



**ADDIS ABABA UNIVERSITY**  
**SCHOOL OF GRADUATE STUDIES**  
**DEPARTMENT OF TOURISM AND DEVELOPMENT**

**Assessment of Public Leisure Services provision: The Case of Addis Ababa  
Recreational Parks.**

**Yeshewazerf G/wold**

26931

**A Thesis submitted to the School of Graduate Studies in partial fulfillment  
of the requirement for Masters Degree of Art in Tourism and  
Development.**

**June, 2011**

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By  
**Yeshewazerf G/Wold**

**Tourism and Development**

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## *Abstract*

*Urban recreational parks have great values like by being an attraction for leisure and recreation contribute for tourism and contribute positively for the economy. In addition to this urban recreational parks have social, environmental, educational and health benefits. However ever urban recreational parks are underutilized due to poor services and facilities they have. Measures taken to solve the problem were limited due to lack of attention and research. The objectives of the study were to assess current government authority practices for planning, providing, managing and maintaining urban parks, identifying factors affecting recreational parks service provision and perception of visitors on the service and facilities provided. The study was conducted by collecting data and information from park visitors, parks and park agency workers, Addis Ababa Tourism Bureau regarding official, and community representatives using questionnaire and key informant interview. In analyzing the data descriptive statistic for the questionnaire filled by park visitors and simple qualitative analysis is used for information from key informant interview. Results indicated that services and facilities at the parks are poor and poorly maintained. Lack of finance, professional human resource and absence policies and guidelines for service provision are the main problems resulted in poor service facility. Therefore, to improve service and facilities and achieve intended objective government should review its policies on park management to enable allocation of more resources and the system of management and financial sourcing and involve all stakeholders in the system are recommended.*

# CHAPTER ONE

## 1.1. Background of the study

As that of tourism it is also difficult to define leisure. Leisure can mean different things to different people; and leisure can mean different things in different cultures; but there are repeated thoughts of scholars on leisure. Leisure is time free from work and other obligations; it also encompasses activities which are characterized by a feeling of comparative freedom (Parker, 1976). Whatever leisure is, it is important to people's quality of living; by providing economic, social, environmental, and health benefits.

People's leisure and recreation is made possible through a wide range of providers, through powers and duties invested in government and through natural and man-made resources, services, facilities, and management. A range of services and programs is required to meet the diverse needs and demands of individuals, families, groups, clubs, societies, agencies and large and small organizations (Torkildsen, 2005).

One of the places where urban residents of a country spend their leisure time is an urban park. Urban parks are a type of urban open space. Traditionally they are defined by their horticultural design, recreational value and open access to the public. Urban parks often provide play and sports areas, recreation facilities and entertainment.

The development of urban parks dates back to the ancient times of the boulevard systems in Minneapolis and Kansas City. Beginning in 1859 when Frederick Law Olmsted, Calvert Vaux and more than 3,000 laborers created Central Park in United States of America, a wave of passion for urban pleasure grounds swept America and the world over (Rabare et al., 2009).

Urban development and planning regulations in many developing countries of Africa, Asia and Latin America have failed to provide orderly and sustainable urban development. The result is that squatter settlements and informal sectors development have continued to predominate in spite of official approved urban development plans. Parks and other public protected area have suffered on the same note of failure to provide orderly and sustainable development by the governments (Rabare et al., 2009). Low et al., (2005), wrote that in this new century, we are facing a different kind of threat to urban parks not only one of disuse, but of patterns of design and management that exclude some people and reduce social and cultural diversity.

Most parks in Addis Ababa were created in the 1970s and lack maintenance and fail to address the interest of visitors' in these days.

Currently there are about 16 public parks in Addis Ababa, at least 1 park in each sub-city. When we see the services provided in these parks it doesn't consider the value a park has. The very reason to build a park might be to provide leisure and recreation services. But, in addition to its leisure and recreational value, parks contribute to larger urban policy objectives, such as job opportunities(helping new entrants to the workforce, find productive jobs by offering decent, entry-level employment opportunities in the community), youth development(helping youth choose rewarding paths to adulthood by providing programs and opportunities to build physical, intellectual, emotional, and social strength), public health(helping community residents improve their health by providing a place to enjoy fresh air and exercise), and community building(helping citizens join together to make their communities better, by encouraging them to participate in park planning and management). Beside this, parks can add value to cities and make them attractive (Sorkin, 1999). According to Hiruy, park and recreation services are a line services which directly affect the public/community (Hiruy, 2003).

When we compare urban parks as a leisure service area, they have a great contribution to the community and the environment but have gotten little attention by government. Thus this study tries to investigate this and what visitors need in this regard and suggest possible solutions to the problem.

## **1.2. Statement of the problem**

Involvement in leisure-time activities adds meaning to individual and community life and contributes to people's overall quality of life. Urban parks offer to residents and visitors a multitude of benefits such as recreational activities, fresh air, aesthetic, ecological, and economical functions (Tameko, et al., 2011). Even if parks have all these contributions to residents and visitors the attention given by the government is poor. Dierig in her study stated that open spaces for recreation in Addis Ababa is very limited and the solution proposed to improve the situation was building public gardens and parks but they were never implemented (Dierig, 1999).

Currently there is a great attention given by government for the development of services i.e. health, education, construction, etc but leisure service provision is unbalanced when compared with others. For example government is giving great attention for road construction, buildings and other infrastructures. Unless reversed, it might result a city with good road, buildings, other good services but not healthy, attractive to the residents and tourists.

As it is known Addis Ababa is a capital city of Ethiopia, AU seat and host for different international organizations and having international tourists. But the leisure facilities it has especially recreational parks and their standard doesn't go with the city. Unless assistance with park infrastructure is adequate, cities are not able to carry the full burden of building and maintaining roads and sewer infrastructure. The main problems here are lack of attention, poor maintenance, lack of development and underutilization. Yet as far as my knowledge is concerned no study has been undertaken to deal with this issue. Therefore this study tries to fill this gap and intended to answer the following questions:

- What are government authority practices for planning, providing, managing and maintaining urban parks?
- How do visitors perceive the current service provision of recreational parks and extent to which the spaces meet these expectations?
- What are the challenges and constraints affecting parks service provision?
- How the community is involving in recreational park service provision?

### **1.3. Objective of the study**

#### **1.3.1. General objective**

The principal objective of this study is to assess the existing condition of recreational parks service provision by giving special attention to their service provision, organizational and administration problems.

### **1. 3.2. Specific objectives**

- Assessing current government authority practices for planning, providing, managing and maintaining urban parks and identifying problems.
- Assessing factors affecting recreational park service provision.
- Examine visitors' perception on public recreational park services.
- Assessing community role in recreational park service provision.

### **1.4. Significance of the study**

The importance of this study mainly focuses on staffs, community/visitors, and policy makers. Using this study staffs working in recreational parks can improve their services in order to achieve their goal and satisfy visitors in view of the fact that they can identify their problems; thus visitors can get a good service. The policy makers can get a building input to formulate policy. In addition to this, this study could be used as base for further investigation to enrich the research findings in this area.

### **1.5. Limitation of the study**

The study doesn't focus on private and non-government agencies providing leisure. It focuses on the provision of public leisure service as provided by local government, that is, the city of Addis Ababa. The city of Addis Ababa public leisure services studied are urban recreational parks. Lack of literatures on leisure in Ethiopia especially on urban recreational parks and access to other literatures; made the researcher to focus on theories of books written on the context of other countries and to collect documents by browsing internet. In addition to this, the researcher is unable to describe about urban parks in the study area due to lack of information.

## 1.6. Organization of the thesis

This thesis consists of five chapters. Figure 1.1 provides a graphical representation of the thesis's layout.

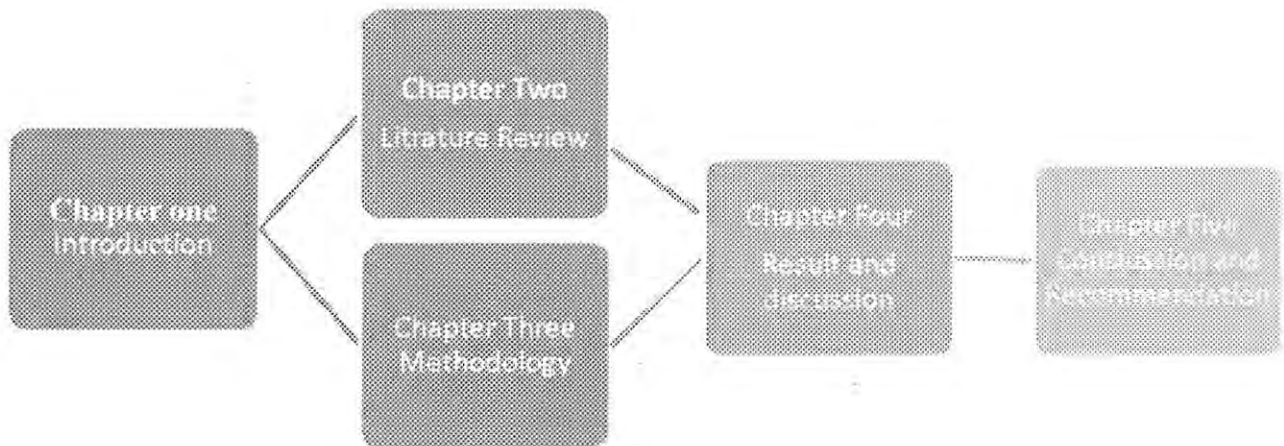


Figure 1.1 Thesis layout

As indicated on the layout above this thesis has five chapters. Chapter one served as general introduction to the research. It defines the research problem and outlined objectives, significance, and limitation of the research. It also outlined the flow of chapters and the structure of the research. Chapter two deals with a literature review about the meaning of leisure and recreation, public leisure services as a need in communities and government structures mandated to provide such services. The public leisure service delivery system that comprises law, personnel and facilities by giving special attention to urban recreational parks and the conceptual framework are discussed here. The research methodology i.e. sampling procedure, research method, methods in data collection and analysis are discussed in chapter three. Chapter four covers the analysis and discussion of findings of the study. In conclusion chapter five deals with conclusion and recommendations.

## CHAPTER TWO

### 2. REVIEW OF LITRATURE

#### 2.1. Introduction

This chapter presents a theoretical back ground on the provision of public leisure services. Concepts and terms will be clarified and defined. Structures, systems, user fee charges, community involvement and marketing of public services will be discussed. Alternative forms of public leisure service delivery and management system will be discussed.

#### 2.2. Concepts and definitions

##### 2.2.1. Recreation

The term “recreation” stems from the Latin recreation, which refers to restoration or recovery. Most authors consider recreation as a form of activity.

Kent describes recreation as:

“A term sometimes used synonymously with leisure. However, recreation is usually used to describe active leisure. Sometimes its use implies that the activities have positive value in terms of mental and physical therapy” (Kent, 1998).

According to Kraus (1978), recreation consists of activities or experiences carried on within leisure, usually chosen voluntarily by the participant - either because of satisfaction, pleasure or creative enrichment derived, or because he perceives certain personal or social values to be gained from them. It may, also be perceived as the process of participation, or as the emotional state derived from involvement.

By supporting social cohesion theory and building on the theme of ‘wholeness of mind, body and spirit’, Kraus (1966), defines recreation as, ‘voluntary non-work activity that is organized for the attainment of personal and social benefits including restoration and social cohesion.’

Edginton, et al. (1989), define recreation as purposeful, wholesome activity and from the contemporary standpoint it is viewed as assisting individuals to have positive leisure experiences that help renew the spirit, restore energy, and rejuvenate individuals. It must also be seen as a social institution in the sense that it represents a major economic force in society, an important

area of governmental responsibility, and a source of employment for millions of men and women.

According to Torkildson (1986), recreation can be viewed as personal experience (what it does to a person), as activities (the forms it takes) or as an institution (the structure in which it is made available to the community). Taken yet another way recreation can be viewed as a process (what happens to an individual) and as a structure (the framework in which recreation is practiced). He also refers to the numerous theories of recreation, and comes to the conclusion that recreation is an abstract symbol, having many meanings, depending on the context in which it is used (Torkildson, 2005). Williams (1985), maintains that recreation means many things to different people. It is viewed within each person's social context. As such it may vary for individuals, as much as the reasons for pursuing leisure also differ.

The use of time for amusement, entertainment, participation in activities and creativity is often called "recreation". Traditionally, society has suggested that recreation takes place during "leisure time", and therefore it is closely associated with the concept of leisure (Edginton et al., 1995).

Recreation is essential to an individual's health, socialization and general well-being. It can be used to discover new talents. It should be noted that the recreation field recognizes the importance of physical activities in the lives of everyone and the benefits of sport participation for some, but it does not limit itself to sport in the delivery of leisure opportunities and services. As of Singh (1990), like government of public education, recreation can be identified as an important form of social organization. However, recreation is broader than institutional forms. Recreation is an important part of the life of every person throughout his entire lifetime. It is an integral part of the life of every society.

Based on what has been articulated above, the researcher agrees with both Torkildsen (1991) and William (1985) that recreation has many meanings and means many things to people. The researcher also believes that recreation is linked with specific types of activities, such as games, arts, crafts, outdoor pursuits sport and leisure activities in which people participate to restore themselves.

The objective and motive of engaging in the activity to restore oneself differs from individual to individual. It can be for social, physical, emotional, and financial reasons.

### **2.2.2. Leisure**

According to Dumazedier (1974), Leisure consists of a number of occupations in which the individual may indulge of his own free will - either to rest, to amuse himself, to add to his knowledge or improve his skills is interestedly or to increase his voluntary participation in the life of the community after discharging his professional, family and social duties.

According to Torkildsen (2005), the English word 'leisure' is derived from the Latin *licere*, 'to be permitted' or 'to be free' and the French word *loisir*, meaning free time, and the English 'licence': permission or freedom to act. Thus, he states as we have common denominators which convey that in order to be 'in leisure' or 'at leisure', there must be an essential freedom to choose what we want to do and what we want to be.

Leisure may involve activity chosen primarily for the experience itself. The dimensions of freedom and intrinsic satisfaction are seen as the central defining elements.

Edginton et al. (1995), maintain that leisure is one of life's greatest gifts- an important dimension influencing the quality of an individual's life. Finding satisfaction within one's leisure experiences promotes a greater sense of well-being and increases one's sense of self-worth. For society as a whole, leisure provides an ideal medium for the transmission of historical, social and cultural values that promote desired norms, social orientations, and customs.

Leisure can be defined on the basis of seven primary orientations; as free time; as an activity; as a state of mind; as a symbol of social class; as action; as an end in itself (anti-utilitarian); holistically as an activity and action. The orientation is briefly explained hereafter.

