields of the country's essential sectors of the economy. With this context education and training must take into account the changing work requirements in the light of rapid technological changes impacting the country's work places.

TVET program involves imparting the necessary cognitive, psychomotor, and affective skills needed by the individual for effective and efficient

performance in an occupation. It generally takes place after the individual has gone through some basic education (Munetsi, 1994: 219). In Ethiopia, at present, the policy stipulates the provision of TVET-program for students who have completed grade 10 and took the General Education School Leaving National Examination.

The TVET- system is largely to be determined by the country socio-cultural, economic, demographic and technological development.

Technological progress changes the needs of industry and commerce; economic development influences the resources needed to maintain and improve the training program; social development changes the climate of labor market at all levels and demographic changes influence the supply of skilled manpower on labor market and the rate of recruitment of trainees in TVET- system (Lugujjo, 1993).

Ethiopia and other developing countries receiving tourists have installed accommodation and other tourist facilities, and may in some cases run transport services between the generating countries and their own territories. This does not mean that they have completed control over such facilities.

In today's changing world, nowhere is changing more evident than in the current global market economy, that is the liberalization of international trade and investment, (ESCWA, 2001).

According to the WTO, the first legally enforceable rule negotiated to cover the twelve international trade inn services in this document tourism is mentioned as one of these service sectors covered in the agreement;

Based on the United Nations, Provisional Central product Classification, (UN-CPC) it was published by the General Agreement on Tariffs and Trades (GATT, 1991), the classification determines the twelve categories are listed as follows, (UN-WTO, 1999).

- | | |
|---|---|
| 1. Business services | 7. Financial services |
| 2. Communication services | 8. Health related and social service |
| 3. Construction and related
Engineering services | 9. Tourism and Travel related
services |
| 4. Distribution services | 10. Recreational, cultural and
sporting services |
| 5. Education services | 11. Transport services |
| 6. Environment services | 12. Other services not included. |

Tourism is a key service activity represents three major sources of instruments for national economic development, these are:

- Direct and indirect employment;
- Foreign exchange and,
- Foreign direct investments.

Tourism is a highly international activity that its employees are likely to meet foreign in jobs at all levels. Beside to this internalization of the firms and cross boarded influence of the business standard has led to the emergence of tourism career education and training imperative.

Most developing countries including Ethiopia have traditionally interrupted in their tourism industry. In light of current globalization, these countries need to exert more effort in the expansion of tourism training institutions to compete in the world market.

In the context of globalization and the problem of shortage of trained manpower, the tourism training systems are under pressure due to the increase market demand for trained manpower and the development of new work places in the tourism sector. Decisions about tourism training institutions expansion program are to be made for the supply of trained manpower.

The proposed scale of development of tourism and the required trained manpower needs justify the expansion of the training program great the industry standard. The present economic status of the country shows

- | | |
|--|--|
| 1. Business services | 7. Financial services |
| 2. Communication services | 8. Health related and social service |
| 3. Construction and related Engineering services | 9. Tourism and Travel related services |
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that further consideration to the program expansion of the tourism training program to be answered through the regular TVET program.

Therefore, the central objective of this study is to examine the needs to integrate the tourism education and training into the TVET program for the development of the tourism industry in Ethiopia.

1.2 Statement of the problem.

Tourism is as much a part of socio-economic development as any other related economic activity of today's world. Most developing countries including Ethiopia, have the possibilities in tourism development program.

In the context of the phenomenal growth of tourism over the past decade, Ethiopia bound to give increasing importance to the development tourism. The prevailing conditions of service in the tourism industry of testimony systematic program development to be exerted to improved the standard skill level of manpowered in tourism. Moreover emphasis needs to be made to implement the development of expansion of training program for manpower entering the sector and for the existing employees working in tourism. Therefore, it is important to study the tourism training institutes expansion program in order to maintain equilibrium training to the needs of user of qualified manpower. The TVET institutions and the industrial enterprises cooperation has become necessity considering the socio-economic changes of a country, the training needs of the labor market and the progress of technology (Atchoarena and Delluc,2002).

In certain cases, modern industrial sectors have pooled their human resources either to establish training center or foster the establishment of the training centers or schemes for their respective industrial needs (Manyindo, 1993).

Nevertheless, the establishment of efficient training institutions is not likely to be an easy task in most third-world countries like Ethiopia. This is due to the fact that developing countries cannot afford the material, financial and manpower requirements sufficiently to ensure adequate infrastructural facilities. Moreover, the budget-tightening process may make the establishment of new training centers the country considers for a particular occupation to be in question (kerre, 1994).

Since TVET- program supposes to serve the respective economies, they are generally to be influenced by the stage of socio-economic development and the structure of labor market. Within the present condition of the economic sectors the TVET-program of the country may need to be re-examined in such a way to address the modern industrial activities.

Therefore is realizing the new education and training policy (TCE, 1994) is to develop adequate organization for the training of work force in diversified occupational areas through TVET institutes.

In recent decade, massive government and private endeavors have been perceived to ensure the diversification of tourism in Ethiopia, various means and measures were used to achieve this. Beside to this additional measures have to be taken for the development of tourism.

Though, there has been an increased interest in the country's tourism potential to contribute to the economic development but very little has been done in practice to realize this potential.

The adopted efforts of to day will enhance the future decisive role of tourism as a primary economic sector of the nation.

Ethiopia with rich cultural heritage, antiquity archaeological sources, deep-rooted history, incredible spectacular landscape, endemic wild

beauty, and hospitability has immense potential for tourism development. Though, there has been widespread awareness of the potential benefits, very little has been done in practice to tap this potential.

Like agricultural products, (coffee and oil-seeds) tourism could be grown and serve as a significant economic engine to the country. In a world full of competition having tourism attraction alone is not enough. Excellent tourism components such as accommodation, catering and tour guide are indispensable. The need for such skilled manpower presupposes adequate training institutes to produce and provide such labor to the industry.

In this study, the following basic research questions are set:

- 1) What are the existing manpower profiles working in the tourism industry of the country?
- 2) What factors determine the country's manpower planning approach for tourism development in Ethiopia?
- 3) What are the pressing demands for trained man power in the tourism industry of the country?
- 4) What factors determine the future projection manpower requirement in the tourism industry?
- 5) What modes of strategies decide the integration of tourism education and training into TVET program?

1.3 Objective of the study.

This study has the following objectives.

1. To survey and analysis of the existing number of trained manpower in the tourism industry
2. To identify the characteristics of tourism demand to visit the country.
3. To evaluate the factors that determines the future projection of manpower needs in the tourism industry.
4. To investigate the needs TVET program to meet middle level manpower requirement to the tourism industry that could contribute to the growth of the national economy.

1.4. Significance of then study

Tourism is recognized as basic and desirable human activity that deserves encouragement on the part of people and government, for its crucial role in the national economic growth. This study is believed to have the following significance:

1. It suggests the manpower planning approach for the implementation of tourism education and training program development.
2. It shows ways of analysis of the present and future international tourists' arrival, and related accommodation and other facilities and services needs.
3. It suggests that policy make to reconsider the possible options in tourism education and training reform that could help providing adequate number of middle level manpower to the tourism sector.
4. It may initiate and encourage making further investigate in tourism training development program.

1.5 Delimitation of the Study

The case study was delimited to Addis Ababa city. These data samples are not as large as it ought to have been, but the case study was representative samples of the country. The similarities in the structure and administrative set-ups are greater than the differences in the country's tourist sites. The problems and constraints which exist are also similar in many respects to other tourist sites of the country.

1.6 Limitation of the Study

Since relevant supporting information on tourism conditions of the sectors in Ethiopia that provides the positive and negative overview of human resource training role was identified scarce. This resource constraint is due to that the study in this area appears to be initiated a new scheme.

Thus, locating availability as a primary source engaged in the field was found insufficient task. This points out gaps in examining the sources and has not yet been much explored.

1.7 Operational Definition of Terms

Tour: Journey to various places and coming back in the end to the place the journey started from. Tour can be of many types such as package tour, guided tour, holiday tour. Strictly speaking a tour is undertaken for a period of more than 24 hours.

Tourism:- Tourism is the sum of the phenomena and relationships arising from the travel and stay of non-residents, in so far as they do not lead to permanent residence and are not connected with any earning activity, but satisfaction.

International Tourist:- Is any person on a trip between two or more countries, while he/she is on route away from his/her usual place of residence for more than 24 hours, but not more than one consecutive year, for leisure, business and other purposes.

A domestic Tourist:- Is a person who travels within the country to a place other than his usual place of residence and stays at hotels or other rented place, uses the sight seeing facilities for a duration of not less than 24 hours, one night and to more than 6 months.

Tour-operations:- Are wholesalers of tourism, the major players in the business and marketing of tourism. Tour operators produce package tours by combining different tourism sub-products, such as transport, accommodation and organized excursions at fixed, all-inclusive prices.

Travel Agency:- It is an organization which explains the details of the tour to the tourist, makes necessary arrangements for the tour in a short time, take them to the maximum number of places and give the tourists their money's worth.

Tour Guide:- A person who conduct tours with essential information, possibly with sufficient multi-lingual tour-guides in tourist venues are considered an important factor in successful tourism.

Vocational Education:- Is education designed to develop skills, abilities, understandings, attitudes, work habits and appreciations encompassing knowledge and information needed by workers to enter and make progress in employment on a usual and productive basis. It is an integral part of the total education program and contributes towards the development of good citizens by developing their physical, civic, culture and economic competencies.

1.8 Organization of the study.

The study is organized in five chapters. The first chapter deals with the problem and its approach, chapter two presents review of related literature, chapter three contains methods of the study, chapter four deals with presentation and analysis of data and finally chapter five deals with the summary, conclusion and recommendations.

CHAPTER TWO

2. Review of Related Literature

2.1 Functions of TVET Providing Institutions

The primary objective of technical and vocational education and training is to train a skilled labor force that can adapt to requirements of the labor market (Atchoarena and Delluc, 2002) (UNESC, 1990), (KERRE, 1994). In order to fulfill their major tasks many branches of education are developed to provide different areas of specialization to different individuals. This idea is briefly discussed in the following statement.

Clearly, education today cannot justify its existence by providing only academic development: it has to convey the necessary skills for economic development in addition to cultural and social developments in order that natural resources might be explored for future generation. Such skills would not only enable solution to be found to existing problems but also prepare young people to work on the unpredictable, complex dynamic problems of the future (UNESCO, 1990: 20).

The main objective of vocational education is to prepare skilled young people for occupations. It enables the new generation to put its efforts and actively participates in different development program of the society (Evans, 1971:9).

2.2 Technical and Vocational Education and Training in Africa

The spirit of independence that swept through the African continent in the early 1960s heralded a new era that saw a phenomenal expansion in

education and an increased demand for available goods and services. Over the past half a century, Africa has had to face new challenges in both the political and socio-economic contexts. There is hardly any country that has not been affected by these new challenges. The impacts and influences on education and training in general and on technical and vocational education and training in particular are characterized by:

- Fast growing populations most of which are composed of youth and rural based;
- The fragile political systems some of which has in the past adversely affected economic and social activities. In the current political democratization process, more are still threatened with civil strifes that are ethnically or religions motivated.
- The world economic recession experienced over the past decade found African economies most vulnerable combined with prevalent economic malaise at home, most countries experienced high rate of inflation, frequent devaluation of national currencies, and high interest rates, all of which adversely affected the growth of business and industry, and eroded the purchasing power of the people,(Kerre, 1994).

The above situation has lead to:

- a) A decline is enrollment in both education and training institutions;
- b) Falling standards in education and training;
- c) A steady decline in employment opportunities in the public and private formal sectors; and
- d) A rising tide of the unemployed and under employed

In Cameroon room for example, Techombe, (1994) shows that enrollment in TVET dropped from 93, 651 in 1987/88 to 90, 028 in 1990/91. Similar trends are revealed in other African countries.

In Zimbabwe for example, enrollment dropped severely from 32.75% in 1981 for primary and 67.10% in 1984 for secondary to 4.02% in 1991 for primary and 6.72% in 1993 for secondary (Munetsi. 1994).

The rapid expansion felt across African states shortly after independence was basically due to the demand for education as a right and as a result of concerted efforts in its democratization. There was also a higher level commitment from the international community to assist the new nations in self governance. The thrust was for more literacy and academic knowledge to take over from the colonial administration. A decade later, it dawned on most states that liberal education alone was not sufficient. The school curriculum was no longer relevant to the needs of new nations. They required, beside administrators and clerical officers, a cadre of qualified scientific and technological manpower to take over and develops the nation's productive capacities. Political independence without the capability and services such as food, housing, health care, transportation communication, left the new nation states still chronically dependent on development nations and donor agencies. In an effort to overcome this situation most countries reviewed their educational systems resulting in major changes and innovations.

In Kenya, for example, a new system of education, popularly known 8.4.4., was introduced in 1985. It was a result of several national education commissions conducted since 1964 (Okaka, 1994).

It embodied the new vision of vocational the school curriculum after discovering that society had been disillusioned by the previous system of education that was mainly academic. In the Central African Republic, a national forum on education and training was held in June 1994. It defined educational and training contents and structure. In addition to preschool, levels of education are as follows:

- Basic (Primary) education , 6 years
- Basic education II (Junior secondary education) 4 years senior general and technical education 3 years.

Burkina Faso, Gabon, Chad and Cameroon also held national Congresses on education and training. Other countries took the opportunity of national sovereign conferences (Chad, Benin, Congo, Niger, Togo, Gabon and Zaire /Congo democratic Republic) to decide on the orientations and structures of their education systems, (Kabore, 1994)

A common feature underlying educational reforms in Africa is the introduction and expansion of technical and vocational education in the general school curriculum. This is due to the increased realization of the importance of technical and vocational education in the national development.

Labour markets, technology and trade are changing dramatically all over the world, and in the labour market manpower demand, the acquiring of technical knowledge and basic professional skills become more imperative as this can lead to job generalization. It is known that productivity of labour to a large extent is also determined by the work skills and competence. Such quantities are not brought about by education alone but through obtaining basic skills of occupations in human resource development.

2.3 Historical Development of Technical and Vocational Education and Training in Ethiopia

The development and nature of education in different societies vary from one another depending on their economic, social and political conditions. On the other hand,

the demographic conditions and economic development of the country requires the availability of trained manpower in the production sector. This in turn calls for the establishment of different educational institutions with the objectives of creating trained manpower for the society.

Even though traditional church schools have long history in Ethiopia, modern education was introduced during the regime of Menelik II with the establishment of Menelik II School in 1908. Between 1908 and 1935 modern education developed fast as opposed to traditional education. There were about thirty modern schools in various towns of the country from 1925 to 1935. But, all these schools were limited to offering academic subjects and none of them included vocational education in their curriculum. The educational system that had continued after the death of Menelik II by his successors was interrupted during the brief Italian occupation (1936-1941). After, liberation, however, education was reorganized and restarted to provide educated employees to the government services (Girma, et al 1990).

The first vocational school, Addis Ababa Technical College, was established by Ministry of Education in 1941, under the name of "Ecole National des arts" commonly known as "ENDT" French was used as a medium of instruction in addition to Amharic. Later on, the Ministry of Education changed the name of the school to "Technical School" and the language of instruction became Amharic and English (MOE, 1973: 30).

Gradually, the need for semi-skilled commercial and office personnel led to the establishment of commercial school in 1942 in Menelik school compound. The course duration was limited to only one year up to 1945, to satisfy the manpower need of the country. Another vocational school, Asmara Technical School, was opened in 1953 through a joint cooperative project between the Ethiopia and USA Governments. In

addition to these schools, the polytechnic institute of Bahir Dar was opened in 1963 by the former USSR government (MOE, 1973: 40).

With the aim of making curriculum more job oriented in the secondary schools, the concept of comprehensive program was introduced in 1961 to the educational system of Ethiopia. The first senior secondary school to be converted in to comprehensive secondary school was Woizer Sihen secondary school of Dessie. After 1961, many senior secondary school were adapt to comprehensive secondary schools.

The following table shows the number of such high schools adapted to comprehensive high schools from 1961 to 1971 (MOE, 1973).

Table 1: Number of Comprehensive Schools in Ethiopia: (1961/62-1971).

Date started	Industrial arts	Home economics	Business	Agriculture
1961-62	2	1	4	-
1963-64	3	2	2	-
1965-66	1	2	-	-
1967-68	6	5	3	4
1969-70	15	17	17	10
1971	-	4	5	2
Total	27	31	31	16

Source: Girma et al (1990)

The above table clearly shows that both home-economics and commerce had the highest number while agriculture has the least and was the latest to develop from the rest. All the vocational streams showed the largest growth in the year 1969-70.

After 1974, the comprehensive secondary school curriculum started to decline because of the inadequacy of the training system. The program

was not efficient and produced too many graduates and yet they were unemployed. So, after making some study and improvement, the new technical and vocational (10+3) program was introduced. As a result, some comprehensive schools were selected from among the previous ones and also additional technical schools were established. Currently the number of these schools have risen from four to seventeen and the total number of courses in these schools are twenty-four. These schools are located in different regions of the country based on the major economic development of the areas (Negatwa, 1989: 4).

2.4 The Development of Tourism

The review of related literature relevant tourism in this study is divided into two major parts. The first part looks closely at the historical development of tourism in general (at global level) and the development of tourism in Ethiopia in particular. In addition, the various tourism development plans are assessed. Understanding the historical background of tourism helps us to appreciate the various stages of the development of modern tourism and to examine impacts in aspect to its developmental stages. As Inskip (1991:3) has suggested, it is important to appreciate the historical development of tourism, including the motivations for travel, so as to understand the trends and prospects of tourism and to come out with a proper plan. The second part of the review would focus on approach to manpower planning in tourism, tourism and human resource development in Ethiopia. The third part contains academic program of Catering and Tourism Training Institute, CTTI.

the past. Mass movement of people from their home to some other temporary sites, mainly for leisure and recreational activities, for a few days or week has been seen especially after World War II. This has clearly been stated by Shaw and Williams (1994:174) as follows:

One of the most spectacular growth sectors in leisure activity after World War II has been tourism becomes a marker of status in modern societies. Not to go away is like not Possessing a car or a nice house.

Such a change of attitude, which is the basis for the emergence of tourism, is the outcome of many factors such as high standard of living and greater disposable income for travel; less working hours, annual vacation and a large number of employees who receive paid holidays; higher education levels; rapid and dispersed economic development; the development of speedy means of transportation and communication (Rabinson, 1975:91; Shaw and Williams, 1994:174; Inskip, 1991:9). Furthermore, the demand for tourism is also influenced by the image-makers who effectively create tourist attractions, such as designers of hotels and attraction sites, media and travel writers. Together they generate what Shaw and Williams (19994:176) has called “the promises of the paradise seller”.

2.4.2 The Development of Tourism in Ethiopia

The first tourism enterprise known as Ethiopian Tourism and Hotels Investment Corporation (ETHIC) was established in 1963. Later, through order No. 30/1964, the Ethiopian Tourism Organization (ETO) was established in 1964. Finally, under the proclamation no. 182/1979 ETO was upgraded to the status of Ethiopian Tourism Commission (ETC) in 1980 (Ayalew, 1992:10). Some of the main objectives of the commission are:

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2.4.1 Historical Development of Tourism

Modern tourism went through a long series of development processes to reach the present stage. These development processes range from the early crude and limited forms of travel, usually made to fulfil basic needs, to modern diversified and specialized forms of travel.

The early forms of travel in relation to the historical development of tourism are well articulated by Robinson (1976), Inskip (1991), Shaw and Williams (1994). All of them have more or less followed similar approaches in describing early travels and the historical developments in four aspects: the early travels; during the middle ages; travels from the Renaissance period till to world war II and the development of modern tourism after World War II.

