

## **Summary of Questionnaires from the Round Table on Responsible Tourism on June 3<sup>rd</sup>, 2010**

25 Questionnaires were returned at the end of the Round Table from private sector tour operators (8), government representatives from the Ministry of Natural Resources and Tourism (2), Academic practitioners (5), NGOs (2), Tourism Consultants (3), Tourism Associations (3), Community member (1), Tanzania Tourism Board (1)

Some challenges faced by organizations of the respondent were:

- Lack of PPP and government understanding of challenges for tour operators
- Complaints from tour operators (to the government)
- Conservation vs. development
- Lack of clear government policy on CBT
- Unequal distribution of income generated from tourism
- Knowledge gap of tourism in communities

Ways of addressing some of the challenges mentioned were:

- Try to link and engage all stakeholders to engage and promote CBT
- Addressing governance issues sensitively, with transparency and in partnership
- Promoting an association to assist in advice on Responsible Tourism
- Training and seminars

Only 33% of respondents were not aware of activities outside their organization addressing the problem mentioned.

52% of respondents said that the level of cooperation between stakeholders needs to be improved.

A majority of respondents received information about the Round Table via the Tanzania Natural Resources Forum mailing list, and from Damian Bell of the Honey Guide Foundation. A few received the information from TATO and Karibu Fair mailing lists, and a few from an advert in the local newspaper, the Arusha Times.

73% of respondents said that they were sufficiently prepared on the content and format of the meeting. A few commented on the limited availability of seats especially in the afternoon (working groups session).

Some motivations of respondents to participate in the Round Table were:

- To demonstrate commitment to Responsible Tourism, and learn how to improve
- To share experiences and exchange ideas
- To become part of a network on Responsible Tourism
- To learn about certification / accreditation

64% of respondents had not attended prior meetings on a similar issue.

Some expectations of respondents of the meeting were:

- To learn about Responsible Tourism and certification
- To learn about current RT practices in the region
- To network with other stakeholders in the industry
- To develop collaboration to enable Responsible Tourism

50% of respondents said that all stakeholders were represented in the Round Table. There was need for representation of actors from Hunting tourism, more from Tanzania National Parks authorities, and more representation of community members.

44% of respondents were not yet in contact with most participants of the meeting. 20% had been in contact with only some participants.

92% of respondents gave a positive response to describe the communication between participants. Communication was described as good, favorable, constructive, honest, frank, respectful but provoking discussion of the issues at hand. There was a mention of a language barrier problem for community representatives who did not have a sufficient level of English communication ability.

84% of respondents were satisfied with the participation of the stakeholders, but a few commented on the need for more time, and that there were many different interests that made it difficult to focus.

96% of respondents said the meeting was designed for effective dialogue and discussions.

95% of respondents described the functioning of the moderator as good. Time management was sometimes a problem.

88% of respondents said the research findings by RTA were supportive for the overall discussion.

70% of respondents said the meeting had identified the main bottlenecks of the value chain (though there was minimal time for discussion in detail). One comment given was the issue of the low level of community awareness was missing.

78% of respondents were satisfied with strategies developed to address the bottlenecks. They are the first steps in the right direction. One respondent commented that there is a lack of bottom-up approach in development issues.

41% of respondents said the implementation of the chosen strategies was feasible. There needed to be more information on which strategies will be selected at the end of the Round Table.

100% of respondents said that the objectives of the meeting were (mostly) achieved.

90% of respondents were convinced that the format of the meeting will lead to outcomes.

78% of respondents said the meeting met their expectations.

100% of respondents said the meeting provided them with additional assets: contacts and/or a better understanding of RT.

100% of respondents said they would participate in a follow up meeting.

100% are planning to be involved in further steps. The majority as members of a working group, one in research and identification of stakeholders, two in training / education on Responsible Tourism.