Free time: time can be divided in to existence, subsistence, and discretionary. Leisure can be viewed as an unobligated block of time or discretionary time- when we are free to rest or do what we choose (Charles, 1960).

Activity: leisure can be defined as the activities in which one participates during free time, for example, running, reading, volunteering or swimming.

State of mind: Leisure is a state of mind which ordinarily is characterized by un-obligated time and willing optimism. It can involve extensive activity or no activity. The key ingredient is an attitude which fosters a peaceful and productive co-existence with the elements in one's environment (Veal, 1992).

Leisure as action: Kelly (1996) suggests that leisure can be viewed as action that includes the elements of time, activity, attitude, or state of mind. As he notes, leisure involves some implied action with direction. It includes some elements of self-determination.

Anti-utilitarian: leisure has also been defined as an end in itself, serving no instrumental value. Kelly (1996), building on the work of Murphy (1975) suggests that leisure is "an end in itself, not secondary to work, as self-expression and as fulfilling satisfaction."

Holistic: leisure is a combination of the previous mentioned definitions of leisure, with particular emphasis on the individual's perceived freedom in relation to the activity and the role of leisure in helping the individual achieve self-actualization. In this model, everything has the potential for leisure (Kelly, 1996).

Defining leisure in relation to the concept of work may appear to dichotomize work time and leisure. Work may be time for personal involvement, creativity, purposefulness, and usefulness. The use of time for amusement, entertainment, participation and creativity is often called "recreation". Traditionally, society has suggested that recreation takes place during "leisure time", and therefore it closely associated with the concept of leisure.

Dumazedier's (1974), preferred definition is that leisure as a concept of time that is oriented towards a person's self-fulfillment as an ultimate end. This concept of time evolution is not determined by the individual but is a product of economic and social evolution, with the individual retaining the right to dispose of it as he/she chooses.

Leisure programs can be thought of as the vehicle that professionals use to deliver benefits to customers. It focuses on benefits and arranging physical, social and natural environment in such a way as to facilitate leisure and produce leisure opportunities.

Many educators and scientists prefer to use the word leisure when discussing this field, and are concerned with their philosophical and psychological implication of the term. In contrast, most members of the public are accustomed to using the term recreation and most agencies that provide such leisure services refer to services as recreation. Even though “leisure” and “recreation” are interwoven, they have their own unique meanings. “Recreation” is more commonly used and understood among the general public than “leisure”, although in the business and commercial sector, leisure or entertainment is often used to describe this segment of the field (Edginton et al, 2002).

Murphy (1975), also states that leisure has evoked an immense variety of interpretations amongst scholars about its origin, meaning, benefits, problems and place in society. According to Torkildsen (2005), scholars have had a difficulty to clearly define leisure.

The researcher concludes that leisure means different things to different people as authors like Murphy (1975); Kraus (1966); Torkildsen (2005) and others define leisure differently. However, all definitions seem to come down to the notion of using one's state of mind, energy, time and resources available to pursue a 'non-work time' activity.

**2.2.3. Services** –are things of value that are delivered to consumers at the time of need for immediate and one-time consumption. They are distinguishable from products, since products are acquired and stored for subsequent and repeated use (Orman, 2008). Thus public services in this study mean those services that are owned by government agencies and usually supported in part/in whole by public tax fund.

**2.2.4. Park visitors/users/-**the public leisure facilities have diverse users (the community/residents/, tourists /both domestic and international/. Thus the term visitor/user in this study refers to all of these except for result and discussion in chapter 4; international tourists do not exist in sample respondents.

**2.2.5. Provision** – the word provision is understood as lending, giving, supplying or making something available to the users. For this study, the concept provision will focus on the delivery of park leisure and recreation service by government agency.

**2.2.6. Urban Recreational parks** - for this study urban recreational parks are areas of green space specifically designed for public access and enjoyment and combining a variety of landscape and horticultural elements (sometimes including semi-natural habitats) and facilities for the public (including buildings) and in some cases incorporating sports facilities and/or play areas

### **2.3. Urban Parks as attraction**

In tourism, attractions are the driving force for people or tourists to travel. Without them, people would be less motivated to visit a destination. Recreation and tourist attractions fulfill two basic functions, firstly, they are strong enough to pull us away from our homes, and secondly, they provide us with the satisfaction we derive from travel. Goeldner & Ritchie (2009) confirm this by saying that attractions are the reason people travel. They also state attractions are the most significant factor in the tourism system. To enforce this Page stated by saying:

*Along with the transport and accommodation sector, attractions form one of the central components of tourism, providing a vital element in the visitor's enjoyment and experience. Attractions are a central element in terms of what tourists visit at destinations as well as being something they may visit en route to a destination. In many respects, they are the lifeblood of a destination, because they are part of the appeal, ambience and overall experience that visitors seek to consume in areas they visit (Page, 2009).*

When Page (2009), states the role of attractions in revenue generation, he says attractions provide a vital nucleus for visitor spending in destinations, and when they are linked to city regeneration strategies; they can be harnessed to create a new image and help reposition the city as a place to visit. Successful attraction industry is vital for healthy tourism sector so that visitors have sufficient opportunity to undertake visits and to spend during their stay.

Currently, scholars state as there is a problem in defining what comprises an attraction and this intern created problem of examining visitor attractions. In support of this, Page (2009) stated the reason behind the issue of defining visitor attractions is due to the diversity of users (tourists, residents, day trippers) who provide a market broader than just tourists. Page also states as the above reason has made many researchers to acknowledge the appropriate term to these attractions is a 'visitor attractions'. Wu, B. et.al (2000) also confirm this by stating that traditional city parks are generally overlooked as part of the tourism products and their function is confined to daily recreation for local citizens with little service for tourists.

Page (2009) and Goeldner and Ritchie( 2009) state as visitor attractions can include: cathedral and churches, country parks, farms, gardens, parks, historic houses and castles, other historic properties, leisure and theme parks, museums and galleries, steam railways, visitor centers, wildlife attractions and zoos etc. In addition to this Page (2009) stated as attractions can have the following elements:

- Set out to attract visitors (day visitors from residents and tourist population) and managed accordingly.
- Provides a pleasurable experience and an enjoyable way for customers to spend their leisure time.
- Is managed as an attraction, providing satisfaction to customers
- Provides an appropriate level of facilities and services to meet and cater to the demands, needs and interests of its visitors
- May or may not charge an admission fee.

Zhang,B. et al., (2009) stated as city and community leaders have to look for ways to beautify their living places and make them attractive for tourists and more business and tourism. Beautiful image of a city is one of the most important requirements for tourism. Parks, trees and green spaces in urban and community areas are things that can create a positive image and provide an aesthetically pleasing experience for both residents and tourists and for urban tourism system.

It is widely recognized that a range of factors impact upon the success and failure of visitor attractions to operate as tourism enterprises. This must be viewed against the visitor's growing expectations during their visit and the need for attractions to improve standards in many

countries worldwide. It also involves the need for attractions to refresh their products in order to retain their market share. Even though some operate as trusts and are based in the not-for-profit sector, their future survival depends upon managing their assets and enterprise in an efficient and robust manner so that visitors are attracted and they remain viable in an increasingly competitive environment globally. Here the researcher agrees with what many scholars stated; i.e. even if they are not given attention urban parks have great value for tourism.

## **2.4. Meaning and values of urban public parks**

### **2.4.1. Meaning of urban public parks**

There is a dual view of urban public parks, the conventional and the new. The conventional view considers them as providers of recreational activities and opportunities. The new view exceeds the conventional value of parks and considers the broader contributions the urban parks can make to the vitality and well being of communities and their residents and focuses on how policymakers, practitioners and the public can consider parks as valuable contributor to larger urban policy objectives such as job opportunities, youth development, public health, and community building (Walker, 2004).

### **2.4.2. Values/benefits of urban parks**

Urban parks have a lot of values i.e. leisure and recreation, health, social, economical, educational and environmental.

#### **2.4.2.1. Recreation and leisure Benefits of urban parks**

Recreation, in a variety of forms, is vital to urban life and has an important role to play in many societies, more or less developed. Given the increasing psychological stresses of contemporary life in all societies; the importance of recreation continue to grow and urban public parks will rise in importance for their role in providing public recreation. Urban parks with different facilities, services and kind of environment in which nature is involved, have great value for people leisure and recreation needs. Walker (2004) states as parks have great recreational benefits and provide a place to enjoy fresh air and exercise. Urban parks provide opportunities for a wide range of formal and informal, passive and active leisure, sport, recreational activities and play (Taylor & Coalter, 2001)

#### **2.4.2.2. Health Benefits of Urban Parks**

Urban parks in their design and development include aesthetic beauty, different facilities and play options as well as vegetations. Thus, leisure and recreation facilities, services and the environment is encouraging people to keep healthy, have fun, feel good, maintain independence in old age, and preventing illness and disease.

Currently more sedentary lifestyles are encouraging people to be overweight, risking the onset of chronic diseases, such as Diabetes, earlier in life. There is an increasing awareness that health services will not be able to cope unless there is a corresponding move to more active lifestyles. Parks are ideal places to take healthy exercise (Barber, 2008). According to (Arvanditis, 2008) urban green spaces provide opportunities for exercise and recreation and this contributing to the physical and mental health of the people. Green spaces have also been proven vital to the physical and mental health of the main urban species: humans (Kazmierczak & James, 2008).

#### **2.4.2.3. Economic benefits of Urban Parks**

The economic benefit of parks helps to raise property values, create quality townscapes and therefore, build business and community confidence. According to Dunse, White, & Dehring, (2007) urban parks and open spaces are valuable resources. They can help improve the quality of life in urban areas, have essential environmental functions and, by increasing the attractiveness of the places in which people live and work, can have economic benefits.

Good quality urban green helps to create a favorable image for a place, attracts tourists, skilled labor, and inward investment in the area boosting retail sales and exerting a positive impact on adjacent property values, both commercial and residential. On these grounds, urban green spaces can have a positive contribution to the competitiveness of places and their economic development (Arvanitidis, 2008).

The potential of parks in enhancing and contributing to the changing economies of towns and cities should therefore underpin regeneration programs. Individuals, businesses and communities derive socio-economic benefits from parks in a variety of ways. According to Goede et al. (2001), in the twenty first century a new type of scarcity has emerged and that is the insufficiency of healthy environments to work and live in. These environments include space for urban green. This new shortage is reflected in decline in air, water and soil quality as well as in a general decline in biodiversity. Park managers should broaden their objectives and seek to ensure

that the parks they manage serve their communities the best way possible. They need rigorous information about the characteristics and needs of park users, potential users.

User ship surveying therefore would be particularly beneficial as a guideline for improvement of existing and development of new urban parks. Sustainability is an important concept for today's planners and an increasingly enlightened public especially in connection to social and economic development. Sustainable economic development occurs when progress towards environmental and social sustainability occurs within available financial resources. The concept of sustainable development has been interpreted in many different ways.

According to Sticklin & McClendon, (2000) the guiding principle of sustainable development is that it meets the needs of the present without compromising the ability of future generations to meet their own needs.

Sustainable development recognizes the interdependence of environmental, social and economic systems and promotes equality and justice through people empowerment and a sense of global citizenship. Satterthwaite (1999) noted three major aspects of sustainable development: meeting human needs; sustaining or keeping intact natural capital at local, regional and national levels; and ensuring that human activities or values can be sustained. Sticklin & McClendon (2000) stated that building sustainable communities is about improvements to the places where people live and work, and giving them the chance to play their part in shaping change for a preferable future. The principle of sustainable development is important in planning and development of urban parks.

#### **2.4.2.4. Social Benefits of Urban Parks**

One of the social benefits that urban parks give is providing local identity to a community. In accordance with this Taylor and Coalter, (2001) stated as free, accessible, flexible and inclusive local parks provide an important urban 'social space' which is used by a broader social spectrum than most other cultural services and can provide a sense of continuity and local identity in a rapidly changing world. Barber (2008) also stated as parks have functions like giving identity to places and communities. Arvanitidis (2008) also added as urban green areas, constitute places of

social interaction and association, helping communities to strengthen their social fabric and local identity. Predominantly parks are free or low entrance fee and accessible, they also improve social well-being, providing room for informal interaction of people from different backgrounds (Kazmierczak and James, 2008).

Sampson and et al, (1997) demonstrated that a neighborhood's collective efficacy-with one another and their capacity to work together to achieve shared goals, can reduce crime and disorder even in very poor communities. Coley et al. (1997) noted that urban parks can play a unique role in building the relationship that constitutes social capital. Good quality parks can provide opportunities for voluntary and community activities that can benefit the less fortunate in the society.

Tonnelat (2010) states as it is less well known is the fact that parks are places of heavy socialization. Well-managed parks can therefore create welcoming environments for vulnerable groups like children and wheelchair users, helping them to socialize and take part in community life. Parks help to build community cohesion by getting people to engage with each other in partnerships. In terms of equality for all sectors of society, free access to parks offer a uniquely affordable alternative to commercial leisure activities.

Parks also play the useful functions of providing a space for civic interaction. Political and social rallies are sometimes held in parks.

Access to public parks and recreational facilities has been strongly linked to reductions in crime and in particular to reduced juvenile delinquency. Muhammed (2009) states as the environment of youths in recreation plays a facilitative role in both character development and socialization process. He agreed that participation in recreation provides opportunities for youths to interact with others and to expand energies in a positive way. He strengthen his idea by stating that the provision of adequate public recreational facilities has helped in no small way to keep a large number of the idle youths out of the streets by making profession out of the games they learned from the public recreational places in America and Europe. Beside this, he indicates as there is a consensus in the view that the quality of urban life depends largely on the amount and quality of green space within it or close to it.

Yet investment in parks and open spaces has generally been considered a low priority. Muhammad also states support for parks and recreation is not a luxury, it is an investment in the security, health and the stability of a region.

#### **2.4.2.5. Educational benefits of urban parks**

Parks are increasingly used as an outdoor classroom for school subjects such as environmental studies and provide valuable venues for research projects. As a result, they can help renew the relationship between urban residents and the natural world. According to Conner (2005), Urban Parks provide an opportunity for research partnerships with universities, scientific and industrial research organizations to examine a wide range of biophysical, economic and cultural issues related to park and visitor management. They can also provide work experience and learning opportunities in environmental management and educational opportunities. Urban Parks therefore if well established; can serve as laboratories for biologists, geographers, environmentalists as well as social scientists. In addition to this parks and green spaces have a vital role in helping children and young people learn a variety of skills through play and social interaction (Wilkinson, 2008).

#### **2.4.2.6. Environmental and Ecological Benefits of Urban Parks**

Traditionally urban green spaces were planned and managed for their recreational and aesthetic value. However, a considerable body of research has recently proven the potential of green sites in cities to sustain biodiversity and to contribute to wider human well-being (Kazmierczak & James, 2008). According to Tonnelat (2010) public parks are in high demand in urban environment. They embody the presence of nature in a city. They offer respite from the daily agitation. They encourage the practice of sports and recreation.