In the early period, people traveled for a number of reasons such as satisfying basic needs, escaping from enemies, achieving territorial expansion, trade, satisfying curiosity of the unknown lands, pilgrimage etc. However, besides some common grounds, all the early forms of man's travel did not fully fit in with today's concept of tourism. From the tourist definition point of view, as set by the World Tourism Organization (quoted in Inskip, 1991:35), "all travelers are not tourists while all tourists are travelers". Concerning the early forms of travel and tourism Robinson (1976:1) has stated that:

Travel, from the early historical period has had a fascination for man: the urge to discover the unknown, to explore new and strange places, to seek changes of environment and to undergo new experiences. Travel to achieve these ends is not new, but tourism, as we understand the term today, is of relatively modern origin.

Tourism, as has been indicated above, is a modern concept which is distinguished by its mass character from that of travels undertaken in

1. To develop and promote tourism at home and abroad with a view of fostering contacts and mutual understanding among people: =
2. To expand and develop accommodation and recreational facilities; to classify and standardize, co-ordinate and supervise hotels and other tourist facilities with a view to contributing to the social and economic development of the country and
3. To preserve and develop Ethiop's natural and cultural heritage in co-operation with the concerned government office and institutions (Ayalew, 1992:10).

2.5 Approach to Manpower Planning in Tourism

According to Inskeep (1991: 403) manpower planning is applied a systematic approach to ensure that the right people are in the right job at the right time. This is especially important in tourism, which is a type of service activity depending in large part of its success on human resources.

Development of manpower planning is an essential input to the tourism development and management process. And this will need to be viewed, based on the tourism plan, for all types and levels of tourism related personal, including national and regional, tourism management administrations. Beside to this the approach to manpower planning should include for the accommodation, catering, tour and travel managements and operations. (Inskeep, 1991: 404).

Tourism manpower planning approach takes into account both the types of jobs and the number of people and their requisite training to fill these jobs. The process of manpower planning involves four steps:

2.5.1 Evaluation of the present manpower in Tourism:

The first step is to conduct a survey of the present existing manpower working is tourism for all public and private enterprises involved in the

sector, or sample approach can be used if the enterprises are large enough. (GEE, 1987:173) pointed out, a decision will need to be made on what activities comprises the tourism sector:- certainly hotels, tour and travel operations, and government tourism offices. The survey of the present employment should includes job classification, number of employees and their characteristics (age, sex, education level, etc), with any particular problems and needs identified such as insufficient training and deficient qualifications for the position held or high turn over. The survey. Should also identify the seasonality factor of employment if exists and obtain information from which employment ratio can be derived, particularly the number of employees per hotel room, which is very use full projecting the future manpower needs.

A survey and evaluation should be mode the status of any existing training institutions. This will be important information for input into the later stage of determining education for input into the later stage of determining education and training institutional development and program required.

2.5.2 Projecting Future Manpower Needs

Inskeep (1991: 405) pointed out that, the future manpower needs are projected to the same horizon year as the tourism plan, if prepared as part of an integrated tourism plan, if prepared as part of an integrated tourism planning project, often with intermediate projection periods, usually for five year intervals.

Gee (1987:175) The basis for making manpower projections at national or regional levels is on the projection of tourists arrival by number and type and, of other tourists facilities and services required, along with considerations of the types of tourism being planned. For gross employment projections, a common techniques is to establish a ratio of

number of jobs per accommodation unit to include direct employment in hotels and other facilities and services.

In addition to the type and quality level of accommodation, the type of tourism will include other employment needs. For example, sight-seeing tourism requires more tour-guides and divers than beach tourism but beach and marine tourism requires specialized jobs such as life guards, diver guides, and sport fishing operators and guides.

The projection of manpower needs can then be made by job classification, based on the future type and extent of tourism development and on international formulas that have been established for distribution of types of jobs. If tourism already exists in the area, then the present employees are indicated by job classification, including any vacant positions created by employment turnover requiring a number of new personnel to keep the sector functioning properly.

2.5.3 Human Resources Evaluation

As Inskeep (1991: 406) suggested, an evaluation should be conducted of the general human resources available at present and in the future in order to determine if there is or will be sufficient basic manpower to be trained in tourists.

Restating the above idea, Gee (1987: 175), has the following to state:

Human resources evaluation can be analyzed to determine the future total manpower resources available. This human resources evaluation should consider in particular the number of young persons who will be available for employment and their likely basic education levels, as well as the distribution between males and females.

In this regard, the investigator has to observe that young people are very eager to be trained for work in tourism professional sector. Hence, this

indicates that the schools can be considered as human resources within the context of manpower planning for the area, if they are to be helped to meet their cared aspirations, in the view of the TVET program.

According to Inskeep (1991), that special social-cultural considerations of the people attitude toward working in tourism, especially in hotel and catering employment and whether there are any religious or social restraints on women working in tourism or men taking certain types of positions in tourism.

If these, consideration are expected to present constraints, there may be a need for public education to change the attitudes to accommodate the constraints.

2.5.4 Formulating the Education and Training Programs.

Formulating the education and training program requires that first a job-description and employees qualifications be taken for each job classifications. Then, determination should be made on the type of training required to provide the necessary qualifications. This must be considered along with the training of new personnel the additional training may be both of a remedial type to bring some personnel up to an acceptable standard, as well as training for promotion to higher skill/managerial level Inskeep (1991: 408).

Most writers such as Sheldon (1989) and Gee (1987), Inskeep (1991), have stated that various types of education and training should be considered in comprehensive plan. Often combined into single plan or program to satisfy the various needs, these types of education and training include the following.

- On-the-job training provided in the place of employment, of the sector;
- Short courses on various aspects of tourism, designed either on new subjects or for upgrading the existing skills. Formal, regular

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vocational programs usually in tourism training intuition, or multi program vocational institutions, =

- Regular University type diploma, bachelor's and master's degree programs
- Study tours, which include visiting places that after examples of tourism development and operations;
- Tailor-made programs, which may included a combination of some academic courses, study tours, and on-the-job attachments.
- Correspondence courses, which are available on all aspects of tourism management.

Hotel and tourism training institute can be either government or privately operated to meet the demands the sector.

Sheldon (1989) concluded that formal education programs are one of the keys to develop professional employees, and there by raising tourism industry.

2.6 Tourism and Human Resource Development in Ethiopia.

Tourism contributes a great deal to the economic, political, social development and to the growth in the standard of living of the people of a country. Economic and social gains are made by introducing the human and natural sources of a country to tourists coming from different parts of the world Tourism can also play a vital role in the preservation of the human and natural heritage of a country(UNESCO, 1976).

The vast economic potentials of tourism for the development of a country like Ethiopia is too obvious to need further elaboration here although sufficient attention was not given to this crucial sector and optimal use of its potentials is still the greatest challenge.

The tourism industry is basically a labor intensive economic activity, meaning that it depends largely on the people working in it. As far as, Tourism and human resource in Africa is concerned, few countries have paid the necessary attention to the tourism and hotel profession.

Even countries which depend largely on tourism for their economic development needs, candidates for hotel schools are chosen from among those with the lowest level of education during career selection. The situation is still the more serious when we come to tourist training in Ethiopia. Many studies so far conducted are unanimous about their suggestions that Ethiopia is extremely rich in natural and cultural attractions and resources, and could be perceived as being unique in addition to its fine climates, historical-cultural legacy and sensitive beauty.

This highly promising scenario is however greatly constrained by the lack of suitable planning and management of tourist sites and tourist facilities. Many resorts need urgent upgrading as they lack the facilities expected from them by modern tourists. The acute shortage of trained manpower is indispensable for the growth of the industry. Ethiopia is a country where the resource development is one of the least developed. By contrast, some neighboring countries like Kenya have relatively successful tourism industry and advanced training facilities for personnel by the ever growing sector. To take one example the Kenya Utley College which was established in 1975 is considered to be one of the largest and most modern hotel and tourism training colleges even by international standard. Utalin College has a capacity for training about 700 students per year.

Compared to this catering and tourism Training Institutes (CTTI) in Ethiopia, the only training facility available started work back in 1969 and has and had only an average annual intake capacity of 90 students. The Institute because of its small capacity and the slow growth of the Tourism industry over the last 30 years has only graduates of 1010 students in its regular program 746 in its extension program and 1129 in skill upgrading courses.

Between 1969-1995, the CTTI has trained 268 regular students in front office 126 in house keeping, 253 in food and beverage services, 61 in food

and beverage control, 161 in travel preparation, 32 in tourist guides, 27 in travel operators and 82 in supervisory management. This is obviously a far away from meeting the actual and future demand in manpower by the tourism industry. The main reason for this low level of output is, of course capacity limitation in teaching facilities like qualified manpower, space, modern teaching aids, etc.

However, in line with the growing momentum of the industry, it is indispensable to increase and upgraded the appropriate service giving enterprises and provides in particular the necessary trained manpower. Therefore aiming at fulfilling the demand for skilled workers for hotels and other tourists' agencies, the Catering and Tourism Training Institute CTTI was established some twenty-five years ago.

Being the only one of its kind in the whole country, it has been contributing a lot to the sector by training a large number of workers in various fields as food and Beverage Services. Front Office Operations, Housekeeping, Travel Operations and Supervisory Management on both regular and short time bases.

For its entire constructive role in the tourism economic sector at this stage the CTTI finds quite unable to fulfill the ever expanding demand for adequate workers.

2.7 Academic Program of the Catering and Tourism Training Institute, C.T.T.I

The Institute offers different courses in the regular, extension and short-term training program. The institute has three academic departments namely: Hotel Management, Food and Beverage service and Tourism management Department, the above three departments have their own course contents, terms of training and awards given.

2.7.1 Hotel Management Department

Under this department there are four fields of studies namely:

2.7.1.1 Hotel Management

Hotel management is three-year Diploma training program focusing in the major hotel operational areas namely: Room division/accommodation (Front Office, Housekeeping and Laundry) and Food and Beverage operation (Food preparations; Food and Beverage Service). In addition to this, students will also take a number of supportive and common courses as well as management and business subjects.

The course also includes industrial attachment in which students will undertake hotel practical trainings for at least 6 weeks.

The following are sample course contents, which are given to hotel Management trainees.

- * Front office operations (theory and practical)
- * Cost accounting
- * Small business management
- * Tourism
- * Computer net working
- * Management
- * Food preparation (theory and practical)
- * Human resource management
- * Language (English and French)
- * Psychology
- * Entrepreneurship
- * Research methods

2.7.1.2 Housekeeping and Laundry Supervision

Housekeeping and Laundry Supervision is two years Diploma training program provides trainees a comprehensive knowledge that will enable them to be professional housekeeper having both operational and supervisory skills. The students will undergo hotel practical trainings twice.

The following are sample course contents which are given to Housekeeping and Laundry supervision trainees:

- * Housekeeping and laundry Operations (theory and Practical)
- * Front office operations
- * Hygiene, safety and security
- * Languages (English and French)
- * Information Technology and Computer Application
- * Hotel Accounting
- * Interior Decoration
- * Floral Arrangement
- * Hotel Law
- * Principles of supervision
- * Marketing management
- * Economics
- * Psychology

2.7.1.3 Front Office Operations (Reception)

Front office Operations (Reception) is a year certificate training program intended to equip trainees with the basics of reception activities. The course includes three-months industrial attachment for hotel practical training.

The following are sample course contents which are given to Front Office Operations trainees =

- * Front office
- * Hospitality industry
- * Accounting
- * Computer applications
- * Languages (English and French)
- * Tourism
- * Psychology
- * Hotel law
- * Housekeeping
- * Food and beverage operations
- * Hygiene, safety and security

2.7.1.4 Hotel Supervisory Management

Hotel supervisory management is 3 and 6 months certificate course for Regular and Extension program respectively. This course provides participants the necessary skill and knowledge that would enable them to perform as a Hotel supervisor or as a middle level Hotel Manger.

The following are sample course contents, which are given to Hotel Supervisory management:

- * Supervisory Management
- * Room Division management
- * Food and Beverage management
- * Communication
- * Hotel accounting
- * Tourism management
- * Business English
- * Food and Beverage Control
- * Psychology
- * Research methods

2.8 Food and Beverage Department

Under this department there are three fields of studies these are: food preparation, food and beverage service and food and beverage control.

2.8.1 Food Preparation

Food preparation is three-year Diploma training program

This course has been carefully tailored for students who wish to become qualified chefs within hotels, restaurants and large scale catering. It is a practical course, which is built on skills and integrated theory. The course also includes industrial attachments in which students will undertake hotel practical trainings.

The following are sample course contents, which are given to food preparation trainees.

- * Kitchen Organization
- * Menu planning
- * Commodities
- * Methods of cooking
- * Kitchen equipment and tools
- * Beef dishes preparation
- * Cost and quality control
- * Languages (English and French)
- * Psychology

2.8.2 Food and Beverage Service

Food and Beverage Service is a year certificate training program, this course is specifically designed for people who wish to follow a career in the hospitality industry as a waiter and headwaiter. It is a practical

course, which is build on skills and integrated theory. The course also includes industrial attachments in which student's will undertake hotel practical trainings.

The following are sample course contents which are given to food and beverage service trainees:

- * Dining Room Practical
- * Industrial knowledge
- * Menu and food knowledge
- * Beverages
- * Catering hygiene
- * Language (English and French)
- * Tourism
- * Psychology
- * Introduction to accounting
- * Food and Beverage Control
- * Theory related to practical

2.9 Food and Beverage Control

Food and beverage control is a year certificate training program. This course is specifically designed for students who wish to be a food and beverage controller in hotels and restaurants.

The following are sample course contents, which are given to food and beverage control trainees.

- * Food and beverage costing
- * Food and beverage operational control
- * Food and beverage reporting procedures
- * Food and beverage forecasting
- * Food and beverage service
- * Menu and food knowledge

- * Introduction to accounting
- * English
- * Catering hygiene
- * Introduction to management
- * Commercial law
- * Cost accounting
- * Psychology
- * Accommodation knowledge

2.10 Tourism Management Department

Under this department there are two fields of studies these are: travel operation and tourist guiding.

2.10.1 Travel Operation

Travel operation is three years diploma course. The main focus areas are tour planning, organizing, costing and selling, the various courses that enable to do the work are resource knowledge, tour components marketing and business correspondence. In addition, some practical travel agency knowledge is added. To emphasize the practical aspect of training, familiarization tours and industrial attachments are offered.

The following are sample course contents which are given to travel operation trainees:

- * Introduction to tourism
- * Tour operation technique and management
- * Travel agency operation management
- * Tourist guiding technique
- * Tourism resources
- * Marketing
- * Business correspondence
- * Language (English, French and German)
- * Information technology

2.10.2 Tourist Guiding

It is three years diploma program. The training focuses on acquiring resources knowledge, tourist guiding techniques, human relations and tourist behavior. Practical knowledge through familiarization tours and industrial attachment is also an essential part of the training.

The following are sample course contents, which are given to tourist guiding trainees:

- * Tourism
- * Guiding techniques and methods
- * Resource knowledge
- * History
- * Culture
- * Wildlife and bird life
- * Human relations
- * Social aspects of tourism
- * Languages (English, French and German)

Source: Catering Tourism and Training Institutes, (2004).

CHAPTER THREE

3. Method of the Study.

The method used to conduct this research is a descriptive survey method. Because this method is used to collect relevant and adequate information essential for this study, describing the service of the tourism industry and analyzing the existing training opportunities for sustainable development of the sector. As Best and Kahn (1999) state, survey method helps gathers data from large number of cases at a particular time.

Besides, this study this study tries to use of methodological triangulation.

This section presents research design method of the study, sources of data, Instruments of data collection, sampling Techniques and sample size, procedures of data collection.

3.1 Research Design

The paper concerns to adapt a solution for the problem in producing and the supply of middle level manpower for the tourism industry through establishment education and training facilities in the TVET program, The researcher employs the following procedures as to plan, collect, analysis and interpretation of data, and in reporting of the findings.

3.2 Sources of Data

The primary data were collected from two sources of entities to address the relevant issues in the study.

Because of their knowledge ability and because they are engaged in or concerned with tourism industry, two distinct entities of individuals were concerned as a source of data. These data sources of entities are as follows:

1. Ministry of Culture and Tourism, higher officials.

2. Personal and Marketing Department Heads of Travel and Tour operation and, major Hotels administrative and personnel department heads.

The basic premise in selecting the ministry is that, this office at National level is assumed legislative body to the overall tourism management with respect to development policy and the planning and all functional aspect of tourism at present.

The reason behind to select the second entity Travel and Tour operators and major Hotels as a research site is with regard to their operational definition in delivering products and services to tourists .These are the right sources to get the proficiency of the existing number and type of manpower in tourism and evaluate the training needs.

Relevant legal documents and literature also used from the above mentioned two entities are to cover-up as a secondary source of data.

3.3 Sampling Techniques and Sampling Size

In this study, the two purposeful & stratified random sampling techniques were implemented to administer the designed instruments to collect relevant data. And the possible sample sizes were determined as from each group by considering the representatives and crucial to the study on the responsibility they possess.

With this regard the following respondents were selected in their direct relations and position with reference to the objectives of the study.

- a. From the group of the Tourism ministry offices, due to their responsibility which is relevant to the study thirteen profession pressure group respondents are deliberately included for this study in consultation with the public relation and information management officer of the ministry.
- b. The selection of sample respondents from the 59 hotels was

determined by considering the hotels present categories of standard classification. They were stratified in four categories get the representative was of each category technique implemented by was simple random sampling by using another method 13 respondents from the personnel department heads were selected. For 99- licensed tour and travel agencies the same sampling technique was implanted to select 46 respondents from marketing and personnel department head were selected in their capacity to give valid information for the study.

3.4 Instrument of Data Collection

The researcher determine where kinds of instruments could be more appropriate. Thus, for the success of the study, the researcher had generally employed three types of data gathering instruments questionnaire, interview and document analysis..

Before the main research work started, pilot test on questionnaire item analysis were made. The volunteer informants were considered with regard that they are part of the target population. This gave the researcher an opportunity to modify questionnaire item to possess the desired qualities of measurements.

The advisors prior to the dispatching to the final respondents get all the items of questionnaires and, reviewed and critically commented them based on to the objective of the study. The researcher revised and modify the items to posses to the desired quality of measurement.

3.4.1 Questionnaire

Questionnaires are most appropriate means to gather the required information within a given time frame from the sample size population (Dalen, 1979).

The investigator employs questionnaire, to the MCT officials each set of

questionnaire consisted of close-ended items.

The type of questionnaire has three parts. They are respondent's personal profile, general questions and survey of the major content questions. The sample groups of respondents are chosen with the assumptions that they are original sources to anticipate the need for adequate number of middle level manpower and presuppose the expansion of the training so as to produce such staffs for the tourism industry of the country.

3.4.2 Interviews schedule

The interview schedule was prepared for the selected potential respondents from the sample population. These interview schedules consist of structured item, where the respondents to provide facts and non structured where would then the respondents allowed to make opinions.

In obtaining detailed information the respondents about all types and levels of tourism personnel are systematically interviewed and, in depth interviews have got great attention by the study. The process interviewing was recorded by tape recorder. This help to minimize lose of information during the interview process.

Before the interview was carried out the investigator brief the purpose of the interview under the limit that respondent feel at ease, but not hold any preconceived notions regarding the out-come of the study.

3.4.3 Documentary analysis

To collect relevant data for the study, a wide variety of legal documents of the ministry of culture and Tourism and of the sampled tourism business enterprises records were reviewed. Moreover, data are collected repeatedly making possible for specified tourism informational analysis and the characteristics of the existing manpower.

In the documents analysis of evaluating the existing number and type of employees as well as for projection the future manpower and their training need in tourism, the investigator consulted as the techniques measure in reference to the UN World Tourism Organization legal document.

3.5 . Procedure of Data Collection

Since the researcher aimed at identifying problems in tourism service and intended to show the importance providing Tourism career education and training, through TVET, the researcher employed questionnaires and interviews with sample respondents of the target population from ministry of culture and Tourism, enterprises (major hotels and Tour-operators).

The researcher prepared questionnaires and interviews for sample respondents from MCT and Tourism business community. Before fully using these tools, a pilot study was conducted. Then the questionnaires and interview were administered and data were gathered by the researcher.

As mentioned above in sections 3.4 of this paper pilot test was made to modify the questioner item possessing the desired quality of measurements. Also the process interviewing was recorded by tape recorder. This help to minimize lose of information during the interview process.

Lastly, the researcher also made observation and referring documents by carefully taking notes to obtain information required for the study.

The researcher also convinced to add important ideas through the discussion with trainers and employees including instructors and department's heads of CTTI staffs.

CHAPTER FOUR

4. Presentation and Analysis of Data

In this chapter, the analysis and interpretation of data and the major findings are presented. The collected data are presented with tables. The chapter consists of three sections, namely demographic characteristics of the respondents, analysis of data and discussion of the major results.

4.1 Demographic Characteristics of the Respondents

In this section the characteristics of the sample respondents are presented with the help of tables. In an endeavor to inquire the intended information for this study, two representative units have been involved from the selected two target populations. The first unit of respondent are higher officials and experts from the MCT departments, (Tourism planning and programming, research on tourism and cultural development and tourism promotion and marketing department).

Table 1 Higher official of MCT Education qualification and sex.

Educational qualification	Sex				Total	
	Male		Female		No	%
	No	%	No	%		
Ph. D	1	7.7	-	-	1	7.7
M.A/MSC	3	23.1	-	-	3	23.1
B.A/BSC	7	53.8	-	-	7	53.8
Diploma	-	-	2	15.4	2	15.4
Total	11	84.6	2	15.4	13	100

The second units of respondents were from personnel and marketing department heads and higher experts of Tourism business enterprises, which include major hotels and tour and travel operators from the public and private sectors.

As shown in table 1 the demographic characteristic of respondents were 11(84.6%) males and 2(15.4%) females.

As to their educational qualification 1(7.7%) of the higher official respondents is with PH.D and 3(23.1%) participants are with M.A and 7(53.8%) of them are B.A holder and 2(15.4%) the female respondents are at diploma level in this respective subjects. thus, all the respondents of higher officials adequately fulfill their duties at the places they are assigned in the ministry.

According to the survey returns, as shown in table 2 out of 13 participants from the hotel industry 10 (76.9%) of them males the and 3(23.1%) of them are females out of ten males respondents 4(30.8%) them are first degree holders, the remaining 6(46.2%) then are with diploma level from the hotel industry respondents 3(23.1%) are female out of which only 1(7.7%) is with first degree and 2(15.4%) females are at diploma level.

Based on questionnaires field out by 46 respondents of the travel and tour operation 32(69.6%) are males and 14(30.4%) are females. Out of the 32 male respondents 2(4.4%) have masters degree and 29(63.0%) males are with academic qualification of Bachelors degree and 1(2.2%) of the male respondents with diploma concerning the female respondents of touch operator 5(10.9%) are having first degree and the reaming 9(196.6) are with diploma level

Table 2: Tourism Business Enterprises (Hotels and tour operator) Department heads by Educational Qualification and sex

Respondent units	Educational qualification										Total					
	MA/MSC				B.A/B/Sc				Diploma				Male		Female	
	Male		Female		Male		Female		Ma		Fe		Ma		Fe	
	No	%	No	%	N	%	No	%	N	%	N	%	No	%	NO	%
Hotel					4	30.8	1	7.7	6	46.2	2	15.4	10	76.9	3	23.1
Tour-operator	2	4.4	-	-	2	63.1	5	10.9	1	2.2	9	19.6	32	69.6	14	30.4

From the above two tables (table 1 & table 2), and moreover, albeit the repeated attempt by the researcher observation the female participation in the positions of MCT is less than the males. In the tourism business enterprises both in hotel and tour operation sector the female participation is also less than the males. These might be resulted from the traditional social attitudes of which males individuals have got more favorable chance to modern education than the females. As can be seen males got better opportunity by previous transitional experience in the tourism industry to a higher extent than females.

Table 3: Respondents (Government officials and Business enterprises working in Tourism) by age and working experience)

Respondent units	Age				Working experiences (years)				
	20-30	31-40	41-50	Above 50	1-5	6-10	11-15	16-20	Above 20
MCT	1	4	4	4	3	4	2	3	1
Hotels	-	4	8	-	2	4	6	-	-
Tour-Operator	6	32	8	-	7	8	31	-	-

The age of the sample respondents (as table 3) shows of MCT only one employee (7.7%) was with the age of 20 to 30 years; 4(30.8%) of them were with the age between 31 and 40 years, 4(30.8%) were between 41 to 50 years and the remaining 4(30.8%) were above 50 years. With respect to the age of tourism business enterprises (Hotel and tour-operators) 6(10.3%) respondents were in the age group of 20 to 30 years, 36(62.1%) were between 31 and 40 years and 16 (27.6%) were between 41 and 50 years old. This shows that, the majority (almost 90%) of the respondents were above 30 years old. This indicates that under normal circumstances, they can express ideas related to the study consistently and with good understanding so that their opinions can be taken as acceptable to the study.

In addition the working experience in Tourism (table 3) indicated that from the MCT 3(23%) of the respondents have 1 to 5 years working experiences, while 4(30.8%) of them had the experience of 6 to 10 years, 2(15.4%) had of 11 to 15, years, 3(23.1%) have 16 to 20 years and 1(7.7%) have above 20 years working experience.

Hence, the new Ministry of Culture and Tourism was formed in 2005. It is important to understand that the MCT has absorbed its staffs from the predecessor ETC as to reinstitute to a full ministry as well as in the process of organizing the human resources the staff members including the respondents are also absorbed by the new MCT.

As shown in-Table 3, 9(15.5%) respondents of hotels and tour-operators from Tourism business enterprises had 1 to 5 years working experience 12(20.7%) of them had 6 to 10 years and the remaining 37(63.8%) of the tourism business community respondents had work- experience ranging between 11 to 15 years. The limited years of work experience was due to the previous centralized command economic system where by private tour operators in Ethiopia were under government control, and private

investment had only been permitted since the end of the Derg Regime (after 1991). Prior to this the NTO was government owned monopoly in the sector.

Among both respondent units, beyond the free market period to the specific experiences in terms of tourism related services the employees both in the MCT and tourism public and private enterprises work experience are impacted by a range of other places service particularly the ETC. Prior to the existing free market period, the work experience of both MCT public and private tourism enterprises, had been influenced by range of tourism related services, particularly the ETC.

4.2 Analysis of the main data

4.2.1 Hotel Industry

Using the tourism business community in the hotel branch questionnaire responses and average responses about the status of the present tourist hotel enterprises and their present number and type of manpower were calculated and compared to the international standard hotel industry. Data taken from the survey were analyzed in line with the research questions.

Table 4 the status of the tourist hotel and their manpower profile in the tourism industry (for 13 personnel officers)

No	Items	Rating scale with values										ΣVxf	$\frac{X=\Sigma Vxf}{N}$
		1=very low		2=low		3=average		4=high		5=very high			
		F	%	F	%	F	%	F	%	F	%		
1	Extent of the hotel activities to a typical tourist hotel standard	-	-	7	55.8	-	-	6	46.2	-	-	38	2.92
2	Extent of organizational classification structure of the hotel as the measure to the standard of hotel supply	-	-	9	69.2	-	-	4	30.8	-	-	34	2.6
3	Number of employees in the employment structure to the hotel standard	-	-	-	-	13	100	-	-	-	-	39	3.00
4	The professional qualification pattern of employees in the different section	-	-	13	100	-	-	-	-	-	-	26	2.00
5	Extent of employment ratios as a measure of the standard of hotel supply	-	-	11	84.6	2	15.4	-	-	-	-	28	2.15
6	Rate of turn over of the employees in the hotel	3	23.1	-	-	-	-	10	76.9	-	-	43	3.3
7	extent of tourist seasonal factor in the hotel business	-	-	-	-	-	-	-	-	13	100	-	-
8	Extent of projecting the future manpower needs to the hotel	-	-	-	-	-	-	13	100	-	-	52	4.00
9	Extent of the training program of the existing hotel and tourism institutions	-	-	-	-	-	-	13	100	-	-	52	4.00
10	Extent of average in take capacity of the existing hotel and tourism institution	-	-	13	100	-	-	-	-	-	-	26	2.00

As can be seen from table 4 above Ten items for the evaluation of the conditions of the tourist hotels facilities and of their present manpower status, for the analysis, data obtained from "personnel and administrative officers" through questionnaire served as the primary source of information (see appendix A). The views of the respondents towards these evaluation methods are presented as follows:

The hotel industry had the nature of both standard in nature in terms of accommodation facilities ranging from luxury to budget hotel. Based on the character of the accommodation facilities and services they provide, they are categorized in to five hotel grading schemes of international tourist hotel standard.

The extent of activities that comprised the services offered by every hotel with their particular package of standards, has been reflected by 6(46.2%) respondents as "high" and by 7(53.8%) of them "low". The average mean value for the extent of the hotel activity (2.92) was equal between low and average. The value also indicates that according to their present standards some hotels are limited with facilities for current level of demand with respect to the standard types of facilities and services in addition to the basic ones of accommodation food and drink.

The second item of evaluation for the present utilization of manpower was the extent of the classification of the organizational employment structure which was responded by 4(30.8%) as "High" and by 9(69.2%) as structured, "low". The mean value for this item (2.62) was between the values of 'low" and average, which indicates that below the average of the organization classification structure as measure of the standard of hotel supply. This shows that the model of job classification is not according to the standard of tourist hotel supply. Some positions are essential to be the same as to the standard in operation to consolidate the total needs for that classification, typically in the four categories of managerial skills,

supervisory and high level technical skills, middle level skills and basic skills.

Regarding the number of employees in the employment structure of the hotel standard, the third survey of the present utilization of manpower, surprisingly shows that all respondents 13(100%) replied to "average". The mean value for this item, (3.00) is equal to the values for average. Accordingly, the information now available for this value indicates that the employment in the tourist hotel sector has been to the number employees in the hotel trade.

On the other hand, the fourth item for the general structure of employment in the hotel branch in the sense that the pattern of professional qualifications of the employees in this branch, was responded as low by 13(100%) respondents are shown "low". The mean value for the item (2.00) was equal to the value for "low". This value indicates that trained personnel in different sections of the hotel branch are low. In contrast to the international tourist Hotel standard to the extent of skilled manpower was low, which indicates under performance. Skilled staffs represent a low proportion of the total personnel employed in the hotel branch. One important implication of this question item is that the number of skilled personnel for the hotel sector was scarce. But the rapid expansion of the tourism sector needs to get first thought to this issue of the required qualifications of the personnel employed or to be employed. Since the tourism sector and the hotel industry are synonymous, dealing with the tourism sector means dealing with the hotel.

The other item, which analyzes the present manpower in the tourist hotel is presented in the same table the extent of employment ratios as a measure to the standard of hotel supply was answered by 11(84.6%)

“low” and by 2(15.4%) respondents as rated “average”. The average mean value for this item (2.15) is the value between the values for “low” and “average” which indicates the employment ratios are below average to the standard. Employment ratios are usually calculated based on the average number of employees per hotel room or other types of accommodation units. Depending on the type and standard hotels, general employment ratio vary from 0.5 to 2.0 employees per room. Higher quality hotels will require more employment per room than do low quality accommodation, where less services is provided but higher quality hotels requiring more specialized positions than lower quality establishment.

The rate of turn over for the employees in the hotel area was reflected by 10(76.9%) as it is “high” and by 3(23.1%) as “very low”. The average mean value for this item (3.3) is the values between “high’ and “very high” which is more high employment turn over. As the data suggested there is very high mobility of labor between hotels. In such circumstance, the employers in fact aggravate the workers tendency to change their work places frequently by competing with each other for skilled staff, which results vacant positions. Such positions are required to be field by corresponding number of new skilled personnel to keep the sector functioning smoothly.

Concerning for the item, the extent of the impact of seasonal factor in the hotel businesses was reflected by all respondents 13(100%) as it has been “very high”. The mean value for impact of seasonal factor (5.00) is equal to the value for very high. This value indicates that tourism is seasonal in Ethiopia. Because the standard vacation periods in all regions of the world correspond to the main festivals ceremony months of the orthodox religion in Ethiopia. Which favors tourist conditions. In fact tourism is seasonal by nature through out the world.

According to the information obtained from the hotel sample respondents to extent of projecting the future manpower needs to their respective enterprises was reflected by 13(100%) "High". The mean value for this item (4.00) is equal to the value for high. This value indicates that the responsible department head personnel office made projection their human resource requirement thus to facilitate the operation services to the extent of the current employment structure for qualified personnel.

On the other hand, up on the views of the respondents towards the last two items, the extent of the training program of course structure and of the average intake capacity particularly for the government owned the only existing government owned Catering and Tourism Training Institution (CTTI) was answered by all the respondents as 13(100%) as "High" and by 13(100%) respondents as "Low" respectively. The mean values for course structure (4.00) and for its average in take capacity (2.00). These values also indicate that the existing course structures at the existing training institute are reflective to the international standard of the industry needs. But the averages in take capacity or annual accommodation capacity of the institute are in sufficient to handle the estimated annual number of training requirement of the Ethiopian tourism industry.

On the fact that by considering, the present increased number of tourist hotels and the future project in hotels along with the types tourism being planned,. These confirms for the expansion of hotel and tourism training institution to respond to the needs of annual training requirement to accommodate pre-employment and upgrading employees for hotels.

4.2.2 Tour Operator and Travel Agency

Like manner, in analyzing the status of the in tour and travel agencies, and their present manpower profile, data obtained from Forty Six tour operators personnel and marketing departments heads questionnaire entitle “the profit of the existing manpower in tour and travel agencies in Ethiopia” (see appendix B) served as the primary source of information.

Table 5= the status of the present travel and tour operators and their manpower profile. (For 46 personnel and marketing department heads)

No	Items	Rating scale with values										ΣVxf	ΣVxf N
		1=very low		2=low		3=average		4=high		5=very high			
		F	%	F	%	F	%	F	%	F	%		
1	Extent of activities composed in your enterprise to the international standard	-	-	34	73.9	12	26.1	-	-	-	-	104	2.26
2	Extent of classification of the organizational employment structure	42	91.3	-	-	4	8.6	-	-	-	-	54	1.17
3	extent of employees in the employment structure compared to the standard	-	-	26	56.59	20	43.5	-	-	-	-	112	2.43
4	The skill professional qualifications of the employees to the pattern of standard	-	-	34	73.9	12	26.1	-	-	-	-	104	2.26
5	Extent of number of employees to tourism reside ratio per year	-	-	42	91.3	4	8.7	-	-	-	-	96	2.08
6	Rate of employees turn over in your enterprise	-	-	10	21.7	36	78.3	-	-	-	-	128	2.78
7	extent of impact of tourist seasonal factor to your enterprise	-	-	-	-	-	-	-	-	46	100	230	5.00
8	Extent on the training program of the existing hotel and tourism institute	-	-	-	-	-	-	46	100	-	-	184	4.00
9	Extent of average intake capacity of the existing hotel and tourism institute	-	-	46	100	-	-	-	-	-	-	92	2.00

As noted in table 6 above twelve items the survey and evaluation on the present status of tour and travel operators and their number of trained employees compared to the international standard. Accordingly, the views of the respondents towards this survey method were presented as follows:

Based on the nature of information gathered from personnel and marketing department heads, the extent of activities that comprises in the tour and travel agencies regarding to the field of service operations, has been reflected by 12(26.1%) respondents was "average" and by 34(73.9%) respondents was "low". The mean value for the item (2.26) is between the values of "low" and "average" which indicates the extent of field of services in the existing tour operators is limited.

The responses concerning for the extent of classification of the organization employment structure was answered by 4(8.6%) "average" and by 42(91.3%) respondents "very low", the mean value for employment structure (1.17) is between the value of very low and low, which indicates the profile of these operators shows that they are operating in very low standard in which this result shows that the tour enterprises are operating in small scale budget and limited capacity.

In the survey of the third item of the existing number of manpower in the tour and travel agencies based on the questionnaires filled out by the 26(56.59%) respondents was "low" and by 20(43.5%) of them answered "average". The average mean value for this item (2.43) is between low and average which indicates that the total average number of employees is below average as compared to the international standard.

On the other hand the fourth question item among the survey approaches to analyze the existing tour operators and the employees working in the area. According to the responses of the 12(26.1%)

participants was reflected "average" and of the 34(73.9%) was depicted "low". The average mean value (2.26) is between low and average. This reveals that the number of qualified personnel required for each category of employment is still below average to the standard. Current conditions in the Ethiopian tourism industry indicate, in no uncertain terms, that a great deal needs to be done to increase the skilled labour because they are the major force of the tourism business.

According to the responses of the participants, the ratio of number of employees to the number of foreign tourists arrived per year reflected by 4(8.7%) respondents as "average" and by 42(91.3%) as "low". The mean value for this item (2.09) is between low and average. These results indicate of the weak services and market presence by the existing tour operators.

For the sixth item presented in table 5, the rate of employees turn over in the tour-operator, was answered by 10(21.7%) respondents as "Low" and by 36(78.3%) respondents as "Average" the mean average value for this item (2.78) is the value between low and average which indicates some of the employees leave their jobs for different reasons and create vacant positions in the area. This arises a need to account as an input in the manpower needs to the sector and their requisite training program to keep the tour operation functioning smoothly.

On the survey of the impact of the seasonal factor affects tourism in the country in general and tour operators in particular, shows the all the 46(100%) respondents agreed that the impact of the seasonal phenomena on tourism has been "very high". The mean value for this item (5.00) is equal to the value for very high. International tourism is seasonal in nature; this value also indicates that tourism is highly seasonal in Ethiopia. Setting aside its institutional negative impact

possibly efforts should be exerted to handle the peak periods which could ensure the desired demand in the area.

According to the responses of the sample respondents, the extent of the training program of the course structure in the existing training institutions reflected by all the 46(100%) of them as "high". The mean value for this item (4.00) is equal to high. This indicates that the course offered in the respective disciplines in the existing hotel and tourism training institutions are equivalent to the basis level course of international standard. Following this, regarding the structure of courses of the training programs for different disciplines are fit to the requirements.

On the other hand, concerning on the extent of annual intake capacity of the existing tourism training institutes was answered by the 46(100%) respondents as "low". The mean value for this item is 2.00, This reveals that the intake capacities of the existing institutes are insufficient to accommodate the annual training requirement of the tourism industry. For the success of adequate number of manpower training the expansion of tourism education and training institution should be considered by the Federal Government as a compulsory issue to determine the annual institutional training capacity in tourism sector including the tour operation area.

4.2.3 Presentation and Analysis of Data Obtained Through Interview with Tourism Business Community

The analysis of data gathered through interview has also shown results consistent with findings from questionnaire and observations. It has also for the expansion of the education and training program considering to the present constraints on the availability of skilled labor in the tourism sector.

The interview with MCT officials examined the role of Government in the involvement to adopt a strategy framework for tourism manpower planning approach and the expansion of tourism education and training program at national level.

Generally effective statements indicating the strategic policy plan was measured to the international standards.

The MCT participants' interviewed and with department heads of the tourism promotion and program development on the survey of the human resource in tourism and education planning approach on the sector and the implemented program and the strategy laid down by the Ministry were presented as follows.

An important role of government is to enact and administer legislation and regulations on tourism. According to Inskip, "tourism and related legislation provide the legal basis for the development, management and operation of tourism.