Urban areas need to be drained to remove surface water, but the impermeability of many built surfaces raises the probability of flash floods. Urban green protects soils and moderates harsh urban climate for example by cooling the air, reducing wind speed and giving shade (Tyravainen et al, 2005).

In urban areas, parks and open space have a significant amenity value and provide a contrast to the built environment; natural features have positive psychological effects, even for those not

consciously appreciative; parks and trees have proven ecological value in urban areas by removing toxins from the air (Taylor and Coalter, 2001).

Arvanitidis (2008) confirmed that urban green spaces define our communities. They supply clean air and soil and help to stabilize urban temperatures and humidity, supporting the development of a healthy urban environment in harmony with the natural world. Healthy environments lead to healthy economies and societies. Parks are pollution ameliorators and help counter the pollution, which can make cities unbearable and unsustainable. Urban parks with well maintained vegetation act as physical filters helping to reduce air pollutants such as sulphur dioxide and nitrogen oxide. They also help in reducing the rate of ozone production and in capturing dusts and volatile organic compounds.

Urban parks with tree vegetation are a major contributor to stabilizing the urban climate, they serve as lungs for towns and cities and counter pollution by removing particulates from the air, adding oxygen and removing carbon dioxide from the atmosphere. They promote the idea of ecologically sensitive towns and cities by providing wildlife corridors and are havens for many birds, animals and wildflowers. Barber (2008) confirmed that Parks are not simply for people's recreation, they also perform several ecosystem functions like slowing floodwater and moderating urban temperatures.

Parks contribute to land reclamation by establishing trees and woodlands on the many derelict and degraded lands in urban areas, it is an inexpensive option for improving the appearance, enhancing their ecological value and making them available for recreation.

## **2.5. Leisure service delivery system**

The primary purpose of urban recreational parks is to provide opportunity for visitors to engage in leisure and recreation that enrich their lives. This is where the concept of "delivery of leisure services" comes in. Agencies use their resources of places, personnel, legislation and finance, and community involvement to deliver leisure services to the visitors. This in a way is "a system", given that there are certain elements (personnel, facilities and money) and processes that are required to produce a service/a product. These elements are interdependent and influence each other and are also required to produce the product called leisure service to use

### **2.5.1. Personnel**

Whilst there is a need to place importance on the material resources, there is equally important, if not more important, for leisure organizations to devote attention to the human resources in the organizations as these resources are responsible for putting and the material to use converting them to products. Billing (1985) agrees that human resources constitute the primary resources for any organization. The most precious asset in any organization today is not its activities, the product line, its retail outlets or the inventory in the warehouse, but its human resources-the people who make the organization.

It has been widely recognized that public leisure services consist of providing leadership or supervision for directing participation in a wide range of leisure activities.

Leisure managers are needed in all organizations that provide resources, services, facilities and opportunities for people's leisure outside the home, whether in the public, voluntary, commercial or institutional sectors. Managers have to ensure that the service they offer is acceptable to existing customers and is attractive to potential customers (Page, 2009).

Since every dimension of public leisure and recreation is changing that is the population to be served, the mix of providers, the proportion of public revenue devoted to leisure and recreation, and the value that underlie participation it is not enough to attempt to do more of what has been done in the past. In order to prepare to be part of this new era in leisure and recreation, professionals will be required to know more that programs, budgets, maintenance and activity. In addition to this it is necessary to educate and develop managers to be more effective for this change.

Service and facility managers are responsible for control, staffing the facility, scheduling events, scheduling workers, overseeing maintenance and custodial departments, providing facility usage, approving special equipments brought in to the facility, developing annual budgets and other duties as assigned by the director. Each service and facility manager needs to determine the best financial management for the facility/service.

Realistically, many recreation leaders may not be qualified to conduct different programs and provide services and facilities that require special training or certification. In such cases leaders work in co-operation with the agencies that specialize in providing such services, or they may make use of part-time, qualified practitioner.

The organization of park leisure and recreation is a social activity that can't happen without sufficient people being involved. An involvement of volunteers to deliver services is necessary. Service providers need to be trained in the provision of leisure services. This will enable them to cope with developments, to offer advice, and to react to changes positively.

Government functions are in a constant state of change, thus, flexibility and the ability to respond to changes is critical. Government employees must also be flexible, continually educated and trained (Godbey, 1999).

In terms of what has been stated so far, it should be clear that there is a need for service providers continue to improve their training and qualifications to be able to cope with the complexity and importance of modern society given the growing complexity and importance of leisure and recreation as a major social, economic and cultural phenomenon.

A leisure philosophy, which embraces the objectives of personal self-fulfillment, self-knowledge, self-esteem, happiness, skill, and fun in doing, has got the positive selling points in this profession. If through education, training and development, values and good attitudes can be inculcated, and leisure professionals and practitioners be motivated, then leisure management can emerge as a leading profession in the early 21<sup>st</sup> century (Collins & Cooper, 1998).

### **2.5.2. Facility and services**

Facilities can be classified but their classification is based on the nature of use at the area or lack of development or unique features. The description is of opportunities offered, rather than physical properties alone (Murphy et al., 1991).

A well designed facility should suit the user, be attractive to the user, minimize revenue costs, and be easy to control and flexible in its deployment. Certain defined activities require defined minimum standards in terms of dimensions and conditions and these vary according to the standard of leisure opportunity provided. A purpose-built facility can even pose a problem if it is built to a design that takes account of future changes in use and demands (Mulrooney & Farmer, 1995). The provision of facilities include: planning, development, maintenance, and operational responsibilities (Parkhouse, 2005).

The quality of a facility will strongly influence the type of user that will be attracted to a facility (a facility with a warm comfortable atmosphere will attract users). The capacity of a facility can

control the number of people that can be contained. Even the nature of the activity and safety regulation may determine the capacity of the facility (Russell, 1982).

According to Walker and Stotlar (1997), non-disposable items and usable equipment can add value to a facility.

According to Gratton and Taylor (1992), the key factor that influences recreation participation is accessibility in its various forms, that is, perceptual accessibility, physical accessibility, financial accessibility and social accessibility. Agencies need to ensure that their facilities and services are accessible to the public they serve. This is particularly important for disabled persons. Ramps, properly sized doors, Braille signs, audio tapes, and other enabling feature or materials help disabled people (Murphy et al., 1991; Mulrooney and Farmer, 1995; Parkhouse, 2005).

According to Walker and Stotlar (1997), facility administrators have a duty to provide, designate, mark and maintain the facility in a reasonably safe condition and to provide warning of danger that may exist. An accurate estimate of required number of users and parking space is important to determine if the space is to accommodate the kind and number of people. Security personnel also need to be present in parking and facility areas to deter speeding, theft, vandalism, and any other major problem that might rise.

A facility must be carefully designed, constructed, and maintained by the management (department), and must be supervised to ensure the safety standards and appropriate guidelines for the behavior of participants are enforced. Importantly, there are far too many examples of poor planning. The most common failure is that leisure facilities are often places in the most inappropriate locations ( this is true even in multi-purpose recreational facility area) , facilities located on the periphery of populations, away from main transportation routes or alongside physical barriers, such as rivers, inaccessible motor ways or difficult road system suffer from poor access ( Russell, 1982).

### **2.5.3. Fees**

The issue of user charge fees for public leisure services continues to be open for debate. Bucher (1987) states that for several decades there has been a widely accepted review that public recreation services should be provided free or almost free of charge to all potential user. However, facilities have grown more elaborate and expensive and as types of programs offered

become more diversified, it is clear that some system of imposing fees to support services become increasingly necessary. The overall strategy of the recreation fee program is to retain fee revenue to supplement appropriations and other funding sources, to repair, improve and maintain recreation sites and settings to quality standards ( including trying to eliminate the back leg of differed maintenance), in order to maintain landscape setting, and to enhance the delivery of recreation service. Increasing demand for municipal services without equal increases in financial and other resources means that public agencies cannot meet the new demands. In some cases, municipal leisure and recreation agencies are not even able to maintain their present level of service (Goodale & Godbey, 1989).

According to Driver & Baltic (1990), public sector resource allocations are guided by two interrelated concerns:

1. The allocation being considered should be the most efficient one, with efficiency defined as obtaining the largest possible net contribution to social welfare for each public rand, and
2. The distribution of public goods and services and their associated benefit should be equitable. Increasing fees as a means of generating more revenue may be more economically efficient but may also be unfair for those who lack the ability of to pay.

Leisure professionals have the responsibility to point out the objectives of public leisure services to argue, educate, and to advise elected and appointed public officials of more equitable courses of action since access to recreation opportunities are a key planning and management functions. The pricing objective of services in the private sector is to generate revenue. While in public sector effectiveness, equity and efficiency are as important as revenue generation.

#### **2.5.4. Marketing of public leisure services**

The marketing concept is basically an attitude of mind that must permeate right through any organization, especially those engaged in the leisure service industry. It is based on the belief that the customers or the user of the leisure product or service is important. The organization exists to serve the needs of the customers/user.

Movatorov & Crompton (2001 a) suggested that marketing theory and practice, at least at the public sector leisure service delivery context, remain mile apart. There are a number of reasons for this. One relates to marketing related education or lack thereof among leisure service

professionals many agencies believe that they have fully embraced marketing principles, but few actually have done so. According to the study conducted by Cowell (1978), there was no major evidence of marketing being applied to local authority leisure and recreation center planning and provision.

Shivers & Delisle (1997) believes that programs offered by the public sector share the characteristics of programs offered by the commercial sector, and such public sectors can benefit from using the basic marketing concepts and developing a marketing plan. Public leisure service marketing is defined as the analysis, planning, implementation and evaluation of leisure programs designed sometimes to facilitate voluntary exchange with users. It relies heavily upon designing leisure services that reflect a community's leisure needs.

There is an argument that embracing marketing has resulted in focusing efforts on increasing revenue and improving efficiency, and that this has led to a distortion of public leisure agency objectives, abuse of the ethic of social service, and appropriate commercialization (Dustin and Goodale, 1997); (Godbey, 1991); (Goodale & Godbey, 1989).

The proponents argue that marketing and social service ethics are compatible (Havtiz, 2000); (Howard & Crompton, 1998); (Torkildsen, 1991). Their rebuttal to skeptics is that "the performance of government or social service agency is measured against three criteria: equity, effectiveness, and efficiency" (Crompton & Lamb, 1986).

The researcher agrees with Havtiz (2000) and Howard & Crompton (1998), that marketing is not synonymous with commercialism. Public leisure service providers can't assume that community members and visitors know about their services. It should be clear in the marketing plan that performance of government is about equity, effectiveness and efficiency. If these three principles are understood, there should not be any discrepancies in marketing public leisure services. Only when service providers do not know the objectives of the service they provide will incorrect marketing strategies be used to market the product. It is important to know the objectives of the organization and to use effective marketing technique to improve individual lives and to better the whole community and visitors. As such, social marketing strategies can be applied to benefit public leisure services.

Social marketing is the application of commercial marketing concepts and techniques to target populations to achieve the goal of positive social change. It refers to the delivery of experience rather than the tangible products.

#### **2.5.4.1. Challenges facing the marketing of public leisure services**

These are some of the challenges that face the marketing of public leisure services

1. No adequate research that outlined target markets, formulates appropriate pricing structures, and implements adequate distribution and promotion strategies.
2. There is overwhelming diversity in every community.
3. Mostly, the provision of service is a facility bound.
4. Providers choose activities to offer, and the sites and times at which programs are available, largely on the basis of when they fit the infrastructure's (not potential participants) needs.
5. The promotional strategy is often general, because it is meant to target everyone, with no attempt to differentiate the community in to smaller, more homogeneous groups with respect to leisure interest and needs (Havtiz, 2000).

The researcher believes that the marketing of public leisure services must consider the realities of Ethiopian communities and other visitors. The biggest challenge facing the marketing strategy is to insure that no community is excluded from the service. Where local government can't afford to meet all community needs and of potential visitors on its own, is ought to implement alternative methods to deliver public leisure services.

#### **2.5.5. Community involvement**

Community involvement in urban parks and green spaces can lead to increased use, enhanced quality and richness of experience and, in particular, to facilities suited to local needs. However, it requires support and investment to reap the benefits.

Both local authority officers and communities were able to list many benefits of community involvement, including: encouraging local ownership; giving access to additional funding; increasing understanding of local problems and local authority constraints; providing expertise; responding to local need and contributing to long term sustainability (Department of Landscape, University of Sheffield, 2002).

There are also costs for local authorities; they include: demands on officer time and other resources, lack of appropriate skills, conflicting demands and potential for diversion from normal activities and investment. For communities they include: undesirable levels of responsibility; over reliance on volunteers; shortage of volunteer and the need for long term commitment.

There are two basic and different objectives for community engagement: one involves communication, information exchange and consultation, and the other takes the process forward into active collaboration in decision making, design, planning and management. The development of self-management activity on a site can be the ultimate expression of community involvement.

Promoting networking and co-ordination of Friends Groups activities can help to promote good practice across a town or city.

Increasing a local sense of ownership, accessing additional funding and promoting communication and understanding are the main advantages of community involvement. Mechanisms may be needed to recognize (and reward) local voluntary input (Department of Landscape, University of Sheffield, 2002).

## **2.6. Alternative forms of public leisure services delivery**

In this section alternative forms of public leisure service delivery are presented. These alternative forms can help management and politicians to identify a typology of a range of alternative forms of delivery of public leisure service. Amongst these are the level of competitive forces, nature of the goods, and the amount of government control for each particular form.

Categories of public service delivery:

1. Governmental arrangements: this category reflects social goods characterized by the low level of completion and maximum government control. This consists of direct provision, arm's length provision, internal markets and inter-municipal partnership. Direct provision is a traditional method of public leisure services delivery in which government delivers a service to consumers, such as when local government offers a leisure program to the community without involving other service providers. Arm's length is an autonomous agency or organization created by the government to operate separately from the regular bureaucracy, but which is answerable to the government for its overall operation and expenditure. An internal marketing is an arrangement whereby one government department contracts another to supply a service. Inter-municipal partnership occurs when one government collaborates with another to provide a particular service jointly.

According to Mulrooney & Farmer (1995), if the facility is owned or operated by a government agency, operational efficiency is constrained or reduced by the regulation and procedures that are often associated with the government bureaucracy. Such as items as purchasing procedures, contract approval processes, hiring, promotion and dismissal of personnel, and other government policy (including just plain politics, such as patronage) are just a few of the operational performance areas that are affected by bureaucracy. To alleviate this situation, many publicly owned facilities are moved towards independent authorities, such as non-for-profit operations and privately managed companies (having autonomous status). Goslin & Burger (2005) added that the owner of a facility may take full responsibility for all aspects of management is the most frequently used method of management and the owner retains total control over the facility; has the authority to change the style and nature of the facility if necessary; can ensure the facility is being fully used; and maintains control over all policy issues.