Various specific regulations on tourism related to the international standards of staff capabilities and the licensing procedures for agencies and the standard classifications system are to be designed and printed for implementation. These regulations are also prepared based on the understanding of the needs of skilled manpower for the sector specific needs, including the projection of employment requirements by job classification. For this purpose the designed and implemented education and training program approach for the sustainable tourism development were high-lighted in the interview conducted with the officials of MCT respondents, and their responses were reported as follows:

Eleven out of thirteen members of MCT official respondents including two female (Hoe) who participated in the interview also pointed out the

institutional role of MCT for determining the initiative to the development of tourism in Ethiopia.

The two higher officials HO_A and HO_B (from Research and program development, Promotion and planning and, programming department of MCT) explained on the country's vision for tourism as follows:

The researcher: *How do you feel Ethiopian's vision for tourism?*

The higher officials: *our country Ethiopia has enormous potential as tourism destination. It has a rich array of historic and natural sites with the rock -hewn churches of Lalibela, obelisks of Axum, monasteries of medieval periods, the land of diverse culture and tradition of the different nationalities. There are protected nine National parks, and others that could set it to be competitive in the world tourism industry. Since 2004, following on from the opportunity identified by the integrated framework diagnostic study on tourism in 2003, there has been an increased level of interest from the government in the potential of tourism to contribute to the economic growth and poverty reduction strategy.*

In addition the government:

- *Up graded the institution of tourism to a full Ministry with state Minister appointed*
- *Has committed resources for the rehabilitation of Tourism Training Institute.*
- *Drafting coherent and much needed tourism development policy.*
- *Maintaining essential element of the national and regional tourism plan.*

These facts give evident that there is vision for tourism in the country. There is much emphasis given to benefit for economic growth and aim to become one of the top tourist destination in Africa by the year 2015.

For the other questions, the other participants group from human resources and administration department gave explanation to the question in the interview for the rehabilitation of tourism Training Institute approach explains in detail as follows:

The researcher: *what forces under pinning the demand for the rehabilitation of Tourism Training Institute?*

The Higher Officials: *In the current competitive world the rapid growing economy call for a decision-making to recognize for trained work force that required meeting with the corresponding new economic and technological levels. This issue helps to identify the planning of manpower in the tourism sectors. The manpower planning issue directs for the demand of skilled manpower to the tourism industry in the context of the new global economy. The second point is that, the ever increasing number and type of international tourist arrivals can be considered as a standard measure of the manpower projection. The third point is that, a system of the current employees assessment reveals that there is lack of skilled labor required for competent modern tourism performance standard and also from which both employees ratio per hotel room and employees ratio per number of hundred tourists are below average. According to the Federal Government vision which supported the development of tourism has been drafted and reviewed incorporated with integrated human resource planning component as input. Beside to these the explosive growth of the tourism industry in the country raised a demand for skilled manpower. All these factors determine the demand for the rehabilitation of tourism training institutes.*

The researcher also interviewed the above mentioned respondents , on the current employment characteristics of the country 's tourism industry ,and they explain their view as follows:

The researcher: *How do you assess the present number and type or standard of qualification of employees in the tourism public and private sectors?*

The HRD1: *when we are discussing about the tourism industry it includes hotel, resorts, tour and travel, and others businesses that cater to travelers. Tourism industry is labour intensive economic activity for this reason the human resources are the major assets in it. Despite generally the limited standards of accommodation and the tour-services the demand for the Ethiopian tourism is still increasing for its unique tourism potential. But the business enterprises serving the sector are not strong enough and are operating with very little value added beyond the profitability of the individual service provider. Current conditions indicate that sufficient attention was not given to this crucial economic sector. The effort taken to improve the quality and standard of tourism industry is at the level of its infant stage. Coming to the point the human resource currently employed in the sector also need to be upgrade. There is a high scarcity of qualified and skilled labor in the entire sector particularly in tour guide services. This is because of the limited number of the tourism training institute to supply adequate number of skilled manpower to the tourism business enterprises.*

The researcher: *what are the basic requirements for making the projection of manpower needs in the sector?*

HRD2: *Having started on the issue of manpower projection, it is helpful to focus through the tourism sector specific strategic framework to the integrated aspects of the tourism industry system. The strategic framework for the tourism sector are collective national vision, leadership, guiding government policy, shared strategic priorities, and public and private sectors implementation capacity and resources are prerequisites for successful tourism sector management and growth. If as part of an*

integrated tourism planning project, the future manpower needs are projected to the same as the strategic framework and it is effectively to made through which these strategies for development need to be made. Beside to this specific tourist's facility plan projection in the context of the whole tourism development plan system need to be laid in order to make the projection of manpower in order to suit these by respective skilled manpower needs in the sectors

4.2.4 Presentation and Analysis Data Obtained Through Interview with Tourism Business Community

It is evident that there are substantial differences between standards in tourism enterprises hotels and, tour and travel agencies; the same is in their quality of employments and in the services they provide to tourists. These survey results support the identified weakness of the tourism industry middle level manpower and the supply side the training institute in terms of number. The tourism business community participants interviewed with personnel and marketing departments heads responses on the survey of the existing manpower and the training needs to expand tourism's education and training institute for improving the skill qualification of middle level manpower in the sector.

The interview to the study approach has been interactive in that the present manpower the public and private tourism enterprises with all concerned particularly the hotel and, tour and travel agencies who felt apprehensive about the objective of this paper. In the fact finding exercise, data and information were collected through structured interview designed for the purpose by the researcher for the existing manpower to the hotel industry and the travel and tour operators with pertinent authorities concerning the existing middle level manpower issue and the future projection plan in this regard.

Ten members of the tourism business participants group, who involved in detailed were interviewed their responses on the conditions of the present utilization manpower and any identifying existing problems were explained. Their views towards the overall background of the tourism manpower and the training program required to provide the requisite qualified manpower to the industry needs were as follows.

The researcher gives for all Ten respondents of travel and tour operator marketing department heads after a series of statement and asks the respondents to the following question on which the responses include a variety of information. However, they are otherwise not distinct responses, so the researcher organizes the responses to consider the same as follows:

The Researcher: *who are your main customers and how do you contact them to provide the tour services?*

The Department Heads: *Our main customers are foreign tourists, domestic tourists including Religion people and foreigners who came for business and conferences and also Ethiopians coming from abroad to visit relatives. The contact is made through facilitators who are the developers of computer reservation, increasingly the internet is becoming a major source of sales of the travel product. In terms of their touring activities, especially foreign visitors come on a pre-booked tour or they may contact according to their preferences from internet to the local tour operator directly or through service provider (those conference and business foreign tourists) who also facilitate the payment transaction. The type of tour depends on the purpose of the visitors. The quality of the services of course will depend in terms of the general efficiency, and the caliber of the company they have booked with.*

On the other hand, participant group including public tour-operator, NTO marketing department head, puts their responses on the effects seasonal factor in relation to the number of tour-guides at the enterprise as follows:

The Researcher: *Does your tour operation service affected by seasonal factor and to what extent it affects the employment?*

The Department Head: *The arrival of tourist are concentrated in the periods of the year in the months from September to February and from December to January, which is accounted for nearly 75% of the total tourist inflow. The remaining percent is account for the months between March and May also in the months ranging June to August. During the summer season there are few tourists. In order to satisfy the demand at high to visit seasonal months, it is a common experience to employ freelancer tour-guides in addition to the direct employees of the tour guides depending on the number and language of the residing country where the arrived tourists come from. Where these are the demand for tourists services that determine the employment in the company.*

Moreover, in this survey evaluation concerning the impact of seasonal factor on other six tour-operators and its effect on their employment, on the basis of the information obtained from the interviewed respondents results the same to that of the above discussion. Due to the seasonal nature of the tourism industry almost all tour operators explained that the employment of additional freelance tour guides are common experience all of them to employ seasonal workers on contractual basis during the tourist seasonal period of the year.

In like manner, another participant group from three hotel industry administrative and personnel offices gave their perception of the skill qualification of their employees are explained as follows:

The Researcher: *How do you describe the skill qualification of the employees in the hotel area?*

The personnel and administration officers: *concerning the skill training of the worker, the qualified workers are very limited. More than 60 percent of the employees are not taken formal training. In the general structure of the employment in the hotel branch employees acquire skills through experience in their stay at work. This is the situation which is the major weakness of the hotel industry that needs to be improved to the needs of the hotels of the tourist standard. Hotels in the other African countries are Luxor and have experienced considerable investment as a result boast an extensive range of accommodation to international standard of four and five stars quality. Mostly, tourists visiting the country complain about inadequate hotel services and facilities.*

On the same taken:

The Researcher: *In which areas of the hotel sector shows deficient of qualified manpower?*

The personnel and administration officers: *Looking at the hospitality industry, especially the hotel sector it is to be organized to international standard in their level of category. The need for highly skilled manpower in the hotel profession is still not at its satisfactory stage. In current employment a great degree of deficient area is house-keeping. The house-keeping profession which is part and parcel of the accommodation industry does not seem to be appreciated in its determinant value that*

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guests are not served in their choice of accommodation. Currently in most hotels of Addis Ababa, the room service activity is given by a single person on each floor of a building containing up to nine rooms. But the industry standard for allotment in housekeeping service is three persons per two rooms allowing for inherent efficiency prevailing in the section.

On the other hand, another participant group (HOD) including the female respondent from the standard regulation and control division of the MCT, explain the major requirements to operate as official Tour-operator in Ethiopia as follows:-

The researcher:- What are the requirements for licensing tour operator to work as officially registered enterprise, and the monitoring system to ensure their progress?

PAO2:- Tourist facility quality standards including the quality level of services as well as facilities are established at national and regional level. These types of standards are particularly applicable to accommodation, and tour and travel services. Tour and travel agencies must meet minimum standards of maintaining qualified staffs and being financially responsible.

The licensing procedure is applied to ensure the minimum standards are met. It is written in black and white, and she submitted the written document (refer appendix E).

However, the major thing the private sectors tourism related enterprise such as tour and travel agencies are to be examined relative to their work, organizational structure, staffing and effectiveness. However, there seem little effort is made to implement the established regulation in this regard.

The researcher:- What needs to be done about tourism education and training for the sectors to improve the supply of skilled middle level manpower in tourism development program planning.

Personnel and Administrative Officer:- The major existing problem to supply adequate number of middle level skilled manpower to tourism sectors is that the limited number of training institutes. the explosive growth of the tourism industry in the country raised a demand for skilled manpower. For these reasons that the tourism development requires particular supply of skilled manpower for which there must be appropriate training institute. To satisfy these skill manpower supply to the industry careful planning and programming is under going in cooperation with ministry of education TVET program department to implement specialized tourism training facilities in selected vocational institutes.

Discussion of the Results

In this part, the data that had been gathered and analyzed were discussed under there major the themes, in line with basic research questions formulated under statement of the problem. These major ideas of the discussion are:

- ✓ Tourism activities and vision
- ✓ Approach to manpowered proming
- ✓ Models of strategy too integrate tourism education into TVET-program

The discussion of the results were integrated with reviews of literature that includes views of scholars.

Tourism Activities and Vision

To assess the tourism activities that comprise in the classification of the sector through the data gathering instruments. Primary data were collected from two entities, the MCT higher officials and tourism

business department heads. Questioner and interview questions were developed.

To substantiate the data, unstructured observation and documentary analysis were also made.

To this end, the higher officials from MCT respond that the tourism industry activities are classified into two major sectors, which are the hotel accommodation sector and, tour and travel agencies. The tourism business enterprises participants marked their responses to the products and services they provide collectively constitutes the country's tourism sectors are identified by the hotel industry and tour and travel operation. Similarly, the researched further examined and interpreter the data which were obtained through document review. Tourism industry is classified into two sub-sectors which includes the hotel and tour-operation services. In evaluation of man power planning study and, education and training program for tourism, the data gathered from participants and from legal documents were discussed as follows.

Approach to manpower planning

Sheldon, Pauline J. and check Y. Gee (1987) says successful manpower planning in tourism are approached systematically to all types of tourism related personnel at national and regional levels. This planning takes in to account both the type of jobs and the number of people and the requisite training to fill these jobs.

Manpower planning, involves the four steps, Inskeep (1991).

In line with this view, the responses of the participants from tourism business enterprises and MCT were identify the under stated results.

As the findings revealed the facilities and field of services classification structure in most tourist hotels and in all tour and travel enterprises are limited only to the basic ones when compared to the global international standards.

In both sectors of the tourism industry, namely the tourist hotel accommodation and the tour operation sectors, the two groups of

respondents replayed that there is a serious problem on the number of trained staff in different fields of the two sectors, particularly tour guide in the tour operation and house keeping in the hotel sector.

In the same way, the two entities groups response reflected the limited number of the employment ratio. With respect to this in the hotel sector the average number of employees to hotel rooms or other types of accommodation units ratio is low. Also in the tour operation sector, the ratio of average number of employees to the annual number of tourist arrived is low compared to the international standard.

In this study the analysis and evaluation on the data obtained from the tourism hotel business enterprises has indicated that there is high rate of turn over of employees in the hotel industry. As the data suggested there is high mobility of labour between the individual hotels. This problem was also discussed during the interviews with the hotel personnel department heads. They suggest that such situation resulted because the employers aggravates the employees tendency to change their work places frequently by competing with each other for skilled staff as a result vacant positions are created. The data obtained from the tour operation respondents indicated that

The rate of employees turn over in the tour operation is that some employees leave their jobs for different reasons and create vacate positions in the areas particularly in the tour guide field.

According to Inskeep (1991) tourism is seasonal by nature world wide.

That is saturation level of visitor use of destination usually is reached only during the peak periods of use. There fore, the peak tourist demand periods is considered by calculating the concentrated capacity at destination in time.

The data obtained from both the entities participant, shows that on the tourist seasonal factor highly affect the two sectors of tourism in the country. Seasonality impacts on the industry negatively due to the weak investment of the sectors to handle the beak periods.

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4.3. Data Based on Documentary Analysis

This section deals with the analysis and interpretation of the data which were collected through document review. In an endeavor to inquire a solution for the basic presumed problem of the study the researcher apply an approach to expand tourism education and training program to prepare adequate number of middle level manpower working in the sector.

4.3.1. The Hotel Industry

4.3.1.1. Accommodation Facilities

This section reveals the existing capacity of tourist accommodation through out the understated regions and their present status.

Overall, the analysis is made on the basis of the documentary data obtained form the Ministry of Culture and Tourism. This table of data contains the information, name, address, accommodation size and their present standard.

According to the information collected as mentioned above, currently a total of three hundred seventy five hotels of tourist standard are found in the nine regions and two administrative councils. From these a third of them are classified into the five categories which internationally accepted conventional "sign" in accordance to their present status.

The remaining three hundred nine hotels, because of their standard do not have the star sign quality rank, however they are rated to tourist standard. And the overall 375 hotels accommodate with 10,862 rooms and 15,778 beds.

Addis Ababa, is with the highest accommodation, where 59 hotels with 3059 rooms and 5656 beds are found. All the only five stars two hotels (i.e. Sheraton and Hilton) are found in this city. In addition, the other 4 hotels with four- stars, 9- hotels with two-star, and 3-hotels with one star signs are also found in Addis Ababa city. Moreover, in the ten administrative regions the hotels distribution is analyzed as follows:

Afar-region,: accommodate 9 hotels with 174 rooms and 221 beds, but any of this has a star standard.

Amhara region:46 hotels with 1,293 rooms and 2,201 beds, in which from these, only 3- hotels are award three star and the other3-hotels are at the level f one-star sign.

Benshangul Gumez Region: there found 6-hotels with 122 rooms and 122 beds but none of these are with the star standard.

Dire- Dewa Administrative Council: Accommodate 10 hotels with 293 rooms and 400beds, from which only two hotels are with two star standard and the other 2-hotels with the sign of one-star.

Gambela- Region: only one tourist hotel with 22rooms and 44 beds with out standard sign of star.

Harari Region: has 9-hotels with 267 rooms and 285 beds out of these only 1-hotel has a standard of two-star and other 2-hotels are at a one star standard.

Oromiya region: a portion of 136 hotels with 3269 rooms and 4108 beds. This puts the region in second place next Addis by the number of tourist hotels. From these 3-hotels have a sign for two-star and 4-hotels have standard of one-star sign. In Oromiya region, there are four-hotels have a standard of one-star sign. In Oromiya region, there are four hotels known by the name Adama Ras, Bekel Molla, Lmagano Wabi-Shebelle, and Sodere Wabi-Shebelle hotels having a number of 146,138,160 and 241 beds respectively.

Southern People Nation and Nationalities Region: Possesses 53 hotels with 1073 rooms and 1226 beds. Out of which only two of them have a standard of two-star and the other 2-hotels having a one-star sign.

Somali region: has 11 tourist standard hotels which 215 rooms and 245 beds but not attained the standard level of the star sign.

Tigray Region: has 35 hotels with 1075 rooms and 1270 beds. Out of these only 1-hotels has a four-star standard, 2-hotels with three-star, 2-hotels with a level of two-star and 4-hotels at one-star standard. This region takes the second place next to Addis Ababa in terms of the auxiliary facilities measure hotel grading scheme the star sign (i.e. 9-hotels at the level of the star sign)

According to the data obtained from the legal document of the ministry, three-hundred nine tourist standard hotels found in the eleven regions do not acquire the standard of the conventional sign "stars", because of

their existing character of accommodation and lack of auxiliary facility services they suppose to provide to tourists.

Thus, the above mentioned existing hotels and the ones to be established in the future should manage their effort to ensure that each the hotel could offers their own particular package of facilities to the extent of the growing scheme for standard. And establish tourist accommodation to meet the guests' expectation to find many auxiliary facilities, in addition, to the basic accommodation services. Besides, to this, regional administrative bodies and regional tourism bureau are responsible to boast the overall investment incentives for upgrading the tourist accommodation and great effort incentives for upgrading the tourist accommodation standard.

It is clear from the current conditions of the stock of hotel accommodation, a great effort needs to be exerted to improve and increase both in quality standard and quantity number of tourist accommodation to offer package of facilities to the demand of expected number of the international tourists' inflow visiting the country.

In this aspect, insufficient quality and quantity of accommodation is magnified with poor quality services in the hospitality sector, particularly outside Addis where menu are monotonous with little variety and poor hotel in house service together with inadequate catching and other services such as gym, Swana, Swimming, hair dressing rooms suits and shirt laundry, sport fields, banking facilities (in ability to pay with credit cards), etc.

On the survey of the existing employment of the tourism industry, the attempt by the investigator to review the legal document of the hotels personal departments' data sources shows that the hotel staffs are classified in to four categorizes as follows:

Table 7:- Hotel staff can be classified in four main categories.

Mgmt staff	Dept. staff	Skilled staff	Low level staff
Managers	- technician	- bill personal	- luggage porter
Ass. Managers	- dept heads	- house steward	- watchman
Dept. managers	- ass dep. Head	-head collar man	- page boy
	- head receptions	- hall porter	- clear-room
	- main – motor chief	- front officer	Attendant
	- receptionist	- head waiter	-miscellaneous
	Head barman	- head wine water	- kitchen
	-personnel	-barman	- security staff
	staff manager	clamber	
	- chief accountant	- maid books	
	- nurse	- special kitchen	
		Worker	

Source: Wabe Shebe Hotel

Percent of them acquired experience in their stay t work even up to 30 years and 55 percent in that of the privates in this regard.

Based on the information obtained through documental analysis with the current general structural of employment shows, a deficient area is housekeeping, which is described by the ratios, i.e. the average number of employees per hotel room. From government owned hotels, here in Addis Ababa at the existing level of employment ratio is at the average of

0.1 per. room. That is at average one person on the floor containing nine rooms.

In the private hotels, the ratio is at the average of 0.2 per room. Compared to the industry norm, the employee per room ratio is less, allowing for inherent in efficiency prevailing in the sector. Based on the survey of legal documents on seven government and private hotels, the level of education of 20 percent of hotel employees are at elementary school level (i.e. grades 1 to 6, about 15 percent of the employees are at junior high school levels (i.e. grades 7 to 8) and 30% of the employees are at high school level (from grades 9 to 12). Those above grade twelve, certificates, and diploma are about 5 percent. Based on the information from their documents 30 percent of those employed in the industry have undergone some sort of on-the-job short term training (i.e. from three to six months) training, about 50 percent of them offered at the catering and tourism training institute (C.T.T.I).