2. Cross-sector alliance: is specific method of privatization. They are employed to provide social goods, characterized by a high level of competition and a moderate level of government control. These alliances consist of contract and partnerships. Contract: refers to, the process whereby a government contracts a private firm or non-profit organization to provide a public service. Contract service can also be used as a management tool (Mulrooney & Farmer , 1995). Partnership involves a contractual relationship between government and private firm/ not-for-profit organization to supply a public service jointly. Both partners pay for service delivery. This cross-sector arrangement allows for exception of numerous government reputations and procedures in order to operate efficiently. However, the quality of the board may deteriorate, as political patronage and reputation become standard operating procedure. The monitoring of cross-sector arrangement is vital to ensure that the objectives of service expected to be provided are not compromised.
3. Regulated monopoly is characterized by low level of competition and at minimum level of government control. It consists of a franchise system. A franchise is simply an agreement by which a government awards a monopoly to a private firm. Customers pay for services.
4. Divestiture is used to provide private goods, and is characterized by high level of competition at a minimum level of government control. It consists of lease and sale.

Lease is an arrangement whereby a government rents public land or facility to a private firm or not-for-profit organization to provide a service. The consumer is expected to pay for the service. Sale involves the permanent divestiture by government of land or facilities, or the rights to provide services, to a private firm or non-profit organizations. A private or non-profit organization obtains ownership of a public asset and produces a service for which the consumer pays. According to Kelly (1996), public recreation is based on the management of resources.

Here if government is not able to deliver a service then it becomes important to evaluate resources allocated and how services are delivered. Where there is an indication that there are challenges, alternative method of service delivery ought to be considered.

## **2.7. Brief History and Parks management structure of parks in Addis Ababa**

Urban parks in Addis Ababa are managed and administered by Beautification, Parks and Cemetery Development and Administration Agency. This agency was established as one of Addis Ababa city government executive and municipal service organ by Addis Ababa city government executive and municipal service organs re-establishment proclamation number 15/2009. This agency was first established as Cleaning, Beautification and Parks Development Agency in 2003 (interview with Park Agency Manager). Before the agency was established, parks were administered and managed at work team level under different service organs of the municipality like natural resource protection office and health office. As the name indicates this agency is in charge of cemetery places, different green places in addition to recreational parks.

Some of the powers and functions of the agency includes

- Develop, administer, and control, recreation places, zoos, cemetery, and river banks under the ownership of the city government in accordance with the city plan.
- Develop closed parks, open green areas identified for park purpose, festival and plaza squares, river banks, and cemetery; contract out the administration of the above places to voluntary developing investors; follow up; control the service delivery in accordance with the contract; take back their possession on lapse of the contract period.
- Prepare regulations, consistent with the policies, strategies, programs and laws issued by Federal Government, that are related to the development of recreation centers, cemetery,

residence areas and green areas on the bank rivers. In addition to this, prepare and issue directives, standards and manuals.

- Install and implement procedures of follow up and control in relation to the development, preservation, care and use of cemeteries, recreation centers, residence and green areas on the banks of rivers, and squares in cooperation with concerned bodies to improve the service delivery.
- Provide education to service beneficiaries to protect the developed places.
- Prepare design of recreation centers, cemeteries, and squares; dividing road lines; if necessary contracting out their development works; and follow up and control construction works in accordance with the contract.

When we see the management structure of parks: there are Parks, Beautification, Parks and Cemetery Development and Administration case team at wereda level, Beautification, Parks and Cemetery Development and Administration Office at sub-city level, then the agency (Beautification, Parks and Cemetery Development and Administration Agency) and finally Addis Ababa City Administration Executive Manager in the municipality.

The agency uses budget of Addis Ababa city municipality as a resource for maintenance, reconstruction and development of parks. There are about 16 urban parks in Addis Ababa including those under construction; and out of the sixteen parks two of them are outsourced for private administration and management i.e. Africa Park in Kirkos sub-city and Ethio-Cuba Park in Lideta sub-city while the rest 14 administered by the agency. These parks are found spread in all sub-cities of Addis Ababa. In Yeka sub-city (Yeka Park, Ferensay Park, and Kaleb Park), in Nifas Silk Lafto sub-city (Bihere Tsige Park), in Bole sub-city Pecok park, in Lideta sub-city (Gola Park and Teklehaimanot Park), in Arada sub-city (Ambassador Park and Ambesa Gibi Park), in Gulele sub-city (Afincho Ber Park and Hamle 19 park), in Kolfe Keranyo Sub-city (Kolfe Park), in Akaki sub-city (Millanium Park), and in Addis Ketem sub-city Gedame Eyesus Park (under construction).

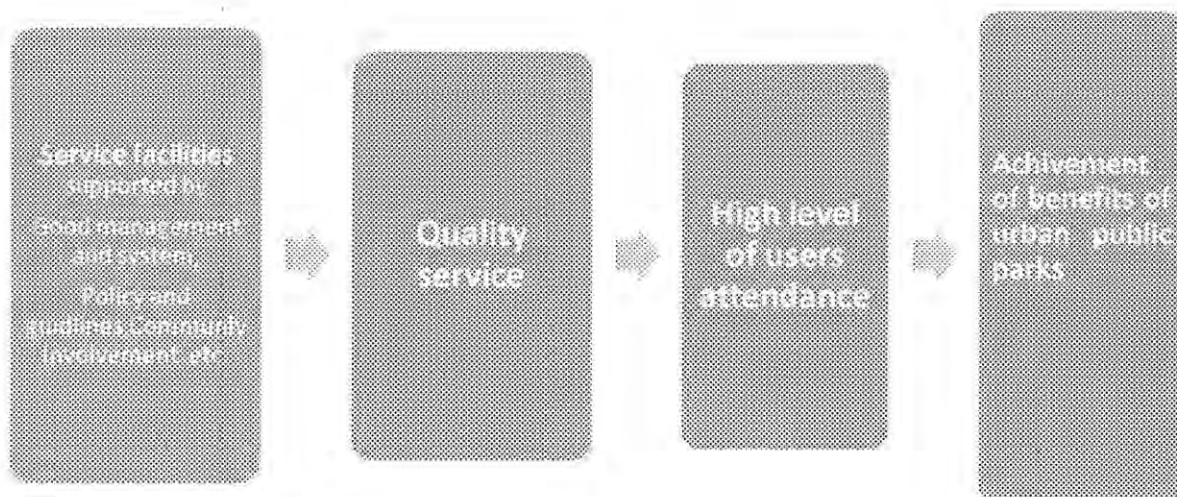
Foundation history of parks in Addis Ababa dates back to the Emperor's time for example Lion cage, Bihere Tsige and Hamle 19 parks; parks like Picok, Ethio-Cuba, Kolfe and others during Derge period while other parks like Milleunium, Africa park in current government administration

Parks during the Emperor's period were not meant for public recreation and even the ownership was not of the public rather the founders of the parks. For example During the reign of Haile Selasse, Bihere Tsige Park was serving as practically the sole picturesque setting for photo sessions of newly wedded couples on their wedding day. Hamle 19 Park was used to serve as Empress Menen's (Emperor Haile Selassie's wife) retreat within the city during the imperial days. Both parks are nationalized in 1975 by Derge regime.

## 2.8. Conceptual frame work

The conceptual model used in this study portrays how achievement of benefits of urban parks usage is dependent on administration and management of park facilities, policy and guidelines, and community involvement.

Figure 2.1. Conceptual Frame work



## CHAPTER THREE

### 3. RESEARCH METHODOLOGY

#### 3.1. Introduction

This chapter provides the research methodology and procedures used to achieve the aim and objective of this study. This ultimately assists in solving the problems stated in chapter one. This chapter is designed to be presented as follows:

- Population and sample
- Data types and sources
- Data collection instruments
- Method of data analysis

#### 3.2. Population and sample

There are 10 sub-cities in Addis Ababa. From these sub-cities 8 of them have parks owned and administered publicly. Two sub-cities are excluded from the sample i.e. Kirkos sub-city by not having park administered publicly and Addis Ketema sub-city by not having a park that gives service. Therefore we have 8 sub-cities; among these sub-cities 3 of them are selected purposely. These are Nifas silk lafto sub-city, Lideta sub-city, and Gulele sub-city.

In selecting the sample of the study, a list of registered public recreational parks by sub-city is obtained from Addis Ababa City Administration Beautification, Cemetery and Parks Development and Administration Agency. The data from the agency is used as a sampling frame. Thus 3 public recreational parks are selected purposely from the sampling frame.

Regarding the sample size, from three parks selected 9 park workers from management and service areas, parks agency manager, 3 community representatives one from each park (if any) and 1 Addis Ababa Tourism Bureau official are selected purposively.

The number of visitors a questionnaire distributed are 60 in total i.e. 20 visitors from each park using accidental sampling.

The parks selected for the study are three i.e. Bihre Tsige Park, Hamle 19 park, and Teklehaimanot Park. Bihere Tsige Park is found off the Debreziet road and is oldest open herbarium in the city (country). Lying on 400,000 sq meters of fertile ground is found around the beginning of 1960s E.C by a person called Sibihatu (Addis Ababa Tourism commission,



### **3.3. Data types and sources**

Due to multidimensional and dynamic nature of leisure and recreation services, both qualitative and quantitative data are used for this study. Beside this, both primary and secondary data sources are used.

### **3.4. Data sources and instruments**

Primary data are collected using questionnaire, key informant interview, and personal observation. Secondary data was collected from published and unpublished materials.

#### **3.4.1. Site survey**

Based on the research questions a draft questionnaire was prepared and then translated in to Amharic to gather information from park visitors. The type of questionnaire survey used is site/visitor survey i.e. 60 visitors of the park's facility are surveyed on-site. Pilot study was used to test the precision of expression, relevance, and validity of the questionnaire by allowing visitors to fill the questionnaire in each park under study (3 questionnaires for each park). From the response of the pilot it appeared that the questionnaire was acceptable. Questions that were problematic to understand or interpret and measure were rephrased and deleted.

#### **3.4.2. Key informant interview**

Unstructured interview was used to collect data from park agency manager, specific park's workers, Addis Ababa tourism bureau official, and community representatives. So, four different kinds of interview guiding questions were prepared for stated key informants. Open-ended questions were used (refer to the checklists for key informant interview in annex). Before conducting the interview, key informants or individuals were selected based on criteria:

1. Park workers who have worked in the park for long time;
2. Experts and officials relatively concerned on the management and administration of parks.
3. Tourism bureau official concerned on attraction study and development.

Thus, individuals interviewed are administrative heads of parks i.e. three key informants one from each park, two park workers from each park, 2 community representatives from 2 parks

since Bihere Tsige park do not have any, tourism study and development expert, and manager of the park agency.

### **3.4.3. Observation**

Observation was made by the researcher in order to crosscheck and enhance the data obtained through other methods of data collection. This method was applied to observe services and facilities in parks under study. Thus information obtained through observation included in the research finding and pictures taken during observation time are included in the paper to show the actual conditions of parks.

### **3.5. Data Analysis**

Data analysis is the process of systematically reaching and arranging the interview transcripts, filled questionnaire, field notes and other material that the researcher accumulates to increase understanding of the respondent's subjective experiences and to enable the researcher to present what has been discovered.

The analysis of the data from observation and interview was started during inline with data collection.

The qualitative data was consistently organized and presented in the form of narratives. Sixty filled questionnaire was analyzed using SPSS (Version 15). First the questions in the questionnaire are coded in the way that would be easy to feed to the computer, and then the data feed in to the cells of SPSS using the code made as a guide.

Finally, data was processed and analyzed. Summary statistics, frequencies and percentages were computed. Where appropriate, triangulation was carried out.

## CHAPTER 4

### 4. RESULTS AND DISCUSSION

#### 4.1. Visitors perception on the urban recreational park service provision

##### 4.1.1. Characteristic of respondents

The survey indicated that there were very less female than male visitors of urban recreational parks. About 70 percent (which is consistent in three of the parks under study) of the respondents are male and 30 percent of them are female.

In terms of age, the visitor survey revealed that youths from the age 16-24 constitutes 40 percent of the total sample respondents. Young adults between the ages of 25-34 constitute 33.3 per cent of sample respondents. Respondents age range from 35-49 accounts 23.3 percent and respondents with the age of 65 and above accounts 3.3 percent. There are no respondents within the age range of 50-64. Elderly people were identified as insignificant under visitors of urban parks; the reasons for this may include lack of opportunities for passive activities, unfamiliarity with other park visitors. Elderly visitors are seen only in Teklehaimanot park i.e. the park which mainly accommodates community events like different associations' meeting. While in other two parks Bihere Tsige and Hamle 19 elderly are not identified as visitors.

The questionnaire survey indicated as most of the respondents finished secondary education (grade 9-12) and accounts 43.3 % followed by first and midlevel educational background (grade1-8) that is 23.3 %. 20 % of the respondents are having first degree; these are most seen in Hamle 19 Park. 13.3% of the respondents are having diploma. Respondents having educational background above first degree are not seen in any of the parks.

Most of the respondents are people having their own job i.e. about 36 percent, students account about 33 percent, and the rest are those working in government organizations, hired in private organizations and retired i.e. 13.3, 6.6, and 3.3 percent respectively. The rest 6.6 percent of respondents are under the category others which constitutes those without job.

Respondents evaluated their economic status as follows: most of them about 66 percent perceived as their economic status lies under average category; while others as less than average (13.3%) and bad (3.3%). On the other hand about 13.3 percent of them stated as they have greater than average (13.3%) and very good (3.3 %) economic status.

Out of 60 sample respondents, majority of them (70%) informed as they do not live near parks; while the rest (30%) of the respondents responded as they live near the parks. Regarding the question they are asked about distance of their residence from parks 33.3% of the respondents informed as they live 1-4 kilometers away from the parks; 13.3 % of them live (less than 500 meter away from the parks); 10% of them live (5-10 kilometer away from parks); and 3.3% of them indicated as they live greater than 10 kilometer away from parks. Some of the respondents i.e. 16.6 of them informed as they live out of Addis Ababa (the place they indicated includes Bishoftu, Dukem, Adama and Ambo) and while the rest (23.3%) of them said nothing. In order to collect data, the researcher visited parks 2-3 days each but didn't encountered foreign tourists in the parks.

#### 4.1.2. Visit pattern of respondents / day and time of visit, time spent during a visit, and visit frequency etc/

Table 4.1. Distribution of respondents by response on time of visit to Urban Recreational Parks

Time of visit	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Morning	8	40	4	20	8	40	20	33.3
Afternoon	8	40	16	80	12	60	36	60
Evening	4	20					4	6.6
Total	20	100	20	100	20	100	60	100

Source: Own Survey, March 2011

As indicated in table 4.1., the majority of respondents (60 %) visit parks in the afternoon, 33.3 percent in the morning and the rest 6.6 percent in the evening. The number of visitors in the evening is insignificant as compared with other times.

Table 4.2. Distribution of respondents by response on days of visit to Urban Recreational Parks

Days of visit	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Monday-friday	4	20	10	50	6	30	20	33.3
Weekends	16	80	10	50	14	70	40	66.6
Total	20	100	20	100	20	100	60	100

Source: Own Survey, March 2011

Most respondents informed as they come to parks on weekends (66.6 %); which is greater than those coming to parks in week days that is 33.3 %.

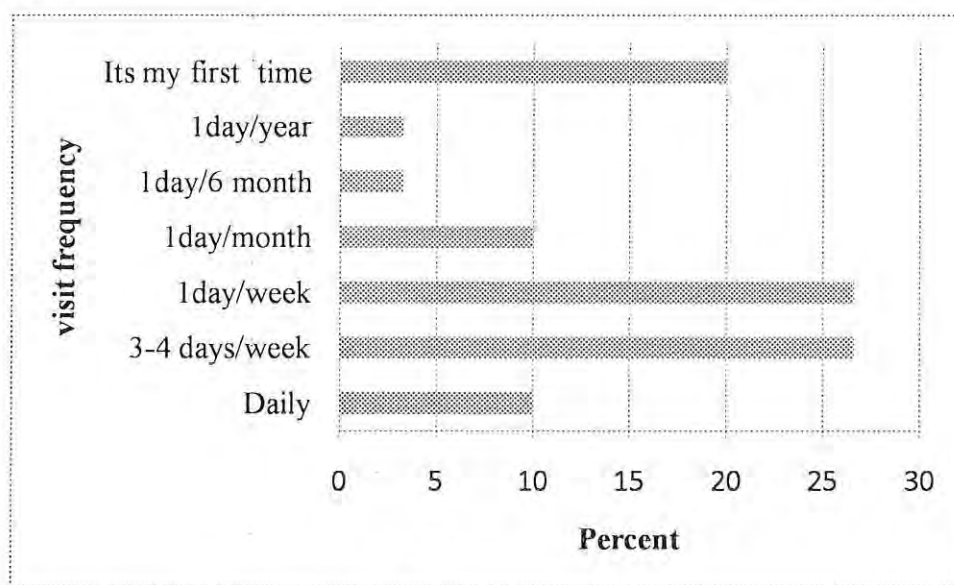
Table 4.3. Distribution of respondents by response on time spent during visit to Urban Recreational Parks

Time spent on site	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Just passing through								
15 min					4	20	4	6.6
16-30 min	2	10					2	3.3
30-1hr	2	10	6	30	12	60	20	33.3
More than an hour	16	80	14	70	4	20	34	56.6
Total	20	100	20	100	20	100	60	100

Source: Own Survey, March 2011

The survey shows most visitors stay more than an hour in the parks during their visit (56.6 %), 33.3 percent stay from 30 minute to 1hour, 6.6 percent stay for 15 minute and 3.3 percent 16 minute to 30 minute. There are no people who use the park as way of shortcut/pass through.

Figure 4.1. Distribution of respondents by response on frequency of visit to Urban Recreational Parks



Source: Own Survey, March 2011.

Here the main concern is with the reasons why some people use urban recreational parks infrequently. It also considers some of the improvements that would encourage such people to use urban recreational parks more frequently. Of course it is unrealistic to expect that everyone will want to use urban green spaces, or that everyone will be a regular visitor. But, on the other

hand, examination of the reasons why some people do not make much use of them, or use them only very infrequently, can provide a valuable insight into the types of improvements that need to be made to maximize their use and to ensure that their use is as inclusive as possible. Most of the respondents 53.2 % come to parks 1-4 days per week; those who come to parks 3-4 days per week and once in a week accounts 26.6 percent each; respondents who come to parks daily and once per month accounts 10 % each; those who visit parks once per six month and once a year account 3.3 percent each; while those respondents stated that it's their first time to come to parks accounts 20 percent. Even if the facilities and services in the parks are poor majority of the respondents (53.2 %) of them come to parks 1-4 days per week.

Table 4.4. Distribution of respondents by response on number of person with during visit to Urban Recreational Parks

Number of person with	Bihere Tsigie		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Alone	6	30			6	30	12	20
One other person			6	30	6	30	12	20
2-3 other person	12	60	8	40	2	10	22	36.6
More than 3 other people	2	10	6	30	6	30	14	23.3
Total	20	100	20	100	20	100	60	100

Source: Own Survey, March 2011

Out of the 60 sample respondents, 36.6 % of them come to parks with 2-3 other persons; 23.3 % of the respondents come with more than 3 other persons and respondents that come with one other person and alone accounts 20 % each. Based on the crosstab made all visitors that have said come alone are male. Regarding the question they are asked about bringing pets to parks all of them (100 %) responded no, and the researcher discovered that the parks also do not allow this.

#### 4.1.3. Respondents' activity and /or purpose of visit

Table: 4.5. Distribution of respondents by response on reason to visit Urban Recreational Parks

Purpose of visit	BihereTsigie		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Just passing through	—	—	—	—	4	5.4	4	5.4
Sitting/relaxing/time passing	10	13.6	8	10.9	17	23.2	35	47.9
Playing with children	4	5.4	—	—	1	1.3	5	6.8
Physical exercise/sport	—	—	—	—	—	—	—	—
Attending community events	—	—	—	—	—	—	—	—
Eating/drinking	—	—	8	10.9	—	—	8	10.9
To meet relatives and friends	1	1.3	4	5.4	2	2.7	7	9.5
To admire nature	3	4.1	3	4.1	1	1.3	7	9.5
Reading	4	5.4	1	1.3	—	—	5	6.8
Other	2	2.7	—	—	—	—	2	2.7
Total	24	32.5	24	32.6	25	33.9	73	99.9

Source: Own Survey, March 2011

The visitor survey for this research, together with researcher's observation reveals many different expressions of reasons for people using urban recreational parks. They fall broadly into six groups, which are discussed below, roughly in the order that they were mentioned in the questionnaire the groups are: sitting/relaxing/time passing, playing with children, eating/drinking, to meet friends and relatives, to admire nature and others.

Most of the respondents responded as they visit parks to sit and enjoy the environment which accounts to about 47.9 percent; 10.9 percent of them to eat/drink; those who come to the parks to admire nature and to meet friends and relatives accounts 9.5% each; those who come to read accounts 6.8 percent; and those who come to play with children and others (to admire monuments there and smoke) accounts 9.5 percent. These uses of urban recreational parks are not closely linked to the benefits that parks have to the local community and other visitors.



There are no people who visit urban recreational parks to attend community events and to make physical exercise. This might have different reasons. Absence of community events held in parks and lack of facilities for sport and recreation. All parks under study do not allow any physical exercise and sport except Bihere Tsige Park having small hall for martial art exercise for youths. In three of the parks under study; there are no community events which are organized in the parks and open for visitors.

Table 4.6. Distribution of respondents by response on coming to park with kids.

Come with kids	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	4	20	6	30	4	20	14	23.3
No	16	80	14	70	16	80	46	76.6
Total	20	100	60	100	20	100	60	100

Source: Own Survey, March 2011

Respondent from three of the parks under study are asked whether they come to parks with kids or not. Most respondents (76.6 %) reported as they do not come to parks with kids while the rest (23.3%) indicated as they come to parks with kids. As respondents indicated, kids spend their time by sitting/relaxing/time passing, reading, meeting friends, playing and visiting nature i.e. 10.9, 6.2, 4.6, 3.1, and 3.1 percent respectively. One of the reasons most kids spend their time by sitting is that absence of children friendly activities or facilities within the parks except Bihere Tsige Park (note that children's play equipments in this park are very old and are not in good condition. Community representative providing catering service in Hamle 19 Park and park administrator in Teklehaimanot Park indicated park visitors greatly need children play area, but parks are unable to provide this and do not have system that enable community representatives to provide this service.

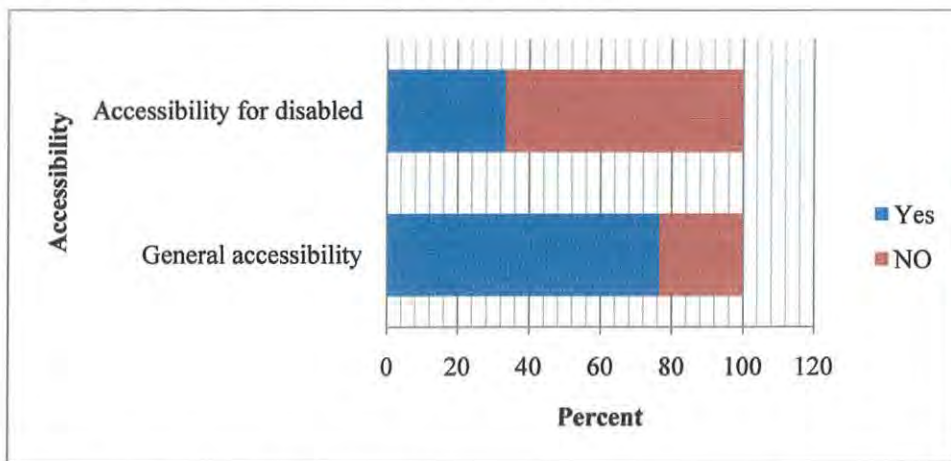
#### **4.1.4. Respondents perception of park service and facilities**

##### **4.1.4.1. Accessibility**

Accessibility is treated in two ways here. The first one is general accessibility of urban recreational parks to visitors i.e. whether parks can easily be reached; without difficult physical

barriers on ways visitors get to parks. For example transport to sites can be difficult for those without a car and there might be lack of decent and reliable public transport and, sometimes, difficulties in obtaining a taxi as an alternative and absence of lower floor buses serving physically impaired people. The second one is accessibility of facilities and services (in the parks) for visitors especially for people with disabilities. Some services and facilities might not be accessible for those with physical disabilities while others for those with visual problem.

Figure 4.2. Distribution of respondents by response on general accessibility and accessibility for people with disability of urban recreational parks



Source: Own Survey, March 2011.

As figure 4.2.indicates 76.6 % of respondents indicated that the parks are generally accessible; while 23.3 % of respondents indicated as the parks are not accessible. In support of this out of the total surveyed 60 respondents, majority of them 28 (46.6%) have indicated that they use public transport to reach the parks; 20(33.3%) of them travel to parks on foot and the rest 12(20%) use car to travel to parks. The usual ways to reach parks indicated by respondents are public transport, foot walk, and car.

Services and facilities of the park are considered inaccessible for people with disability indicated by 66.6% of the respondents and considered accessible indicated by 33.3 % of respondents. Here it is necessary to inform that there are no people with disability in the respondents, since there are no disabled visitors during the data collection. So, all the views are of people other than the disabled.

Access to and within urban green spaces can be a major concern to people with disabilities. In those parks under study stairs and inappropriate surfacing on paths create difficulties for people in wheelchairs, others who do have full mobility and people who have visual problem. Lack of clue and way-finding features can be a major deterrent for visitors with visual problem. Some facilities and services in parks are not convenient to use and found in places that are inaccessible; thus the vulnerable groups (disabled people and the aged) tend to be excluded from such facilities and programs. This could be regarded as unfair discrimination. Since accessibility doesn't only mean making services available to all visitors, rather making services easy and convenient to use. Constraints should be eliminated so that people with disability are encouraged to come to parks and actively participate in activities there.

Managers should be aware of the constantly changing legal and policy requirements that affect accessibility, and should comply accordingly. Service providers, in this case the Agency that provide park services, have to make reasonable adjustments to overcome physical barriers to access. It will be unlawful for service providers to discriminate against people with disabilities by making it impossible or unreasonably difficult for them to make use of the services they offer to the public. This may require review of the design of the infrastructure of parks and also some reconsideration of management issues. Sometimes the problems may be overcome simply by providing a helping hand.

Picture 4.1. Walk way in Bihere Tsige Park.

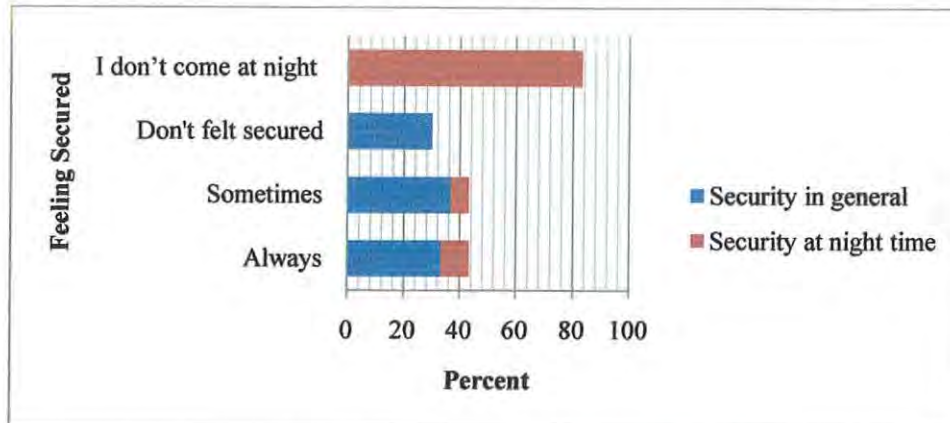


Source: Own observation, March 2011

#### 4.1.4.2. Safety and security

Safety and security is a major issue that determines the reputation of parks and visitor satisfaction. In order to keep their visitors with them; parks should ensure safety and security of their visitors.

Figure 4.3. Distribution of respondents by response on security of Urban Recreational Parks



Source: Own Survey, March 2011.

As indicated in Figure 4.3. About 33% of the respondents revealed that they always felt secured during their stay in the parks; about 36 of them said they feel secured sometimes; while the rest 30% of them revealed that they do not feel secured at all. This indicates that about 66 % of respondents do not feel secured even if the extent differs. Based on the crosstab made majority of the respondents that felt unsecured are female. As was discovered during field observation and interview made with park administrators there is security problems in the parks mainly theft. The main things that contribute a lot for this problem is absence of fence, limited number of guards in the parks, poor design of parks. All the parks in the study do not have good fence that can contribute for good security; fences are deteriorated and can be jumped easily. As stated by park administrators number of guard in the park are not enough to solve security problems that might happen, parks lack sign post and the design of parks also contribute for such a problem. Parks do not have clear walk ways; locations of different facilities within the parks are not placed based on reasonable design. In addition to these factors in Bihere Tsige Park, the presence of residents in the compound of the park made ensuring security difficult for the park guards. As indicated by park administrators robbers can get in to parks as a visitor since the entrance fee is affordable and it is difficult for park workers to identify them from other visitors.