Table 8: Distribution of Tourist hotels by their Standards

No	Hotels by their standard	Hotels		Rooms		Beds	
		No	%	No	%	No	%
1	Very-high standard	7	2.1	1078	9.9	1680	10.6
2	High standard	59	15.7	1396	22.1	3530	22.4
3	Medium standard	309	82.2	7388	68.0	10568	67.0
Total		375	100	10,862	100	15,778	100

Very high stand=those Hotels with five and four star standard

High standard= those Hotels with three, two and one star standard

Medium Standard= tourist Hotel with out no star standard

According to the documentary data of the ministry of culture and Tourism list of tour operators, there are ninety nine tour operators which structured their offices as a primary platform for distribution tourism products. Considering these licensed tour operators, all but one (the NTO) are privately owned. Some of these tours operators are varying in the type of tours and the level of service standards.

4.3.2 Tour and Travel Operation

Based on the review of the documentary data of the MCT, from the existing 99 tour operators, 80 of them (80.8%) are having two to ten number of employees, eleven tour operators (11.1%) are consisted of staff number between 11 to 22, and seven of the tour-operators (7.1%) the number of employment from 30 to 74, only the government NTO has 178 employees (1.0%) moreover, in this survey and evaluation some appreciable numbers of tour operation enterprises consist of very few staff, up to two persons which is less than the vehicles they possess. This is because, when the arrival of tourists are concentrated particularly in the two seasonal periods of the year Viz. from September to January and April, additional number of tour guides will be employed through contractual bases in the enterprises, some times even in the larger enterprises, too. This is due to the seasonal nature of the tourism industry. But, during the off tourist season, these tour guides will be retracted from the work. The above mentioned tour operators who employ the contractual tour guides, recruited their contract worker based on multi-lingual proficiency and give them some orientation.

With regard to the employee tourist ratio, from the regulation of international tourism organization standard, the ratio is 1.6 employees per hundred tourists. The total employment in the existing travel and tour operators is about 1, 081(178 in the government and 903 in the private). (see appendixes).

Tables 9- Travel and Tour operators according to their number

Tour operation	Tour-operators		Range of Employees
	No	%	
Group I	80	80.8	2 to 10
Groups II	11	11.1	11 to 22
Groups III	7	7.1	30 to 74
Groups IV	1	1.0	178
Total	99	100.0	1081

Source = MCT 2006

Group 1 = Tour operators who employ up to ten workers

Group 2 = Tour operators who employee up to 22 workers

Groups 3 = Tour operators who employ up to 74 workers

Group 4 = The NTO

There is a shortage of qualified and skilled labour in the sector. This is the result of the stagnant development in the expansion of the training institutes in tourism. The tourism education and training has not expanded in capacity and training facility to support the glowing tourism interest, it is almost the same as it had been for the last forty years. According to the information collected from the companies personnel documents of the tour operators and view of the organizational structure and personal files of the employees, that an average of the division of the work force is concentrated in the car hire service 55% in government and 36% in the private sector. Almost 32% in government and 26% in the private sector are further concentrated in management and administration. The remaining further area of concentration of employment is in booking and reservation, marketing and tour guide. While the government NTO has 2.8 percent in tour guide and 2.7 percent in marketing. While in the private sectors 6.4 percent are marketing and 33 percent are in tour guide.

The remaining number and percentage of in the private is for employees in limited number of operators involving hunting and safaris, Birds tourism and others permanent workers.

Table 10: Tour operator division of work

Division of Work	Private		Governmental	
	No	(%)	No	%
Car hair	497	55.1	97	54.5
Management and Adm.	289	32	54	30.3
Marketing booking	58	6.4	22	12.4
Tour guide	30	33.8	5	2.8
Others	29	3.2	-	-
Total	903	100	178	100

Source: MCT 2006

In the division of work column, the row by the name others under private to represent for limited number of tour operators involving in hunting and safaris, working outside Addis Ababa.

In the case of educational status of employees, that in the private sector over 26 percent are of college level employees, about 39 percent are about high school level and 35 percent of the employees are at junior high school level where as in the governmental NTO about 8 percent of the employees are Bachelor-holders, 11 percent of the employees are college diploma, 17 percent o the employees from junior high school to elementary.

Both in the government and in the private sectors most of tour guide employees have taken on the job short and medium term training of 3 to 6 moths in CTTI. In language proficiency, tour guides in the private

sector nearly 90 percent of them speak English, 9 percent French and one percent German. On the other hand in the public enterprise NTO about 12 percent of the employees speak English and all the five tour-guides can speak English none of them speak other foreign language but one tour guide speaks Swahili because he had learned in Kenya. In case, when tourists who speak other than English language come to get their service, contract workers will be employed accordingly, to give services to the tourists.

Foreign tourist inflow started during the period of Emperor Haile Selasse regime 1962. It was the time a year after the establishment of the first tourist office in the history of Ethiopia had been emerged, 1961 (Ayalew, 1992) based on the data gathered from the former Ethiopia tourism organization (ETO) number of international tourists visited Ethiopia since the birth of the tourism industry had shown increment except in the serious of years internal and boarder political conflict wars the country had faced revolt which was general following red-terror of the Derge regim (1974) and that of Ethio-Eritrea boarder conflict (1997: 2000).

According to (Ayalew, 1992:47) international tourist inflow was highest; at 12.4 percent compound annual rate of growth in the year between 1962 and 1974. Following a year after the over-throw of the emperor regime in 1974 the number of international tourist inflow was reduced by 40 percent (from 50,220 to 30,640). The absolute withdrawal of intimation visitors could be felt particularly in 1977 for this years was the most grave time when Ethiopia international situation reached the worst stage.

International tourist flow was lowest during the seventeen-year of the Derge regime, at 3.0 percent compound annual rate in the year between 1974 and 1991.

However international tourist flows for the last preceded two regimes are shown in the table 5 figures have been excluded from our analysis. According to statistical data obtained from Ethiopian tourism commission, with the introduction of free-market economic system, since 1991 in improved conditions for international tourist flow led to a steady growth in the number of international tourist visiting Ethiopia. The compounds annual growth in international tourist inflow increased by 6.3 percent compound annual rate of growth in six-years following the fall of the derge regime 1991. The period during the boarder conflict with Eritrea international tourist flows slowdown by 20 percent (i.e. from 144,732 to 90,847) in the year 1977 to 2000.

Based on the documentary analysis of executive summary of Ethiopian tourism commission (2001), international tourist inflow during the years of Ethio-Eritrea conflict, despite an over all decline, vacation tourists were not affected by that condition in which their interest relate directly to tourist attractions, but this is not due to the promotional efforts, availability or tourism infrastructure and facilitation. In this category of international tourists record reveals an actual growth of almost eleven percent during this period.

Conference and business tourist were, however, greatly affected by conflict as this category of tourists highly sensitive to travel advisory given by tourist generating countries. Conference participants essentially come to Ethiopia not because of promotional efforts, but following conferences OAU, ECA and other governmental and non-governmental institutions organized in Ethiopia. Since, the conference organizers at the Bole international Airport observed facilitation problems at the Airport, and face to the time taking conditions of the security inspection and visa processes, the Ethiopian residing abroad have also been coming in

Examining certain aspects of the tourism demand in so far, as they affect the tourism industry in the country, the analysis of the data indicates the growing proportion of the international tourist demand.

4.4 The Future Manpower Projection and Training Needs

4.4.1 The Hotel Industry Manpower Projection

Based on, a manning level of 1.2. Employees per room and considering the projected additional 3,000 beds required, by the year 2012, a total additional beds assuming 75% of single and 25% double bed rooms i.e., 375 rooms of double bed and 2250 rooms of single bed or a total of 2,625 rooms. The estimated average annual additional rooms required between years 2007 and 2012 would be 525, a net annual increase in manpower of 630 over the five-year period.

Based on a manning level of 1.2 per room and on the basis of international standards of 15 percent middle level management staffing, the training requirement for middle level college diploma would be 126 persons per year.

This training need in the hotel industry is required to ensure the hotel standard of international status and worthy of the country potential in international tourism.

Taking into account both present and future training need for personnel currently employed (up grading) and preparing personnel to enter new jobs in the industry (per-employment), the total manpower training need of the hotel industry at the middle management level would add up to 200 persons per year.

4.4.2. Travel Agencies and Tour – Operations Manpower Projection

As part of an integrated tourism planning projects, the future manpower needs of travel agencies and tour operation services are projected to the same vision, policy and strategy projected to the same vision, policy and strategy plan to coordination and proactively building capacity to the development of tourism.

According to the common technique established to international standard regulation by UN, World Tourism Organizations (UN WTO) relating to the ration of manpower to international tourism handled at given annual period, rated as 1.6 employees per hundred tourists. Based on, the review of the ministry of culture and tourism legal document on the list of the total employment, in the recent licensed tour operators and in the statistical data of the number of tourist arrival, there is a real gap between the supply and demand.

Thus, the future manpower projection are to be related to the expected number of tourists arrival together with the present measure to adjust the gap, along with other new tourism projects being planned.

In this regard, the classification of manpower projection includes the major category of tour and travel operation, tour-guide with the number of persons required.

Based on such relationships, the estimated total manpower requirement in tour and travel operation currently would be about 3, 900 more than three times as much as the existing total of 1,081 persons to facilitate the operation service in modern way to the extent the existing tourism demand. Besides, taking into account the employees turnover that create vacant positions, which must be occupied by new personnel to keep the sector services operating at full scope.

According to the international formula, the existing labor force needs to increase to 6,600 skilled labor forces in the five years, by 2012 and to 10,120 labour forces by the year 2017.

Based on the current employment structure, tour and travel operators by their job divisions (management, marketing, booking and tour-guides), the total training needs over the five-year period to be increased by 5520 skilled persons.

To distribute this projection of manpower in the sector, for its success on human resource, an estimated training need is to be translated to 1,100 persons per year. This may enable the tour operation to cope with the projected increased need for trained manpower with reference to the projected growth of the tourism industry.

Chapter Five

5. Summary, Conclusions and Recommendations.

In the last part, chapter five deals with the summary, conclusions and recommendations. In this section, first, brief summary on the general study and the major findings are presented. Second, conclusions of the fundamental findings are made lastly; some possible recommendations are given on the bases of the major findings of the study.

5.1 Summary

As stated the main purpose of the study was to assess the need to integrate tourism education and training into TVET program and manpower planning for tourism development in Ethiopia.

Particularly, the specific objectives of the study were to:

- Survey and analysis of the existing number of trained manpower in the tourism industry.
- To identify the characteristics of tourism demand to visit the country.
- To evaluate the factors that determine the future projection of manpower needs in the tourism industry.
- To investigate the needs TVET program to meet middle level manpower requirement of the tourism industry, which could contribute, to the growth of the national economy.

To meet these objectives the following research questions were raised:

- What are the existing manpower profiles working in the tourism industry of the country?

- What factors determine the country's manpower planning approach for tourism development in Ethiopia?
- What are the pressing demands for trained man power in the tourism industry of the country?
- What factors determine the future projection manpower requirement in the tourism industry?
- What modes of strategies decide the integration of tourism education and training into TVET program?

To gather data on the topic, the study was conducted in two entities, the first entity includes government official working in ministry of culture and Tourism and the second includes tourism business communities of both private and public tour operators and tourist hotels.

From all respondents that data were mainly gathered through questionnaire and interview. Also to substantiate the instrument document analysis was made.

The data obtained through the mentioned instruments were analyzed, through frequency counts, percentage, mean values and grand mean value ranking techniques.

Data based on documentary review of the sectors profile were analyzed by comparing it with the international standard

Major findings

The analysis of the data disclosed that the tourism industry is classified in two major sectors, namely the hotel and tour operation sectors.

The study group suggested that the problems faced the enterprises are, the lack of trained manpower in the sections, on the other hand, they tried to give their remedial suggestion that the high employees turn over had created vacant positions and resulting the employees ratio to the places in the sector to be low.

As a result of the data analysis, the training program courses structure of the existing institutes are respond high to the same industry needs, the problem the shortage of adequate number of trained manpower resulted from the limited annual intake capacity of the institutes to handle the estimated number of trainees to the requirement of the industry.

5.2 Conclusions:

Based on the findings, though the country possesses enormous tourism potential as well as identifies high tourists demand visiting the country the study found that the tourism industry faced poor standard of accommodation and services for tourists.

Despite the rich tourist destinations and high tourist demand the service provided such as tour operators and hotels present standards in serving the tourism industry are weak.

One of the most important findings from the study was noted that there is limited number of tourism training institutes to supply adequate number and type of trained manpower to the extent of the need of the tourism industry of the country. Consequently, the existing characteristics of employment in the tourism industry indicated that, there is high scarcity of trained manpower in the entire sector of the industry.

The findings results that the survey of the past and present tourists' arrivals was important input for that analysis and for case the future tourists demand to the country.

5.3 Recommendation

The researcher strongly recommends that there is a shortage of qualified and skilled labor in the entire tourism sector. This is the result of a shortage of training institutions in the country. For a comprehensive manpower planning, studies have to be prepared to achieve systematic formulation of the education and training program to prepare the required type and number of personnel in tourism, including upgrading training needed to the present employees. The tourism training institution should be developed or upgraded through conducting specific feasibility study for establishing such institutions as a separate project. Formulating the education and training program requires first a job description and corresponding employee's description and corresponding employee's qualifications for each of the job classification including language capability. Establishment of tourism training institution is a necessary issue, which requires considerable financial investment and expertise. It is the government and the private sectors, especially the hotels travel and tour operators, jointly fund the training institutions in order to meet the financial requirements. Nevertheless from the present economic status of the country, the establishment of the tourism training institutions is not an easy task, in this regard the progressing TVET program is highly recommended that it could further respond in developing adequate organization to train and prepare the required number and type of personnel to the tourism resources of Ethiopia's

tourism industry are not strong enough in foreign language and professional skills.

Among 10,000 direct employees in the hotel accommodation tourism industry, 10% of them have undergone full skill training, and among nearly 100 tourist guides, less than 30% have been granted professional cards which ensure their tourism-related qualifications. The prevailing conditions of the Ethiopian tourism industry certainly give testimony, which a great effort needs to be exerted to improve the skills level and standard of human resources in tourism. Moreover great emphasis is to be made that would require to implement the development of a systematic training program for those entering the sector and for the existing personnel working in tourism through the establishment TVET institutes to meet, the modern international tourism standard. The upcoming vocational training institutes at the tertiary level of education are further recommended to response to the diploma courses to fulfill in this regard.

The projection of the future manpower and the corresponding training need of the Ethiopian tourism industry, on annual training requirements are based on the future projection to the accommodation and tour and travel operation for strategic tourism development plan. As recognizing, the existing course structures at CTTI are reflective to the international standard of the industry needs, except that the constraints are intake capacity. However, the volume in the institutes' accommodation capacity to the training needs is not expanded since the time of its establishment.

The characteristics and attitudes of tourist arrivals, including by different purpose ascertained the extent possible purpose of visit, which includes the categories of holiday, business, official mission (conference),

visiting relatives, etc. This is characteristics is important as facility planning inputs.

Minimum standards were established for hotels and other types of accommodation, based on the size of rooms, provision of ancillary facilities, and other factors source as public health and sanitation standard. The whole licensing procedures must be applied to ensure that the accommodation meets these minimum standards.

It is desirable that incentive should be given to hoteliers to up grade their establishments to the next quality category. A hotel classification system needs to be carefully and objectively administered with periodic re inspection made to hotels in determining if they should remain in the same category or be shifted to a higher or lower one with time period. The tourism bureau and regional administrative officials have to apply systems of designating the acceptable establishments as to meet the standard and become officially approved tourist hotels.

Taking into account the planning period involved in implementing the tourism project and given the supply of manpower need in relation to the growing international tourist inflows as an extrapolate measure would be of the utmost important.

Thus, an important consideration of significant to the TVET-program institute will be promising and responsive to the specified standard quality and number of trainee's enrolment in optimum operation.

The measure that would make to involvement of tourism education and training into TVET-institute could keep the projection of manpower and training needs and support that accommodation tourism industry operation to satisfy prescribed international standard of service.

Tour and Travel agencies must also meet minimum standards of maintaining qualified staffs and being financially responsible. A licensing procedure should be applied to ensure the minimum standards are meeting. Often, bonding or some other form of financial guarantee is required to make certain that the agency has sufficient financial resources and will not suddenly bankrupt, leaving tourist standard as has happened in some of the agencies. Tour operator quality standards should include tour buses, four-wheel drive vehicles and that they are to be insured and operate in safe condition and those drivers are properly licensed and sufficiently skilled and morally mannered.

Tour and Travel operators should be inspected that they are strictly obeyed to the established consumer protection legislation for tourists, which include that these agencies are in a position to describe the tours that they are selling and clearly state the tour pricing to keep safe tourists from dissatisfaction.

Tour guides should take the proper training and licensed only when they have passes an examination given by the tourism offices, to ensure that they are minimally qualified to work as guides. Moreover, unlicensed and illegal tour guides and tour operators must totally be stopped and find ways of skills training as to take legal recognition after they are given proper training officially.

Giving space for further investigation on the other components as input of tourism development problematic issue, the investigator wishes to see by other studies.

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Appendix A

Addis Ababa University
School of Graduate Studies
Department of Business Education

Dear Respondents

This survey questionnaire is designed to collect data for masters' Thesis on "The impact of Integrating Tourism Career Education in TVET-program and tourism manpower planning"; for tourism development "Gondar and Axum sites"

Hoping that you are fully aware of the case in your position and your genuine and honest responses are of great value for the success of the study. All the information you give will be kept confidential.

Note:

- No need of writing your name
- For items having alternative answers please, encircle the letters (possible to have more than one answer.
- Please use "x" mark where accordingly
- You can put your opinion in the space available for more additional ones use back pages

Thank you!

Questionnaire to be filled by Hoteliers

1. How do you rate standard of your hotel do your hotel activities comprised a typical tourist hotel standard in view of attracting tourists as guest?
a. Excellent b. very good c. good d. Average e. below Average
2. The rate of organizational structure classification of your hotel?
a. Excellent b. very good c. good d. Average e. below Average
3. The number of your employs with respect to the general employment structure of hotel standard?
a. Excellent b. very good c. good d. Average e. below Average
4. The professional qualifications pattern of employees in the different Hotel sections?
a. Excellent b. very good c. good d. Average e. below Average
5. .What is the extent of employees per room ratio as a standard measure of the hotel supply?
a. Excellent b. very good c. good d. Average e. below Average
6. The rate of turn-over of the employees in the your hotel?
a. Very high b. High c. good d. Average e. below Average
7. The extent of prevailing attitudes of employees towards their work in the sections?
a. Excellent b. very good c. good d. Average e. below Average
8. How is your business affected by the seasonal factor?
a. Very high b. High c. good d. Average e. below Average
9. Rate to project the future manpower needs of your hotel?
a. Very high b. High c. good d. Average e. below Average

10. How do you judge the training program of the existing hotel and tourism training institutions?

a. Excellent b. very good c. good d. Average e. below Average

11. How do you rate the annual current in take capacity of the existing hotel and tourism training institutions?

a. Excellent b. very good c. good d. Average e. below Average

THANK YOU!

Appendix B

Addis Ababa University
School of Graduate Studies
Department of Business Education

Dear Respondents

This survey questionnaire is designed to collect data for masters' Thesis on "The impact of Integrating Tourism Career Education in TVET-program and tourism manpower planning"; for tourism development "Gondar and Axum sites"

Hoping that you are fully aware of the case in your position and your genuine and honest responses are of great value for the success of the study. All the information you give will be kept confidential.