Regarding safety 53.3 percent of respondents said services and facilities of parks are comfortable for use and significant number of respondents i.e. 46.6 percent of them said not comfortable. It might not be possible to guarantee the safety and security of park visitors, only reasonable care can be exercised to identify risk factors and create safe and secured environment for visitors. A partnership between state, private sector and communities become necessary to ensure that people do not keep away from facilities due to safety and security problems.

Picture 4.2. Fence of Teklehaimanot Park (From the right) and Bihere Tsige Park (from the left)



Source: Own observation, March 2011

#### 4.1.4.3. Available of services and facilities

According to Page (2009), design issues like signposting, seating provision, parking and others present an image of an attraction to visitors and also have an ability to build or destroy a visitor's experience. Thus survey made on these issues, observation and park administrators' interview shows the following:

##### 1. Shelter

Shelter is considered important because it can provide opportunities for meeting and sheltering from the heat or the rain. In two of the parks i.e. Bihere Tsige and Hamle 19 there are shelters known by the name "Deset" particularly meant for wedding. These shelters can be used by other visitors if it is not reserved for a wedding. The condition of shelters in two of the parks is poor. Almost all of the shelters are old and deteriorated. In Teklehaimanot park there is no shelter or

“Deset”. However, as administrative head of the park said most visitors ask for shelter in the park. Since most visitors of the park are members of different credit, social, and development associations; they need a place to sit during their stay in the park especially during winter season the rain create problem on visitors.

## **2. Toilet**

According to researchers observation all the parks in study do have toilet but all of them are in poor condition. As stated by park administrators the number of toilets in the park are not enough and in a good condition. One of the parks in this study is Hamle 19, in this park there are 11 toilets but most of them are closed (not open for service) since they are out of order due to problems related with waste disposal system. The administrators stated as there is no responsible body to solve such problem of the park. Toilets in the parks should be clean, well maintained and easily accessible for visitors. Toilets in the parks under study are not accessible for people with disability and poor in cleanliness and maintenance.

## **3. Seat**

Visitors want to feel comfortable during their stay in urban recreational parks. According to researchers observation there are seat in all the parks in study but the design and arrangement is poor. Provision of seat, in a variety of forms and arrangement is necessary from comfort and aesthetics point of view. Seats should also be distributed proportionally throughout the parks rather than crowding of seats at the entrance area of the parks and limited seats at the farthest end of parks.

## **4. Sport and recreational facilities**

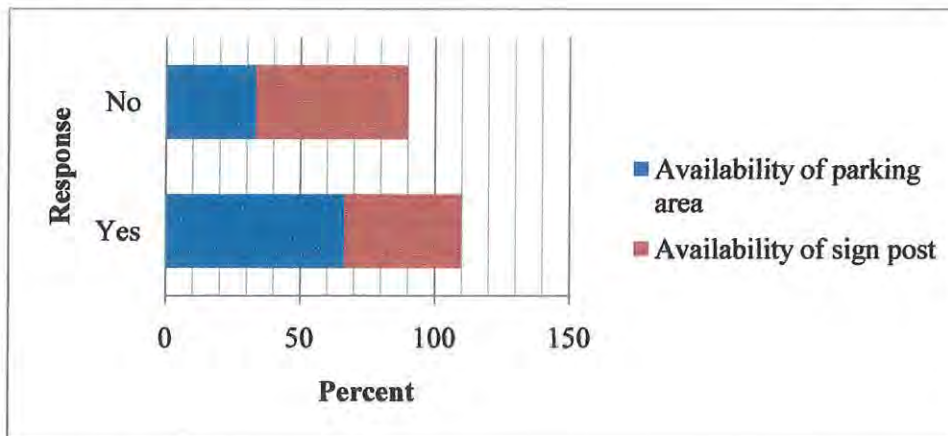
Sport and recreational facilities doesn't exist in any of the parks under study except some sport facilities in the compound of Bihere Tsigie park like table tennis (out of order now), marshal art hall (the only working sport facility in the park). As stated by park administrators especially Bihere Tsigie park most visitors want a swimming pool in the park. One of the benefits of urban recreational parks is of health but all parks in the study fail to fulfill this function of parks.

## 5. Sign post and Parking area

Most respondents 56.6 % indicated that there is no signpost or information board in the parks while 43.3 % indicated as there is a signpost.

Regarding the question asked about the existence of parking area for visitors most of the respondents 66.6% said there is parking area while the rest (33.3 %) said no.

Figure 4.4. Distribution of respondents by response on availability of parking area and signpost in Urban Recreational Parks



Source: Own Survey, March 2011

## 6. Cafeteria service

Two of the parks under study that is Hamle 19 and Teklehaimanot Parks have cafeteria service while the cafeteria in Bihere Tsigie Park is not working due to bid problem encountered. The cafeteria service in two of the parks is provided by private service providers i.e. the cafeterias are rented. Community representatives interviewed indicated that due to limited number of visitors to parks they are not benefiting from services they are providing.

### 4.1.4.4. Perception of respondents to park workers

About 56 percent of the respondents feel that park workers are welcoming, willing to help and able to answer their questions; while those having the opposite feeling accounts 43.3 %. This result shows as parks have a great assignment to work on the competency of their staffs to make their customers satisfied.

Table 4.7. Distribution of respondents by response they have on perception on park workers.

Perception on park workers	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Yes	8	40	18	90	8	40	34	56.6
No	12	60	2	10	12	60	26	43.3
Total	20	100	20	100	20	100	60	100

Source: Own Survey, March 2011

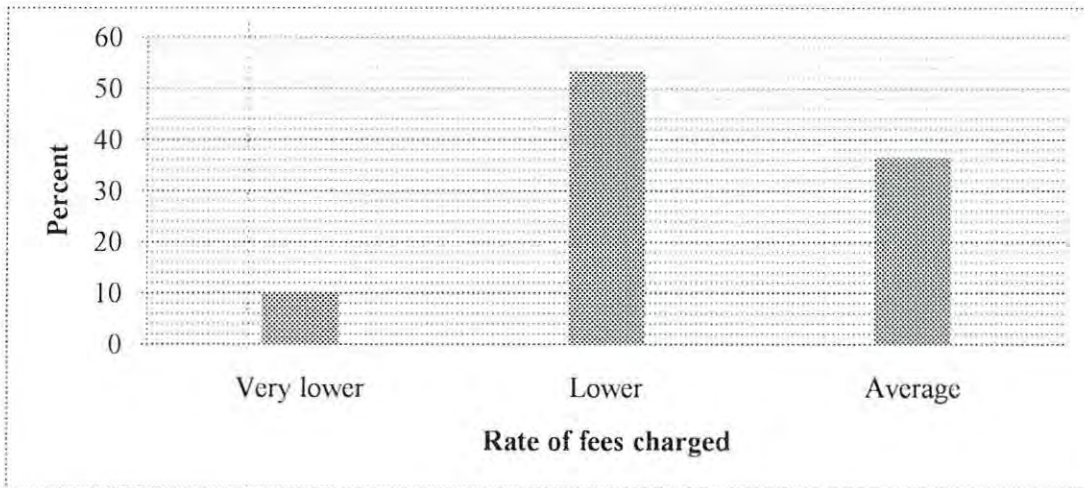
#### 4.1.4.5. Perception of respondents to fees charged

One of the functional benefits of parks practice in the parks is economic activity. Parks collect money from entrance fee, by charging for different programs like film making, wedding, music performance and renting halls and cafeterias within the park.

There are two types of fees charge in the parks, that is of the park (entrance fee, for camera and video, halls etc) and of private service providers (mostly cafeteria services). Thus the description below is all about fees charged by the park.

Out of the 60 respondents 53.3 % of them indicated that fees charged are lower; 36.6 % of them perceived that fees charged are average; and 10 % of them perceived that fees charged are very lower. This indicated that all the respondents consider fees charged are from average to very low. This in its turn means fees charged are perceived to be affordable.

Figure 4.5. Distribution of respondents by response on fees charges by Urban Recreational parks



Source: Own survey, March 2011.

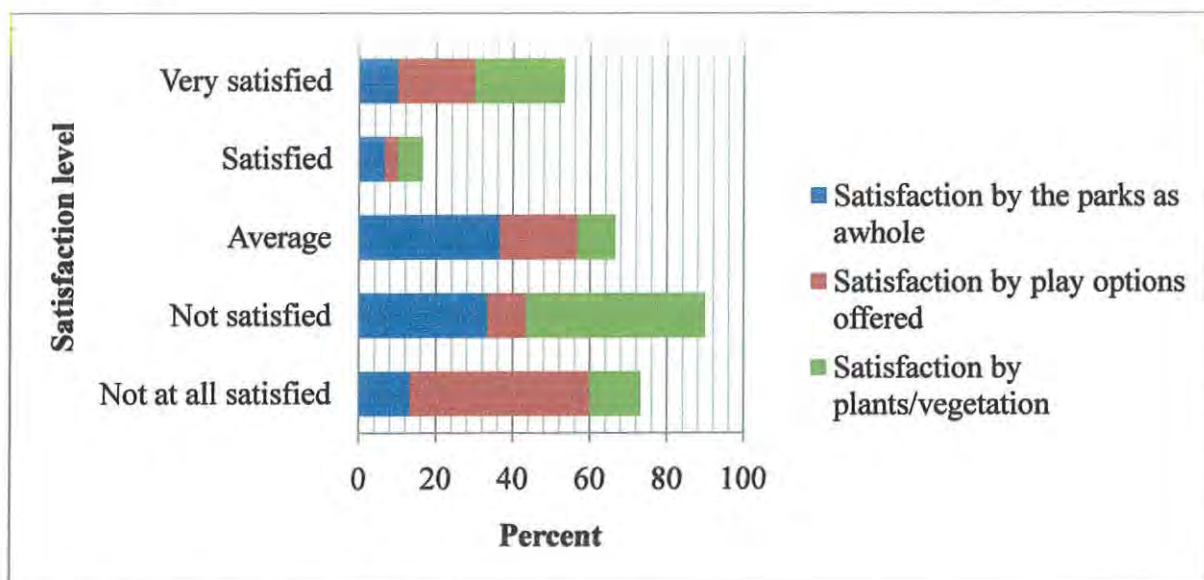


#### 4.1.4.6. Degree of respondents' satisfaction by park services and facilities

Sixty respondents from three of the parks under study are asked to rate their satisfaction level by parks facilities and services in general. Most of them (36.6 %) rated their satisfaction as average; 33.3 % of the respondents indicated as they are not satisfied; 13.3 % of the respondents indicated as they are not satisfied at all; 6.6 % of the respondents indicated as they are satisfied; and the rest 10 % of the respondents are very satisfied by the park services and facilities. This implies that most of the respondents i.e. 69.9 percent of them are unhappy by the service and facilities of the parks.

Survey made on satisfaction of visitors by play options provided in parks shows most visitors are not satisfied 56.6 % ( 46.6 % not at all satisfied + 10 % not satisfied) compared to the 43.3 percent ( 20 % average + 3.3 % satisfied + 20 % very satisfied) that rated their satisfaction from average to very satisfied. The answer of respondents regarding their satisfaction by plants/vegetation/ of the parks shows as most of them (59.9 %) are not happy. Generally, the finding shows as majority of respondents are not satisfied neither by the park services and facilities in general nor specific services and facilities surveyed.

Figure 4.6. Distribution of respondents by response on level of satisfaction by the parks services and facilities



Source: Own Survey, March 2011.

#### 4.1.4.7. Facilities and services that respondents want to see in parks

As the table below indicates out of the total 60 respondents, most of them (27.3 %) indicated as toilet should be added to the parks; 17.2 % of the respondents said children's play area should be added, 16.3 % of the respondents indicated as garbage bin should be added; 10.9% of them indicated as there should be different play options; 6.4% of them indicated sport places and facilities should be added; and the rest 21.8 % them indicated as walkways, shelter, bicycle ways, plants, signpost, additional seats and others are things that they need to see in parks. The list of things indicated as others are educational information, swimming pool, different kinds of animals, and walk ways for disabled, and different water features.

Table 4.8. Distribution of respondents by response on facilities that they want to see in Urban Recreational Parks

Type of facilities	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Toilet	12	10.9			18	16.4	30	27.3
Garbage bin	5	4.5	10	9.1	3	2.7	18	16.3
Kids play area	6	5.4	8	7.3	5	4.5	19	17.2
Walk ways	2	1.8	1	0.9	1	0.9	4	3.6
Shelter			1	0.9			1	0.9
Bicycle ways	1	0.9					1	0.9
Plants	1	0.9	4	3.6	1	0.9	6	5.5
sign posts	2	1.8	2	1.8			4	3.6
play options	3	2.7	3	2.7	6	5.4	12	10.9
Sport places	4	3.6			3	2.7	7	6.4
Additional seat	3	2.7	3	2.7			6	5.5
Others	2	1.8					2	1.8
Total	41	37.2	32	29	37	33.6	110	99.9

Source: Own Survey, March 2011.

#### 4.1.4.8. Programs that respondents want to see in parks

In addition to services and facilities, programs that can increase visitors experience and contribute to social interaction of visitors are among the things that respondents want to see added in the parks. out of the total 60 respondents 25% of them indicated as they need to see art works in the parks; 22.5 % of the respondents want to see sport programs; 20 % of the respondents want to see school programs; 13.7% of the respondents want to see community events; and while the rest 12.5% and 6.3% of the respondents want to see festivals and others (food party/barbeque/, wedding and different programs for senior citizens) respectively.

Table 4.9. Distribution of respondents by response on programs they want to see in Urban Recreational Parks

Program visitors want to see	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
School programs	4	5	4	5	8	10	16	20
Festivals	4	5	—	—	6	7.5	10	12.5
Sports	7	8.7	4	5	7	8.7	18	22.5
Art works	7	8.7	9	11.3	4	5	20	25
Community events	1	1.2	6	7.5	4	5	11	13.7
Others	4	5	1	1.2	—	—	5	6.3
Total	27	33.7	24	30	29	36.3	80	100

Source: Own Survey, March 2011.

#### 4.1.4.9. Things that respondents want to see avoided from parks

For the question asked if there is anything that respondents want to see avoided from the parks 40 % them said yes and 60 % of them said no. Garbage and sewage, the existing fence, equipments which can't be used anymore (which are out of order), and unnecessary dust and weeds in the park are things stated by respondents to be avoided from the park. In addition to this respondent indicated as there are visitors who come to parks to for theft, to smoke, to chew chat, to use drugs and there are visitors that show unnecessary behavior in the parks. Thus respondents asked as all these destructive acts and behaviors should not be permitted in the parks.

All of the respondents (100%) indicated as they will continue visiting the parks if the services and facilities are improved.

Table 4.10. Distribution of respondents by response on existence of things they want to see avoided from the parks and response on their future visit if service and facilities improved

	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Existence of things that visitors want to see avoided								
Yes	14	70	8	40	2	10	24	40
No	6	30	12	60	18	90	36	60
Total	20	100	20	100	20	100	60	100
Visit again if service improved								
Yes	20	100	20	100	20	100	60	100
No								
Total	20	100	20	100	20	100	20	100

Source: Own Survey, March 2011.

#### 4.1.4.10. Park facilities that respondents liked most

As indicated on the table 4.10, what majority of the respondents liked most about the parks are plants (57.8%); parks quietness accounts 14.5%; view of the parks and social options at the parks account 7.9 each; while places in the parks, walk ways and water features account 6.6%, 3.9%, and 1.3 % respectively.

Table 4.11. Distribution of respondents by response on park facilities they liked most

	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Seat								
View	2	2.6			4	5.3	6	7.9
Play equipments								
Plants	17	22.3	10	13.2	17	22.3	44	57.8
Walk ways	1	1.3	2	2.6			3	3.9
Community events								
Art works								
Water features					1	1.3	1	1.3
Social options	2	2.6	4	5.3			6	7.9
Places	1	1.3	4	5.3			5	6.6
Educational information								
Silence	4	5.3	3	3.9	4	5.3	11	14.5
Total	27	35.4	23	30.3	26	34.2	76	99.9

Source: Own Survey, March 2011.

#### 4.1.4.11. Perception of respondents on condition of park services and facilities

##### 1. Park maintenance

Majority of the respondent i.e.76.6 percent of them responded as urban recreational parks are not well maintained in terms of cleanliness, beauty and sustainability; while 23.3 percent of the respondents think parks are well maintained. Regarding maintenance respondents suggested as parks should be designed by professional landscape designers; to increase aesthetical values of parks and make them attractions by themselves, garbage in the parks should be handled properly and sustainable waste disposal system should be established to keep parks clean, parks should have good fence, there should be variety of plants and flowers in the parks, and finally undesirable characteristics like chewing chat smoking and others should not be permitted in parks.

Table 4.12. Distribution of respondents by response on maintenance of parks

Park maintenance	Bihere Tsigie		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
yes	4	20	8	40	2	10	14	23.3
No	16	80	12	60	18	90	46	76.6
Total	20	100	20	100	20	100	60	100

Source : Own Survey, March 2011.

In support of park maintenance, out of 60 respondents those affirmed that there is no different smell in the parks accounts 23.3%; while the rest 76.6 % of respondents said there is smell. 26.6 % of respondents said that the existing smell is bad; 16.6 % of them said it is good; while the rest 56.6 % of respondents said nothing.

Picture 4.3. Litter on different places of Bihere Tsige park

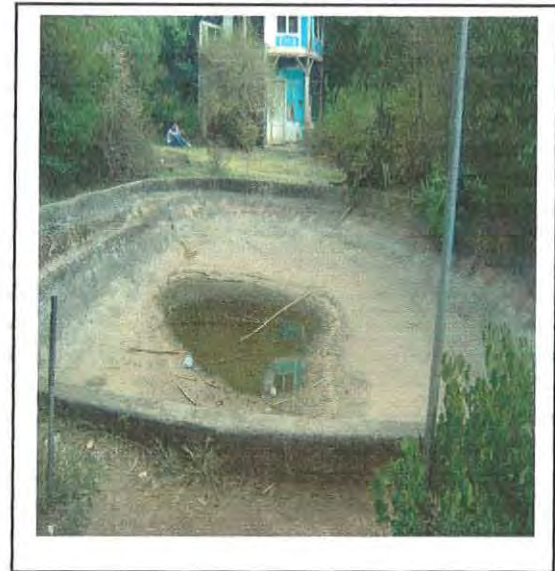


Source: Own observation, March 2011

## **2. Condition of play equipments and facilities**

There should be play equipments and facilities in parks and they should be maintained in a good condition; otherwise they can also be a safety hazard. 56.6 % of respondents said play equipments and facilities in the parks are in working condition; and the rest 43.3 % of the respondents reported as play equipments are not in working condition. Respondents expressed concern at the neglect of urban recreational parks and their facilities, particularly areas for children's play, shelters, and seat. Concerns were expressed about the state of play areas, the lack of play equipment or its deterioration and poor condition, and the lack of interesting or adventurous play opportunities. A general concern expressed by all respondents, that there is "nothing of interest" in these areas in itself keeps people away from them. In addition to this, respondents from Hamle 19 and Teklehaimanot Parks stated it is difficult to say something on this question since the parks do not have such play equipments and facilities. It is difficult recreation without equipments and facilities, as equipment and facilities are one of the fundamental tools of service delivery. Therefore poor equipment and facility can mean poor service delivery.

Picture 4.4. Out of order Tennis table and Fish pond in Bihere Tsige Park



Source: Own Observation, March 2011

#### **4.1.4.12. Perception of respondents to their right and duties in park service provision**

##### **1. Volunteer service**

Out of the total sample respondents most of them (90 %) reported that they didn't give any volunteer service for urban recreational parks. Not being invited or have no information about it and being busy are some of the reasons respondents stated for not giving volunteer service. 10 % of respondents stated as they have provided. As discovered from interview with park administrators there is no system or space established to incorporate these volunteers in the parks service provision system.

##### **2. Feeling of ownership**

Almost all of the respondents (93.3 %) have a feeling of ownership to the parks while the rest 6.6 % said have no feelings of ownership. Respondents feeling of ownership shows as respondents can cooperate for the development and improvement of park services in the capacity they have.

Table 4.13. Distribution of respondents by response on volunteer service and sense of ownership to Urban Recreational Parks

	Yes	No
Sense of park ownership	93.3%	6.6%
Volunteer service	10%	90%

Source: Own Survey, March 2011

### 3. Right to be in a park

Out of sixty respondents most of them (60 %) feel as they have the right to be in the parks always; whereas those respondents who are uncertain about their right to be in the parks account 26.6 %. 6.6 % of the respondents do not feel as they have right to be in the parks at all.

Table 4.14. Distribution of respondents by response on perception of right to be in parks

Right to be in park	Bihere Tsige		Teklehaimanot		Hamle 19		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Always	12	60	14	70	10	50	36	60
Sometimes	4	20	6	30	6	30	16	26.6
I don't felt	4	20	—	—	4	20	4	6.6
Total	20	100	20	100	20	100	60	100

Source: Own Survey, March 2011

### 4.2. Policy governing service provision of urban recreational parks

A policy is meant to be one of the referral documents to be used as a guideline for service provision. Interview made with park administrators shows that absence of guidelines for urban recreational park service provision is one of the problems seen with regard to policy. This resulted in poor service provision and failure of the Agency (Beautification, Parks and Cemetery development and Administration Agency) to meet its objectives. In 2001 E.C, the agency has developed standard of parks and green areas development and service provision but this standard is not well implemented due to financial and other problems of the agency.

Policies/guidelines that clearly states duties and responsibilities of different stakeholders (Agency, private sector, non-profit organizations and the community), ways of cooperation and involvement of the agency with these stakeholders and source of finance to accomplish the agency objectives doesn't exist.

### **4.3. Challenges of Beautification, Parks and Cemetery Development and Administration Agency**

#### **4.3.1. Human resource**

Interview made with park administrators and service providers clearly indicates that urban parks do not have adequate and professional human resource. For example one of the tasks of the parks agency is designing parks but the agency does not have any architect and landscape designer to accomplish its task. This is not the only problem that the agency encountered; since it doesn't have autonomous status to use its resources and have financial deficiency it is unable to bring these professionals from outside and get works done. The manager of the agency stated as hiring these professionals and retaining them for a long is a serious problem. At parks level, there are no professional workers who have leisure, recreation and park as education background. In addition to this the interview made with park administrators indicate that parks do not have enough security staff to solve safety and security problems that visitors encounter within the parks.

#### **4.3.2. Finance**

The insufficient financial resource of the municipality for maintenance of the amortized and destroyed facilities is one of the reasons that parks become less attractive to the users. First due to lack attention given to parks /without considering diverse contribution of urban parks i.e. for social, economy, environment, personal development and health of the community and visitors and other benefit of parks/ the budget allocated is low. Secondly, due to lack of alternative clear ways and effort made to solve such financial problems the agency does not have ample financial resource to meet its objectives. Due to lack of finance and poor management of resources by the agency; lower level of workers at the parks for example cleaners and gardeners suffer from lack of basic equipments and resources for their work/like brooms, water, soil, fertilizers etc/. As stated in chapter two there are a lot of alternative ways to manage and administer urban parks in order to provide quality and variety of services and facilities. But the agency has failed to develop and implement effectively alternative management system that can make parks meet their intended objectives. The park agency have a trend of leasing some parks to private developers and service providers but cancel agreement before the agreed time due to frequent policy change; this disappoints stakeholders.

### 4.3.3. Cooperation with stakeholders and marketing activity

As discovered from interview made with park agency manager, there are no much works done to involve the community and different stakeholders in park development and service delivery. As the manager of the park agency and Addis Ababa Tourism Bureau tourism study and development expert indicated there are no works done on urban recreational parks by considering them as tourism attraction. In addition to this the agency does not have a clear guideline and structure to participate these stakeholders. Community representatives providing service in parks indicated that lack of clear guideline and frequently changing policies with regard to parks development and management system; they have got difficulty to provide services and facilities and become beneficiary.

Regarding marketing activities done, park administrators themselves admit as it is not enough. The marketing principles and social marketing stated in chapter two are not implemented to market parks. There are some promotional works done using meeting, brochures and Medias but these are very insignificant. Thus due to this reason parks are not well developed and used by the community and other visitors.



## CHAPTER 5

### 5. CONCLUSION AND RECOMMENDATION

#### 5.1. Conclusion

The objective of this study is to assess the current situation of urban recreational parks using key informants interview, observation and studying visitors' perception in general. Thus Urban Parks are generally underutilized with all the parks under the study, they are being poorly attended. There seem to be a relationship between park facilities, maintenance and the number of people visiting the park because Parks with more facilities and activities attract more users and achieve their intended objective.

Most respondents 76.6 % of them indicated as parks are not well maintained. While most respondents about 53 % indicated as parks lack basic facilities like toilet, shelter, and different facilities for active leisure and recreation; i.e. sport facilities, different participatory programs, play options and children friendly activities and facilities. Thus here it can be concluded that public recreational parks lack basic facilities that parks should provide for its visitors and are not in good condition due to lack of maintenance and new development. Result indicates that almost all parks under study are not accessible by people with disabilities, 66 % of respondents indicated this and confirmed by researcher observation too. As the interview with park agency and Addis Ababa Tourism Bureau tourism study and development expert indicated parks are not given attention as other attractions in the city.

Table 5.1. Condition of parks with reference to evaluation criteria from England

No.	Evaluation criteria	How it should be	Condition of parks
1	Aesthetic Appeal and Placement	<ul style="list-style-type: none"> <li>• Design and level of maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Three of the parks are not properly designed by professionals. Thus are not appealing to visitors.</li> </ul>
2	Accessibility	Readily accessible to the population which it is intended to serve <ul style="list-style-type: none"> <li>• Few/free of charge</li> <li>• Available to all (age, gender, ethnicity, disabled etc.)</li> <li>• To get to parks</li> </ul>	<ul style="list-style-type: none"> <li>• Three of the parks are accessible in terms of fee charged all respondents indicated as fee charged ranges from average to very low.</li> <li>• Facilities in all parks fail to address needs of their users.</li> </ul>

		<ul style="list-style-type: none"> <li>Facilities and service accessibility</li> </ul>	<ul style="list-style-type: none"> <li>Generally accessible 76.6%</li> <li>Not accessible for disabled indicated by 66.6% of respondents.</li> </ul>
3	Facility	<ul style="list-style-type: none"> <li>Easily followed paths, e.g. way marked or with a leaflet</li> <li>Toilets on site or within 2 minutes walking distance</li> </ul>	<ul style="list-style-type: none"> <li>Lack of clear ways in Bihere Tsigie park</li> <li>Rest room problem in Bihere Tsigie and Hamle 19 parks.</li> </ul>
4	Links to local communities and neighborhoods	<ul style="list-style-type: none"> <li>Opportunities for the local community to have an influence over the management and development of the parks</li> </ul>	<ul style="list-style-type: none"> <li>Lack of community involvement in 3 of the parks under study.</li> </ul>
5	Health, safety, and security	<ul style="list-style-type: none"> <li>The park or green space must be a healthy, safe/in terms of design and facility/ and secure place for all members of the community to use.</li> </ul>	<ul style="list-style-type: none"> <li>Safety and security problem in all the parks under study 66% of the respondents indicated as they do not feel secured while they are in the parks.</li> </ul>
6	Cleanliness and Maintenance	For aesthetic as well as health and safety reasons, issues of cleanliness and maintenance must be adequately addressed.	<ul style="list-style-type: none"> <li>As photos show all the parks do not have good fence, the compound of the parks are not clean (full of garbage).</li> </ul>
7	Conservation and Heritage	Particular attention should be paid to the conservation and appropriate management of natural features, flora and fauna, landscape features, and buildings and structural features	<ul style="list-style-type: none"> <li>There are historical buildings in Bihere Tsigie and Hamle 19 parks but not even registered as heritage buildings and conserved properly.</li> </ul>

Source: Taken from criteria by NATURAL ENGLAND [www.naturalengland.org.uk](http://www.naturalengland.org.uk)

Among the functional benefit of parks economic activity is somehow common i.e. by collecting entrance fee, by charging for different programs like film making, wedding, music performance and renting halls and cafeterias within the park. Therefore it can be concluded that the parks perform somehow economic than social, cultural, educational and environmental functions.

Regarding the management and administration of parks, under-investment in urban parks by the government, financial constraints and failure of the park agency to develop alternative way of

coping out this problem, lack of clear policy and guideline for park service provision, inability of the agency to enjoy autonomous status to manage and administer parks, lack of cooperation of the agency with different stakeholders, lack of ample and professional human resource, poor marketing and awareness creation are some of the problems identified.

## **5.2. Recommendation**

Based on the findings of the study the following general recommendations were drawn to enable optimal utilization and sustainable development of urban parks in Addis Ababa.