Note:

- No need of writing your name
- For items having alternative answers please, encircle the letters (possible to have more than one answer.
- Please use "x" mark where accordingly
- You can put your opinion in the space available for more additional ones use back pages

Thank you!

Questionnaire to be filled by Tour operator Department Heads

1. How do you ~~rate~~^{rate} the activities comprised in the your enterprise to the international standard?
a. Excellent b. Very good c. Good d. Average e. below average
2. The extent of classification of the organizational employment structure in your tou operation?
a. Excellent b. Very good c. Good d. Average e. below average
3. The number of your employees compared to the employment structure standard?
a. Very high b. High c. Good d. Average e. below average
4. How do you ~~describe~~^{rate} the extent of skill qualification of the employees to the pattern of standard?
a. Very high b. High c. Good d. Average e. below average
5. How do you ~~describe~~^{rate} the extent of number of employees to average tourist received ratio per year?
a. Very high b. High c. Good d. Average e. below average
6. How do you describe the rate of the employees turn over in your enterprise?
a. Very high b. High c. Good d. Average e. below average
7. How do you describe the impact of seasonal factor in the enterprise?
a. Very high b. High c. Good d. Average e. below average
8. How do you describe the training course program of the existing hotel and tourism training institutions?
a. Excellent b. Very good c. Good d. Average e. below average
9. How do you rate the average intake capacity of the existing hotel and tourism institutions?
a. Excellent b. Very good c. Good d. Average e. below average

Interview Questions to MCT Higher Officials

1. How do you feel Ethiopian's vision for tourism?
2. What forces under pinning the demand for the rehabilitation of Tourism Training Institute?
3. How do you assess the present number and type or standard of qualification of employees in the tourism public and private sectors?
4. What are the basic requirements for making the projection of manpower needs in the sector?
5. What are the requirements for licensing tour operators to work as officially registered enterprise, and the monitoring system to ensure their progress?
6. What needs to be done about tourism education and training for the sectors to improve the supply of skilled middle level man power in tourism development program planning?

Interview Questions to Tourism Business community

1. Who are your main customers and how do you contact them to provide the tour services?
2. Does your tour operation service affected by seasonal factor and to what extent it affects the employment?
3. How do you describe the skill qualification of the employees in the hotel area?
4. In which areas of the hotel sector shows deficient or qualified manpower?

Appendix C

HOTELS IN ADDIS ABABA

S.N	Name of Hotels	City	No. of Rooms	No. of Beds	Tel.No.	Postal Address	Fax No.	E- Mail No	Remarks
1	Africa Hotel	Addis Ababa	74	138	011 5517385	1120	No		-
2	Ararat Hotel	"	33	36	011 6461166	155	011 6461177 463635	ararathotel@ethionet.et	THREE STAR
3	Atlas Hotel	"	19	19	011 6184862	101471	011 6613661	No	TWO STAR
4	Atlas Resort	"	18	22	0111 207662	101471	011 6613661		
5	Awraris Hotel	"	23	26	011 6614933 011 6614935 011 6614952	13382	011 6625694	awrarishotel@ethionet.et	TWO STAR
6	Axum Hotel	"	33	55	011 6613916	40318	011 6614265	No	THREE STAR
7	2A3B Bete Abrham Hotel	"	10	12	011 6622245	62100	-		
8	Bole international	"	51	54	011 6633000 011 6633840 011 6633844	62871	011 6627880	No	
9	Central Shewa Hotel	"	53	65	011 6611454 011 6615001 011 6632554	21352	011 6610063	centrals@ethionet.et	THREE STAR
10	King's Hotel	"	34	54	011 3711300	5695	011 3710744	king'shtel@ethionet.et	
11	Classic Hotel	"	19	29	011 6613598	15294	011 6610946	No	TWO STAR
12	Concord Hotel	"	22	22	011 4654959	3411	011 4653193	hotelconcorde@ethionet.et	THREE STAR
13	Crown Hotel	"	32	39	011 4391444	100135	011 4391428	crwonhotel@ethionet.et	THREE STAR
14	DE Leopold Hotel	"	72	86	011 5514146 011 5157238	12586	011 5531466	-	FOUR STAR
15	Desalegne Hotel No.2	"	25	28	011 6624524	6342	011 6623884	desalegn@ethionet.et	THREE STAR
16	Ethiopia Hotel	"	110	151	011 5517400 011 5510134 011 5151823	1131	011 5510871	Ethhotel@ethionet.et	THREE STAR
17	Emad Hotel	"	26	26	0116294129	5598	0116292000		
18	Extreme Hotel	"	47	53	011 1553777	6948	011 1551077	No	TWO STAR
19	Finfine Hotel	"	44	44	011 5514711	2450	-	No	TWO STAR

S.N	Name of Hotels	City	No. of Rooms	No. of Beds	Tel.No.	Postal Address	Fax No.	E- Mail	Remarks
20	Gedera Hotel No.3	Addis Ababa	25	29	011 5531900	31452	011 5533893	No	-
21	Gedera Resort Center	"	12	16	0911 400826	31452	011 5533893		
22	GG. Royal Hotel	"	12	12	011 6292329	24497	011 6293123	No	ONE STAR
23	Global Hotel	"	50	70	011 4663906 011 4664766	code 1000 25545	011 4664723	globalhotel@ethionet.et	FOUR STAR
24	Ghion Hotel	"	190	298	011 5513222	1643	011 5510278 011 5505150	ghion@ethionet.et	FOUR STAR
25	Hilton Addis Ababa	"	350	705	011 5170000 011 5518400	-	011 5510064	Hiltonaddis@ethionet.et	FIVE STAR
26	Holiday Hotel	"	25	34	011 6612081	258	011 6612627	holiday@ethionet.et	TWO STAR
27	Ibex Hotel	"	25	40	011 4654400 011 4653736 011 4653767 011 4167547	21429	011 4653737	ibex@ethionet.et	THREE STAR
28	Imperial Hotel	"	63	75	011 6293329 011 6293395	2966	011 6293332	imperialhotel@ethionet.et	FOUR STAR
29	Jerusalem Hotel	"	50	50	011 1551712 01 1111369	16529	No	No	-
30	Lalibella Hotel	"	36	46	011 6614917	7344	011 6615522	lalibella@htm.com	THREE STAR
31	Motera Hotel	"	26	32	011 2754633	9470	011 2755299	moterahotel@ethionet.et	-
32	National Hotel	"	34	61	011 5515166 011 5513768	100052	011 5513417	ghionhotel@ethionet.et	THREE STAR
33	New Filwha Hotel	"	12	18	011 5519316	2450	No	No	TWO STAR
34	Plaza Hotel	"	39	39	011 6612200	4935	011 6613044	plazahotel@ethionet.et	TWO STAR
35	Queen of Sheba Hotel	"	32	56	011 6615400 011 6180000 011 6188200	5090	011 6613174	QueenShebaHotel@ethionet.et	-

Appendix C (Cont.)

S.N	Name of Hotels	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	E- Mail	Remarks
36	Ras Amba Hotel	Addis Ababa	25	25	011 1228080 [ገንዘብ]	34063	011 1233221	rahot@ethionet.et	THREE STAR
37	Ras Hotel	"	100	182	011 5517060	1632	011 5517327	No	TWO STAR
38	Semien Hotel	"	60	65	011 1550067	7658	011 1551410	Semienhotel@ethionet.et	Three Star
39	Sheraton Addis Hotel	"	293	369	011 5171717	6002	011 5122727	reservationsaddisethiopia@luxurycollection.com	FIVE STAR
40	Sky Hotel	"	20 X	22	011 6292188/89	2937			
41	Taitu Hotel	"	134	200	011 1553244	7	574029	No	ONE STAR
42	Wabi Shebelle Hotel	"	108	185	011 5517187	3154	011 5518477	washo.et@ethionet.et	THREE STAR
43	Yordanos Hotel	"	36	42	011 5515711	1647	011 5516655	yordanoshotel@ethionet.et	THREE STAR
44	Genet Hotel	"	87	149	011 5518125	397			
45	Mariot Hotel	"	32	32	011 6630500		011 6630555	Maricj/hotel@ethionet.et	
46	Meridian Hotel	"	28	56	011 6615050	182160	011 6615092	meridianhotel@ethionet.et	
47	Debre Damo Hotel	"	25	25	011 6612630	13139			
48	Meskel Flower Hotel	"	23	35	011 4651900				
49	Harambe Hotel	"	47	97	011 5514000				
50	Tourist Hotel	"	66	76	011 1550122	5518			
51	Empire Hotel	"	25	30	011 5519008				
52	Yonas Hotel	"	28	28	011 6626440 011 6633988 011 6624566				ONE STAR
53	Jovanni Hotel	"	17	17	011 6187480	62681			
54	Airport Motel	"	19	19	011 6610422	100520	610577		
55	Asfawossen Hotel	"	60	60	011 2754761 09-11208907				
56	Addis Comfort Hotel	"	20	20	0911 200866 0911 672126				

S.N	Name of Hotels	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	E- Mail	Remarks
57	Arose Hotel	Addis Ababa	14	14	011 1117654	22112			
58	Omedla Hotel	"	42	43	011 4664777				
59	Ras Dashen Hotel	"	24	26	011 4340932	101968			

Appendix C [Cont.]

HOTEL IN AFAR REGION

Sr No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
1	Ajip Gewane Motel	Afar	Gewane	12	21	12	-	-	-
2	Basha Amare Hotel	"	Aysaita	10	10	550119	99	-	-
3	Buffet Awash	"	Awash	16	16	8	-	-	-
4	Iyasu Hotel	"	"	13	13	89	-	-	-
5	Kereyu Hotel	"	"	19	38	-	-	-	-
6	Lemat Hotel	"	Aysaita	12	12	550080	93	-	-
7	Tana Hotel	"	Awash	15	15	93	-	-	-
8	Total Gewane Motel	"	Gewane	62	81	16	-	-	-
9	Wollega Hotel	"	Awash	15	15	62	-	-	-

Hotels In Amhara Region

Sr No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
1	Amba Ras Hotel	Amhara	Dessie	20	25	112820	-	-	-
2	Ambassel Hotel	"	"	25	45	111115	-	-	-
3	Ashiton Hotel	"	Lalibela	17	27	-	-	-	-
4	Bahir Transport Mezanagna Hotel	"	Gorgora	12	16	-	-	-	-
5	Belegez Pension	"	Gondar	14	14	114356	881	-	-
6	Circle Hotel	"	"	26	42	111991	-	-	-
7	Deb Anbessa Hotel	"	Bahir Dar	61	65	201436	-	-	-
8	Ethio Star Hotel	"	"	27	32	202026	831	-	-
9	Fasika Hotel	"	Dessie	34	34	112930	-	-	-
10	Fogera Hotel	"	Godndar	11	22	110405	-	-	-
11	Genet Hotel	"	Debre Tabor	16	17	110199	26	-	-
12	Ghion Hotel	"	Bahir Dar	30	60	200323	-	-	One Star
13	Goha Hotel	"	Gondar	62	118	110	634	-	Three Star
14	Helen Hotel	"	Debre Berhan	25	25	811204	-	-	-
15	Jerusalem Guest House	"	Lalibella	19	34	360047 360480	49	-	-
16	Kualiber Hotel	"	Dessie	14	18	11548	-	-	One Star
17	Lal Hotel	"	Lalibela	32	64	360008	-	-	-
18	Lal Hotel	"	Woldia	54	71	367	-	-	-
19	Lalibela Hotel	"	Dessie	20	30	113093	28	-	One Star
20	Meron Hotel	"	Kombolcha	29	38	134	-	-	-
21	Nile Gondar Hotel	"	Gondar	36	46	111600	-	-	-
22	Papyrus Hotel	"	Bahir Dar	100	150	205100	222	-	-
23	Quarra Hotel	"	Gondar	15	30	110153	-	-	-
24	Roha Hotel	"	Lalibela	62	125	360009	-	-	Three Star
25	Sebat Woira Hotel	"	"	35	40	-	-	-	-
26	Semen Hotel	"	Debark	13	13	36	-	-	-

Appendix 3 (Cont.)

S. No.	Name of Hotels	Region	City	No. of Rooms	No. of Beds	Tel.No	Postal Address	Fax No.	Remarks
27	Semen Park Hotel	Amhara	Debark	12	14	113481	-	-	-
28	Semen Park Hotel	"	Gondar	22	26	110300	863	-	-
29	Sheble Hotel	"	Debre Markos	31	40	711410	181	-	-
30	Summer land Hotel	"	Bahir Dar	40	58	206566	447	-	-
31	Tana Hotel	"	"	60	116	200554	-	-	3 Star
32	Tegulet Hotel	"	Debre Berhan	10	10	811098	-	-	-
33	Tekle Hotel	"	Kombolcha	10	13	56	-	-	-
34	Terara Hotel	"	Gondar	32	49	110153	-	-	-
35	Tezale Dejen Hotel	"	Dejen	40	418	27	-	-	-
36	Tourist Hotel	"	Debre Markos	16	21	712425	-	-	-
37	Tossa Pension	"	Dessie	17	17	119225/26	842	-	-
38	Tsedey Hotel	"	"	22	22	711118	-	-	-
39	Wegagen Hotel	"	"	19	20	711050	-	-	-
40	Woien Hotel	"	Kombolcha	16	16	44	-	-	-
41	Yenegat Kokeb Hotel	"	Debre Markos	22	23	712992	-	-	-
42	Gain Kidane Hotel	"	Gondar	30	38	115511			
43	Menkorer Hotel	"	Deberemarkos	28	28	712725			
44	Embassy Hotel	"	Gondar	18	22	0581110868	143		
45	Delux Hotel	"	Deberemarkos	22	22	0587714198			
46	Eva hotel	"	Debre berhan	17	27	0116813607	399	Getahunet@hotmail.com	

~~Appendix 3~~

BENSHANGUL GUMUZ

Sr. No	Name of Hotels	Region	City	No. of Rooms	No. of Beds	Tel.No.	Postal Addresses	Fax No.	Remarks
1	Agew Hotel	Benshangul Gumuz	Assosa	19 ✓	19	750014	-	-	-
2.	Equatorial Hotel	"	"	24 ✓	24	750152	83	-	-
3.	Kelem Penison	"	"	14	14	750189	-	-	-
4.	Ras Dashen Hotel	"	"	26	26	750092	-	-	-
5.	Tilahun Ayele Hotel	"	Addis Alem(Pawi)	28	28	-	-	-	-
6.	Trhas Hotel	"	Almu(Pawi)	11	22	-	-	-	-

Appendix C (cont.)
DIRE DAWA ADMINISTRATIVE COUNCIL

Sr. No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
1.	Fasika Hotel	Dire Dawa	Dire Dawa	12	12	111260	-	-	-
2.	Gerene Hotel	"	"	44	75	112544	-	-	Two Star
3.	Kulubi Hotel	"	"	26	26	112914	-	-	-
4.	National Hotel	"	"	35	42	113415	-	-	-
5.	Ogaden Hotel	"	"	24	24	-	-	-	-
6.	Ras Hotel No.1	"	"	48	77	113255 113606	83	-	-
7.	Ras Hotel No.2	"	"	44	75	112880 113255	57	-	-
8.	Saai Hotel	"	"	23	30	112544 112238	1699	-	Two Star
9.	Shalom Hotel	"	"	16	18	111491	-	-	One Star
10	Dil Hotel	"	"	21	21	114181 120722	2630	-	-

GAMBELA REGION

Sr.No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	
1.	Gambela Ethiopia Hotel	Gambela	Gambela	22	44	07-510044	42	-	-

Appendix C (cont.)

HARARI REGIONAL STATE

Sr.No	Name of Hotels	Region	City	No.of Rooms	No. of Beds	Tel.No.	Postal Address	Fax No.	E-mail
1.	Abadir Hotel	Harari	Harar	32	44	660721	105	-	-
2.	Belaineh Hotel	"	"	22	27	660322	-	-	Two Star
3.	Dessie Hotel	"	"	12	12	660218 660288 667068	45	-	-
4.	Harrar Ras Hotel	"	"	42	80	660027	-	-	One Star
5.	Tana Hotel	"	"	42	42	661886	-	-	One Star
7.	Tsadkan Tesfaye Hotel	"	"	26	26	661546	6775	-	-
8.	Wondimu Hotel	"	"	24	24	660999	-	-	Recommended
9.	Rewda Hotel	"	"	25	30	665965	612	-	(1997)

OROMIYA REGIONAL STATE

Sr.No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
1.	Aba Sena Hotel	Oromiya	Nejo	16	16	-	-	-	-
2.	Abebech Metaferia Hotel	"	Ambo	50	75	362365/66	287	-	Two Star
3.	Abule Bassuma Lodge	"	Langano	40	80	614398 614225	6807	651811	-
4.	Adama Mokonnen Hotel	"	Nazareth	36	43	110888	2121	-	TWO STAR
5.	Adama Ras Hotel	"	"	66	146	111800	-	-	-
6.	Addisu Hotel	"	Zewai	12	12	410331	-	-	-
7.	Adissu Mocamba Hotel	"	Metehara	29	29	260019	-	-	-
8.	Addis Fana Nekemt Wollega Hotel	"	Nekemte	20	20	611088/61 1803	49	-	-
9.	Admasu Zeleke Hotel	"	Metehara	22	22	260031	-	-	-
10.	Airforce Hotel	"	Debre Zeit	23	23	338068	100	-	-
11.	Alazar Hotel	"	Nazareth	19	19	113425	-	-	-
12.	Alem Hotel	"	Fiche	39	39	3	-	-	-
13.	Alem Shewa Motel	"	Wolisso	20	20	410297	-	-	-
14.	Alif Pension	"	Nazareth	35	40	110390	476	-	-
15.	Ambo Ethiopia Hotel	"	Ambo	39	78	410002	-	-	-
16.	Aschalew Hotel	"	Asebe Teferi	10	10	276	130	-	-
17.	Aschalew Hotel	"	Zewai	18	18	410132	-	-	-
18.	Ashenafi Hotel	"	Modjo	15	15	-	-	-	-
19.	Assela Ras Hotel	"	Assela	27	36	-	-	-	-
20.	Awash National Hotel	"	Nazareth	31	38	114478	1151	-	TWO STAR
21.	Axum Hotel	"	Metehara	15	15	-	-	-	-
22.	Bale Ras Hotel	"	Goba	47	71	-	-	-	-
23.	Bale Terrara Motel	"	Dodola	10	10	16	-	-	-
24.	Bekele Molla Hotel	"	Modjo	21	21	6	-	-	-

Appendix C (Cont.)

Sr.No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
25.	Bekele Molla Hotel	Oromiya	Meki	18	18	4	-	-	-
26.	Bekele Molla Hotel	"	Nazareth	52	56	112312	21	-	-
27.	Bekele Molla Hotel	"	Zewai	27	31	410021	-	-	-
28.	Bekele Molla Hotel	"	Langano	47	138	3	-	-	One Star
29.	Bekele Molla Hotel	"	Sahshemene	88	92	3	-	-	-
30.	Bekele Molla Hotel	"	Moyale	33	49	30	-	-	-
31.	Bekele Molla Hotel	"	Robe	24	39	65	-	-	-
32.	Berhane Tsehaie Hotel	"	Nazareth	14	16	113363	-	-	-
33.	Berhanu Hotel	"	Zewai	25	25	410348	-	-	-
34.	Bishangari Lodge	"	Langano			627160		620826	www.bishangari.com
35.	Bishoftu Afar Hotel	"	Debre Zeit	16	21	338299	265	-	-
36.	Brothers Hotel	"	Zeway	20	20	410227	-	-	-
37.	Bush Hotel	"	Meki	40	41	1651	-	-	-
38.	Central Modjo Hotel	"	Modjo	10	10	-	-	-	-
39.	Chilalo Terara Hotel	"	Metehara	15	15	260079	-	-	-
40.	Chufferoch Pension	"	Nekemte	25	25	-	-	-	-
41.	Daema Hotel	"	Modjo	30	32	160022	-	-	-
42.	Denbela Hotel	"	Nazareth	10	10	113438	-	-	-
43.	Derara Kefena Hotel	"	Ambo	28	28	-	-	-	RECOMMENDED
44.	Deribe Pension	"	Nazareth	11	11	410359	-	-	-
45.	Desta Tekalegne Hotel	"	Nekemte	11	11	611892	-	-	-
46.	Eargosha Hotel	"	Metehara	23	23	260088	-	-	-
47.	Ejeta Hotel	"	Nekemte	20	20	-	-	-	-
48.	Ewnetu Hotel /Kegn./	"	Nazareth	31	31	112102	-	-	-
49.	Fantabil Kasa Hotel	"	Adaba	28	29	49	-	-	-

Sr.No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
50.	Fasil Hotel	Oromiya	Nazareth	16	16	113805	-	-	-
51.	Farmers Hotel	"	Debre Zeit	16	16	338095	-	-	-
52.	Fasika Hotel	"	Nekemte	12	12	611174	-	-	-
53.	Fekadu Hotel	"	Moyale	16	16	49	-	-	-
54.	Four Corner Hotel	"	Modjo	16	16	118	-	-	-
55.	Ghicho Hotel	"	Nazareth	26	28	110155	-	-	-
56.	Gibat & Mecha Hotel	"	Ambo	36	36	360053	-	-	-
57.	Gibe Ethiopia Hotel	"	Jimma	29	56	110071/73	-	-	-
58.	Gibril Hotel	"	Zewai	22	22	410204	104	-	-
59.	Green Hotel	"	Assela	11	11	312125	355	-	-
60.	Green Hotel	"	Modjo	10	10	-	-	-	-
61.	Green Land Hotel	"	Shahemene	18	18	101312	-	-	-
62.	Hager Bahel Hotel	"	Nekemte	10	10	-	-	-	-
63.	Hamere Hotel	"	Fiche	14	14	29	-	-	-
64.	Hawi Hotel	"	Nekemte	18	18	611409	-	-	-
65.	Hibret Hotel	"	Mendi	27	27	-	-	-	-
66.	Hiwat Hotel	"	Metehara	27	27	260015	-	-	-
67.	January 19 Hotel	"	Modjo	15	15	240063	89	-	-
68.	Jemaneh Hotel	"	Zewai	25	25	-	-	-	-
69.	Jimma Ethiopia Hotel	"	Jimma	29	56	110593	-	-	-
70.	Kassa Korbeta Pension	"	Asebe Teferi	17	17	-	-	-	-
71.	Kassaye Hotel	"	Metehara	28	28	260021	-	-	-
72.	Kedija Pension	"	Shashemene	20	20	101202	453	-	-
73.	Kebe Hotel	"	Debre Zeit	30	34	330595	785	-	-
74.	Ketar Hotel	"	Assela	19	19	311393	-	-	-
75.	Key Amba Hotel	"	Dukem	12	12	518430	21385	-	-
76.	Lakew Endale Hotel	"	Asela	10	10	-	-	-	-

Appendix C (Cont.)

Sr.No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
77	Langano Hotel	Oromiya	Metehara	27	27	260095	-	-	-
78	Langano Wabi Shebelle Hotel	"	Langano	68	160	-	-	-	ONE STAR
79	Ledeta Hotel	"	Metehara	10	10	-	-	-	-
80	Lemna Dinku Hotel	"	Goba	10	10	-	-	-	-
81	Lusi Hotel	"	Mettu	29	29	-	-	-	-
82	Mame Hotel	"	Modjo	22	22	104	-	-	-
83	Mammo Gudeta Hotel	"	"	12	12	-	-	-	-
84	Mecha & Tulema Hotel	"	Guder	11	11	52	-	-	-
85	Megenagna Hotel	"	Shashemene	25	25	101710	-	-	-
86	Menesibu Hotel	"	Mendi	30	30	-	-	-	-
87	Mentewab Hotel	"	Robe	16	16	46	-	-	-
88	Merima Hotel	"	Nekemte	20	20	-	-	-	-
89	Meseret Hotel	"	Asebe Teferi	10	10	-	-	-	-
90	Mesfin Haile Hotel	"	Metehara	18	18	260030	-	-	-
91	Migra Hotel	"	Nazareth	10	10	111327	1736	-	-
92	Misrak Ber Hotel	"	Robe	12	12	14	1158	-	-
93	Misrak Chora Hotel	"	Zewai	17	17	-	-	-	-
94	Mulugeta Hotel	"	Modjo	20	20	-	124	-	-
95	Negash Hotel	"	"	16	16	-	-	-	-
96	Oasis Hotel	"	Zewai	17	17	-	-	-	-
97	Oromiya Hotel	"	Nekemte	35	36	611986	-	-	-
98	Organ Hotel	"	Nazareth	29	29	-	-	-	-
99	Olana Bati Hotel	"	Nekemte	10	10	612364	-	-	-
100	Palace Hotel	"	Nazareth	41	56	113800	560	-	-
101	Park Hotel	"	Zewai	22	22	410611	207	-	-
102	Peacock Hotel	"	Robe	21	21	112	-	-	-
103	Rafera Hotel	"	Wolisso	30	30	410294	-	-	-

Sr.No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
104	Redwan Hogtel	Oromiya	Moyale	17	17	89	-	-	-
105	Rift Valley Hotel	"	Nazareth	48	48	112345	980	-	-
106	Safari Lodge	"	Nazareth	20	20	122013	841	25.2122011	-
107	Seble Hotel	"	Mendi	16	16	-	-	-	-
108	Seven F Hotel	"	Debre Zeit	10	10	339888	-	-	-
109	Selam Hotel	"	Zewai	34	42	410360	43	-	-
110	Sina Hotel	"	Modjo	11	11	-	-	-	-
111	Sissay Mamo Hotel	"	Nekemte	17	17	-	-	-	-
112	So Jere Wabe Shebelle Hotel	"	Sodore	126	241	-	-	-	-
113	So e Ber Hotel	"	Shashemene	10	10	101716	600	-	-
114	Solomon Hotel	"	Modjo	16	16	240084	-	-	-
115	South Rift Valley	"	Shashemene	12	17	101458	190	-	-
116	Tekalegne Hotel	"	Nekemte	36	36	612289	-	-	-
117	Tensae Hotel	"	Assela	10	10	311689	241	-	-
118	Tensae Hotel	"	Nazareth	22	23	114551	5021	-	-
119	Tourist Hotel	"	Debre Zeit	16	16	339260	-	-	-
120	Tulu Hotel	"	Modjo	26	26	-	-	-	-
121	Waloya Minjare Hotel	"	Nejo	27	31	-	-	-	-
122	Walga Ethiopia Hotel	"	Wolisso	29	38	410021	-	-	-
123	Warka Hotel	"	Shashemene	23	23	100223	-	-	-
124	Western Ethiopia Hotel	"	Nekemte	20	20	-	-	-	-
125	Wolde Argaw Hotel	"	Jimma	54	64	112731-33	-	-	-
126	Wolga Ethiopia Hotel	"	Nekemte	29	39	611088	-	-	-
127	Woliso Ethiopia Hotel	"	Wolisso	18	36	-	-	-	-
128	Wogagen Hotel	"	Nekemte	42	64	611508	-	-	-
129	Yeba Hotel	"	Adaba	12	12	-	-	-	-
130	Yesso Adaxe Hotel	"	Moyale	15	36	400093	21	-	-
131	Yete megne Geysese Hotel	"	Nekemte	18	18	611101	-	-	-
132	Yifru Amossa Hotel	"	Goba	18	18	610482	24	-	-

Appendix C : (Cont.)

Sr.No	Name of Hotels	Region	City	No.of Rooms	No.of Beds	Tel.No.	Postal Address	Fax No.	Remarks
133	Zequada Hotel	Oromiya	Debre Zeit	11	11	338226	-	-	-
134	Zewai Tourist Hotel	"	Zewai	39	39	-	22769	620727	-
135	Abule Basuma Lodge	"	Langano	13	72	609433 615593 620728	-	-	-
136	Bishangari Lodge	"	Langano	31	44	09-190275	7960	-	-

Appendix C. (Cont.)

SOUTHERN REGION

No	Name of Hotel	Region	City	No. of Rooms	No. of Beds	Tel. No	Postal Address	Fax No.	Remarks
	Abaya Hotel	Southern People	Arba Minch	10	10	810181	-	-	-
	Addis Zemen Hotel	"	Awassa	13	13	200587	-	-	-
	Arba Minch Hotel	"	Arba Minch	13	13	810206	-	-	-
	Arbegnoch Hotel	"	Awassa	13	13	200587	-	-	-
	Awassa Kokeb Hotel	"	"	20	20	200216	-	-	-
	Axum Hotel	"	Wolaita Sodo	31	31	510139	-	-	-
	Bekele Molla Hotel	"	Arba Minch	32	35	810046	34	-	-
	Bekele Molla Hotel	"	Wolaita Sodo	25	25	510052	-	-	-
	Benalf Deres Hotel	"	Arba Minch	10	10	--	-	-	-
	Bethlehem Hotel	"	Awassa	14	14	201433	-	-	-
	Beteseb Hotel	"	"	12	12	-	-	-	-
	Cairo Hotel	"	Arba Minch	22	22	810323	-	-	-
	Edget Hotel	"	Hossana	19	19	550132	89	-	-
	Frew Goffa Hotel	"	Sawela	12	12	-	-	-	-
	G/Kirstos Hotel	"	Awassa	47	53	202781	304	-	-
	Genet Hotel	"	Dilla	11	11	310303	-	-	-
	Getsmart Hotel	"	"	30	30	310740	-	-	-
	Goh Hotel	"	Jinka	17	21	750033	62	-	-
	Gombora Fuafuate	"	Hossana	11	11	550852	-	-	-
	Green Land Hotel	"	Wolaita Sodo	18	18	510295	-	-	-
	Greenland Hotel	"	Awassa	10	10	201051	-	-	-
	Lael Hezeboch Hotel	"	Dilla	27	27	311266	-	-	-
	Lalibela Pension	"	"	18	18	312300	-	-	-
	Lewi Hotel	"	Awassa	16	16	204689	133	-	-
	Lesion Hotel	"	Yirga Cheffe	32	32	-	5	-	One Star
	Mechal Hotel	Southern People	Dilla	18	18	311056	-	-	-
	Melese H/Mariam Hotel	"	Mizan	24	24	-	-	-	-
	Meresah Hotel	"	Dilla	20	20	310898	286	-	-
	Meskafera Hotel	"	Arba Minch	17	17	810281	20056	-	-
	Mobil Hotel	"	Hossana	14	14	550230	49	-	-
	Orit Hotel	"	Jinka	10	10	750045	33	-	-
	Omo Hotel	"	Jinka	10	10	750067	-	-	-
	Pina Hotel	"	Awassa	32	34	202411/12 210335/36 201231	52	20234 3	-
	Serawit Hotel	"	"	12	12	200597	-	-	-
	Sesa Hotel	"	Dilla	22	22	310726	-	-	-
	Shiferaw Hotel	"	Awassa	35	38	201589	714	-	-
	St. Gabriel Hotel	"	Yirga Alem	18	18	99	-	-	-
	Sunshine Hotel	"	Dilla	10	10	310154	-	-	-
	Tamere Hotel	"	Hossana	17	17	550075	229	-	-
	Tadesse Bade Hotel	"	Sawela	10	10	90	-	-	-
	Wabi Shebelle Hotel	"	Wondo Genet	40	70	100330-	-	-	Two Star
	Wabi Shebelle No.1	"	Awassa	37	73	200023	-	-	Two Star
	Wabi Shebelle No.2	"	"	25	50	200004	-	-	One Star
	Warka Hotel	"	"	38	38	200491	522	-	-
	Wubet Hotel	"	Arba Minch	19	19	810021	-	-	-
	Yamare Hotel	"	Awassa	37	42	200093	4	-	-
	Yabesera Hotel	"	Hossana	23	23	550518	77	-	-
	Yordanos Hotel	"	Yirga Alem	10	10	234	-	-	-
	Zeleke Hotel	"	Dilla	20	20	310237	108	-	-
	Aregash Lodge	"	Yirgalem	7	26	251136 250575 811895	175	-	-
	Sweynes Hotel	"	Arba Minch	27	52	-	243	81220 0	-
	South spring	"	Awassa	31	43	204413	582	-	-
	Baltu Hotel	"	Sodo	17	17	512468	-	-	-

Appendix C (cont.)

SOMALI REGION

No.	Name of Hotel	Region	City	No. of Rooms	No. of Beds	Tel.No.	Postal Address	Fax No.	Remarks
1.	Memaychu Hotel	Somai	Jijjiga	20	29	750438	-	-	-
2.	Ararso Hotel	"	"	15	15	750623	-	-	-
3.	Asud Hotel	"	"	16	21	750425	-	-	-
4.	Bede Hotel	"	"	39	52	751021	76	751022	-
5.	Betelehem Hotel	"	"	14	14	751022	-	-	-
6.	Edom Hotel	"	"	23	23	750368	-	-	-
7.	Kulmi Hotel	"	"	17	20	755373	-	-	-
8.	Master Hotel	"	"	11	11	750416	-	-	-
9.	Metasebia Hotel	"	"	16	16	750045	744	-	-
10.	National Hotel	"	"	22	22	750311	-	-	-
11.	Tilahun Pension	"	"	22	22	750244	-	-	-

Appendix c (cont.)

TIGRAI REGION

Sr. No.	Name of Hotel	Region	City	No. of Rooms	No. of Beds	Tel. No.	Postal Address	Fax No.	Remarks
1.	Abenet Hotel	Tigray	Axum	25	31	753857	264	-	-
2.	Abraham Atsebecha Hotel	"	Makalle	21	30	400288/406556-58	108	04402258	-
3.	Africa Hotel	"	Axum	43	53	751701	164	-	-
4.	Africa Hotel	"	Endasclassie	40	40	440211	-	-	-
5.	Africa Hotel	"	Makalle	14	14	402121	-	-	One Star
6.	Africa Hotel	"	Adi Abun	10	10	710196	-	-	-
7.	Alula Aba Nega Hotel	"	Makalle	22	22	406675	-	-	-
8.	Ambassador Hotel	"	Axum	17	17	750551	-	-	-
9.	Atse Yohannes Hotel	"	Mekelle	50	60	406760 406762	1268	-	-
10.	Axum Hotel	"	"	60	77	405155/57	592	406115	Four Star
11.	Axum Touring Hotel	"	Axum	33	50	750278 750205	-	-	Two Star
12.	Ethiopia Hotel	"	Endasclassie	24	24	440666	-	-	-
13.	Genet Hotel	"	Axum	37	37	750217	-	-	-
14.	Hawelti Hotel	"	Makalle	22	22	401086-87	-	-	One Star
15.	Hermela Hotel	"	Axum	33	33	751106	-	-	-
16.	Hill Top Hotel	"	Makalle	30	30	404400	-	-	Three Star
17.	Hiwotamay Hotel	"	"	13	13	403671	-	-	One Star
18.	Kaleb Hotel	"	"	16	16	750222	-	-	-
19.	Momona Menafesha Hotel	"	Endasclassie	15	15	440553	-	-	-
20.	National Hotel	"	"	21	21	440914	-	-	-
21.	Rembai Hotel	"	Axum	31	49	751501	-	-	Two Star
22.	Seti Hotel	"	Makalle	56	69	400668	-	-	One Star
23.	Shewiti Hotel	"	Adigrat	12	12	450028	-	-	-
24.	Tadesse Hagos Hotel	"	Makalle	15	15	402698	175	-	-

Sr. No.	Name of Hotel	Region	City	No. of Rooms	No. of Beds	Tel. No.	Postal Address	Fax No.	Remarks
25.	Tekeze Hotel	Tigray	Adi Abun	17	17	710863	-	-	-
26.	Lewodros Hotel	"	Alamata	40	40	86	-	-	-
27.	Woldu Sebagadis Hotel	"	Adigrat	20	23	450275	-	-	-
28.	Yeba Hotel	"	Axum	61	125	750377	-	-	Three Star
29.	Hawzen Hotel	"	Makalle	108	130	406955/57	1382	404349	-
30.	The ARK	"	Axum	18	25	0347752676	245	Thearkhotel@ethionet.et	-
31.	Ras Alula Hotel	"	"	10	10	0347753622	160	-	-
32.	Andenet Hotel	"	Shire	43	43	0344440468	29	-	-
33.	Lalibela Hotel	"	"	38	38	0344442633	-	-	-
34.	Alula Hotel	"	"	28	30	0344442050	-	-	-
35.	Holiday Hotel	"	Adwa	32	29	-	-	-	-

የቀበሌ ሽብር ሆተሌ የሥራ መደቦች ዝርዝር

ተ.ቁ.	የሥራ መደብ ዝርዝር	ብዛት	ምርመራ
1	የቀበሌ ሽብር ሆተሌ ሥራ አስኪያጅ	1	
2	የግታ ሥራ አስኪያጅ	1	
3	የክሊኒክ ኃላፊ በነርቭ ደረጃ	1	
4	ዘፍተኛ ጤና ረዳት	1	
5	ሲኒየር ሲዘሬተር	1	
6	ፕሮሎጊስት	1	
7	ፕሮሎጊስት ፀሐፊ	1	✓
8	የዘብ ጥበቃና የሆተሌ ደህንነት ኃላፊ	1	
9	የዘብ ጥበቃ ኃላፊ	1	
10	የጥበቃ ረረቃ ኃላፊ	2	
11	የጥበቃ ሠራተኛ	14	
12	አትክልተኛ	1	
13	ሲኒየር የሂሳብ ሰ-ፐርሰኖኔል	1	
14	ሂሳብ ሠራተኛ ደ/3	3	
15	ሂሳብ ሠራተኛ ደ/2	3	
16	ሂሳብ ሠራተኛ ደ/1	2	
17	ሂሳብ ፀሐፊ	2	
18	ፍርገት እፈስ ማኔጅር	1	
19	እንግዳ ተቀባይ ደ/3	2	
20	እንግዳ ተቀባይ ደ/2	5	
21	ቴሌፎን አፕራተር	3	
22	ቢላ ካፒቴን	1	
23	ደርሞገ	3	
24	ፖርተር	6	
25	የቤት እያያዝ ኃላፊ	1	
26	የቤት እያያዝ ረዳት ኃላፊ	1	
27	ፍሉር ሰ-ፐርሰኖኔል ደ/2	2	
28	መኝታ ክፍል ሠራተኛ ደ/2	6	
29	መኝታ ክፍል ሠራተኛ ደ/1	6	
30	ዕዳት ሠራተኛ / የአካባቢ/	6	
31	የላውንድሪ ኃላፊ	1	
32	የላውንድሪ ሠራተኛ ደረጃ 2	3	
33	የላውንድሪ ሠራተኛ ደ/1	4	
34	ላብስ ሰጪ	1	
35	ምግብና መጠጥ ቁጥጥር ኃላፊ	1	
36	ምግብና መጠጥ ተቆጣጣሪ ደ/3	1	
37	ምግብና መጠጥ ተቆጣጣሪ ደ/2	2	
38	ምግብ ዝግጅት ኃ / ሸፍ ደ/1	1	
39	ም/የምግብ ዝግጅት ኃላፊ/ሰ ሸፍ/	1	
40	ሸፍ ደጋግተኛ	4	
41	ምግብ አዘጋጅ ደ/3	5	