- Increased and better quality of resources are needed to provide quality leisure and recreation services. Here finance, equipment, human resource should get better consideration and the agency should work on this. While developing facilities and services it should be in the way to serve all visitors from residents to tourists and vulnerable groups (people with disabilities, elders and children).
- The government should review its policies on park management to enable allocation of more resources and establish good system of management; since urban parks have great contribution for tourism by being an attraction and by making Addis Ababa green and attractive to its residents and tourists.
- Degenerated and underutilized parks should be refurbished through the initiative of the park agency, collaborative efforts and contributions of environmentalist, cooperate bodies, NGOs, educational institutions, donor communities and the local community who should also be empowered on effective urban park utilization and management.
- The agency should take serious charge of the parks by enacting service provision guidelines and standards that enable it to maintain parks properly and provide basic facilities and services.
- Social marketing principles should be implemented by the agency. It is essential to market services to attract skilled personnel and users, since lack of information hinders participation. Here different channels of communication should be applied.
- The agency ought to look at implementing alternative methods of public leisure service management, for example leasing some of its facilities or entering in to partnership with other stakeholders in order to offer a variety of sustainable services and on the way making the community beneficiary. Management of public leisure and recreation

facilities can be shared by various agencies and organizations. The challenge is for the park agency to ensure that the management of public leisure facilities and services meet agency's objective.

- Forming professional associations and friends of parks. These are individuals and organizations legally separate from parks, but support the parks by giving time and money to help parks to achieve their ambition. Moreover having professional association help park workers to share information, provide continuing education, and advocate for parks. In addition to this, these associations provide guidance to their members on professional practices such as fundraising, sponsorship, organizing volunteers, and accommodating disabled visitors.

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## Annex

### Annex 1. Questionnaire for Park Visitors

#### Questionnaire for Park Visitors

Park Name \_\_\_\_\_

Date \_\_\_\_\_

Hello, I'm a student at the Addis Ababa University, and I am conducting a study on public leisure services specifically on urban recreational parks in Addis Ababa. Thus this questionnaire is developed to find out how park users perceive park services and how they use it. Filling this questionnaire will take about 5-10 minutes.

Thank you for being well-disposed to answer this questionnaire. Please answer the following questions as completely as possible. There is no right or wrong answer, and your information is kept confidential.

1. Do you live near this park? YES  NO
- 1a. If yes; about how many meters from this park? [Tick one]
  - 500m or less
  - 1-4km
  - 5-10 km
  - More than 10 km
  - If you are not from Addis Ababa please specify from where you are: \_\_\_\_\_
2. How do you get to this park? [Tick all that apply]
  - Walk
  - Public transport
  - Other [please specify]
  - Bike
  - Car
- 2a. What is the most often way you get to this park?
  - Walk
  - Public transport
  - Other [please specify]
  - Bike
  - Car
3. On average, how often do you visit this park during good weather? [Tick one]
  - Daily
  - 3 to 4 times per week
  - Once a week
  - This is my first visit
  - At least once a month
  - Once every 6 months
  - Once a year
4. Usually on which days of the week do you visit the park?
  - Monday-Friday
  - Saturday and Sunday
5. On those days you visit the park, at what time of the day do you visit?
  - Morning
  - Afternoon
  - Evening
6. For how long do you stay during your visit?
  - Pass through
  - Up to 15 min
  - 16-30 min
  - 30 min-1hr
  - More than 1hr

7. How many people do you usually come to this park with?
- I usually come alone       2-3 other people  
 1 other person       More than 3 other people
8. Do you usually come to this park with pet(s)? YES       NO
9. What activities do you typically do in this park? [Tick all that apply]
- Walking through       Eating/drinking  
 Reading       Meeting with family or friends  
 Sitting/Hanging out/Relaxing       Visiting nature  
 Playing with or watching children  
 Exercise/Sports  
 Attending community events  
 Other (please describe): \_\_\_\_\_
10. Do you usually come to this park with children? YES       NO
- [If no, skip to Q12]
- 10a. What activities do the children with you typically do in this park? [Tick all that apply]
- Walking through       Meeting with family or friends  
 Sitting/Hanging out/Relaxing       Visiting nature  
 Reading       Eating/drinking  
 Playing with or watching children  
 Exercise/Sports  
 Attending community events  
 Other (please describe): \_\_\_\_\_
11. Which features of this park do you typically use or enjoy? [Tick all that apply]
- Seat       Educational exhibits  
 Views       Fountains/water features  
 Play equipment       Vegetation/plants  
 Trails/paths       Community events  
 Artwork  
 Other (please describe): \_\_\_\_\_
12. Is there informational signpost in the park? YES       NO
13. Do you think that the park is accessible for its visitors? YES       NO
- 13a. Do you think that the park services and facilities are accessible for people with disabilities?  
YES       NO
14. Are neighborhood noises heard while in the park? [Tick in all that apply]
- Conversations       Traffic  
 Music       Mechanical equipment  
 Other (please specify): \_\_\_\_\_
- 14a. If noise is present, how loud is it? [Tick one]
- Difficult to conduct a conversation  
 Occasionally difficult to conduct a conversation  
 Traffic noise present, but conversations easily conducted
15. Are natural sounds heard from the park? [Tick all that apply]
- Birds       Water  
 Trees       Other animals [please list] \_\_\_\_\_  
 Other [please describe]
16. Are there notable smells present in the park? YES       NO

- 16a. If you answered yes to the previous question, then are smells [Tick all that apply]
- Unpleasant smell(s)
  - Pleasant smell(s)
17. Is parking available? YES  NO
18. Are park amenities in working condition? YES  NO
- 18a. If your answer for the above question is no, please describe \_\_\_\_\_
19. Have you ever volunteered for this park? YES  NO
- 19a. If your answer for the above question is no, please describe the reason \_\_\_\_\_
20. Do you feel safe in this park during the day?
- Always
  - Sometimes
  - Never
- 20a. Do you feel safe in this park during the evening/night?
- Always
  - Sometimes
  - Never
  - I do not come here at night
21. Are the park services and facilities comfortable to use? YES  NO
22. Do you think this park is well-maintained? YES  NO
- 22a. If not: what do you think needs to be done to improve maintenance? \_\_\_\_\_
23. Do you feel that you have a right to be in this park?
- Always
  - Sometimes
  - Never
24. Do you feel a sense of ownership at this park? YES  NO
25. Do you think that the park workers are welcoming, willing to help, and able to answer your questions? YES  NO
26. How do you describe the charge for the park service?
- Very lower
  - Lower
  - Average
  - Higher
  - Very Higher
27. On a scale of 1-5 (1 being not at all satisfied and 5 being extremely satisfied), how satisfied are you with the **park in general**?
- |                         |                        |
|-------------------------|------------------------|
| 1. Not at all Satisfied | 4. Not satisfied       |
| 2. Not satisfied        | 5. Extremely satisfied |
| 3. Average              |                        |
28. On a scale of 1-5 (1 being not at all satisfied, 5 being extremely satisfied), how satisfied are you with the options of **activities and facilities** in the park?
- |                         |                        |
|-------------------------|------------------------|
| 1. Not at all Satisfied | 4. Not satisfied       |
| 2. Not satisfied        | 5. Extremely satisfied |
| 3. Average              |                        |
29. On a scale of 1-5 (1 being not at all satisfied, 5 being extremely satisfied), how satisfied are you with the **vegetation/plants** in the park?
- |                         |                        |
|-------------------------|------------------------|
| 1. Not at all Satisfied | 4. Not satisfied       |
| 2. Not satisfied        | 5. Extremely satisfied |
| 3. Average              |                        |

30. What features do you **like most** about this park? [Tick all that apply]
- |  |  |
|--|--|
| <input type="checkbox"/> Seating                         | <input type="checkbox"/> Artwork               |
| <input type="checkbox"/> Views                           | <input type="checkbox"/> Water features        |
| <input type="checkbox"/> Play Equipment                  | <input type="checkbox"/> Social opportunities  |
| <input type="checkbox"/> Plants/trees/greenery           | <input type="checkbox"/> Picnic spots          |
| <input type="checkbox"/> Trails/Paths                    | <input type="checkbox"/> Education information |
| <input type="checkbox"/> Community events                | <input type="checkbox"/> Its quietness         |
| <input type="checkbox"/> If other [please specify] _____ |  |
31. What features would you like to see **added** to this park?
- |   |   |
|---|---|
| <input type="checkbox"/> Bike racks                   | <input type="checkbox"/> Biking paths                 |
| <input type="checkbox"/> Toilet                       | <input type="checkbox"/> Trees, plants and vegetation |
| <input type="checkbox"/> Litter bins                  | <input type="checkbox"/> Information Centre/sign      |
| <input type="checkbox"/> Children's play area         | <input type="checkbox"/> Play options                 |
| <input type="checkbox"/> Walking paths                | <input type="checkbox"/> Sport facilities             |
| <input type="checkbox"/> Covered areas                | <input type="checkbox"/> More seat                    |
| <input type="checkbox"/> Other [please specify] _____ |   |
32. Is there anything you would like to see removed from the park? YES  NO
- 32a. If your answer for the above question is yes, please describe \_\_\_\_\_
33. What activities would you like to see more of at the park? [Tick all that apply]
- |   |   |
|---|---|
| <input type="checkbox"/> School programs          | <input type="checkbox"/> Art shows                    |
| <input type="checkbox"/> Festivals                | <input type="checkbox"/> Community events             |
| <input type="checkbox"/> Sports activities/events | <input type="checkbox"/> Other [please specify] _____ |
34. If facilities were developed within the park would you use the park more? Yes  No

To finish, please fill the following questions because it is important to know who the park users are.

35. What is your gender?  Female  Male
36. What is your age range?
- |                                |                                |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 50-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+   |
| <input type="checkbox"/> 35-49 |                                |
37. What is your highest level of education?
- |   |   |
|---|---|
| <input type="checkbox"/> Elementary school (1-5)  | <input type="checkbox"/> 1 <sup>st</sup> Degree           |
| <input type="checkbox"/> Junior high school (6-8) | <input type="checkbox"/> 2 <sup>nd</sup> Degree and above |
| <input type="checkbox"/> High School (9-12)       |   |
| <input type="checkbox"/> Diploma                  |   |
38. What is your current occupation? [Tick all that apply]
- |  |   |
|--|---|
| <input type="checkbox"/> Public service  | <input type="checkbox"/> Student                        |
| <input type="checkbox"/> Private Company | <input type="checkbox"/> Retired                        |
| <input type="checkbox"/> Self-employed   | <input type="checkbox"/> If other please specify: _____ |
39. What is your perception of your economical status?
- |  |   |
|--|---|
| <input type="checkbox"/> Extremely worst | <input type="checkbox"/> Above average  |
| <input type="checkbox"/> Below average   | <input type="checkbox"/> Extremely good |
| <input type="checkbox"/> Average         |   |

This completes my study. I am grateful that you took time to fill this questionnaire.  
Thank you!

## Annex 2. Interview guideline for park administrative heads

### Interview guideline for park administrative heads

1. Your work position?
2. Level of education?
3. Additional internal training?
4. Can you say something about the history of this park?
5. Does the park have standard / guiding principles for its service provision?
6. What are your financial sources to provide services and facilities?
7. Is it enough or does your budget allows provision of leisure programs, facility maintenance etc?
8. If the financial source is scarce, what alternative source do you have?
9. How do you describe the autonomous status of the park?
10. Do you have any community educating programs? What kind?
11. Do you have room for volunteers?
12. Are communities involved in planning and management of the park?
13. What level of activities (local, national, international) does the facilities cater for?
14. How accessible facilities and the park as a whole is to users in general and people with disability?
15. How do express safety and security within the park?
16. How do you express quality and variety of services and facilities of the park in meeting users' expectation?
17. Who are your service users (in terms of nationality and age)?
18. How do you perceive fees charged for your facility?
19. Is there an established way to assess the perception of users to your services and facilities?
20. How do you market and promote your services to the general public and visitors?
21. Does your park receive assistance (of finance, management, activities, research, training, etc.) from NGO's, clubs, agencies etc.?
22. Does your park have collaboration with tourism bureaus?
23. What are the challenging problems that the park has?
24. How do think these problems can be solved?

### **Annex 3. Interview Guideline for Agency Manager**

#### **Interview Guideline for Parks Agency Manager**

1. Can you say something about urban park history in Ethiopia?
2. How was urban parks administered before the agency is formed?
3. How the Agency organizational structure looks like?
4. How do you describe the autonomous status of the Agency?
5. By considering urban recreational parks as attraction, are there things done in cooperation with tourism bureau.
6. Does the agency have enough budgets to achieve its goal?
7. If not, what are the alternative means that are proposed to cope up?
8. How you describe the role of the community in planning and management of parks?
9. Do you have a system that enables volunteers in park service provision?
10. What are the communication (i.e. education, promotion etc) works done in relation with the community and park visitors?
11. How do you describe the agency cooperation with different stakeholders?
12. Does the agency have clear vision, objective, strategic plan and guideline for park service provision?
13. What are the critical problems the agency encountered in park service provision process?
14. What do you suggest to solve the problems?

#### **Annex 4. Interview guideline for park service workers**

##### **Interview guideline for park service workers**

1. Your work position?
2. Level of education?
3. Number of years working in the post?
4. Are equipments and materials available in kind and quality for your job?
5. Do you think that the services and facilities meet visitor's need?
6. Have you received any comment /complaint about your service from park users? How was it?
7. Do you get necessary trainings (skill, customer handling etc.) for your job?
8. What are the problems hindering your job efficiency?
9. What do you suggest to solve the problems?
10. Is there any problem that you want to raise regarding your organization and park users?

## **Annex 5. Interview guideline for community representatives**

### **Interview guideline for community representatives**

- ✦ Your work position?
- ✦ When did you started providing service in the park?
- ✦ How beneficiary are you from the services you provide?
- ✦ How do you evaluate your role in planning and management of park services in general?
- ✦ Is there a problem that hinders you not to be effective in providing service for the park visitors?
- ✦ What do you suggest to solve such problems?

**Annex 6. Interview guideline for Addis Ababa Tourism Bureau tourism study and development expert**

**Interview guideline for Addis Ababa Tourism Bureau tourism study and development expert**

- ✦ Does this bureau consider urban recreational parks as tourist attractions?
- ✦ Is there any work that you have done or planned to do on urban recreational parks; by considering them as tourist attractions?
- ✦ Are historical houses in urban recreational parks considered and registered as tourist attractions by this bureau?
- ✦ What are the things done with regard to historical houses found in urban recreational parks?
- ✦ Is there any problem that can be states in relation to works done on urban recreational parks?
- ✦ What do you suggest to solve such problems?

## DECLARATION

I here declare that the dissertation by the title:

Assessment of Public Leisure Services provision: The Case of Addis Ababa Recreational Parks

Submitted to Addis Ababa University, for the partial fulfillment of the requirement for Masters Degree of Art in Tourism and Development apart from the work recognized, is my own, that all the sources used or quoted have been acknowledged by means of complete references, and that this thesis was not previously submitted by me for a degree at another university.

Yeshewazerf G/wold



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June, 2011