42	ሰ-ፐርሰኖኔል አዘጋጅ ደ/1/	1	
43	ምግብ አዘጋጅ ደ/2	4	
44	የባህሪ ምግብ አዘጋጅ በደ/2	1	✓
45	ምግብ አዘጋጅ ደ/1	4	
46	ረዳት ምግብ አዘጋጅ	4	
47	ፐስትሪ ኃላፊ / በሸፍ ደ/ፓርቲ ደ/	1	
48	ፐስትሪ ሠራተኛ ደ/3	1	
49	ፐስትሪ ሠራተኛ ደ/2	1	
50	ፐስትሪ ሠራተኛ ደ/1	1	
51	ግድግዳ ሆተሌ/የሬስተራንት ኃላፊ/	1	
52	ዋና አስተናጋጅ ደ/2	6	
53	ዋና አስተናጋጅ ደ/1	2	
54	አስተናጋጅ ደ/3	10	
55	አስተናጋጅ ደ/2	14	
56	አስተናጋጅ ደ/1	8	
57	ባርማን	9	
58	ባር ቲንደር ደ/2	5	
59	ባር ቲንደር ደ/1	4	
60	ዛሬ-ቴሪያ ቲንደር	2	
61	ሲኒየር የዕለት ሽያጭ ገንዘብ ተቀባይ	5	
62	ጅ-ኒየር የዕለት ሽያጭ ተቀባይ	6	
63	ጭና ስቴዎርድ	1	
64	ስቴዎርድ	11	
65	የጥገና ክፍል ኃላፊ	1	
66	ሲኒየር ሁለገብ ቴክኒሻን ደ/2	1	
67	ጅንግር ቴክኒሻን	1	
68	አኖጢ	1	
69	ቧንቧ ሠራተኛ	1	
70	ቀለም ቀቢ	1	
71	ሁለገብ ቴክኒሻን	3	
72	ረዳት የጥገና ሠራተኛ	2	
	ድምር	218	

ገ.3: ከተዘረዘሩት የ ገንዘብ

የማስገቢያ ስርዓት

የማስገቢያ ስርዓት አገልግሎት የሚሰጥ ፈቃድ ሰጠው ለፈቃድ ጠያቂው ተገቢው የተዘረዘሩትን መመዘኛዎች ማሻሻያ አለበት።

1. አጠቃላይ እንክፍሉን (Comprehensive Insurance/ የተገባላቸውና መሠረታዊ የተገባላቸው ደህንነት መጠበቂያ ቁሳቁሶች ያላቸው ተሽከርካሪዎች፣ አዳዲስ ወይንም አገር ውስጥ የገቡ ከሆኑ ከተመራቱበት ጊዜ ጀምሮ ከሦስት አመታት በታች ያገለገሉና በደህና ሁኔታ ላይ የሚገኙ የድርጅቱ ዓርማ በሁለት ወገን የተለጠፈባቸው መሆን ይገባቸዋል።

በዚህ መሠረት፣

- 1.1. በደንበ እንደ ለዕድላዊ ለተራራዎች አገልግሎት ምቹ የሆነ ባለ አሥራ ሁለት መቶመጫ ወይም ከዚያ በላይ የሆነ አነስተኛ አውቶቡስ፣
- 1.2. በደንበ ሁለት የመስክ ተሽከርካሪዎችና፣
- 1.3. በደንበ አራት ልዩ ልዩ አውቶሞቢሎች፣

2. አሥራ ሁለት እንግዶች በአንድ ጊዜ ለማስተናገድ የሚችሉ ሙሉ የካምፕ ዕቃዎች፣

3. በከተማ ውስጥ ለተራራዎች አመቺ በሆነ ቦታ ላይ ቢሮ፣

4. የመገናኛ መሣሪያዎች ራዲዮ፣ ሳተላይት፣ ቴሌፎን የመሳሰሉ፣

5. የዕቃ ግምጃ ቤት፣

6. በተወሰነ ሥፍራ በቂ የተሽከርካሪዎች ማቆሚያ ቦታ፣

7. የተሟላ የቢሮ መገልገያ መሣሪያዎችና ቁሳቁሶች፣

8. ጥቅል የገብነት ፕሮግራሞችንና ከገዛ ጋር ግንኙነት ያላቸውን የማስታወቂያ ጽሁፎች ምሳሌዎች፣ እንዲሁም ታሪፍ በወቅቱ ማዘጋጀት የሚችል፣

9. በማስገቢያ ስርዓት አገልግሎት አስፈላጊው ጎምህርት፣ ችሎታና ልምድ ያላቸው በቂ ሠራተኞች ያሉት መሆኑን ሲረጋገጥ የንግድ ፈቃድ ይሰጠዋል።

የላላ አገልግሎት

- 1. ከቆይታ ለገደብ ጥበቃና ልማት ድርጅት የአሳዳጅነት ፈቃድ ያለው፣
- 2. ለአደን ተሰማሚ የሆኑ 5 አዳዲስ ተሽከርካሪዎች ያሉት በግለሰብ/በድርጅቱ ሥም ተመዝግበው አጠቃላይ እንክፍሉን ያላቸው፣
- 3. ተሽከርካሪዎች ለአደን አገልግሎት ተሰማሚ የሆነ የመለያ ቀለምና የድርጅቱ እርምጃ ስም ያላቸውን ዋናውን መሥሪያ ቤት ከማሳደጅ በታች ማገናኘት የሚችል፤ የመገናኛ መሣሪያ ያለው መሆኑን ሲረጋገጥ ንግድ ፈቃድ ይሰጣል።

የገዛ ውክልና አገልግሎት *

- 1. በከተማ ውስጥ ለተራራዎች አመቺና በዋና መንገድ ዳር በግልፅ ሊታይ የሚችል ቦታ ላይ ቢሮ ያለው፣
- 2. ለገዛ ውክልና አገልግሎት አስፈላጊ የሆኑ የቢሮ ዕቃዎችና ቁሳቁሶች ያሉት፣
- 3. ትኩረት፣ ካዝና ያለውና የቢሮውም ደህንነት ጥበቃ በሚገባ የተጠናከረ፣
- 4. በገዛ ውክልና ሙያ የሰለጠኑ ወይም በቂ ችሎታና ልምድ ያላቸው ከሁለት የዓለም አቀፍ ቋንቋዎች ያላነሰ መጻፍትና መናገር የሚችሉና በሙያው የምስክር ወረቀት ያላቸው ሠራተኞች ያሉት፣
- 5. የአየር ጉዞ ትኩረት ለመሸጥ የአያታ (IATA) ፈቃድ ያለው ወይም በሁለት ዓመት ጊዜ ውስጥ ደህን ፈቃድ ለማግኘት የሚችል፣
- 6. ለጎብኚዎች የመኪና ተከራዮች እና ለትኩረት ገዢዎች ወዘተ. በነጻ የሚሰጥ የዋጋ የአገልግሎት ክፍያ መግለጫና በኢትዮጵያ ውስጥ ስለሚገኙ ተጎብኚ ሥፍራዎች ስለሚሰጡ የተራራዎች አገልግሎት ልዩ ልዩ ጽሁፎች ማቅረብ የሚችል መሆን አለበት።

* በከተማ ውክልና ደረጃ የገዛ ውክልና ፈቃድ የሚሰጠው ከማስገቢያ ስርዓት አገልግሎት ጋር በጣም ራ የሚሠራ ሲሆን ነው።

ለበለጠ መረጃ፣
 በኢትዮጵያ ባህሪና ተራራዎች ሚኒስቴር
 የደረጃ ምደባና ንግድ ፈቃድ መምሪያ
 የፋክስ ቁጥር 251-011 5512889
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 ኢ.ሜ.ላ. tourismethiopia@ethionet.et
 ፖ.ሣ.ቁ. 1907
 አዲስ አበባ

Appendix E (Cont.)

Major Requirements to operate as Tour Operator in Ethiopia

- Not less than five vehicles in good condition 4 W.D. Buses etc. with a comprehensive insurance policy.
- Office with all the facilities for a Tour Operation Business.
- Trained Man power in the Tour Operation Business
- Communication equipment - Radio, Satellite phone, etc.
- Camping equipment for not less than 12 persons.
- If a Travel Agency Business is included in the Tour Operation Business An IATA license is also need.

Appendix F

LIST OF TOUR OPERATORS IN ETHIOPIA

Sr. No.	Name of Tour Operator	Postal Address	Telephone No.	F a x	E - Mail	No.of Vehicles	No.of Employees
1.	Abyssinian Tours & Travel	100359	615740/615741	614240	Abyssinian.tours@telecom.net.et	4	3
2.	Abba Travel Agency P.L.C	10417	526600526555/526999/09206600	527799	abbatravel@telecom.net.et	2	10
3	Abbey Roads Tour in Ethiopia	24539	0911- 604158	566048	abeyroads@yahoo.com	2	2
4	Adika Tour & Travel PLC	60224	533357/529303	523858	adika@telecom.net.et	7	36
5.	Admire Ethiopia Tour and Travel PLC		011 5537608 0911 214054	5531466	Admiretravel@yahoo.com	2	2
6.	Adonay Ethiopia Travel PLC	3714	011 6635980 0911 613012	-	adonaytour@ethionet.et	2	2
7.	Amba TOurs	1823	011 5513272 0911 215261	5516637	civil@telecom.net.et	5	3
8.	Ark Tours & Safari	25396	553244	510109	ark@telecom.net.et	2	3
9.	Awqash Tour and Travel	33455	011 577302/011577303 0911 309412	1577305	awqashtravel@ethionet.et	3	8
10	Bekele Molla Tour & Travel	1349	507565/518223/521735	654277	bekelemolla@telecom.net.et	4	4
11.	Bele Abyssinia Tours	16579	453692/09-223859	-	Bella-abyssinia@telecom.net.et	2	2
12	Beteseb Trading	8921	510738/533866	534739	kiya-te@telecom.net.et	5	7
13	Blen Ethiopia Travel	1749	620886/87 185947	620888	qbd@telecom.net.et	2	6
14	Camellot Enterprise	50623	011 6520266 0911 209168	-	-	2	2
15.	Caravan Tour & Travel Agency	1348	562571/120151/122651	553656	caravan.tt@telecom.net.et	7	10
16	Classical Ethiopia Tours	3805	011 6521994 0911 230838	-	classical@ethionet.et	2	2
17	Comfort Car Rent & Tour Operator	50498	151847/50	151847	comfortheadoffice@yahoo.com	4	8
18	Connection Travel and Tour	1462 code 1250	011 5152109 0911 670837	5152192	cocoevents@ethionet.et	2	9
19	Dawe Emede Travel & Tour Agency	2994	557545/557546		dawemett@telecom.net.et	3	5
20	Desire Tours, Travel & Trade PLC	8975	610112/09-200415	610112	desitours@telecom.net.et	5	9
21	Dinkinesh Ethiopia Tour	26563	562242/567837	567840	mulugenet@telecom.net.et	5	10
22	Eastern Travel & Tours Agency	1136	511574/511233/511378	511468	EASTERN.TRAVEL@telecom.net.et	3	10
23	ETHIO- DER Tour & Travel	102126	571157 552643		ethiodertvl@telecom.net.et ethio_der@yahoo.com	2	7
24	Ethio Fauna Safaris	11988	505301/516080	505302	ethfauna@hotmail.com.	3	12
25	Ethio fin PLC	28913	011 5504423 0911405245	5504421	ethionine@ethionet.et	2	4
26	Ethioguzo Tour and Travel	846code12 50	011 6534822 0911 478058	-	olson921@yahoo.com	2	5
27	Ethio Land Tour Operation	2249 code 1250	0025112510827 0911 229816	0025112 512377	ethioland@ethionet.et	2	5
28	Ethio Majestic Tour Operator inspirenature	17473	011 3205183 0911 656531	3205183	ztesfaye@hotmail.com	2	7
29	Ethio National Tour & Travel Operator	26240	526622/518400ext.337	526623	enttl@telecom.net.et	3	7
30	Ethio Noble PLC	13961	011 6516620 0911 387000	6297051	kassaw@ethionoble.com	2	5
31	Ethiopian Rift Valley Safaris	3658	551127/552178	550298	ervs@telecom.net.et	16	74
32	Ethio Travel and Tour	24681-1000	011 6637455/011 6637483	156751	ethiotra@yahoo.com	3	5
33	Ethop Travel	2202	423111	423111	eht-am@telecom.net.et	7	11
34	Experience Ethiopia Travel & Tours	9354	152336/519291	519982	eet@telecom.net.et	13	55
35	Fana Travel & Tours	17240	515151/515111/504999	514140	fana-travel@telecom.net.et	8	8
36	Fest Ethiopia Travel and Tour PLC	5268	011 6510176 0911 300132	-	-	2	5
37	F.K. explorer Ethiopia Travel and tours	23556,code 1000	290498/423803 09214425	422309	fkwinet@telecom.net.et	3	5
38	Focus Tour Ethiopia	12120441	011 4660711	-	focusoursethiopia@ethionet.et	2	3
39	Four Seasons Travel & Tours	2856	613616/613121	615500	fsta@telecom.net.et	7	10
40	Galaxy Express Services	8309	510355/517646	511236	galaxyexpress@telecom.net.et	26	30
41	Ghion Travel & Tours P.L.C	25504	505566/505657	505656	ghiontravel@telecom.net.et	5	7
42	Gize Travel & Tours	12945	528200/528080	528585	gize@telecom.net.et	2	10
43	G.K. Ahadu Tours & Travel Agency	206448	510612/508662/09200341	508800	info@gk-ahadutravel.com	3	8
44	Green Land Tours & Travel	19018	632597/632598	615408	greenplc@yahoo.com	16	38
45	Grant Express Travel & Tours Services P.L.C.	42662	576609/561361	576608	gets@telecom.net.et	2	10

2

Appendix F (Cont.)

46	Hadar Tours	32266	509475	509475	hadartours@telecom.net.et	2	4
47	H.K. Beehive Travel & Tours	26093	536535/537912	537824	h.kbeehiv@telecom.net.et	2	10
48	Heritage Travel Ethiopia	22010	521605	509786	heritagetravel@telecom.net.et	2	6
49	Hess Travel Ethiopia	17596	515820/156058/520955/521302	512675	hestravel@telecom.net.et	18	30
50	Horizon Ethiopia Tour & Travel	17057	521605/158668	519601	Horizon-tours@telecom.net.et	2	4
51	Jacaranda Tours	170082	011 6628625 0911 255436	6627954	jacarandatours@ethionet.et	3	5
52	Kibran Tour & Travel	15475	626214/626215/626217	626216	kibran@telecom.net.et	7	9
53	Lake Tana Tour PLC	25130/1000	011 5150056/011 12555768	1150056	laketanatour@hotmail.com	2	4
54	Libah Hunting & Photo Safari	2437	516616/509364/65	509777 517334	Libah-safari@telecom.net.et	5	22
55	Lal Tour	62964	626586/623731	623731	lato@telecom.net.et	4	10
56	Lalibela travel & Tours P.L.C	2590	514403/158600/533799	510097	lalibela.tta@telecom.net.et	5	12
57	Maraki Travel and Tour	-	0911 217686	-	-	2	5
58	Maranata Tours & Travel Agency	25548	563954/ 09-204832	563963	-	2	7
59	Mass Travel and Car Rent	2114	011 3211297 0911 650882	-	-	2	6
60	Melkam Tours	3074code12 50	011 6181437 0911 221757	6181438	zeyede@yahoo.com	2	6
61	Memories Tour PLC	557081	153236/ 09-203977	517454	memories@telecom.net.et	2	8
62	Nature Lovers Tour Operator	41890	155236	517454	nature.tour@telecom.net.et	2	2
63	N.T.O	5709	514838/512923	517688	nto@telecom.net.et	76	178
64	Network Travel & Tour Agency	28330	633314/15 633097	627767	nw.tour@telecom.net.et nw.travel@telecom.net.et	2	6
65	Omo Tours Car and Rent	41904	011 5525511	5525512	eyassu@omotoours.com	2	11
66	One stop tourism P.L.C	15178	508764/65	508766	onestop@telecom.net.et	2	3
67	Origin Ethiopia Tour & Travel Agency	23251	500363	504780	Baf.trad@telecom.net.et	2	7
68	Paradise Ethiopia Travel	34520	513494/504553/09236092	504556	pet@telecom.net.et	4	8
69	Path Finder Tour Operator	4841	011 113410/011 1569592	-	muluqeta@ethiopathtour.com.et	6	4
70	Queen of Sheba Tour & Travel	14184	155052/09-408275	-	shebatour@yahoo.com	2	3
71	Rocky Valley Safaris	22867	152462/533354	516408	-	2	10
72	Royal Enterprise PLC Tour operation & Travel Agency	180024	614699	614528	royal@telecom.net.et	2	11

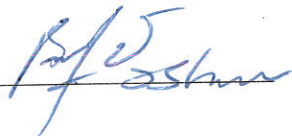
73	Red Jackal Tours	28529	560055/559915	553467	redjackal@telecom.net.et	5	12
74	Rainbow Travel & Tours	9254	513755/513487	515244	rainbow@telecom.net.et	73	38
75	Roha Tour	42196	6626656	6627263	info@rohatours.com	2	3
76	Rock Hewn Tours	27950	712710	157374	samitour@telecom.net.et	2	7
77	Satellite Travel & Tour	42604	621293/635196/09-215156	620197	London@telecom.net.et	5	4
78	Scenic Ethiopia Tour	9645	770080/770082	770079	alsenedi@telecom.net.et	2	7
79	Selam International Tour & Travel	30208	626605/626606	626606	selamtravel@telecom.net.et	3	6
80	Sharyen Tour	24431	0911 402905	-	yemane60@yahoo.com	2	3
81	Smiling Ethiopia Travel & Tour	16618	150694/150698/523678	150700	sett@telecom.net.et	2	4
82	Sof Omar Tours	57631	011 6638711	6638711	-	3	7
83	Sora Tours Ethiopia	102137	011 6182660 0911 604294	-	soratourseethiopia@yahoo.com	2	4
84	Sterling Travel & Tours	9100	514666/511333	512944	emiruwoldeyes@telecom.net.et	5	14
85	Sunrise Travel & Tour	52242	578921/ 09-223246	551033	STAY2003@yahoo.com STTA@Netscape.net	2	6
86	13 Suns Tours PLC	25450	011 1233460/0911616383	1239926	info@13suns.com	2	4
87	T.D.S. International Trading	15246	610083/611738/628172	611738	tads@telecom.net.et	4	8
88	Tedy Tour and Travel Service PLC	3901	011 6554582 0911 232751	-	tedy66@ethionet.et	2	7
89	Timeless Ethiopia Tour	250code 1110	011 2556187 0911 417021	2556187	habtamu@timelessethiopia.com	2	2
90	Travel Ethiopia	9438	525478,523165,510168 553767	510200 551276	travelethiopia@telecom.net.et	9	21
91	T.T.C Travel	25049code1 000	504414505244	504415	ttctravel@hotmail.com	2	5
92	T-Tam Travel & Tours	21618	534216/514055	514529	t-tam@telecom.net.et	9	17
93	Village Ethiopia Tour & Travel	15151	523497/508869/	510200 551276	vilageethiopia@telecom.net.et	2	7
94	Wild Life Safaris Ethiopia	2444	553767	551276	tmattanovich@yahoo.com	2	8
95	Wondu Travel Enterprise	26292	011 6290675	5517454	wondumeshesha@yahoo.co.uk	2	4
96	Wonz-Dar Expeditions P.L.C	19913	757604/766881	751377	wonzdar@telecom.net.et	3	5
97	World Travel & Tours	33211	534990/98 09-237609	535060	worldtravels@telecom.net.et	2	7
98	Yemgeta Travel Adventures	62324	011 622236/37	622238	-	3	11
99	Yumo Tours	5698	518878/513783	513451	yumo@telecom.net.et	5	5

Total number of employees - 1021
 less or equal to 10 employees - 78 Tours -
 17 operators
 45

Declaration

I, the undersigned, declare that this thesis is my original work and has not been presented for a degree in any other university and that all sources of material used for this thesis have been duly acknowledged.

Name: Gashaw Tedla

Signature: 

Date of Submission: 26 August 2007